



SPRING GATHERING

Spring Gathering 2018 Report

The Spring Gathering is an annual community consultation that takes place in St. James Town to gather resident feedback around programs and service delivery. It is led by Health Access St. James Town (HASJT) in partnership with the St. James Town Service Providers Network (SJTSPN) and residents. This report summarizes the 2018 Spring Gathering thematic feedback, as well as future program planning recommendations.

[March 23, 2018]

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This report was prepared for Health Access St. James Town (HASJT) and the St. James Town Service Providers Network (SJTSN) in June 2018 by the Health Promotion and Systems Specialist on the Newcomer Health Team at Sherbourne Health Centre (SHC). Special thanks to Stephanie Babinski, MPH Candidate, (SHC).

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Spring Gathering would not be possible without the efforts of the planning committee. For further details, please see Appendix C.

PART I: SPRING GATHERING OVERVIEW

Spring Gathering 2018 Overview

Spring Gathering 2018 **was held on Friday, March 23rd from 5:30 to 8:30pm** at Rose Avenue Public School, in the heart of St. James Town. This is the 5th in a series of annual community consultations carried out to understand the service and program needs of the St. James Town community. It is hosted by Health Access St. James Town (HASJT) and the St. James Town Service Providers Network¹ (SJTSPN).

This year's overarching theme for Spring Gathering was *Making St. James Town a Neighbourhood of Choice to call home*. The theme was chosen to reflect the theory of change of the St. James Town Collective Impact² vision. The Collective Impact initiative has a goal of enhancing the quality of life in the neighbourhood by addressing safety, mental health and well-being, and promoting income generation opportunities using social connections as the lever. Guided by the Canadian Index of Wellbeing, evidence for Collective Impact in St. James Town has been collected in specific domains of Community Vitality, Healthy Populations and Living Standards³. The Collective Impact Steering Committee is formed of members of Health Access, the network, residents, landlords, The City of Toronto, Toronto Central LHIN and multiple other stakeholders.

This year, a total of 255 people were in attendance, which included residents, service providers, volunteers and children. Special guest speakers included Mayor John Tory, Councillor Lucy Troisi, TDSB Trustee Chris Moise, representatives from the TC-LHIN and Barbara Hall, public champion for the St. James Town Collective Impact Initiative. The Spring Gathering 2018 agenda included presentations on services, programs and highlights from the last year, which were delivered by SJTSPN sub-committees and reflected client and resident voices whenever possible. The second portion of the evening was focused on small group discussions on the overarching themes of building social connections in St. James Town. This was followed by a light meal, and raffles and prizes. 78% of survey findings indicated that attendees agreed or strongly agreed that the small group discussions highlighted the strengths and needs of the community.

Overall, it was a celebratory and engaging evening, which approximately 80% of survey respondents agreed or strongly agreed that they were satisfied with the event overall. Health Access Partners wish to acknowledge Rose Avenue Public School for their ongoing support of the space.

The following report includes the key findings from the small group discussions, with supporting evidence. All details of Spring Gathering 2018 planning and implementation can be found in Appendix C. For tools utilized for the consultation, please refer to Appendix D.

¹ Refer to Appendix A for an overview of Health Access St. James Town and the Service Providers Network

² Refer to Appendix B for an overview of Collective Impact

³ For CIW domains and indicators, please visit this link: <https://uwaterloo.ca/canadian-index-wellbeing/what-we-do/domains-and-indicators>

Consultation Methodology

- This year's consultation focused on promoting themes of *neighbourhood pride, neighbourhood improvement, sense of belonging, and building social connections across unique groups in the community as per the Collective Impact Theory of Change*. The Collective Impact Theory of Change highlights social connections as the driver for neighbourhood safety, economic development, and responsive services for vulnerable residents. Guided by the Canadian Index of Wellbeing (CIW), evidence for Collective Impact in St. James Town has been collected in specific domains of Community Vitality, Healthy Populations and Living Standards. The consultation questions were finalized with Health Access Partners at the SPN Executive Meeting on March 1st, 2018, keeping the CIW domains in mind.
- Participants had two ways of contributing to the table discussions: either by way of completing individual worksheets and/or by way of small group discussions which were facilitated by St. James Town Ambassadors and members of the Service Providers' Network. Please refer to Appendix D for tools utilized. Participants were supported by table facilitators in answering the questions in their respective languages (e.g. Tamil, Arabic, and Mandarin), and then these were translated to English. Table facilitators, including Ambassadors and service providers, were oriented to the table facilitation methods on March 13th, 2018 at The Corner.
- The data analysis process was led by a Masters of Public Health Student, with support from the Health Promotion Specialist, and member checking with Community Ambassadors. Data from the group discussion flip charts (n=16) and individual worksheets (n=73) were typed up verbatim into an excel spreadsheet. Patterns and recurring themes were identified that responded to each question in the table discussion as well as in the worksheets. The data were then coded by theme. Two community ambassadors were consulted in the analysis of the table discussion data⁴. Following the consultation with ambassadors, the main themes and conclusions drawn from the table discussions were summarized and themes that cut across multiple questions were highlighted. Main themes and conclusions drawn from the individual worksheets were also summarized.
- **Recommendations and Lessons Learned on Methodology:** *Future consultations should include more time for small group discussions and be more interactive, consider other feedback loops to residents about service provider updates so that there is more time for gathering and communicating with one another, continue with dual data collection method of worksheets and flip chart paper, worksheets should be translated into all the top languages, and increase time and engagement for participatory data analysis with ambassadors.*

⁴ Without priming them to noted themes, the MPH student had the ambassadors read the table discussion data and make note of themes or patterns they noticed. The two ambassadors and the MPH student then discussed the conclusions they each drew from the table discussion data. This process acted as a form of verification and helped to reduce bias in the interpretation of data. The two residents (ambassadors) came to the data with different knowledge and expectations than the student, who is not a resident of the neighbourhood. Despite their different backgrounds and knowledge of SJT, the two ambassadors and the MPH student noticed similar recurring themes between table discussion data.

PART II: KEY FINDINGS

There were 5 themes that were discussed at tables during the consultation phase: 1) *actions to improve the neighbourhood*, 2) *building social connections across the 19 high-rise buildings*, 3) *building social connections between youth and seniors*, 4) *building social connections between newcomers and longer-term immigrants/Canadian born residents*, and 5) *connecting businesses and residents*. Individuals also had an opportunity to complete individual worksheets with the same questions in order to provide further details. For copies of the questions guide, please refer to Appendix D. Below is a combined summary of the responses to themes as per table discussions and worksheet data. It is noted under each theme, how many tables responded to the theme and how many worksheets included responses to the theme.



PRIDE IN ST. JAMES TOWN

4 table discussions /// 68 worksheet responses [93%]

The following responses were generated from the ice-breaker table discussion question, “What are you most proud of about St. James Town?” and the worksheet question, “What are some reasons why you would recommend St. James Town to your family and friends as a neighbourhood to live in?”.

“It's a world within a block; it's a gathering place of people of all cultures”

1) PROXIMITY TO AMENITIES AND SERVICE

"Lots of close stores and school and TTC stations"

"convenience to nearby stores, no need to drive around. Everything is in the area."

"transport facilities, healthy clinics, grocery shops, health centre, drug mart, library wait room at community centre, all necessary facilities are available."

2) DIVERSITY AND MULTICULTURALISM

"all kinds of food - multicultural food from India - choice; different cultural experiences; community is good due to multiculturalism"

"it's a world within a block; it's a gathering place of people of all cultures"

"I like the activities and cultural presentations of community organizations very much"

3) THE "FRIENDLY" PEOPLE (friendly, kind and welcoming)

"just being here! acceptance; everyone is really friendly"

"I find this place very friendly and cooperative for everyone who lives here. I am very satisfied to choose this place to live in."

"I would recommend SJT because it is very caring and welcoming. Everyone knows each other and helps each other in time of need this is based on my own experience."

4) COMMUNITY PROGRAMS AND SERVICES- affordable and responsive

"Many programs that address all types of individuals and families."

"Community activities are helpful to us: provide information and provide services. It can improve the quality of life and bring us to have a happy lifestyle"

"Community workers are enthusiastic; community activities are plenty; Community workers work hard for the elderly"

CONCLUSION

The most commonly cited sources of pride about St. James Town were 1) its diversity and multiculturalism; 2) the friendly and welcoming people and residents themselves ("friendly", "kind", "welcoming", "united/close-knit" and "acceptance"); its proximity to downtown, public transportation, and amenities such as grocery stores and schools; and the availability of community programs and free services for diverse groups of residents. One person wrote, "I feel like I am in India", which was interpreted by ambassadors to mean that the person felt at home, welcome and surrounded by people with shared culture and experiences.

ACTIONS TO IMPROVE THE NEIGHBOURHOOD

6 table discussions /// 58 worksheet responses [79%]

“What are 2-3 small actions the community could take that would make you recommend St. James Town to your friends/family as a neighbourhood to move in to?”

1) IMPROVING OUTDOOR SPACE - ideas related to improving outdoor spaces and the community appeal included:

- Keeping the community clean (e.g. monitoring dog park/dog poo collection)
- More green/recreational spaces such as parks (e.g. flowers and benches) or tennis courts (e.g. re-doing the tennis court)
- Accessibility - improving pathways, ramps, accessibility for seniors, increased accessibility at Sherbourne subway station

2) SAFETY

- Drug enforcement
- General sense of safety (including theft)
- Cameras, surveillance in buildings, security guards, and patrols in buildings
- Road safety measures (e.g. more speed bumps, a crossing guard, and snowplowing concerns)

3) SUPPORTING COMMUNITY MEMBERS - responses that recommended taking action to help support community members in:

- Help finding employment
- Increase coordinated services and programs for youth, seniors, and low-income residents
- More activities/field trips in Toronto (e.g. “historical walks”, museum visits, and outings)
- More community events and gatherings (i.e. celebration of cultural and religious festivals)
- More community engagement and consultation strategies and forums (e.g. work in collaboration across buildings, “listen to community” more, social gatherings where we “discuss wishes and hopes for SJT”, and committees)
- Farmer’s Market
- Senior TTC tickets (make more easily accessible and available)

4) CHILDREN’S ACTIVITIES

- More activities for kids in general
- More or improved park space for kids
- More kid-friendly areas in the community, including more indoor spaces to play

CONCLUSION

The top responses to the question about “2-3 actions the community could take to make St. James Town a place you would recommend to your family to live in” fell into two main categories: infrastructure and cleanliness, and safety. Table discussion data generally indicated that individuals thought St. James Town should organize more community clean ups to clean up spaces like the area in front of the Food Basics and to clean up pet feces/waste. In terms of infrastructure, data also suggests that residents want improved accessibility at Sherbourne subway station and improved/fixed sidewalks and ramps.

Regarding security and community safety, several responses referenced the need to improve monitoring and security in the apartment buildings to mitigate theft and other criminal activity. As well, there were comments suggesting that traffic control should be improved to make the roads safer for pedestrians and children. The responses also suggested that the community could be enhanced through social programs like employment, increasing programs and services for specific groups, and holding more community gatherings. Finally, the other area that would make St. James Town a place people would recommend to family and friends is more kid-friendly spaces and activities.



BUILDING SOCIAL CONNECTIONS IN ST. JAMES TOWN

Part A) Building connections across the 19 buildings

14 table discussions /// 60 worksheet responses [82%]

- 1) **MORE EVENTS AND SOCIAL GATHERINGS** – *most frequently mentioned events that get people together (e.g. mentioned 2x or more) included:*
 - Sports activities (i.e. inter-building competitions)
 - Religious and cultural festival celebrations for everyone
 - Trips and city tours (i.e. field trips around Toronto or surrounding area)
 - Games' nights
 - BBQ
 - *Other suggestions:* chat groups of conversation circles, storytelling events, concerts, cultural exchange/workshops about food and crafts, choir, dance club, outdoor movie night, potlucks, children's play dates, Farmer's Market, and group projects such as murals or gardening
- 2) **NEED/DESIRE FOR GATHERING SPACE CONDUCTIVE TO EVENTS OR SOCIALIZING**
 - More gathering places for children (e.g. kids' playground)
 - Exercise rooms
 - More parks
- 3) **GREATER COMMUNICATION ABOUT, AND PROMOTION OF EVENTS** - *responses suggest promoting events programs and services more broadly. Specific examples include:*
 - An electronic sign displaying 'goings-on' in SJT
 - More visible resources at the SJTCC and WCC
 - The creation of a newsletter in either hard-copy or on social media, for example using Snapchat
 - Having 1-2 representatives from each building or a small group in charge of outreach
 - The use of social media such as Facebook groups to link community members in a building together or Instagram to promote events and programs
 - More use of texting and apps to stay in touch
- 4) **MORE COMMUNITY ENGAGED PROGRAMS**
 - Programs that meet community needs
 - More community engagement with these programs (X 7).
 - Resident champions across the buildings, resident groups across the buildings,
 - Programs available in multiple languages (attendance and accessibility)

CONCLUSION

Most generally, table discussion data *and* worksheet data suggested that residents are enthusiastic to participate in and have more opportunities to socialize and get to know one another. This was demonstrated by suggesting specific kinds of events and gatherings, with sports activities and competitions being the most popular example provided (as suggested by 4 tables). The other suggestions for social events that were most popular were having community celebrations for cultural and religious, planning community field trips and city tours, and holding regular games' nights. As well, tables suggested that there should be more spaces for people to gather for socializing, or for planning

and holding their own events. Several tables suggested promoting existing events and programs more, for example by using social media or by creating a newsletter. Lastly, there was a recommendation at several tables and across worksheets to include programs and events in multiple languages to make them more accessible to more people and generally design more programs that meet community needs and wishes. In sum, there was a strong emphasis on having more opportunities for community members to get together and socialize in order to create social connections across the 19 high-rise buildings.

Part B) Building connections across generations, e.g. youth and seniors

13 table discussions /// 62 worksheet responses [85%]

1) INTERGENERATIONAL EVENTS AND PROGRAMS - *most broadly, respondents said to organize more programs and events that include youth and seniors to have them interact and get to know one another. Some popular examples (e.g. mentioned 2x or more include:*

- Board games
- Arts and crafts (i.e. knitting)
- Dancing for all ages
- Sports' events
- Festivals
- Computer classes
- *Other suggestions include:* cultural programs, merging programming between seniors' groups and daycares, choir, Movie Night, storytelling/make a book together related to storytelling, community garden, library lessons, and walks with seniors

2) SKILLS AND KNOWLEDGE EXCHANGE INITIATIVES - *responses that suggested programs where youth and seniors exchange services or knowledge include:*

- Having youth volunteer by helping seniors with daily tasks such as groceries and/or daily chores
- Youth technological help - by teaching seniors about the internet or computers
- Seniors' storytelling/mentoring - to have seniors share stories, experiences, ancestral stories, and historical knowledge with youth and children



AMBASSADOR RECOMMENDATIONS

"CREATING PROGRAMS/EVENTS WHERE ADULTS, SENIORS AND YOUTH CAN COME TOGETHER AND TALK, EXCHANGE THEIR EXPERIENCES AND CAN TEACH NEW THINGS. WE CAN HAVE VOLUNTEERS TO HELP SENIORS WITH THEIR DAILY TASKS LIKE SHOPPING, MEDICAL APPOINTMENTS, WALK OR A FRIENDLY VISIT AT THEIR HOMES. SENIORS CAN ALSO HELP YOUTH WITH THEIR JOBS AND CAREERS, WHILE YOUTH CAN HELP SENIORS UNDERSTANDING THE CHANGING WORLD AND NEW TECHNOLOGIES."



CONCLUSION

The most common and broad recommendation was to **organize more programs and events that include both youth and seniors in spaces where they interact and socialize**. Specific ideas for making these connections included a games' night (BINGO was mentioned several times), a movie night, choir, a community garden, walks, and/ or computer classes. **The second most common idea was a form of knowledge/skill exchange** where seniors and youth volunteer their time to help one another with given specific tasks or learning skills; for example, youth teach seniors about technology and seniors mentor/tell stories to youth about school and careers.



Part C) Building connections between long-term and/or Canadian born residents with recently arrived newcomers

11 table discussions /// 50 worksheet responses [68%]

1) INITIATIVES FOR SOCIALIZING NEWCOMERS AND LONG-TERM RESIDENTS

- A welcoming committee
- Welcome events/meet n greets/icebreakers
- Health-focused activities that bring newcomers and long-term residents together (i.e. CPR certificate training)
- Field trips
- Regular afternoon teas/coffees
- *Other:* sports games, Farmer's Markets, and Pen pal or buddy program

"in the community centre, have a welcoming event for all the newcomers displaying all the events/programs that take place within the community"

2) KNOWLEDGE SHARING - long term residents playing a role in orienting newcomers

- Neighbourhood/city tours
- Mentorship/teaching program between long-term residents and newcomers
- Volunteering to provide services or information about services to newcomers (e.g. with employment)

3) CULTURAL EXCHANGES – teaching one another about culture (sharing "Canadian" culture too) to develop mutual respect

- Cooking and food sharing, and potlucks
- Cultural festivals and trips
- Storytelling and knowledge exchange

4) LANGUAGE EXCHANGE - having newcomers and long-term residents get to know one another by having those more fluent in English teach those who are less fluent

- Language exchange, English conversation circles, ESL, and literacy classes



AMBASSADOR RECOMMENDATIONS

"ONCE IN A YEAR, A WELCOME PARTY CAN BE ARRANGED FOR EVERYONE TO MEET EACH OTHER. CULTURAL AND RELIGIOUS EVENTS WILL ALSO HELP THEM TO GET TOGETHER AND KNOW EACH OTHER. TRIPS AND TOURS CAN BE A GOOD START AND THE LOCAL PEOPLE CAN HELP THE NEWCOMERS WITH THEIR SETTLEMENT PERIOD."



CONCLUSION

Several responses indicated that more initiatives should allow for newcomers and long-term (Canadian-born) residents to socialize and interact. Popular suggestions of such initiatives included a welcoming committee, a welcoming event/meet n greets, community icebreakers, and other programs that engage both newcomers *and* long-term residents rather than newcomer-specific programming. Other recommendations for building connections between newcomers and long-term residents were to have a language exchange program or English learning buddies/classes, and to have cultural exchange opportunities through potlucks and gatherings where culture is shared and Canadian-born residents learn to accept and respect different cultures.

Part D) Building connections between local businesses and residents

14 table discussions /// 43 worksheet responses [59%]

1) EMPLOYING/HIRING LOCAL RESIDENTS

- Hiring strategies that encourage local and diverse hiring, more job postings by local businesses readily available for residents
- More co-op programs/work placement/volunteering
- Knowledge exchange/promotion: job fair of businesses, create a list of businesses in the area
- Training of residents: vocational training, intro to business courses, needs-based trainings, and job training upon hire
- Deeper understanding of local employers/businesses, such as their needs, values, and what qualifications they want residents to have
- Unique initiatives like “Take a community member to work day” and English-learning job placements

2) SUPPORTING AND PROMOTING LOCAL BUSINESSES - *more promotion, advertising, and listing of local businesses. This may have been in order to promote local businesses to residents to encourage business growth and prosperity.*

- Targeted use of social media: to promote local businesses and advertise special offers
- Better consumer engagement: flyers, localized targeted ads, sales or cheaper prices, by advising consumers to buy particular products, and encouraging residents to shop local
- Local business networking: mini business convention, provide a list of businesses in the area, and ambassadors assigned to a business and help to promote it

3) ENTREPRENEURSHIP - *responses that gave suggestions related to encouraging entrepreneurship among SJT residents*

- Business development support: information on entrepreneurship, start new youth businesses through incubators, mentorship by small businesses to newcomers on starting their own business, and business idea exchange over dinner and picnics
- Events that showcase local talents like food, clothes, and jewelry
- Selling of goods: sell crafts in each other’s buildings, outdoor shops during the summer, garage sales, food trucks, **and** vegetable and fruit stalls

CONCLUSION

Ideas for connecting residents and businesses can be divided into three main categories: **employing residents, entrepreneurship, and supporting/promoting local businesses.** Responses to this question had fewer recurrent ideas. In general, the table discussions generated some ideas of how to encourage local businesses to hire local residents, how to encourage residents to shop at local businesses, and how to encourage residents to start their own businesses.

Emergent Theme: Mutual Respect and Trust

The theme of fostering mutual respect and the importance of mutual trust emerged from the ideas shared on how to build bridges across social groups in St. James Town. The idea of being kind and respectful seemed a core principle behind building bridges between seniors and youth, newcomers and long-term residents/Canadian born residents, and even between businesses and residents:

“As I said it is important that people who were born here and newcomers can get to respect each others culture.”

“Being kind to your neighbours. Kindness is always good.”

“Mutual Trust is nice.”

Responses indicated that people felt that barriers to engagement across groups may actually include a lack of appreciation or respect, particularly from the perspective of seniors, as is demonstrated by the following quotes:

“Possibly a lost cause. Young people don't seem to enjoy talking to us”

“Being respectful to older people”

“By being a polite and friendly youth”



Many of the strategies suggested to connect newcomers and Canadian-born residents, like cross cultural exchange initiatives, were suggested in order to promote mutual respect and understanding between cultures. With newcomers and Canadian-born residents, suggestions to go beyond understanding and mutual respect, to recognizing that prejudice and stigma may exist, were also highlighted. For example:

- Workshop to combat stigma
- Anti-oppression workshop
- Camp week to unite youth

CONCLUSION AND PLANNING IMPLICATIONS

The theme of social connections and *Making St. James Town a Neighbourhood of Choice to Call Home*, generated a lot of positive ideas around how to further build community and a sense of belonging. It was evident that residents were keenly able to highlight the assets and strengths of St. James Town that can be built upon. Building a sense of belonging, being involved in community, feeling safe, having trusting relationships are all sub-dimensions of the *Community Vitality* domain of the Canadian Index Wellbeing. There is an opportunity to utilize these dimensions and associated indicators to further explore interventions. Similarly, it is widely recognized that social isolation is a key determinant of the health of Canadians. Health Access Partners and the St. James Town Service Providers' Network have an opportunity to apply these frameworks to guide the planning for St. James Town. The key findings in this report should also be examined in light of the key findings from the 2017 report, which were focused on population-specific health and service needs, corresponding to the *Healthy Populations* domain of the Canadian Index of Well-being. Some planning implications, in light of these frameworks and the current work plan of community partners are listed below:

- Continue to work with residents to implement festivals and celebrations like the annual St. James Town festival that celebrate diversity, multiculturalism, and bring people together
- Consider innovative ways to support cultural and social events and activities in different buildings with resident groups and build out a corresponding social media strategy
- Promote mobile programming for children; animating parks, lobbies, building spaces with children's activities and engagement opportunities
- Promote more spaces and times for community conversations amongst residents, given the positive feedback around events like Spring Gathering
- Continue to build out a robust resident engagement and volunteer strategy that engages residents from the 19 high rise buildings, and builds relationships with property management and supervisors
- Continue to build the capacity of residents to work alongside service providers at planning tables
- Utilize SJTSPN structure and Collective Impact to plan out a community economic development strategy that takes into consideration the local skills and talents of residents
- Continue to support the work of the Safety Sub Committee at the SJTSPN to engage stakeholders in health and safety improvements in the neighbourhood
- Work with settlement services and Ambassador Program to develop welcome initiatives/ welcome committee and info sessions for newcomers in St. James Town

- Encourage the SJTSPN Youth Network and Seniors' Subcommittee to work together with the schools to implement intergenerational programming and activities, building on youth volunteer hours
- Develop and implement inclusivity and diversity training opportunities for residents
- Develop a labour market integration working group
- Showcase and promote local businesses through community events

This report will be disseminated to multiple stakeholders, including our funders, the St. James Town Service Providers' Network, the Collective Impact Steering Committee, and will help inform planning for community health and wellbeing moving forward.

PART III: APPENDICES

Appendix A: Health Access St. James Town and the St. James Town Service Providers' Network

HEALTH ACCESS ST. JAMES TOWN (HASJT): OVERVIEW

Health Access St. James Town (HASJT) is a *Toronto Central Local Health Integration Network (LHIN)* initiative. It began in response to the crisis that followed a major fire at 200 Wellesley Street in 2010, which revealed that many high-need residents were not connected to services in meaningful ways; this negatively impacted their access to coordinated care when it was most needed. Sherbourne Health Centre leads the initiative in partnership with 16 other service organizations that form the Health Access Executive Table.

HASJT Partner Organizations (2017)

HASJT is a partnership of 16+ organizations who work to streamline access to services and supports through various initiatives. HASJT envisions a collaborative, better-coordinated model of care in order to address the needs of St. James Town residents. Promoting the use of a standardized Intake and Assessment Referral Form among local agencies is one such initiative, intended to improve clients' access to various services, as well as outcomes.

- Anishnawbe Health Toronto
- Central Neighbourhood House
- Dixon Hall Neighbourhood Services
- Fred Victor
- Hincks Dellcrest
- Hospice Toronto
- Progress Place
- Sherbourne Health Centre (Lead)
- St. James Town Community Corner (Primary intake and service hub)

- St. Michael's Hospital
- The Neighbourhood Office
- Toronto Community Care Access Centre (CCAC)
- Toronto Community Housing Corporation
- Toronto Public Health
- Women's Health in Women's Hands CHC
- Yonge Street Mission
- Youthdale Treatment Centres

Intake Workers:

Through the HASJT initiative, 3 Intake and Community Engagement Workers were hired to facilitate community members' access to available services and supports. The Intake Workers connect with point-persons at the various agencies in order to strengthen connections and facilitate access. Intake workers also accompany organization staff on home visits to make connections to home-bound/marginalized clients.

For more information, please visit: <http://www.stjamestown.org/health-access/>.

ST. JAMES TOWN SERVICE PROVIDERS' NETWORK (SJTSPN)

The St. James Town Service Providers' Network (SJTSPN) consists of service providers and community members who work collaboratively to support the St. James Town community. The Network leads the development and implementation of a coordinated plan for a vibrant, safe, and healthy community.

Objectives

- Identify the needs, assets, resources, and gaps in the St. James Town Community.
- Collaborate and coordinate with organizations to address the identified needs.
- Advocate for policy and system changes to address priority issues.
- Interact with organizations, community groups, and decision makers working in St. James Town.
- Evaluate the impact and effectiveness of the activities of the SPN.

Membership

Members of the SJTSPN represent various agencies providing services to the St. James Town Community. SJTSPN members follow the SJTSPN Terms of Reference and have signed a Participation Agreement.

How We Got Here

The St. James Town Service Providers' Network was formed in response to requests from community groups to address coordination and service planning in St. James Town. It began in 1998 as a coalition under the name St. James Town Working Group (SJTWG). By mid-2006, the coalition was represented by over 20 social, health, and educational organizations. In the fall of 2008, the group was renamed the St. James Town Service Providers' Network, developing Terms of Reference that reflected their mission, goals and objectives.

WWW.STJAMESTOWN.ORG

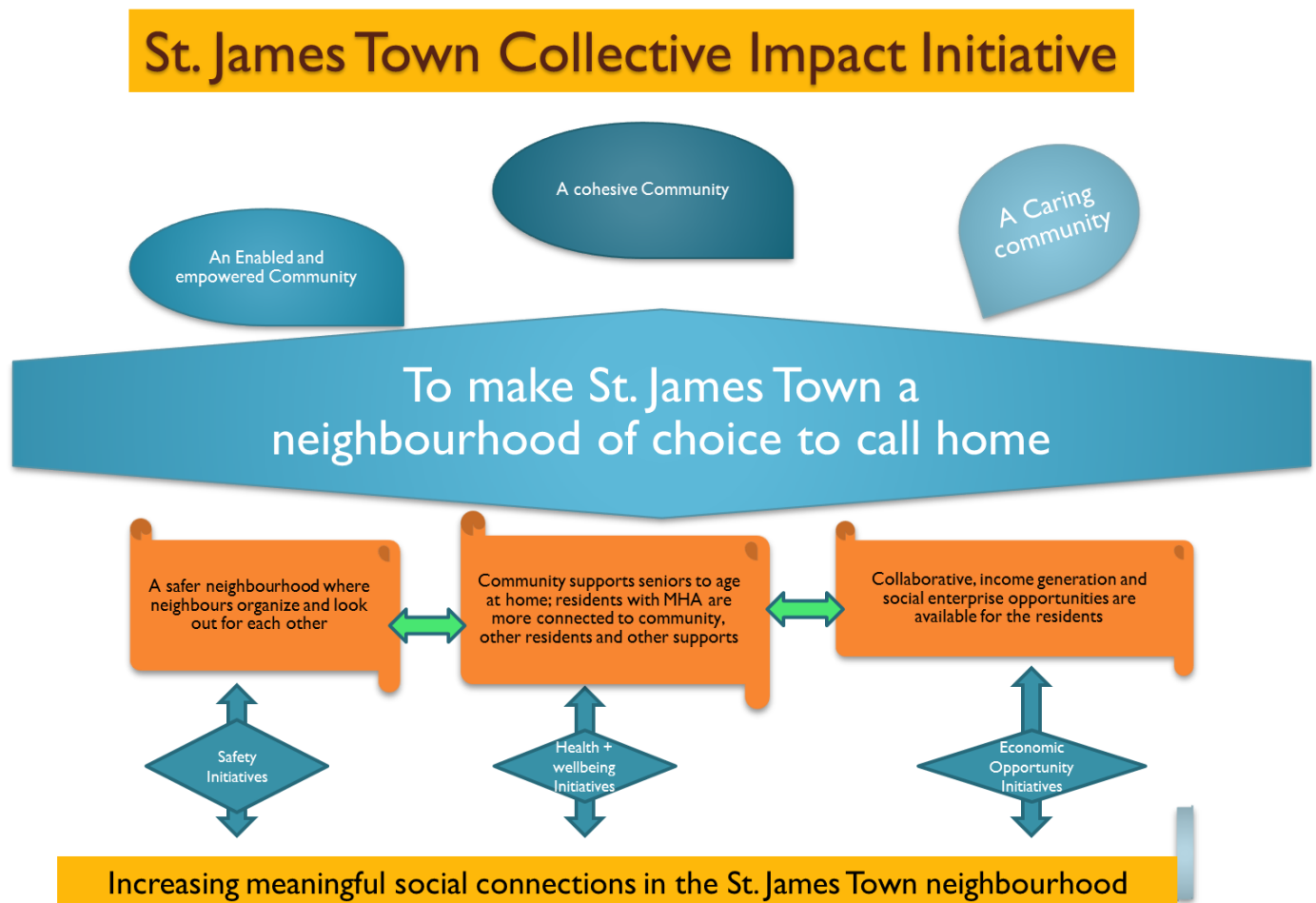
@sjtccorner

www.facebook.com/sjtccorner

Contact: SJTSPN@STJAMESTOWN.ORG

Or Call: 416-964-6657 x238

Appendix B: Collective Impact



Collective Impact is defined as innovative and structured approach to making collaboration work across government, business, philanthropy, non-profit organizations and citizens to achieve significant and lasting social change.

The St. James Town Collective Impact Steering Committee is currently made up of: Residents of St. James Town, service providers, Toronto Central LHIN, TCH and private landlords, The City of Toronto, media and artists, Cabbage Town BIA and researchers and evaluators.

- Collective Impact in St. James Town is support by: The Ontario Trillium Foundation
- Our Public Champion – Barbara Hall

Appendix C: Planning and Implementation of Spring Gathering 2018

Agenda, Outreach Planning, and Logistics

AGENDA FOR SPRING GATHERING 2018	
Registration, Seat Assignment, Snack Bag	5:30 PM – 6:00 PM
Part 1 – Presentations and Updates	6:00 PM – 7:00 PM
<ul style="list-style-type: none"> · Welcome, Land Acknowledgement, & House-Keeping · Spring Gathering 5-year Review & Collective Impact · Special Guest Introductions · What we've heard and what we've done since last year · Community Ambassador Program · Awards Appreciation · The Corner/Health Access St. James Town Service · St. James Town Seniors' Subcommittee · St. James Town Youth Council Video · Wellesley Youth Advisory Safety Project Video · St. James Town Safety Committee · Service Provider Network Updates 	
Part 2 – Small Group Discussions	7:10 PM – 8:00 PM
<i>Theme: How can we build social connections in St. James Town to create a neighbourhood of choice?</i>	
Part 3 – Report Back, Dinner Service, & Evaluation	8:00 PM – 8:20 PM
Part 4 – Beautification Video, Raffles, Prizes, & Music	8:20 PM – 8:30 PM

Outreach Ambassadors and Residents

- Rasathy Chelladurai
- Yogarajah Chelladurai
- Niru Kumari
- Bhoomi Patel
- Nusrat Rehman
- Samiea Rashad
- Rachel Reesor
- Vrinda Sreeram
- Yanique Stirlin
- Hiral Lakhani
- Ishani Bhagwat
- Imad Mzafar
- Johannes Paulus Yimbessalu
- Deeksha Gupta
- Shahin Kauser



Figure 1 FLYER FOR SPRING GATHERING

Outreach Details

The outreach for Spring Gathering was led by The Corner Outreach Team and Ambassador outreach. Over 90 hours of building lobby outreach and street outreach took place, including using a seed packet as part of the invitation that went out to community members.

Evaluation results indicated that The Corner outreach and Ambassador outreach were most effective in bringing people out to the event.

<i>How did you hear about this event?</i>	The Corner	Saw a flyer/poster	Internet/social media	From the lobby	From SJT Ambassadors	From my service providers
	25	9	8	2	28	4

Planning Committee with Service Providers

- Norma Khandaker Progress Place
- Ronnie Sekulin The St. James Town Community Corner
- Matt Ederer The St. James Town Community Corner
- Nayanthi Wijesuriya Health Access St. James Town
- Pamela Haines Toronto Public Health
- Minara Begum Hospice Toronto
- Alyssa Schwartz St. Michael's Hospital
- Sehr Athar Sherbourne Health Centre/Lead agency – HASJT
- Christina Tran Sherbourne Health Centre
- Armela Marano The Neighbourhood Organization
- Veronica MacDonald Central Neighbourhood House
- Nivedita Balachandran Progress Place
- Bhoomi Patel Resident, St. James Town Outreach Ambassador
- Nusrat Rehman Resident, St. James Town Outreach Ambassador
- Jansten Labagnao Wellesley Community Centre
- Nassim Vahidi Women's Health in Women's Hands

Vendors Contracted

Rick Latif	Audio-Visual Services
Access Alliance	Interpretation, translation, and language services
Mandy's	For dinner bowls
TDSB	Permit and space
ABSO Rental	Tables and Chairs
Childminders	Childminders recruited through the Rose Avenue Parenting Centre's pool of childminders.

	This partnership with Rose Avenue Public School's Parenting Centre helped to ensure efficient and reliable childminding services with childminders who knew the space very well.
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Refreshments and Dinner

Meal tickets were handed out at registration by two volunteers. They were handed out to participants after they registered, along with the snack bags (fruit leather, granola bar, samosa, and water bottle). Raffle tickets were placed at each table setting. The food was catered through Mandy's and generally well-received. However, perhaps because it was the first time the vendor did such a large order, the chicken bowls (non-vegetarian options) were late. This generated a lot of disappointment.

See the Table below for a breakdown of quantity and costs for food.

Snacks		
Item	Vendor	Cost (for x items)
Samosas	Suruthi	\$125.00 for 30 items
Granola bar	Costco	\$188.22 for 8 cases of water & 13 boxes of Granola bars
Water Bottles	Costco	
Fruit leather	Progress Place	Donated 300
Cookies	Oak Park Deli	\$350.00 for 300 cookies
Sub Total		= \$662.52
Dinner		
Item	Place	Cost (for 200 items)
Dinner (rice, curry, salad, pita)	Mandy's	150 chicken dinners 150 Veggie dinners \$7.00 per meal x 300 dinners = \$2100.00
Pizza Pizza		\$92.59 for 5 party pizzas
Sub Total		= \$2192.59
Snacks & Dinner = \$2855.11		

Evaluation Form and Feedback

Evaluation Activities - in total, **96** evaluation forms⁵ were filled out this year.

Overall Participant Satisfaction at Spring Gathering 2018:		
46 participants (48%) responded “strongly agree” and 30 participants (31%) responded “agree” to their overall satisfaction with the event.	38 participants (40%) responded “strongly agree” and 36 participants (38%) responded “agree” to the statement, “the small group discussions highlighted the strengths and needs of the community”.	The most common response (n=19) to the question, “what was your favourite part of the event?” was the discussion, and the second most common response (n=9) was meeting and socializing with people.

From evaluation forms:

- 3 respondents suggested to promote the event more
- 3 respondents suggested having more youth involvement
- 3 respondents suggested having more audience participation
- 2 respondents suggested allowing more time for discussion
- 2 respondents suggested making the event shorter by shortening the speeches
- 2 respondents highlighted a need for more tables and more organized seating
- Other comments included providing an icebreaker activity, thanking the speakers, having better food, including a parents’ meeting, that the speakers were too loud, and to include a discussion of seniors’ needs

From debrief with ambassadors:

- Perhaps change the order of the agenda by having group discussion as the first item, followed by speeches and awards. This will allow the greatest amount of energy, focus, and time devoted to group discussion and data collection.
- When registering participants, include a detailed menu (rather than just vegetarian/non-vegetarian options) so that registrants understand what they are choosing.
- Have more point people for volunteers and ambassadors to go to during set-up, the event itself, and take-down.
- Have more detailed task-list for volunteers and participants so that they know how to help.
- Have more planning meetings that include ambassadors and volunteers.



Health Access St. James Town
Spring Gathering 2018
Friday, March 23rd, 5.30pm-8.30pm
Rose Avenue Public School



Please cross (X) the image that best represents your rating for each statement and add comments in order to help us understand your opinion.						
Part One						
FEEDBACK	Strongly agree	Agree	Disagree	Strongly disagree	Comments (if any)	
The small group discussions highlighted the strengths and needs of the community.						
The quality of the facilities (rooms, communication aids, etc.) provided at the event was appropriate.						
I learned about new initiatives that are happening in my community.						
I see myself as part of the St. James Town community.						
How satisfied were you overall, with the event today?						
How did you hear about this event? (Circle 1)	The Corner	Saw a flyer/poster	Internet/social media	From the lobby	From St. James Town ambassadors	From my service provider
Part Two						
Additional information	YES	NO	Don't know/don't want to share			
In the past 12 months, were you an active member of a group, such as an arts and crafts group, a community association, a school group, a religious group, a political party, a union, etc.?						
Whether a member of a group or not, did you participate or attend group activities and meetings?						
What was your favourite part of the event?						
Do you have any suggestions for future community meetings or consultations?	1. 2. 3.					
Do you want us to contact you? If yes, please provide your contact information.	Name:			Phone#:		
	Email:					

Thank you for your participation.

Appendix D: Small Group Discussion Guide & Worksheet

Small Group Discussions Instructions (45-50 mins total)

PART II – SMALL GROUP DISCUSSIONS 6:45- 7:45 PM

Theme: How can we build social connections in St. James Town to create a neighbourhood of choice?

1) Introductions & Welcome (3 mins)

Facilitators introduce themselves and how they are connected to SPN/Health Access. Welcome everyone and thank them for their time.

“There are two ways to participate today: 1) through filling out a worksheet with the questions and 2) we’re going to have a small group discussion.” Remind them that we only have a short timeline and introduce the Ground Rules for the discussion.

2) Introduce the topic (5 mins)

Facilitators find a way to share the following speaking points:

- ✓ A sense of belonging is central to individual and community well-being..
- ✓ Research shows that residents who have a strong sense of community feel safer; participate more in community affairs; and are more likely to vote, recycle, help others, and volunteer.
- ✓ For individuals, having a strong sense of belonging to a community increases happiness, decreases stress, and gives a greater sense of self confidence.
- ✓ Diverse networks, connections, and partnerships in a neighbourhood can positively affect the health of communities.
- ✓ Today we want to talk about how to build social connections in St. James Town to create a neighbourhood of choice.
- ✓ We believe that through people getting to know each other and building bridges across differences, that our community will 1) **feel** safer, 2) people will be more connected to services and supports that they need, and 3) get economic opportunities (e.g. jobs and wealth creation).

3) Discussion Questions (45 mins)

1. THINGS WE'RE PROUD OF

Q1. What are you most proud of about St. James Town?

Facilitators: this gets the group focused on things that they are proud of about their neighbourhood. Very quick responses are required from this one.

2. MAKING ST. JAMES TOWN A NEIGHBOURHOOD OF CHOICE TO CALL HOME (meaning, making St. James Town a place people want to move in to, live in, and feel proud of!)

Q2A. What positive things would you say to people who are thinking of moving here? Why is St. James such a good neighbourhood to live in?

Facilitators: ask the group to brainstorm things that make this neighbourhood a great place to consider living. Examples if they are stuck: TTC-accessible; a high school is close by; there are 2 elementary schools, parks, libraries, and a community centre.

Q2B. What are 2-3 small actions that the community could take that would make you recommend St. James Town to your friends/family as a neighbourhood to move in to?

Facilitators: this question is asking people for specific things we can do as a community to make St. James Town a neighbourhood people will want to move in to. For example, if there were some gaps that were highlighted in the previous question, this is a good opportunity for residents to brainstorm concrete actions to improve them. Examples if they are stuck: have a pool, lower rents, more benches, community gardens, and better basketball court.

3.SOCIAL CONNECTIONS – getting to know each other, trusting one another, and building relationships

Q3A. What are some ways that we can build connections with each other across the 19 high-rise buildings?

Facilitators: this is a chance for residents to come up with creative ways we can connect with one another between the buildings in St. James Town. Examples include: social gatherings, having reps in each building who meet regularly with one another about building concerns, and meeting with landlords.

Q3B. What are some ways we can get to know each other and build relationships with one another across generations – e.g. youth and seniors?

Facilitators: this is a chance for residents to brainstorm ways we can get youth and seniors connected. Examples include: volunteer programs, community events, etc.

Q3C. How can we connect residents and businesses?

Facilitators: this is a chance to hear ways that we can promote local businesses and develop local businesses. It could be skill-building opportunities, mentorship programs, or promotion businesses in festivals.

Q4D. How can we connect long-term residents and Canadian-born residents with newly arrived newcomers/immigrants?

Facilitators: how can we build trust between neighbours who have lived here a long time and newcomers?

Worksheet Template

Making St. James Town a Neighbourhood of Choice to call home –

Building Social Connections in St. James Town

This is an individual exercise where you can think about the following questions.

Q1: What are some reasons why you would recommend St. James Town to your family and friends as a neighbourhood to live in?

Q2: Please list 2-3 small additional steps that the community could take that would make you recommend St. Jamestown as a neighbourhood to live in to your friends/family?

a) _____

b) _____

c) _____

Q3: How do we build stronger connections between the following groups of residents:

a) Between residents in the 19 high-rise buildings?

b) Between youth and seniors in the community?

c) Between Canadian-born residents and newcomers in the community?

d) Between businesses and residents?
