



## **NCLB Steering Committee Meeting** Minutes September 28, 2009 meeting

**Presence:** Sylvie Manser, Kelli Tonner, Abid Jan, Dan Longpré, Walter Duhme, Michael Justinich, Jerrett DeFazie, Suad Yusuf, Guy Marcoux, Kim MacDonald, Sonia Luberti, Medin Admasu, Bonnie Boisvert-Marsh, Al Nowaczek, David Loveridge, Christine Cullen-Keays, Kevan Shantz, Michael Pranske, James Tanguay, Caroline Hudon, Euphrasie Emedi, Nick Zeis, Sonia Chhabra

**Regrets:** Inspector Allan Burns, Mike Dube, Kim Seguin, Anne Menard

### **1. Welcome & Check In:**

- *Kelli Tonner* introduced *James Tanguay* as the new staff at SEOCHC working on the Urban Priority Initiative
- *Sonia Chhabra* is the person representing Councilor Maria McRae.
- *Christine Cullen-Keays* is the new Tenant & Community Worker Manager - OCHC
- *Bonnie Boivert-Marsh* is a new Tenant Community Worker - OCHC
- *Medin Admasu* is a new Tenant Community Worker for - OCHC

### **2. Approval of the agenda:**

- *Caroline Hudon* suggests that we start projecting agendas and minutes instead of printing them. This way we will save on paper and be environmentally friendly.

### **3. Follow up on the decisions of the last meeting**

#### **CDF Survey:**

*Caroline Hudon* reported that the CDF surveys were distributed to tenants during different events such as food banks, dinner and chats and play groups. This was an opportunity to explain to tenants why this new and improved survey was much longer than the last one. Also Tenant Associations members of three communities (Confederation Court, Russell Heights, and 1485 Heaterington) agreed to drop off the surveys in people's mail boxes after the first few weeks of collection. After two months of engaging the tenants in this process, a total of 45 surveys were returned from all five communities. This might be because of people's discouragement due to the length and/or the misunderstanding of the questionnaire, as well as different translation (i.e. Somali). In the South East area we have been doing a shorter form for the last five years. The shorter survey had a very good return rate.

The question was asked about the reason of changing the survey's format:

*Abid Jan* explained that the changes in the format were done for the sake of standardization. This new survey is much more representative of all the social determinants of health. The launches in the other CDF communities had a bit higher return rate because this was the first time they completed a survey for their community.

It was suggested that we should communicate with people about changes in the survey, to let them know what we are doing and why we are doing it. The numbers that we have right now are challenges for having an action plan. This may require having more meetings for communication.

*Sonia Luberti* acknowledged that the length of the survey is longer but at the same time it measures all the needs of a community.

*David Loveridge* expressed that he had not heard about this survey. He remembered the old survey that NCLB had distributed in the past. He expressed that if the numbers were not high

enough NCLB should continue to encourage tenants in each community to complete this survey. He explained that his staff would be able to provide this support he feels these surveys are important to their services in the community. It was felt that because this survey did not get the same type of launching as in the other communities it would be good to create an event around the survey filling.

Also, Options Bytown will help with the distribution of the surveys.

*Caroline Hudon* explained that at the present time she will be meeting with each individual Tenant Association in order to review previous community Action Plans in each community, to see the progress and restart the process of engaging residents in this task.

**ACTION ITEM: SEOCHC staff and OCH staff, with the help of Options Bytown, will resurvey the NCLB communities with the longer survey provided through the CD Framework and try to get a higher return rate.**

#### **Community Development Framework learning forum (City of Ottawa)**

*Sonia Luberti* reported about the great success of the Community Development Framework learning days that happened in September. 600 peoples participated in two days. The main speaker and head of the organizational team *Mark (LAST)* from Tamarack Groups put together an amazing presentation. He provided a wealth of knowledge in regards to community development philosophies and how things could be done to improve communities in need of supports. The big reflection of the day is the importance of mobilizing a community in order to help the group move towards one direction. It's also important to recognize all the social determinants of health needs in a community not only the crime prevention pieces. Also Sonia indicated that it's important to remember that community development work is a lengthy process that takes time to develop and engage the community to participate. *Caroline Hudon* and *Euphrasie Emedi* added some feedback regarding the organizational group. Both were pleased with the results of the days: all the process went according to the plan that was set.

*Abid Jan* added that issues of language came up from the forum: it's important to simplify the terminology.

**Evaluation tool for CHC** – At the last meeting *Leslie McDiarmid* had suggested that this tool should be piloted in the SEOCHC NCLB neighborhoods. Since she is not present this item will be discussed at the next meeting.

#### **Surveys Analysis**

*Abid Jan* indicated that we are relying on Carleton University to do the surveys analysis. He also mentioned that CU has not yet completed the surveys analysis for the CDF communities. He also mentioned that the agreement for the survey analysis was only negotiated for the four CDF communities and not from the SEOCHC NCLB communities. *Abid* stated that in the next years the surveys information will be put in database.

#### **Coffee House for parents (Youth Outreach Program)**

*Suad Yusuf*: The initiative of the Boys and Girls Club to have a coffee house for parents was a great opportunity to engage families. About 15 parents came out to the Coffee House: to show them what we do, etc. This happened in the Confederation Court Community, Russell Heights, Heatherington & Albion and Banff. The parents felt involved and some of them expressed an interest to be part of other activities. For example, a lot of parents are interested in CPR.

#### **4. Progress Update**

##### **NCLB City wide:**

*Abid Jan*: The action plans for the Overbrook Forbes and Bayshore communities are in process. Community Developers are now on the same page, especially after the CDF forum it has become more clear. They are presently meeting with different service providers, OPS and OCHC. People are more alert about where they stand in the community. This will help with the action plan process to establish who has what role in order to act on the plan once it is completed.

## **Community Level**

*Caroline Hudon:*

- Collaboration with Youth Services Bureau: some youth from the youth engagement group who will put together two presentations for parents in the NCLB communities. This initiative was developed following many requests from parents to have more information about parenting pre-teens and teenagers.
- Over the summer, *CHEO* made presentations on safety at Confederation Court and at Banff. Free helmet vouchers were given to some kids. In the fall *CHEO* is planning to have presentations on the flu and cold season, as well as preventive methods that can be used by parents to make sure their children are safe in the community.
- Presentation will be made by Court VAW unit from CAS at Confederation regarding victims of violence.

## **Community Funds**

*Kelli Tonner:*

- SEOCHC received \$32,000 from the Community Foundation for the Youth programming. These funds were divided between 5 communities: Banff, Blair Court, Confederation Court and Russell Heights. There is no fixed agenda as for how to use the moneys: each community runs its activities/program according to its needs.

*Abid Jan* explains that coordination is important in regards engaging the youth and the maintenance of their councils in each community. NCLB has a priority to reach out to youth and ensure that they have a place to be part of their community.

- The youth drop in has temporarily closed at the 1355 location.

## **Urban Priorities**

*James Tanguay:*

- In October Urban Priorities, in collaboration with Community Houses and Crime Prevention, will conduct workshops on gang prevention for parents. Blair Court will host a workshop on October 14/09. Confederation Court will host one on October 13 at 6:00pm.
- Ridgemount and Rideau High Schools were successful to getting funds to essentially bring support to the youth in the schools. The School Board will be working in collaboration with communities to deliver services in schools to youth.

## **5. Partners report**

### **Ottawa Police**

*Walter Duhme:*

- October 2, 2009 a delegation from Hong Kong will be in Ottawa to tour community service initiatives. Walter and Caroline will be touring the community with these officers.
- Looking to doing a door to door visit in the communities instead of going only in meetings.
- The Table members indicated that a door to door approach is very good: that's how the officer can get connected and be known by the residents.
- Constable Duhme indicated that he presently still has no partner yet for the community services office. He is hoping that the partner that was appointed will recover soon and be there hopefully in January.
- Russell Heights has been identified as a community that is really struggling.
- Officer *Dan Longpre* indicated that the Neighborhood Officers have been present throughout the summer and there has been some contacts with OCHC. The communication between the security services of OCHC has continued to improve.

### **Boys and Girls Club**

*Jerrett DeFazio:*

- Reported that the number of children served at 1495 Heatherington has increased up to 40-50 a day and they have to restrict kids entering the program at certain times. More outreach with the community and met with Public School Board to try to get grade 7 and 8 students engaged for homework clubs.

- *Suad Yusuf* explained that the outreach has been focused in the evening and in Community Houses. This year the process has been easier because the contacts were established. After doing CPR the kids got in to YES programs and got summer jobs.

### **Ottawa Community Housing Corporation**

*David Loveridge:*

- Announced that 10 tenants were successful candidates to the Ron Larkin Bursary Program.
- OCHC also provide support letters and advertise the Dr. Albert Rose Bursary program for tenants that pursue post secondary education
- *David Loveridge* introduced Christine Cullen-Keays (CD Manager).
- *Christine's Cullen-Keays* supervisor will be Bernie Burns OCHC is making some changes on supervisions. Phases 1 of the changes are being done in the Tenant Community Services. They have four Tenant Community Workers' and two teams. One team will be for tenant support and administration support which will work on problem solving.
- *Bonnie Boivert-Marsh* is a new Tenant Community Worker from the Central District.
- *Medin Admasu* is also a new Tenant Community Worker with the South District.
- *David Loveridge* then announced to the steering committee that as of Friday October 2 2009 he will be working at head office....*Shaun Simms* will be Acting Director while OCHC is looking for a Director for the South District.
- *David Loveridge* expressed that he walked through the Confederation community and realized that this community did not have any type of play structure in place for the children. He explained that the main reason why this park is not in place is because of Rogers cable wires that are under the area where they want to put the park. This should be dealt with by the end of October.
- He also reported the vision for 1495 Heatherington is to become a child and youth club house with additional programs and services. A request and presentation to OCH Board of Directors to make a capital investment of \$75,000 to change the 1495 Heatherington will be made.
- Heatherington Community initiatives over the summer were successful.
- 2100 Russell challenging building over the summer there was a meeting with Joanne
- Community was finally fed up with the issues many supports from SEOCHC and Options Bytown in this building.

*Kelli Tonner:* Addressed the issues in the 1455 Heatherington building and the different community efforts to outreach to the tenants.

*Kim McDonald:* Expressed that ROH nurse for mental health has been meeting with people for addictions 3 referrals so far since it started.

The lounge should be more operated with different community services and turned in to a form of drop in with many supports due to the diversity of services needed in the community.

***ACTION ITEM: Kelli Tonner will invite Renee Quimet from CMHA to attend the next NCLB steering committee meeting.***

Fairlea community is also part of the community and has been demonstrating issues with trespassing. The community would like to set up a fence and Councilor Diane Deans has been approached in regards to this discussion.

- Banff Ledbury community interior upgrade are completed. Only 40% of the community is occupied. It will be important that community development workers continue to connect with the new residents that will be moving in to maintain this improved community.

### **Park and Recreation**

*Nick Zeis:*

- The Heatherington summer program was very busy. They worked closely with Ottawa Police Services in training the staff. Many challenges with the day camp: did not have many children.
- Leadership program went really well all summer.
- Re-hiring employees working new initiatives.
- Presentations regularly to security and staff.
- New programs starting in the next week, soccer and ball hockey for free.

- New initiative from Better Beginnings Better Future approving now the agencies work closely together on servicing the community better.
- *Kelli Tonner* expressed the joint training session in regards to safety in the community.

### **Dempsey Community Centre**

*Kevan Shantz:*

- Successful summer camp lots' of children.
- 2 community partners are back online for the fall programs that are starting for free.
- Christie Lakes is back & expanding the programming
- Women Alive instructions yoga fitness on Tuesday and Thursday at 10 a.m for a month then they will review.

### **Children Aid Society**

*Micheal Pranske:*

- Did not attend any community dinner meeting in during the summer. Was very busy in prevention work.
- On October 2, 2009 there will be an Open House at the Walkley office from 9:30 am to noon. There will be speakers at the event.

### **Community Houses**

#### **Banff Ledbury**

*Sylvie Manser:*

- Has been a proactive approach to meeting with the new tenants in the community.
- A new launch will be done in the coming weeks to attempt to connect with partners and the new residents. While meeting with many of the new residents it was noticed that a huge population of them are French speaking families.
- Youth Council raised a good amount of money with the event "So you think you have talent". \$500 of that money was to give as a scholarship to a member of the community pursuing his/her postsecondary education.
- Jim Durrell really has helped out with space for some of the recreation programs that the Community House has put together for the youth.

### **Crime Prevention Ottawa**

*Michael Justinich:*

- November 3<sup>rd</sup> awards - Application in regards to awards are to short resume.
- Mental Health and Head of CHEO to look at the possibility to put nurses in Community Houses. Project to apply to have outreach mental health nurses in regards to youth and children.

### **6. Andrew Galley – University McMaster PhD Student.**

- He studies in Anthropology his doctorate research is with regards to public services specifically with the youth and refugees population. He is trying to look at facets of active citizenship and service providers
- Would like to be part of some of the Community House, Tenant Association meetings and community dinners to observe how people in the communities act together. . Good contacts for him would be to connect with OCHC for the different Tenant Association in order to participate and Community dinners with Caroline Hudon from the SEOCHC community services team.

**Next meeting:** Tuesday November 9, 2009 from 1:30 p.m. to 3:30 p.m.

**Meeting adjourned:** 3:35p.m.