

NCLB Steering committee Meeting Minutes
December 7th 2009

Presence: Sylvie Manser, Kelli Tonner, Abid Jan, Allan Burns, Walter Duhme, Jerrett Defazio, Suad Yusuf, Sonia Luberti, Lisa Petch, Christine Culham-Keays, Kevan Shantz, Caroline Hudon, Nick Zeis, Sonia Chabra, Sara Dwyer

Regrets: Mike Dube, Michael Justinich, Anne Menard, Dan Longpre Guy Marcoux, Medin Admasu, Michael Pranske, Al Nowaczek, Kim Macdonald, Euphrasie Emedi

1. Welcome Check In:

- Agenda approval – Kelli Tonner
- Other issues to add to the agenda – United way property purchase on Baycrest.
- Approval of minutes – Kelli Tonner
- Correction in minutes of previous meeting (Jim Durrell Recreation Complex)

2. Follow up from last meeting

Kelli Tonner informed the Steering Table that she tried to contract Renee Ouimet at CMHA to inquire about the possibility of joining the NCLB Steering table. A decision will only be made in the New Year in regards to who will be at the Steering Table of NCLB. We are adding this partner to the table because mental health and addiction issues are common in the community.

3. CDF update

Sonia Luberti - The CHC's are working with a consultant to develop an evaluation tool that will support measurement of community development initiatives. The objective of this new tool is to measure some of the changes and information that cannot be measured by numbers. Jamie Maskill is part of this working group and should announce in February 2010 which tool will be utilised for the evaluation. Sonia added that they are working with this group and a proposal is being put forward for partnership.

4. CDF Survey

At the last meeting it was reported that the return of surveys were very low for the NCLB neighbourhoods. Only 47 surveys in total were returned for all the communities after the first launch.

Caroline Hudon explained the activities that were undertaken to re-launch the survey after our last meeting.

Sylvie Manser, Banff Community House director advised she received feedback from residents indicating the length of the questionnaire was a problem. Some expressed their reading skill was not high enough to understand the questions. Tenants did not feel as though they saw many results from the previous surveys. It was also noticed that on the list of partners in the introduction letter the community house was missing.

Lisa Petch, City of Ottawa shared other experiences with survey collection across the City and **Abid Jan** expressed that lots of information was still collected over the last few months.

Sonia Luberti also suggested that in the future when surveying residents, we should be asking them what they expect from the results of the surveys and how they would like to have the information presented to them for this year's results.

Al Burns asked if we give the residents the reason why we are doing the surveys for them and is the survey well branded in regards to what NCLB has done for the communities since the beginning of the steering committee. He suggested that we continue to put some focus on the branding of NCLB so residents will associate the service with changes in the communities.

ACTION:

It was agreed that we would not try to do any more survey's rather we should go ahead and meet with each community to create a 2010 action plan. We could also review previous action plans and evaluate the results with tenants in each community.

- ❖ **Caroline Hudon** will be engaging the communities to develop action plans. Two meetings this week with the Russell Heights Community House and Banff Community House.
- ❖ **Lisa Petch** requested a meeting in regards to review feedback from the surveys and the results.

5. NCLB community update

- **Kelli Tonner** advised a crime prevention workshop for parents on gang prevention will be held in the New Year at 1495 Heatherington.
- Dinner and chats are a good opportunity to meet with the tenants of the community and collect information.
- NCLB held a youth event in October, for the community of 1485 Heatherington. Approximately 60 youth attended and shared their ideas for services in the community.

Youth Services Bureau staff Shukria Samanta from the Downtown Drop In Services attended and supported the collection of information.

- 35% of the youth expressed they would like to see a Drop in service in the South. Some girls expressed they would like some girl only activities. See attached data collected from this event.
- In the community of 1495 Heatherington the Dinner and Chats have now moved to the old workshop since the Boys and Girls club are utilizing the other space for the homework club.
- OCH Board of Directors approved \$75 000 to renovate the building at 1495 Heatherington and add services. United Way is on board with the renovations and the Boys and Girls Club. They will try to find a labour donation that way the money is utilized for the materials.

6. Ottawa Police Services

Walter Duhme reports about a door to door campaign that he conducted with Caroline Hudon in 1455 Heatherington: 40% of tenants were reached. Flyers were delivered to share information in regards to the importance of reporting crime while remaining anonymous. Caroline Hudon was also re-launching the survey in the community at the same time.

Also **Walter Duhme** reports about reaching out 2/3 of the tenants in Banff with Sylvie Manser's help. 1485 Heatherington is the 3rd community where **Walter Duhme** will be conducting a door-to-door reach out before the New Year.

- The main message delivered by OPS is that people can stay anonymous when calling the police for a crime in process.

Since the campaign has been completed two anonymous calls were made from 1455 Heatherington to report a crime.

Walter Duhme also advised that 24 officers will participate at the Cop Shop event this year. The youth have been selected and they will have a bus that will pick them up and take them shopping with police officers.

Al Burns explained the fundamental changes that will be happening in the way OPS does business in the City.

- There will be a 10 year mandatory rotation of services except for the Community Service Police Officers: they have a 4 year mandate. Before being authorized to transfer units, the Police Officer must complete half of the mandate. More information is available on OPS website.

- OPS made these changes because they realized that they were moving 60% of their staff each year.
- The strategic deployment project has continued to help officers evaluate the way they do front line work and evaluate where the patrols need to increase the services. This project also permits them to evaluate how they deliver services in the City. Patrol Directors will now be divided by West, Central, and East districts. That way they will be able to ensure the same front line work throughout the City.
- Changes to the system of patrol will make it more universal throughout the City because one Director will supervise all the sectors. Another big change is that instead of 6 Community Police Centres they will now be 5 Centres.
- 2 years ago they had 24 Neighbourhood Officers and now the amount has decreased to 18 Frontline Officers. The main contact for Community Officers are the ones in the Centres. The amount of officers in the same patrol team would change more often.

They will continue to coordinate efforts with all main priority meetings crime analyst (gun drugs and gangs).

7. Boys and Girls club

Jerret DeFazio reported the increase of Homework club participants at 1495 Heatherington location. Since the increase in service 1089 youth have utilized the services: 499 males and 490 girls.

- Reaching out to the partner of Ottawa University for a grant proposal to evaluate the services and research the reasons why the increase in male participants versus female.
- Ridgemont High School has 56 males and Rideau 115 attending the Urban Priority Homework Clubs.
- They will be advertising for 1 or 2 Youth Junior Positions to engage youth in the school.

Suad Yusuf reported the success of the Coffee House evenings in the Community House in the catchment. Community at Heron will be having a launch party.

- They will be having an art project to encourage youth advocacy. This will be happening on the upcoming Wednesday at Ridgemont High School.
- Outreach in evenings continues in Confederation Court, Heatherington, and Banff.

8. Christine Culham-Keays Ottawa Community Housing Corporation

- Announced changes with the Tenant Community Services. Bonnie has left for the West. Medin and Christine will be responsible for the Community Development Components. Guy Marcoux and Al Nowaczek will be responsible for the tenant complaints component.
- Bernie Burns will be retiring they will be celebrating his departure next week.
- 1455 Heatherington they are thinking of implementing the Healthy Community Initiative. Christine will be meeting with tenants in this building to start discussing how we can focus attention on their issues.
- OPS will also meet with OCHC in regards to criminal issues in that community.

Abid Jan is meeting with Joanne Poirer and Bernie Burns in reviewing the coordination with the CDF, looking at how we can engage and not double services.

- It would be important to bring the results to the Steering Committee Table and describe what different initiative OCHC wants to do with tenant focus groups. The tenants do not feel listened to in their complaints, and the maintenance and the safety of the building.
- It's important that OCHC recognizes the commitment to their partners with the NCLB communities.

Sonia Luberti suggested the implication of Healthy Community Initiative to be evaluated and compared with NCLB. It was mentioned that Medin had completed a review of the NCLB services and the Healthy Community Initiative. It would be good to review that document.

9. Parks and recreation

Nick Zeis informed that the Albion Heatherington Recreation Centre is trying to organize new programs for the community.

- Some of the fees have not been used by people, and if they register and pay in full before the end of the year it will be pushed over into the New Year.
- They will have a Carnival in February that will be organized for the community.
- The skating rink in Heatherington will be open until the 24th of December and will be closed on the last week of the month.
- The recreation center will not be having a Christmas break program this year.
- **Nick Pryce** will be giving jujitsu classes, and the hip hop, and cheerleading still have free spots for registration.

Kevan Shantz for the Dempsey expressed that he had stopped all programming for 3 weeks because their Centre became a Flu Assessment Centre for the South-East Ottawa CHC.

- Programs are now back on, a new program will start common support club. There will be a mini tournament for the hockey club. Canadian Tire Jump Start gave a donation again this year.

10. Community House

Sara Dwyer Russell Heights Community House Director reported that the community held an AGM on November 26, 2009 new tenants were selected as Board members.

- Tenant Association organized a gift giving at the Eid celebration. The event was considered a success; all the youth were pleased with the gifts.
- Trying to find resources on prevention programs for youth 8 – 12 years. Recently the House connected with Vincent Massey Social worker trying to increase partnership with the schools.
- Winter rink will be behind the community portable. The portable will be used to store the skates that kids can use and for them to put their skates on before getting on the rink.

Sylvie Manser Banff Community House Director reported that Banff has elected a new Tenant Association and they are really excited about their community and taking on new challenges.

- Dinner and chat continues to greet many people from the community. The lead has been amazing in reaching out to tenants.
- The Open House during the fall was a great success, the event hosted many partners and many tenants showed up. YOW helped in counting the participants and 277 people walked through the House.
- There are now waiting list for all the services, pre-school, homework club, and the food bank.
- The Tenant Association will be hosting a Christmas party for the community.

11. Other Issues

Kelli Tonner reports that United Way purchased a property on Baycrest Street and they are interested in partner/community feedback. They are considering creating supportive housing for those that have been chronically homeless. The intention is to create

independent units with a built in program with supportive workers. Partners were asked to provide feedback on how best to gage input from the community.

Walter Duhme commented that this is a Crime free community and that the landlord completes background criminal checks for all new tenants. Other partners questioned whether or not these supportive services could be placed in already existing buildings that are struggling rather than create a whole new building?

Kelli Tonner extended her thanks to the Dempsey Community Center for hosting the Flu Assessment Center for three weeks.

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Next meeting January 25, 2010.