

Friday, May 23rd, 2019

Rose Avenue Public School



St. James Town SPRING GATHERING 2019

Spring Gathering 2019 Report

The Spring Gathering is an annual community consultation that takes place in St. James Town (SJT). It is led by Health Access St. James Town (HASJT) in partnership with the residents of SJT and the St. James Town Service Providers Network (SJTSN). This report summarizes the 2019 Spring Gathering thematic feedback, as well as future program planning recommendations.

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PART I: SPRING GATHERING OVERVIEW

Spring Gathering 2019 **was held on Friday, March 22nd from 5:30 to 8:30pm** at Rose Avenue Public School, in the heart of St. James Town. This is the 6th in a series of annual community consultations carried out to understand the service and program needs of the St. James Town community, as well as to discuss moving forward as a community on matters related to neighbourhood improvement and well being. It is hosted by Health Access St. James Town (HASJT) in partnership with the residents of SJT and the St. James Town Service Providers Network¹ (SJTSPN).

The theme of this year's gathering was *Resident Leadership and Collaboration*. This year we had 253 people attending the Spring Gathering, which included residents, volunteers, service providers, children and community stakeholders. The resident MC's were Mia Suarez and Yogita Sanap, both residents of St. James Town who lead us through the day.



The evening began with a Welcome Address, drumming performance and land acknowledgement by Mahlikah Aw:eri. Following Mahlikah's welcome address, the *St. James Town Service Providers' Network* (SJTSPN) were able to share subcommittee updates since the last Spring Gathering, along with community recommendations from consultations on the proposed new Wellesley-Parliament Square redevelopment in St. James Town, a development that could have a great impact on the community and neighbourhood itself ([See Appendix A](#)). The SPN Executive launched a petition to make St. James Town a Neighbourhood Improvement Area, which gathered 116 signatures that evening. In addition to these presentations, the Health Access Intake Lead and a resident leader were able to share with residents of St. James Town the multi-sectoral response to support residents after the 650 Parliament fire in August 2018 and the subsequent power outages in 240 and 280 Wellesley.

The *Take The Lead* youth presented on harm reduction and circulated a petition for supervised injection sites. The St. James Town Choir, supported by *Reaching out Through Music*, sang 3 songs. Through evaluations, we were able to see that following the small group discussions, the Choir performance was the favourite aspect of the event!



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



Before going into the actual small group discussions/consultation portion of the evening, the community was invited to give feedback on a proposed *Social Charter* for St. James Town. The *Social Charter* envisions 3 key outcomes for St. James Town: **1)** Connections to services for seniors and residents with mental health and addictions issues; **2)** A safer neighbourhood where neighbours organize and look out for each other, and **3)** Stakeholder collaboration to create income generating opportunities for St. James Town. Social connections and civic engagement are the levers through which the

outcomes will be achieved. Overall 40 people gave feedback, with 87% agreeing that the social charter should be the guiding vision for St. James Town. Specific feedback on layout is explored further in [Appendix B](#).

An Awards Ceremony also took place, recognizing individuals and groups for their contributions to community health and wellbeing in St. James Town. For award recipients, please refer to [Appendix C](#).

Small Group Discussions

The 19 table discussions were facilitated by service providers, Outreach Ambassadors and community members. This year, the following initiatives were discussed at each table: *Neighbourhood Association*, *Newcomer Connections*, *Intergenerational Initiative*, *Harm Reduction Plan for St. James Town*, and *Income Generation Initiatives (Local Catering Group and Share/Re-use Hub)*.

The discussions were fruitful and thorough. In fact, 96% agreed or strongly agreed that the small group discussions highlighted the strengths of the community, and 98% said that they felt that they were able to give feedback at their table, showing a deep level of engagement. Furthermore, 96% of folks who filled out the survey indicated that they were satisfied with the event.

The dinner for the evening was a healthy meal catered by *The Taste of Four Seasons Catering Collective*, which is part of the *Women's Development Network*, an organization supported by the *Yonge Street Mission*, providing peer support and skills development for women from Regent Park, Moss Park and surrounding areas. Residents continued to discuss findings over the meal. For further information on dinner, see [Appendix C](#).

The evening ended with a report back from each initiative, raffles and prizes.



Consultation Methodology

Participatory Planning and Design

This year's methodology was planned with and informed by community members. Community consultations, like Spring Gathering, have prompted Health Access partners to develop some initiatives over the years in response to community feedback. Some of these initiatives, in various stages of development, were highlighted at Spring Gathering for residents, service providers and stakeholders to collaboratively design and plan out. The theme for this year's gathering, Resident Leadership and Collaboration, was established at the first planning meeting.

Informed by the Social Charter, and previous consultations, the following initiatives were identified for discussion and collaborative planning at this year's Spring Gathering: *A St. James Town Neighbourhood Association, Newcomer Connection Activities, Intergenerational Initiative, Harm Reduction Plan for St. James Town, and Income Generation Initiatives (eg. Local Catering Collective and a Share/Re-use Hub).*

Community partner organizations that were leading each initiative wrote up descriptions of their specific program/initiative and developed a series of questions to guide the planning of the initiatives for the consultation.

Before finalizing this aspect of the methodology, a check-in meeting was held with 14 residents, including Outreach Ambassadors to get feedback on the questions and the proposed Spring Gathering methodology. During the meeting, residents divided into groups of 2-3 people and discussed two initiatives, providing feedback on the questions, language accessibility, and thoughts on each initiative. The questions developed for the discussion, were refined based on resident recommendations. The final methodology was shared at numerous planning committee meetings so that community members, planning committee members and table facilitators were all up to date on the questions.

At the Spring Gathering itself, the initiatives discussed at the 19 tables were facilitated by service providers, Outreach Ambassadors and community members. All facilitators received orientation and/ or

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training. The discussions were fruitful, engaging and thorough, with 29 flip chart paper notes collected and 50 individual worksheets. A great deal of input into the design of the initiatives was also collected.

Of the evaluations collected, 96% of participants agreed or strongly agreed that the small group discussions highlighted the strengths of the community, and 98% said that they felt that they were able to give feedback discussed at their table, showing a deep level of engagement. In fact, evaluation feedback indicated that people were very happy to “know about the community” and wanted to know more, and be kept informed about the outcomes of initiatives and ideas (eg. Neighbourhood Improvement Area) that were being proposed, suggesting additional meetings and “meet n’ greets” for community to get together.



At the Spring Gathering, the consultation had a total of 19 round tables and five initiatives for discussion. Each table had approximately an hour to discuss two initiatives. The planning committee identified *Neighbourhood Association* as the initiative to be reviewed by all tables in order to get all residents’ feedback on ways to build leadership in the community through the establishment of a resident council/neighbourhood association.

Participants had two ways of contributing to the table discussions: either by way of completing individual worksheets with a description and planning questions on each initiative and/or by way of small group discussions which were facilitated by St. James Town Ambassadors, community members and members of the *St. James Town Service Providers’ Network*. Please refer to **Appendix D** for tools utilized. Participants were supported by translators and table facilitators in answering questions in their respective languages (e.g. Tamil, Arabic, and Mandarin), which were later translated to English.



Some of the main learnings for the planning committee were to focus on just one initiative at the small group discussions next time and allot more time for discussion, in order to allow more time for an in-depth discussion to take place.

Data Analysis

The data analysis process was led by a Masters of Public Health (MPH) Student, with support from an MPH volunteer, Masters of Social Work Student, the Health Promotion Specialist at Sherbourne Health, and member checking with Community Ambassadors. Data from the group discussion flip charts (n=29) and individual worksheets (n=50) were typed up verbatim and organized in a table format on Microsoft Word. For each initiative, patterns and recurring themes were identified for each question. Subthemes were then identified for themes derived as needed.

Before drawing conclusions and planning implications from the data, a participatory meeting facilitated by the MPH and MSW students, was held with two SJT Community Ambassadors and one Peer Leader, to review the analyzed data from the Spring Gathering and to discuss planning implications for three of the initiatives (intergenerational, harm reduction, neighbourhood association).

The Health Promotion Specialist also held meetings on preliminary data in order to establish planning implications collaboratively, with members of the SJT Harm Reduction Working Group, staff involved in the 240 Hub, the Seniors Subcommittee of the SJTSPN, the Outreach and Engagement Subcommittee of the SJTSPN, the Resident Lead and Community Dietician for the Catering Collective, and the SJTSPN Executive to draw conclusions and planning implications for initiatives.

All conclusions and planning implications following the key findings of each initiative in this report have been identified by stakeholders and community members.

DIVISION OF WORKSHEETS/FLIPCHARTS PER INITIATIVE

Initiative	# Worksheets	# Flipchart
Newcomer Connections	18	4
Intergenerational	1	3
Income Generation	19	6
Harm Reduction	0	5
Neighbourhood Association	22	11
Total	50	29

Recommendations and Lessons Learned on Methodology:

- Continue to offer the worksheets and flip charts as ways for people to contribute to the conversation keeping in mind different participation and learning styles. For example, for harm reduction, facilitators had to spend more time explaining the concept,. This was important from

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an engagement perspective as it was important to start where the community was, and to inform them so that they could participate meaningfully in the discussion. So while no worksheets were filled out for this initiative, the facilitated discussion was robust going by the recordings on the flip charts.

- While collaboratively planning the initiatives with residents was fruitful and engaging, consider less initiatives/topics for discussion at each table due to amount of information
- Ensure group discussions are near the beginning and middle of the agenda to ensure time for discussion, and that people are able to stay and that there is enough time
- Ensure that we have seniors and youth representation at future Spring Gatherings, as this year it was less attended by these two groups. However, we had more children (and tweens) participate in the discussions than previous years. was less this year
- Evaluation was easy to implement due to ticking off the boxes



PART II: KEY FINDINGS

The next section reports the findings of the five initiatives discussed at the 2019 Spring Gathering. A brief description of the initiative is presented followed by a breakdown of the data according to worksheets and flipcharts. Questions asked for each initiative are paraphrased as headers and a brief description of each question leads the findings under each question. Each initiative is concluded with planning implications.

Neighbourhood Association for St. James Town

11 flip chart table discussions /// 22 worksheet responses

The Neighbourhood Association for St. James Town is a neighbourhood-wide group of community representatives who meet regularly to share ideas and take action to improve the neighbourhood and address local opportunities and issues. These opportunities and issues can include, planning community events and/or working with different levels of government to inform and address community needs.



Neighbourhood Wide Priority Issues that the Neighbourhood Association Should Address

The top 5 issues that that residents felt that the Neighbourhood Association should work on include:

- **ISSUE 1: “Safety in the community” or “Security Issues”** – This included Road Safety (stop signs, street lights on smaller streets), Children’s Safety (Safer places for children to play, to go in the winter and for youth to hang out after class), and Safety related to drug use and the opioid crisis which included access to harm reduction/ safe injection sites and drug awareness for youth. This highlights the need for planning a harm reduction initiative for SJT which was another initiative discussed at the event.
- **ISSUE 2: “Cleanliness in the Community” and Maintaining public spaces-** This included Recycling- More garbage bins; Recycling education and its importance; Green Spaces- beautifying, planting flowers, increasing the number of and the maintenance and cleaning of public spaces- including parks, snow clearing during the winter and sidewalks/road repair
- **ISSUE 3: “Neighbourhood planning” and “Housing and Infrastructure”** – Affordable housing, infrastructure planning, proximity of grocery stores, traffic with condo development, supporting building associations and proactive checks of buildings by city staff
- **ISSUE 4 Health and wellbeing Supports** - “More convenient/better access to health care providers”, counselling, recreational activities (gym for basketball, volleyball, etc) and supports for vulnerable residents

- **ISSUE 5 Community Engagement-** Engaging community through events, raising awareness of different initiatives, “Engagement of Community Voices”

The Role that the Neighbourhood Association Can Play

The main way that the Neighbourhood Association can represent itself according to residents is to play an advocacy role. In the words of a resident, the Neighbourhood Association can be a **“Voice to the Government”**, by working closely with other bodies of government and representing SJT at City Hall, in the media, and advocating via deputations and petitions, by showing strength in numbers. Another objective of advocacy would be **“Creating a positive image of St. James Town”** through media advocacy, giving speeches and holding debates, lobbying government (petitions, deputations) and having a visible presence in City Hall. This also included “helping vulnerable neighbours speak to media”

“Work closely with city Councillor/advocate for change to gov’t officials and bodies”

Specific Advocacy Suggestions were:

- “neighbourhood association could help in advocating for the non-construction of additional units in the neighbourhood”
- “budget deputations to city council budget committee to make SJT an NIA”

Central to these efforts, residents highlighted that it was important in **having a mutual and shared understanding within the Neighbourhood Association** and speaking in teams/ **numbers to raise important issues** at City Hall and **having representation from all communities in St. James Town**. It was also important to have a communications plan in place, internally and externally- “good communication” and “know about recent issues via communications.” Residents noted that collaborating and supporting others, by working closely with building owners, supporting Tenant Associations and engaging in community planning together were of significant value.

Developing the Neighbourhood Association

Structure and Planning

In terms of developing the Neighbourhood Association, the following suggestions were given with regards **to structure**: pyramid structures, Electing a chair, Assigning leadership roles, for example, having subcommittees and appointing people to responsible for various leadership. Ideas for how to go about planning the committee included: Have meetings to discuss/ Meet often to develop NA, Discussion seminars, Bring food and getting vendors involved as sponsors (Tim Hortons, libraries).

“Get representative from different ethnicity and form a good team”

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Community Engagement

It was very important to residents that community engagement efforts be a central role for the Neighbourhood Association. The following ideas were represented:

1) **Large Scale Community Gatherings:** One way to “**spreading the message**” was to have “**more events and activities that bring neighbourhood and residents together**”. This included, events like spring gathering which was mentioned a number of times, more events for discussion, cultural events, and “SJT festival and festivals at nearby communities”.

2) **Town Halls and Community Meetings,** noting “some meetings, (not to the point of burning people out)”

“Neighbourhood champions/mentors (have some structured community mentorship program esp for newcomers”

3) **Social Media – “Very important”** like Whatsapp groups, email list-serves and “Facebook group for each building”. Roles that members of the NA can play are managing social media accounts

4) **Print Media-** Flyer handouts on the street and in stores, notices to residents in each building, utilizing a newsletter in different languages, bulletin boards and school notice board. Specifically, members of the organization should do language translation to ensure that media is available to newcomers.

5) **Community outreach-** Volunteers and community ambassadors should do more door to door recruitment - lobby or entrance. Specifically, members of the Resident Association should take the role of **organizers** to help with formulation of ideas and have people raise their voice, or take on liaison roles like Ambassadors/ Ambassadors of the neighbourhood.

Recruitment and Diverse Representation

A number of different recruitment strategies were identified by residents for the Neighbourhood Association, along with ways to ensure diverse representation within the Association.

With regards to **recruitment of residents** to join the Neighbourhood Association, ideas included:

- Having community events and get-togethers to engage residents as well as recruit residents. Someone suggested start with building specific meetings then make them neighbourhood slowly
- Utilizing “Neighbourhood champions/mentors (have some structured community mentorship program esp for newcomers” and/or Peers
- Collaboration with other groups/ agencies

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- Spreading the message and recruiting through social media
- Utilizing schools, parents council meetings, bulletin boards for outreach
- Building outreach and door to door and lobbies - “have building recruitment meetings”
- Ensuring that [through] Newspapers – metro – “everyone in SJT reads metro”
 - Information in different languages

*With regards to ensuring **diverse representation**, residents suggested:*

- To survey the demographics of St. James Town and go to events of underrepresented populations.
- In addition, they suggested to recruit in different languages, ensure that representation from different ethnicities and newcomer populations was available as well as ensuring female and diverse leaders.
- Identify group leaders and have them be represented at the Association.

Training and workshops

Residents suggested specific trainings and workshops they thought would be effective in leading the Neighbourhood Association. These include:

- **Housing, Tenant Rights and City Planning** – including Understanding City Planning, Tenant Association Training, Tenant Rights and Advocacy, The Importance of Recycling, and Affordable Housing Advocacy
- **Community Development, Community Organizing Skills, Community Outreach skills, and Advocacy Skills** – including trainings to communicate with city counselors, government officials to ensure that concerns are heard and addressed.
- **Understanding the government- understanding all levels of government**, including learning how laws get introduced, who current local politicians/councilors are working with them .
- **Safety and Wellbeing** – including First aid, CPR, Food handling, training and resources/ pamphlets on emergencies, like evacuation and more safety procedures in place.
- **Communication skills** - including customer service skills, public speaking skills, communicating in plain language. It also included understanding public relations, media and internet literacy, and meeting/ group facilitation skills. In addition, the need for translation and interpretation as a factor in reaching diverse populations was discussed.
- **Poverty**– including giving people tools to help address issues related to poverty and crisis. This might include financial literacy, orientation about educational options, employment support, and developing employment opportunities.
- **Diversity and Inclusion Training**

CONCLUSION/ PLANNING IMPLICATIONS:

In general, participants generated a lot of ideas that will help to inform the planning of the Neighbourhood Association, from recruitment to structure to how to keep residents engaged and informed of priority issues. The key roles that the Association should play, namely advocacy and advocating for a positive image of St. James Town, is very much in line with the vision proposed in the Social Charter for St. James Town. The priority issues that the proposed Neighbourhood Association in St. James Town should work on are in line with Neighbourhood priority issues identified by Spring Gathering participants over the last five years with community safety and environment being the top priorities. The findings were discussed with residents, the SJTSPN Executive and the Community Engagement Subcommittee of the SJTSPN

- The Executive of the SJTSPN to take an active role in supporting the development of the Neighbourhood Association
- Hold information sessions on what a Neighbourhood Association is and does
- Continue to engage residents and build on the recruitment strategy suggested by the residents
- Get residents to recruit other residents to be interested
- Continue to work with the Community Engagement Subcommittee of the SJTSPN to make a plan for the Neighbourhood Association Trainings for residents
- Identify more partners (eg. The City) that can implement trainings for residents
- Engaging The City as a partner, and ensuring resident representation at relevant tables
- As outlined in the feedback, collaborate with other stakeholders including tenant associations , schools, parent councils, libraries etc.

Newcomer Connections in St. James Town

4 table discussions /// 18 worksheet responses



Newcomer Connections in St. James Town is aimed to support isolated newcomers by connecting them to services and to their community. To address this, a number of different activities have or will be implemented to support community building and integration of newcomers. A **Welcome Package** for newcomers was created in 6 different languages, and included important information like: how to get a family doctor, how to start a bank account, where to buy affordable food in SJT etc.,

Newcomer Welcome Days is another initiative by Health Access partner agencies, that will be implemented 3-4 times in St. James Town this year, in building lobby areas. This is an event to welcome newcomers to SJT through a fun, and community-building way, while also connecting them to services directly on the spot, like family doctor referrals, diabetes testing, language classes and settlement services.

The best places to connect with newcomers in St. James Town

For both the distribution of the packages, and the implementation of Newcomer Welcome Days, residents came up with top locations in SJT to connect with newcomers.

- **Schools** were the most identified places to inform them of services, followed by the language classes (eg. ESL), community centre, libraries, the parenting centre, hospitals and places of worship
- **For specific distribution of packages**, residents highlighted residential building lobbies. There were suggestions to distribute the packages through **building management** where rent offices will offer the package to new residents. In addition, it was important to communicate using “newsletters pasted in buildings” and bulletin boards, through “mobile message”, the use of pamphlets and adopting a buddy system where older residents will be paired with newcomers to help connect them to services and to orient them to the neighbourhood.
- Less frequently mentioned but mentioned a few times nonetheless, were grocery stores and local shops, and culturally specific restaurants.

How to engage newcomers in outreach efforts

Residents were asked to come up with ways that that would make the Newcomer Welcome Days in and around building lobbies most attractive to newcomers.

- Most residents indicated to have incentives such as prizes, toys for kids, music, and other interesting activities as a way to engage people.

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- Food/refreshments such as coffee, tea, pop, and light snacks were suggested
- It was suggested to have chairs for residents to sit on for a while to enable them engage with service providers more.
- A welcoming greeting from community outreach members, and multilingual displays of newcomer specific information were also identified as ways to further engage residents.
- Some thoughts around why people tend to not engage were that perhaps people are hesitant to speak to service providers because of language/communication problems.
- It was also suggested that perhaps, newcomers can be reached with monthly Meet N' Greet.

Priority Information for Newcomers in St. James Town

Residents were asked to note whether they found the information in the welcome kit enough and to indicate if there are any missing information/services. The Newcomer Welcome Package has information on the following topics: mental health supports, affordable and healthy food, OHIP, immigration doctors, health care, employment, banking, housing, tenant rights resources, immunizations and vaccines, social assistance, dental services, settlement services, childcare, post-secondary education.

Content of Package

- Most people thought that the content of the newcomer package was comprehensive and sufficient as it “covered most important questions” and it is “packed with useful information”. Many also expressed their appreciation for the package.
- To improve the content of the package, residents suggested using “simplified language” and “bullet points and key points”.
- Residents also suggested providing **a map of the neighbourhood** as well as **a service map**, outlining the different newcomer services around the neighbourhood and the city.
- Other suggestions also included providing information on places of worship around the neighbourhood, and food services. There was a suggestion to provide “more information on difference between school levels, higher level studies info, rating of schools in neighbourhood”.

CONCLUSION AND PLANNING IMPLICATIONS:

The Newcomer Package was well received by residents at Spring Gathering; the information sheets generated a lot of discussion at various tables, sparking conversations about neighbourhood schools. Majority of people found the package very comprehensive. The feedback was discussed with the Newcomer Welcome Days Planning committee, made up of Health Access partners and other community partners.

- Newcomer Welcome Day planning committee can easily take up suggestions around prizes, food and music at the next Newcomer Welcome Day.

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- Language considerations raised to be addressed in the planning of the Newcomer Welcome Day
- Continue to engage building managers in outreach and engagement efforts, work with them to understand the scope of Newcomer services in St. James Town, and find a way to offer the Newcomer packages on site at the offices
- Work with the schools, Rose Avenue Public School and Winchester Public School to plan outreach times to deliver the Newcomer Package
- Given that it is a package that responds to community needs, continue to develop more information sheets on: schooling options for children in St. James Town, a St. James Town service delivery map and places of worship in St. James Town

Intergenerational (Seniors/Youth) Initiative Findings

3 table discussions /// 1 worksheet responses [79%]

The Seniors and Youth Intergenerational Project is an initiative aimed at creating programming that involves both youth and seniors together. The aims of this project is to build social connections between both seniors and youth, create a positive understanding between seniors and youth and reduce isolation and feelings of loneliness felt by seniors in SJT. The project builds on previous findings which highlight skills and knowledge exchange as a way for seniors and youth to connect.



Intergenerational Activities for Seniors and Youth in St. James Town

Residents were asked to generate ideas on the types of activities that youth and seniors could do together. Specifically, given last year's feedback, they were asked to brainstorm the ways that seniors can give back to youth outside of storytelling, as previous year's feedback gathered more options for youth teaching seniors skills than the other way around.

- Residents this year confirmed that other ways in which seniors can give back to the youth include through passing on community knowledge by teaching the mother tongue as a way for youth to connect and get closer to their roots.
- Others suggested for seniors to share relatable stories and life lessons.
- Residents suggested for youth and seniors to have exercise classes that are appropriate for all ages like yoga, dance classes, as well as to have walking groups.
- They also suggested social outings and short field trips for both seniors and youth to do.
- Some also suggested for the youth and seniors to exchange talents (i.e. youth teach seniors how to use technology and seniors teach youth native languages)

Implementing Project Activities

- Frequency of activities for this project was once a week
- Some suggested that meetings can be in the form of phone calls where seniors and youth can connect and check in with each other briefly if the project was more buddy system/mentoring-based.
- Most people identified the St. James Town community corner (The Corner) as the place to host activities
- Other places identified included the community centre, parks, churches (Lady of Lord Church), and homes.

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Outcomes and Elements

- It was thought that “building connections between seniors and youth will improve safety because people know each other on a personal level” which will lead to “more respect [and] compassion for seniors”
- Another noted that the “youth need to be patient with seniors and gain knowledge about seniors needs, development, [and] strengths, so that they can better understand seniors”

CONCLUSION AND PLANNING IMPLICATIONS:

The feedback this year on planning activities for seniors and youth were similar to that of Spring Gathering 2018 feedback whereby residents were asked how to build connections between youth and seniors in St. James Town. The feedback was discussed with the Seniors Sub-committee of the St. James Town Service Providers’ Network, as well as 3 St. James Town Outreach Ambassadors.

- Seniors Subcommittee should explore building a relationship with middle schools and high schools in and around St. James Town in order to recruit youth for programming.
- Suggestions to share these findings with the youth subcommittee of the SJTSPN
- When developing the intergenerational project, recruit and hire a peer youth and a peer senior to develop or steer the project.
- Consider developing workshops that explore the different learning styles and different ways of getting at the same thing based on age so that youth and seniors are able to have an appreciation of how the other thinks and acts
- Since storytelling was the main way for seniors to “give back” to youth, consider tying in programming that highlights and celebrates the cultural heritage of seniors, through a **Cookbook/ Recipe share program** for example
- Programming ideas could also include the sharing and creation of digital photo albums/ digital stories where the youth and seniors work together to create a digital album/ story. Consider showcasing these stories online or in newsletters or print media to generate further interest in the program
- Build on the artistic creativity of youth and immigrant youth
- Outreach to isolated seniors will be required
- The Ambassadors recommended that any initiative be mutually giving. It was noted that examples of seniors and youth/children connecting already exist at The Corner (i.e. Senior’s teach ABC’s and numbers to young children, weekly). The Ambassadors recommended to have fixed programming involving seniors and youth in the community on a monthly basis to engage seniors. For example: cooking classes on the first Monday of every month. In addition, have one large community-wide event (e.g. community BBQ) occurring once quarterly.

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- The Ambassadors also discussed that we could consider a buddy system for Seniors and Youth. The pair is could meet in public spaces such as community kitchens, or community gardens. There was an emphasis on the relational piece of the match as opposed to practicalities (e.g. house chores) which, ensures mutual giving.
- There needs to be trainings in place for youth and seniors on: Emergency response/crisis response, psycho-education about developmental ages, and expectation and boundaries between the match.

Income Generation: Local Catering Initiative

6 flip chart table discussions /// 19 worksheets

The Income Generation: Local Catering Initiative is aimed to involve a group of passionate and talented residents in SJT to take on catering orders from anyone living or working in SJT. This catering collective model, with the support of a Lead Resident and a Registered Dietician, will benefit both the caterers (by offering a source of income generation, and meaningful social connections) and the community at large (by providing better access to food that is culturally diverse, authentic, affordable and healthy).

Building the Capacity of a Local Catering Group in St. James Town

Residents were asked to identify the resources and trainings, skills, and knowledge the collective needs to have aside from the Food Handler Certificate in order to be successful.



Resources

- **Well-equipped kitchen-** Residents suggested the use of commercial community kitchens - industrial ovens, “bigger refrigerator”, “big pots to cook in large quantities”- in schools, library, and the Corner. Also a mobile kitchen such as a food truck or mobile van was also suggested
- **Knowledge of Diverse Menus** -the collective is expected to be knowledgeable of dietary practices of the community to build a diverse menu that is representative of the diverse cultures seen in SJT, as well as a “tasty and healthy” menu that reflects the different types of diets (i.e. vegan, vegetarian, non-vegetarian, keto, etc.) and dietary restrictions (i.e. gluten free).
- **Dietitian and Chefs for support and mentorship** - Residents also thought to have skilled chef mentor(s) and a dietitian accessible to assist/support the catering collective.

Skills, Trainings, Knowledge that can support the members of the Catering Collective

- **Knowledge of Safety and Hygiene Practices:** The most commonly quoted practice within this was sanitation (personal hygiene and clean and cooking environment), followed by knowledge of food safety, specifically, allergies and food allergens
- **Cooking Skills and Menu Design:**
 - On food presentation and decoration.
 - How to cook “special diets” (i.e. vegan, keto) and other healthy foods
 - Learn how to bake different treats and pastries.
 - They should include diverse cuisines in the design of their menu.

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- **Advertising and Marketing:**
 - how to market their business to the community and surrounding neighbourhoods
 - Use of the local market, food stalls
 - The collective should create brochures of their catering initiative and distribute them around the community, taking advantage of community events to do so.
 - They should look into using social media and other online platforms to build/increase publicity on their initiative.
- **Customer Service Skills:**
 - Acquire effective communication skills in how to deal with customers.

A Menu that is reflective of St. James Town

Types of dishes identified by community members were diverse and are well encapsulated by this comment – “everything in the globe” and “multi cuisines”. However, the predominant dishes noted by residents were **South Asian dishes** (vegetarian/non-vegetarian). Some food items were: Biryani (chicken/vegetable), curry (lentil/ chicken), samosas, etc.

Suggestions reflected the need to have **different types of diets** reflected in the menu (vegetarian, non-vegetarian, vegan, keto, etc). **Healthy foods** such as salads, fruits, vegetables, and proteins were also suggested. **Affordability** was also suggested, including: Pricing of menu items should be fairly priced and “competitive” and ingredients used to make dishes should be included on the menu to inform customers of possible allergens.

CONCLUSION AND PLANNING IMPLICATIONS:

The Local Catering Initiative idea generated a great deal of interest from residents who were both potentially interested in using it as a service, as well as residents who were interested in joining, with 9 people signing up to be part of the Collective, as well as be a food vendor at the upcoming St. James Town Festival. The findings were discussed with the Resident Lead and Dietitian from Sherbourne are playing key roles in the initiative

- Build on the partnerships with Sherbourne Health and The Corner to have the commercial/ inspected kitchens at Sherbourne, and at The Corner available to the Collective
- Dietitian can develop workshops to keep the vendors up to date on the dietary substitutions (monthly)
- Food Handler training will be arranged by Service Providers
- Look into marketing/ advertising/ customer service trainings offered by employment agencies

Spring Gathering 2019

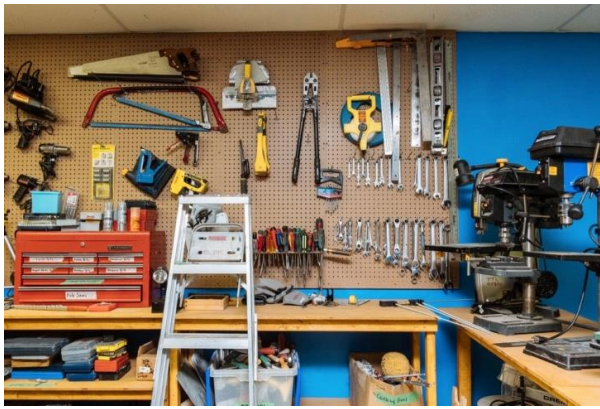
- Build on the communications team's expertise at The Corner to get support in designing menu template/ logos / branding
- In the long term, develop an online platform (currently a Resident is coordinating the catering collective) to showcase menu items, take orders
- Encourage the current food vendors to diversify the scope of their dishes and menu items and continue to recruit diverse vendors that are reflective of St. James Town "World within a Block"
- Test out food menu items and options
- Continue to consult with other neighbourhood based catering groups

Income Generation: Share/Reuse Tool Library

6 flip chart table discussions /// 19 worksheets

The Income Generation: Share/Reuse Hub initiative aims to reduce waste, repurpose items, build social connections, create opportunities for people to learn new skills, and create income generating opportunities for residents through new skills and employment opportunities.

This Hub will take place at a space at 240 Wellesley Street, where residents can connect with one another, learn skills and share items. The share and reuse program will allow for residents to borrow items of interest to them. The program will also include skill building sessions and workshops so that residents can share their skills with other residents, but also learn new skills.



Priorities for Borrowing Items from the Hub

Residents were asked to identify ways in which they will primarily use borrowed items from the tool library; whether for personal use or professional use. Most identified that they will use borrowed items/access the hub for personal purposes.

- **Personal Use-** Utensils, Party decorations, Hair straighteners and dryers, Party dresses, Drilling machines, and Bikes
- **Professional or Business Use-** Musical equipment

“Repair” Learning Priorities for residents of St. James Town

Residents were asked to name other items they would like to have workshops on to learn how to fix aside from sewing, mending and repair workshops. Electronics and home repairs were the most identified items by residents.

- **Electronics** - People want to know how to repair computers, phones, televisions, vacuum cleaners, air conditioners and gym equipment such as scales.
- **Home repair-** People wanted to know “how to repair simple things at home”, how to use “drill machines” and perform various tasks, for example, “putting nuts, bolts, and nails on walls”, fixing “a wall affected by water damage”, and learning “how to nail frames to the wall”. People

Spring Gathering 2019

want to know how to fix kitchen appliances , and they also want to know “carpentry’ and how to fix furniture – “a chair seat for my dining room chair”, and door locks

Skills Development Considerations for the Tool Library/ 240 Hub

Residents continued to brainstorm other opportunities for the hub. This included:

- Wanting to learn about waste management (eg. Re-use/ recycling workshops) and minor car repairs
- Some noted they would like to arts and crafts programming like: cooking, jewelry making, and photography classes, learning how to knit/crochet and beauty salon services (i.e. haircuts. Some also indicated that they will access the hub to learn how to “fix accessories like earrings”
- Homework club and art, and dance (ballet) classes were also suggested.
- Most people noted that they will use the skills for personal purposes for themselves to:
 - to be able to “[afford] Christmas presents”,
 - as well as for the purposes of “helping friends”
- Most identified that they will equally volunteer and donate items to the hub

Other Suggestions

- It was suggested to use Youtube videos for tutorials, and to charge nominal fee.

CONCLUSION AND PLANNING IMPLICATIONS:

Findings are consistent with the survey results on the 240 Hub, where for example, electronics/ appliance repair was highlighted as the top thing that people wanted to learn how to repair. Therefore the Spring Gathering findings should be viewed in combination with the survey findings, as approximately 125 surveys were implemented with community members over a period of 2.5 months earlier in 2019. In general, it will be helpful to showcase these findings when developing programming for the 240 Hub to highlight that the voice of the community has informed program planning. The 240 Hub planning and design at Spring Gathering generated a lot of interest from residents, with 11 people signing up to volunteer for the Hub in different ways. The findings were discussed with staff from the Hub to inform planning.

- Follow up with people who expressed interest to get involved, to plan further
- Develop the above mentioned skills in the workshops offered by the Hub
- Develop outreach plan to identify community members with specific skills to lead above workshops (eg. Hair Salon, Knitting, Jewelry-making) also known as Skills mapping/ inventory with community.

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- Trainers/ Teachers can use YouTube video content as a tool in leading workshops on repair
- Consider developing programming that meets the needs of parents and children and offer it at the same time so families can access the hub together
- Continue to build a culture of recycling/ re-use, upcycling things from the home
- Given the demand of interest in the electronics repair

Harm Reduction in St. James Town

5 flip chart table discussions /// 0 worksheets

St. James Town created a Harm Reduction working group of community agencies and residents, in the fall of 2018 to implement practical solutions to improve safety and well being of all residents. The solutions aim to reduce the risk of injury, death and disease and include implementing initiatives like, installing needle disposal bins in the community and educating people on harm reduction. The Spring Gathering introduced the topic of harm reduction and the solutions to residents. Harm reduction kits were also showcased at the tables to explain them to the diverse community of St. James Town.



Residents' Perceptions of Harm Reduction

Many residents at the Spring Gathering thought of harm reduction as “a serious issue, especially for children”. It was discussed that children in St. James Town are exposed to needles and used condoms in public bathrooms and this is a major problem since children might not know the implications of picking up these items. There was a general understanding of harm reduction as a public health approach that emphasizes public safety.

“Safety, more safety, awareness”

Some other meanings were highlighted emphasizing the impact of harm reduction on people who use drugs: a “sense of relief for people who are using”.

Needles and Needle Disposals in St. James Town

Almost everyone who participated in these discussions agreed that they have seen needles in and around the community. Pipes (eg. “Crack pipes”) were also brought up as one of the items seen in the community. While many identified that they have seen needles around SJT community, no one knew how or where to properly dispose of needles- residents “don’t know where there’s receptacles”. It was generally agreed that the community does not have enough places for people to dispose of needles in SJT. Residents suggested that there is a need for proper needle disposal bins around the community and a need to “supervise needle bins and maintain [them] well”.

“Places to put needles would make me feel safer”

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The main places that residents identified for needle disposal bins included:

- **All the lobbies of all the buildings**, schools, and public spaces with a big emphasis on **parks** and **playgrounds**, while keeping in mind the safety of children in the community.
- **Schools**
 - It was suggested to have bins at all schools as well as personnel available in the schools “that the children can approach”.
- **Public spaces**
 - The consensus is to have bins in all publicly accessible space – “basically anywhere you don’t want needles to be”
 - The following places were identified: lamp posts, public bathrooms, community centres, parks, TCHC building, near the food basics, in “hubs”
- **Safe for kids**
 - It was suggested to have bins in discrete places, in discrete containers to keep it out of reach of children

Harm Reduction Workshop Topics

People wanted to know more about how to safely dispose of needles, safely using both personal and public disposal bins, but also where to actually get bins. It was also important to residents on a contact person to refer to / knowing who to connect with in terms of support around using the bins.

- Residents also identified that workshops should be done in schools as well to educate not only the children but also teachers on “prevention strategies for younger middle school kids”.
- It was suggested that workshops should be more discreet [perhaps to mitigate stigma associated with drug use]
- Finally, there was general consensus that all the topics listed should be workshop topics should be offered to community members in St. James Town from understanding harm reduction, how it helps people, how to help someone who is overdosing, unpacking and exploring beliefs, stigma and misunderstanding about people who use drugs.

Considerations for the current Harm Reduction Initiative

- It was agreed upon that the SJT Harm Reduction working group’s current efforts in the community around improving needle disposals, providing community workshops on harm reduction and distributing new equipment to people who use drugs, are great efforts and that they are indeed on the right track in terms of harm reduction in the community.

Other Suggestions

- Other things residents wanted the Harm Reduction working group to work on were to send petitions from residents, rooming houses, to outreach to parents in the community, and to use different ways to explain drug use, for example through the use of pictures.

CONCLUSION AND PLANNING IMPLICATIONS:

The Spring Gathering was a impactful opportunity to have a Harm Reduction conversation with residents of St. James Town and other stakeholders. It was a very popular topic and it was very effective to have the *Take the Lead* youth presentation on the importance of supervised injection sites preceding the small group discussions. While many residents were aware of needles, and the Opioid Crisis, the concept of harm reduction was new for over half of the audience. The facilitators of the topic took time to orient and explain to people at their tables, sharing the harm reduction kits for example, and this awareness and education was important. Many felt the topic could have used more time in small groups and more time as a community. It was largely evident that people widely recognized that there is a lack of public places and spaces to dispose needles. The findings were then discussed with members of the Harm Reduction Working Group to inform the following planning implications

- When implementing the needle disposal bins in SJT, include follow up contact information for people in case they have further questions (eg. Possibly The Corner)
- Harm Reduction Working Group can look into disposal of all equipment (eg. Stem pipes as well)
- More stigma-reducing awareness about harm reduction is needed as it relates to people who use drugs. This could be through workshops or a health promotion campaign for example.
- Use social media to let people know about language around stem kits (vs. crack pipes) and other language considerations
- Use Spring Gathering findings, and possibly other types of data (eg. Stories about impact) to support the case for bins in the community with The City, TCHC, Private Landlords and more
- More consultations in St. James Town are needed with people who use drugs
- Implement overdose prevention (Eg. Nalaxone training) training with youth through youth programming
- Follow up with young families like the ones who attended Spring Gathering, around the suggestions about bins in schools, playgrounds etc. and how the implementation could take place
- Harm Reduction Working Group can develop workshops to implement in the St. James Town Community, building on The Corner and Health Access partner groups and programs

CONCLUSION

This year's Spring Gathering theme of *Resident Leadership and Collaboration* enabled the planning committee to work with residents in a more formalized manner. The 5 community initiatives that were chosen for discussion built on the evolution and collaboration between service providers and residents over the years, as initiatives were reflective of what matters most to community based on previous community consultations.

The participatory planning and design methodology involved a very thoughtful process which included residents from the very initial stages of planning and was made possible only through a planning committee of residents and service providers. Capacity building in the form of trainings and mentorship were key elements to ensuring that residents meaningfully took a leadership role in Spring Gathering planning and implementation. Participatory planning and design helped the development of the questions and considerations for each initiative in a manner that was relatable and meaningful to the residents. The open and honest feedback of residents helped refine the process and the themes to a great degree.

There was a great deal of engagement in interest from residents and other stakeholders in community health and wellbeing of St. James Town, as is reflective by the small group discussions, the comments and feedback on the social charter, the evaluation forms, and the number of residents that signed up for various initiatives. Feedback overall indicated that residents wanted to continue the conversation, learn about the progress and outcomes of the community initiatives that were discussed, and be part of the planning.

With regards to the key findings from the discussion: pathways to the establishment of the Neighbourhood Association for St. James Town were clearly identified; harm reduction education was identified as a priority for St. James Town; distinct ideas were generated around seniors and youth programming; residents were able to sign up to be part of income generation activities, and opportunities for relaying information to recently arrived and isolated newcomers and immigrants were clearly outlined.

Opportunities for Resident Leadership and Design

- The participatory planning and design process at the Spring Gathering can be further enhanced by continuing the process through the course of implementing the 5 community initiatives
- Given the level of engagement from residents and stakeholders in community health and wellbeing of St. James Town, Health Access Partners and St. James Town Service Providers have an opportunity to consider implementing on-going feedback and communication loops with residents in between Spring Gatherings, on neighbourhood priorities

Spring Gathering 2019

- The St. James Town Service Providers' Network and Sub-Committees can continue to take a lead on work-planning items informed by the planning implications

The key findings in this report should also be examined in light of the key findings from the 2018 report, which were focused on population-specific health and service needs, corresponding to the *Healthy Populations* domain of the Canadian Index of Well-being.

This report will be disseminated to multiple stakeholders, including our funders, the St. James Town Service Providers' Network and its subcommittees, the Collective Impact Steering Committee, and will help inform planning for neighbourhood improvement and well being.



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 leads the initiative in partnership with 18 other service organizations that form the Health Access Executive Table.

HASJT Partner Organizations (2019)

HASJT is a partnership of many 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.

Health Access Partners	
<i>Sherbourne Health – Lead and Co-chair of the Health Access Executive Table</i>	<i>The Neighbourhood Organization – Co-chair of the Health Access Executive Table</i>
<i>410 Sherbourne Family Health Team</i>	<i>Sumac Creek Health Centre</i>
<i>Dixon Hall</i>	<i>TC-LHIN – Home Care Services</i>
<i>Fred Victor</i>	<i>The Corner – Primary site for HASJT</i>
<i>Hospice Toronto</i>	<i>The Neighbourhood Group</i>
<i>Native Women's Resource Centre of Toronto</i>	<i>Toronto Community Housing</i>
<i>Progress Place</i>	<i>Toronto Public Health</i>
<i>Renascent</i>	<i>Women's Health in Women's Hands</i>
<i>SickKids Centre for Community Mental Health</i>	<i>Youthdale Treatment Centre</i>

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 Provider's Network (SPN) is a network of agencies formed to bring a collaborative partnerships, community engagement and integrated service coordination approach to the community of St James Town. SPN promotes inclusive and equitable social and economic development initiatives which delivers employment and career opportunities, social enterprise, informal economic opportunities and population specific services.

Vision

The St James Town Service Provider's Network vision is to be a leader in service coordination, resident engagement and empowerment to achieve a sustainable, welcoming, vibrant and inclusive community.

Mission

The St. James Town Service Providers' Network collaborates and coordinates stakeholders inside and outside the network to address the needs of residents and promote an inclusive and vibrant community.

We the St James Town Service Provider's Network bring together local residents, when possible, and community agencies in welcoming and collaborative spaces to promote community well-being. To do this we collaborate and organise events, coordinate services on solutions for emerging social justice, economic well-being and population specific initiatives.

Core Pillars

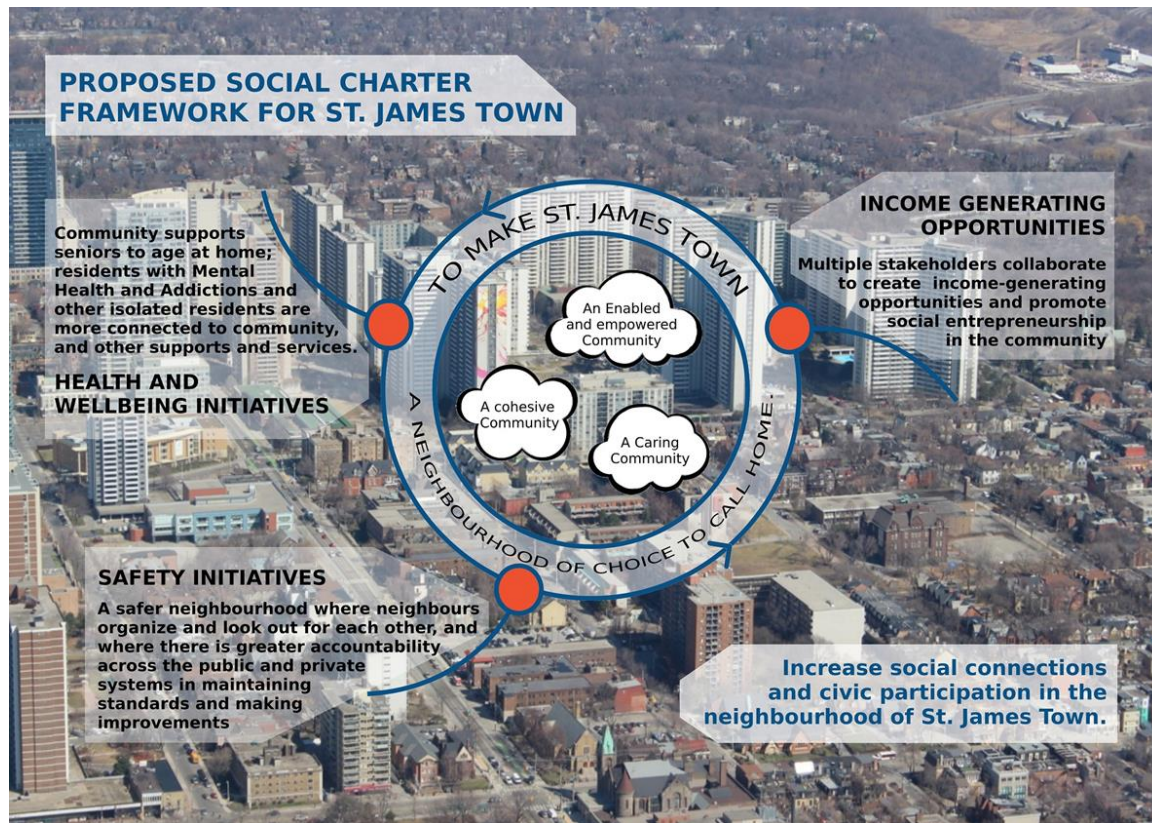
- *Service Coordination*
- *Neighbourhood Based Activities*
- *Population Specific Activities*
- *Community Engagement and Advocacy*

Value Statement

We are committed service coordination, integration and collaboration to achieve sustainable outcomes for a community built on trust, neighbourly care, equity and the diversity of our residents

WWW.STJAMESTOWN.ORG
@sjtccorner
www.facebook.com/sjtccorner
Contact: SJTSPN@STJAMESTOWN.ORG
Or Call: 416-964-6657

Appendix B: Social Charter for St. James Town



Participants provided diverse feedback when asked about the Social Charter for St. James Town. Participants were asked **three main questions**, with some providing additional feedback as listed below.

Do you like how the charter framework is presented?

Majority of participants (75%) responded with “Yes” when asked this question. Additional feedback included “well presented for the concern of the community”. However other comments were directed at the visual of the social charter, with comments like, “feels like portions are missing”, “why is it presented in a cycle?” and “confusing layout”.

Anything else you think should be part of the charter?

Majority of respondents (42.5%) responded with “Unsure”. However for those who responded with “Yes”, suggestions included “How to keep St. James Town free of garbage and recycling?”,

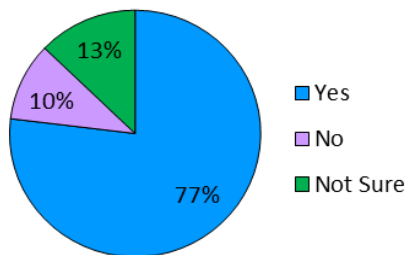
“development of common spaces inclusion/diversity” and “youth voices for community, raising the next generation in leadership, civic engagement [and] social responsibility”.

Do you like the vision for St. James Town?

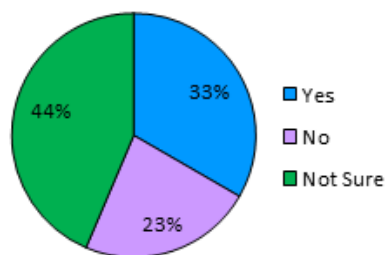
When asked this question, majority of respondents (87.5%) responded with “Yes”. For those who responded with “Yes”, feedback included the following: “Promote the attitude of caring public spaces like we care for our private spaces” and “good effort for the community”. However other feedback suggested that the vision for St. James Town “is very confusing, hard to understand”, “should include a crisis framework like mentioned”, “sort of it feels incomplete. This feels like ideas but not a full plan or framework”.

Question	Yes	No	Unsure
Do you like how the charter framework is presented?	75%	10%	12.5%
Anything else you think should be part of the charter?	33%	22.5%	42.5%
Do you like the vision for St. James Town?	87.5%	5%	7.5%

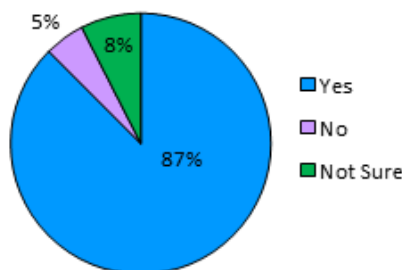
Do you like how the charter framework is presented?



Anything else that you think should be part of the charter?



Do you like the vision of St. James Town?



Appendix C: Planning and Implementation of Spring Gathering 2019

Agenda

6:00 PM WELCOME AND ICE BREAKERS

6:20 PM PRESENTATIONS

- St. James Town Service Provider Network Highlights- What we've heard what we've done, NIA petition
- Local Neighbourhood Responses to Crises
- Safety Committee
- Awards and Recognition

6:40 PM St. James Town Choir Performance

6:50 PM SMALL GROUP DISCUSSIONS INTRO

- Presentation on Social Charter
- 5 Initiatives for Discussion: Small group discussion instructions/ questions (Sehr 1 slide each, 5 MINS):

Neighbourhood Association, SJT Harm Reduction Plan, Intergenerational Program with Seniors & Youth, Income Generating Activities: Local Food Catering Initiative, Share/ Re-use Hub, Newcomer Welcome Days

7:00 PM Small Group Discussions (1 hour)

8:00 PM

- Dinner
- Report back (10 mins) /Evaluation
- Raffle/ Prize

Outreach Planning, and Logistics

The Health Access Co-chairs met in January to set the framework for the consultation this year. Shortly afterwards a planning committee of Service Providers was struck on February 8th, 2019. Leads were assigned for key logistical areas (eg. Food, childcare, ice-breaker, evaluation, guest speaker). The

planning committee met 5 times leading up to the actual event. Community members informed the planning of the gatherings at 3 community meetings. All table facilitators received an orientation at a planning meeting or a community meeting. Many table facilitators got the opportunity to practice as well.



Outreach was lead by the Outreach team at The Corner, with a group of volunteers and ambassadors. Outreach was conducted in 16 of the 19 buildings in St James Town, with flyers posted in all the building lobbies, laundry rooms, as well as on community public bulletin boards, such as at the local Food Basics for two months leading up to the event. A board was used in outreach to engage people on the 5 initiatives that were going to be discussed at the Spring Gathering. Majority of people this year, heard about the Spring Gathering from The Corner, followed by seeing a flyer in the community and hearing from the St. James Town Outreach Ambassadors.

Figure 1 FLYER FOR SPRING GATHERING

Spring Gathering 2019

Planning and Outreach Recommendations

Outreach:

- ✓ Start the outreach much earlier, and ensure that SJTSPN agencies are also outreaching for Spring Gathering at their respective agencies and programs
- ✓ Utilize the schools, like the SJT Festival to implement the postcards through students
- ✓ Utilize the SJT Festival as a way to engage people and speak about Spring Gathering findings
- ✓ Next year's flyer should include "We will be talking about these topics"

Permit:

- ✓ Put the permit in early so as to book the double gym and access the space early for set up.
- ✓ Work with partners organizations that have afterschool permits, in advance, to coordinate programming given the afterschool programming permit (perhaps when they don't need the gym or when they're doing a swimming class)

Evaluation:

- ✓ Keep evaluation tool for next year. Ensure evaluation is implemented before dinner

Agenda:

- ✓ Presentations should only highlight 3 topics, so as not to overload audience members with information.
- ✓ Small group discussions should be during the middle of the event

Logistics:

- ✓ Consider an alternative to plastic water bottles to reduce waste
- ✓ Need more garbage bins
- ✓ Don't need as many tables next year (eg. Plan for 16 discussion tables with 10 chairs around them), do not rent

Facilitation:

- ✓ Continue to offer orientation and training to all facilitators
- ✓ Facilitators should keep any worksheets or paper work organized in folders on hand until it is distributed

Planning Committee Members and Table Facilitators

Name, Agency	Role at Spring Gathering
<ul style="list-style-type: none"> • Norma Khandaker Progress Place • Tomas Tesfay The Corner • Nayanthi Wijesuriya Health Access • • Minara Begum Hospice Toronto • Alyssa Swartz St. Michael's Hospital • Sehr Athar Sherbourne Health /Lead agency – HASJT • Christina Tran Sherbourne Health • Paula Velano The Neighbourhood Organization • Nassim Vahidi St. Michael's Hospital • Diana Mavunduse Dixon Hall • • Touhida Choudhry Central Neighbourhood House • Suja Selvaraj The Corner • Amika Gupta Sherbourne Health • Robb Johannes Fred Victor • Nivedita Balachandran The Corner • Jennifer Hupalo Sherbourne Health • Hayley Darychuk Sherbourne Health • Tamara Este SickKids • Trina Rosenweig SickKids • Mary Khzam Sherbourne Health • Stephanie Meyers Fred Victor • Vivian Novoa The Corner • Constance Osemobor The Corner • Julyata Shribu The Corner • Ameen Anas Health Access • Mark Redka Health Access • Hai Yan SickKids • Aravind Joseph The Corner • Veronica MacDonald Central Neighbourhood House • Nalini Pandalangat Sherbourne Health/ Co Chair Health Access • Ravi Subramaniam The Neighbourhood Organization/ Co Chair Health Access • Dorothy Frimpong Sherbourne Health • Tomas Tesfay The Corner 	<ul style="list-style-type: none"> • Refreshments Team • Outreach Team • Methodology, Planning, Table Facilitation • Evaluation • Table Facilitation • Planning, Methodology, Report • • Refreshments Team • Table Facilitation, Raffle Prizes • • Table Facilitation • Ice Breaker, Table Facilitation, Planning • Ice Breaker, Planning • Registration Team, Set up • Table Facilitation, Method • Method, Planning • Method, Planning • Table Facilitation • Table Facilitation • Table Facilitation, Childcare team • Table Facilitation, Childcare team • Table Facilitation, Report • Table Facilitation, Set Up • Table Facilitation, Set Up • Table Facilitation, Volunteer team • Table Facilitation, Outreach • Table Facilitation • Table Facilitation • Childcare team, Table Facilitation • Communications Lead • Method, Planning • Method, Planning • • Method, Planning • • Planning, Method, Report • Table Facilitation • Table Facilitation, Outreach

Spring Gathering 2019

RESIDENTS	ROLES
<ul style="list-style-type: none"> • Yogarajah Chelladurai • Bhoomi Patel • Nusrat Rehman • Rachel Reesor • Prinyanka Habib • Hiral Lakhani • Deeksha Gupta • Samiea Bashir • Rasathy Chelladurai • Yogita Sanap • Mia Suarez • Lopa Pattnaik • Binal Shah • Milan Slavkovich 	<ul style="list-style-type: none"> • Table facilitator • Table facilitator • Table facilitator • Table facilitator, Presentation • Table Facilitator • Table Facilitator • Table Facilitator, Methods, Planning • Table Facilitator • Table Facilitator • Master of Ceremonies • Master of Ceremonies • Table Facilitator, Presentation • Table Facilitator • Table Facilitator • Table Facilitator
We acknowledge the work of over 20 additional volunteers and community members that helped to put the event together.	

Vendors Contracted

TDSB	Permit for Double Gym at Rose Avenue Public School
Access Alliance	Interpreters- Chinese, Arabic and Tamil
Rick Latif	Audio Visual
ABSO Rentals	Tables and Chairs
Crucial Pins	"Ask Me Buttons" for Service Providers
Longos	Table decorations, plant prizes

In Kind Support by SJTSPN member agencies

- Outreach leading up to the event (in buildings in and around St. James Town, 3 weeks prior to)
- Printing & photocopying materials: flyers, worksheets, evaluation forms, display boards, signage
- Translation of promotional materials (eg. Flyers, evaluation forms)
- Planning Committee Staff time
- Table Facilitation staff time, training and orientation
- Visual equipment and supplies- cameras, videography, photos
- Materials- chairs, tables, laptops
- Volunteer setup and take down support
- Childcare coordination and supervision



Spring Gathering 2019

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	Quantity	Cost	
Clementines	300	\$101.21	
Granola Bars	300	\$186.23	
Samosas	300	\$159.78	
Party Pizzas	4	\$70.00	
Cutlery		14.18	
Dinner			
Item	Vendor	Quantity	Cost
<u>Vegetarian Dinner:</u> Pulao rice, mixed vegetables, pakora, pre-packed cookie	Taste of Four Seasons Catering Collection from Regent park	150	\$1027.50
<u>Non-Vegetarian Dinner:</u> Pulao rice, mixed vegetables, halal chicken & pre-packaged cookie	Taste of Four Seasons Catering Collection from Regent park	150	\$1027.50
Snacks & Dinner = \$2586.40 + water bottle cost			

Childcare

We partnered with the Parenting Centre at Rose Avenue Public School to provide childcare and childminding to children of parents at the event. There was a total of 6 childcare workers, selected from the roster of the Parenting Centre, the school and SickKids' team. In addition to a team of staff from SickKids Community Mental Health Services to support the coordination. There was a total of 38 children in childminding, to ensure that parents could participate in the Spring Gathering.

Child care Recommendations for next year:

- ✓ Book two rooms close to one another, rather than one room for childcare. This can prevent potential safety issues that may result of having a large number of children of different ages in one room together

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- ✓ Shorter intake form and table for quick access for parents/guardians dropping their child(ren) off. This can ensure when there is a high flow of drop-offs that paperwork is done quickly. Continue to include additional information on allergies or special needs of children
- ✓ Include age specifications/restrictions for childcare and make sure this is properly advertised so parents/guardians are aware of whether they can bring their child(ren) for childcare

Awards Recipients

Rose Avenue Public School
Facilities staff at Rose Avenue Public School
Dr. Andrew Boozary
Firebrand group
Jen Evans
Wellesley Community Centre
Yogarajah Chelladurai

Evaluation Form and Feedback

Evaluation Activities - in total, **57** evaluation forms were filled out this year.





























Overall Participant Satisfaction at Spring Gathering 2019:		
96% of participants who filled out the survey indicated that they were “satisfied” with the event.	55% of participants responded “strongly agree” and 41% responded “agree” to the statement, “the small group discussions highlighted the strengths and needs of the community”.	The most common response to the question, “what was your favourite part of the event?” was the discussion, and the second most common response was the choir performance.

From evaluation forms:

- 12 respondents suggested wanting to learn more on Community Involvement/Development
- Respondents suggested having more regular meetings, “meet n’ greets” and services available in other languages
- Respondents suggested ensuring the event starts on time and to improve the organization of the event
- Respondents suggested including issues on child safety in the initiatives and opportunities to include children’s voices and feedback in developing these initiatives
- Other comments included liking that the community came together and integrated; and wanting to hear about the outcomes of events, ideas and committees that are being proposed in St. James Town.

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Evaluation Form

Please cross (X) the image that best represents your rating for each statement and add comments in order to help us understand your opinion.						
FEEDBACK	Strongly agree	Agree	Disagree	Strongly disagree	Comments (if any)	
The small group discussions highlighted the strengths and needs of the community.						
There was enough time for small group discussions.						
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 was able to give my feedback on the initiatives happening in the 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 one)	The Corner	Saw a flyer/poster	Internet/social media	From the lobby	From St. James Town ambassadors	From my service provider
What was your favourite part of the event?						
What are you most interested in learning more about from today's discussion? Please share/ explain:						
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: Email: Phone#:					

Appendix D: Small Group Discussion Guides for the 5 initiatives

Worksheet Templates

#1 Harm Reduction Plan in St. James Town

What is Harm Reduction?

Harm Reduction means putting programs and policies in place that try to keep people safe. Harm reduction reduces the risk of injury, disease and death with practical solutions. Most harm reduction programs focus on people who use drugs.

Examples of harm reduction involve:

- *Installing needle disposal bins in the community.* This makes our neighbourhoods safer as people have somewhere safe to dispose of used needles.
- *Giving out new needles.* This prevents the spread of infections as people who use drugs can use new needles and do not have to share or reuse needles.
- *Offering new drug use equipment and counselling at a drop-in.* This creates a welcoming and open space to talk with people who use drugs. If they decide they want to minimize or stop their drug use, they will be more likely to ask for help at a place where they feel welcome and have visited regularly.
- *Providing help for when people overdose.* Naloxone is a pharmaceutical drug that helps reverse overdoses so people have a lowered risk of dying. Anybody can be trained to use naloxone. Providing training for people to use naloxone means they can help someone who has overdosed while they wait for an ambulance to arrive.
- *Educating people on harm reduction.* This reduces the misconceptions around people who use drugs and makes it easier for someone who uses drugs to go to a neighbour or friend to get help.

St. James Town and Harm Reduction

Community agencies and residents came together and formed the St. James town Harm Reduction Working group in Fall of 2018. The working group aims to implement practical solutions to improve safety and well being of people who use drugs and all residents. We have learned that:

- Residents who use drugs do not have nearby access to safe needle disposal and new equipment. This means that used needles have been found in and around the community/in apartment building hallways.
- St. James town residents have also been affected by the overdose crisis, with overdoses happening in and around the community.
- Harm Reduction has been identified by service providers and residents as something that could improve safety and well-being of all residents

Questions

1. What does “harm reduction” mean to you?
2. Let’s discuss needle disposal.
 - a. Have you seen needles in and around the community?
 - b. If yes, do you know how to dispose of them?
 - c. Do you think there are enough places for people to dispose of needles in the

community?

d. Where would you like to have needle disposal bins?

3. We would like to offer harm reduction education workshops to residents. What topics would you like to learn about in these workshops?

- a. What is harm reduction
- b. How does harm reduction help people
- c. What are harm reduction kits
- d. Safe needle disposal and safe needle community cleanup
- e. How to help someone who is overdosing
- f. Beliefs about people who use drugs
- g. Stigma and misunderstanding around people who use drugs
- h. Other ideas?

4. How should harm reduction kits be distributed in St. James Town? (Examples: Lobby outreach, Door to door outreach, Community Outreach, Pick up location at the corner, Pick up location at the community centre, Other pick up location)

5. The St. James town Harm Reduction working group is currently working on improving needle disposal, providing community workshops on harm reduction and distributing new equipment to people who use drugs.

- a. What do you think of these – are we on the right track?
- b. What other things would you like the group to work on?

#2 Income Generation Initiatives in St. James Town

Creating different income generating opportunities in St. James Town has been something residents have been requesting and doing for a long time.

Some residents offer home day cares, cooking services, cleaning services, and share other skills and services in order to create income. The idea in St. James Town is to build more opportunities for residents to build their own concepts and ideas into income generating opportunities.

Initiative 1A: Local Catering Group in St. James Town

St. James Town is home to many talented residents. Cooking is just one of the many skills that quite a few residents have consistently shared with the larger community. For example, residents have showcased their homemade foods every year at the St. James Town Festival and through various events hosted at the St. James Town Community Corner. While the St. James Town Festival is an annual event where local residents can engage with the larger community by selling their food, we have seen more and more opportunities throughout the year for residents to offer healthy and delicious food to the community. Rather than relying on restaurant chains to cater, local residents have already been asked to cater many events at The Corner such as the Festival Volunteer Appreciation Dinner and Black History Month just to name a few.

With the support of a Lead Resident and a Registered Dietitian, we are hoping to develop a catering collective model where a group of passionate and talented residents can take on catering orders from anyone living or working in St. James Town. Ideally this model will benefit both the caterers (by offering a source of income generation), and the community at large (by providing better access to food that is not only culturally diverse and authentic but also affordable and healthy).

Questions:

(These questions are intended for both people interested in placing orders through a catering collective as well as people interested in be a part of the catering collective group by cooking for the community.)

1. What sort of resources should the catering collective have access to?

A resource can be anything that would help the catering collective run smoothly for both the cooks and the customers, such as having access to multiple cooking spaces where food can be prepared and picked up easily, or having the option to deliver within St. James Town, etc.

2. What sort of additional skills/training/knowledge should the group of caterers have, aside from Food Handler Certification?

3. What factors would make it most easy/enticing to either place orders through a catering collective OR take on orders from the community?
4. What other suggestions or concerns do you have about a catering collective that would be available to prepare both healthy and culturally diverse food at an affordable cost, all year round?
5. What types of food, dishes, or menu items would you like to see as part of the catering collective?

Initiative 2B: Share/ Reuse Hub – Tool library and Skills Sharing

A new space is being developed on the ground floor of 240 Wellesley Street. The space will be a hub for residents to connect with one another, learn skills, share items. At the space, there will be a share and reuse program, where residents can borrow items similar to a library, but here you can borrow party supplies, tools, and other equipment. The things that will be made available are items residents say are interested in borrowing. The space will also provide skill building sessions and workshops like bike hubs and sewing programs, where residents can learn new skills and share skills with others. The ultimate goal of the space is to reduce waste, repurpose items, build social connections, create opportunities for people to learn new skills, and create income generating opportunities for residents through new skills and employment opportunities.

Questions:

1. How would you primarily use the items you would borrow? (Examples: for personal/home use, business owner, professional)
2. Sewing, mending and repair workshops will be made available, as well as bike repair workshops.
 - a. What are some other kinds of items you would like to learn to fix or repair?
 - b. What are some other kinds of workshops you would like to see at the space?
3. What would be ways you would like to use the skills learned through the hub? (Examples: start your own business, personal use, help friends, help a senior, volunteer)
4. How would you like to be involved in the Hub? (Examples: volunteering at the hub, teaching a skill, learning a skill, borrowing items, donating items etc.)

#3 Seniors and Youth Intergenerational Project- Ideas

St. James Town has the highest number of seniors (65+) living alone in the whole of Toronto. Isolation of seniors or loneliness felt by seniors is a big issue in St. James Town. Research shows that involving youth in programs with seniors can help reduce feelings of isolation and the impacts of isolation on seniors (example: depression) as well as positively change young people's attitudes towards seniors. It keeps young people engaged in something meaningful as well, which is important for youth.

At last year's Spring Gathering, we talked about ways in which to build connections between seniors and youth as a way to reduce loneliness felt by seniors. People suggested organizing more program, events, and activities that include youth and seniors to have them interact and get to know one another. People also suggested having activities where youth and seniors will exchange knowledge/skills and services (like youth teaching seniors how to use technology, seniors telling stories to youth or mentoring youth).

We are currently working on a project to combine all of these ideas and would like your feedback/comments and thoughts on the project. The project will consult existing youth and seniors groups in developing the plan. After coming up with a plan, residents (seniors and youth) will carry out the activities that engage both youth and seniors together.

Then, with the help of the project coordinator, residents will also produce a resource guide that will provide St. James Town seniors with information on local services, programs and activities. The resource guide will be printed in different languages and handed out during local festivals, seniors' day program, and other events in SJT. This manual will help seniors get out of their homes and connected to programs, and community.

Questions:

- 1. People suggested storytelling by seniors as a way for seniors to interact with youth. What else can seniors do to "give-back" to the youth?** (Examples: what knowledge or skills do seniors have that youth might benefit from?)
- 2. For activities that engage both seniors and youth, people suggested playing board games, dancing for all ages, and arts and crafts. What other activities can be done with both seniors and youth together?**
- 3. How often should we have these activities that engage both seniors and youth?** (examples: once a week)
- 4. What else can we do to make sure this program is successful?**
- 5. How can youth and seniors best work together to develop the Resource Guide? What role can youth play?**
- 6. What age group of young people will be best suited for this project and why?** (Examples: children ages 8- 11, middle school youth ages 11-13, high school youth ages 14-18, Youth 18+ who are going to university)
- 7. Where should we carry out these activities?**

#4 Neighbourhood Association in St. James Town

In St. James Town we want to support residents to develop a Neighbourhood Association. The role of the Neighbourhood Association is to bring community representatives together to advocate for and address local community opportunities and issues. This can include planning community events, planning street and public space use (like parks, basketball courts, pools, etc.), working with levels of government to inform on community needs (examples: schools, libraries, new developments), being the voice and representative of the community for anyone outside the community, and helping neighbours connect to one another.

There are currently emerging tenant associations that have formed in specific buildings. Tenant associations address building specific issues, and work towards improving buildings. A neighbourhood association is different. It works toward improving the neighbourhood at large. Residents can be part of a tenant association AND a neighbourhood association.

Questions:

- 1. What issues do you think a Neighbourhood Association should work on (keep in mind these are neighbourhood-wide issues, NOT building specific issues)**
- 2. In what ways can a Neighbourhood Association represent our community?** (Examples: to other bodies of government, at City-wide community events)
- 3. How can residents get involved with a Neighbourhood Association?** (Example: what are the different roles people can play?)
- 4. How should we plan developing the Neighbourhood Association?** (Examples: what are the ways in which we can recruit residents to join the association? What can the structure look like? How can we get diverse representation from the community to get involved in the Neighbourhood Association?)
- 5. What ways can a Neighbourhood Association communicate with residents to get input and provide feedback?** (Examples: community meetings, Town Halls, Social Media, newsletters, email list-serves)
- 6. What types of trainings or workshop topics do you think will be helpful for residents so that they are successful in leading the Neighbourhood Association?** (Examples: Understanding local government, leadership, city planning, understanding the media/ media literacy, tenant organizing/advocacy, community benefits agreements, urban/city planning, advocacy)

#5 Newcomer Connections- Ideas

We are looking for ways to get isolated newcomers connecting to services and their community. These could be people who arrived recently to Canada and are new, or it could be immigrants who have lived here a long time.

Last year people suggested “Welcome” forums- welcoming committees, a welcoming event/meet n greets, community icebreakers, and other programs – including both health focused programming- that engage both newcomers and long-term residents together.

We have done a few things to address this:

1) Welcome Package for Newcomers (see Package)

This package has important information like how to get a family doctor, how to start a bank account, where to buy healthy affordable food in and around St. James Town. This package is translated into 6 different languages. The St. James Town Community Corner/ Health Access team hands these out to new clients. We also hand them out at events where there are a lot of newcomers.

Questions:

- 8. Do you find the information in the welcome kit enough or is there any other issue that you want help with? Please be specific.**
- 9. How do we hand out the newcomer package to recently arrived immigrants?**
(Examples: where in the community? Through the schools?)

2) Newcomer Welcome Days (see photo & list of services)

We are implementing 2-4 Newcomer Welcome Days in St. James Town in 2019 in the building lobbies. The purposes of these events are to welcome newcomers to St. James Town in a fun way, with food and prizes, and to connect them with services directly on the spot! For example: the following service referrals take place on Newcomer Welcome Day: family doctor referral, dietician, Diabetes testing, mental health counsellors, settlement services, community programs staff will be in the building lobbies to talk to people as they come in after school and after work.

Questions:

- 1. What is the best time to set up in the lobbies? (examples: 3-7pm on weeknights, Saturday mornings)**

2. What will make newcomer residents stop to talk to service providers in the building? (Examples: Prizes, Music, Refreshments, Food)

3. Where else do Newcomers go that we can reach out to them? (examples: community centres, libraries, schools)

3) Welcoming committees and Welcome Meet N' Greet

Last year, you mentioned that a welcome committee and/ or a Welcome Meet N' Greet will be important to connect newcomers together. Please tell us how this should take place:

Questions:

1. Who is on the welcoming committee? (Examples: residents, newcomers, service provider staff)

2. How often should they meet?

3. Where should a Welcome Meet N' Greet take place? How should it be organized?

4. As a resident, how can I help connect newcomers to services and to people in the community?