

SPRING GATHERING



2016

St. James Town

Brought to you by Health Access St. James Town



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PART I: SPRING GATHERING OVERVIEW

EVENT SUMMARY

The Spring Gathering at Rose Ave P.S on Thursday March 30th, 2016, 6-9pm was held in order to engage residents in a community development and information sharing process. 168 community members participated in the Spring Gathering. At the event, the group reviewed 2015 accomplishments and challenges,

and residents reported what changes they have noticed in the community, and what they would like to see happen in the years to come.



Planning

A planning committee, comprising of staff from various SPN (Service Provider Network) member agencies and resident ambassadors, was struck. The planning committee met four times prior to the event, with staff identifying

themselves as leads/coordinators of various elements in the gathering.

Outreach and Ambassadors

Resident Ambassadors played an instrumental role in outreaching to the community.

Throughout the month of March, daily outreach activities occurred through building outreach, flyers being posted around the community, and

emails/notifications to various SPN agencies.



CONSULTATION METHODOLOGY



There were 18 Ambassadors who met three times prior to the gathering, to review duties leading up to and on the day of the event. As the Ambassadors had played an integral role in the facilitation of the 2015 report review and the group discussions, the 2016 event was created based on the 2015 key points and was given to every ambassador for review prior to the

event. All the Ambassadors reviewed this information and interpreted in their respective languages at the Spring Gathering.

Participants were asked to discuss the following questions in groups:

1. What are some of the changes you have seen in the community since our last spring gathering (May 2015-now)?
 - Changes to physical space
 - Changes in programs/services
 - Changes in the neighborhood
 - Milestones?
2. What are the changes you'd like to see in St James Town?
 - Things you'd like to see continue
 - Things you'd like to see improve
 - Things you'd like to see start
3. How can you/we as a community support these changes?

PART II: KEY FINDINGS

GENERAL SERVICE REQUESTS

Participants were given the opportunity to provide general feedback at the end of the event using the feedback from provided (see Appendix B).

- "Employment opportunity for the news flyers."
- "Driving license services and citizenship. College program for housewives."
- "Job opportunities in community. Indoor playground for kids."
- "Job facility provide programs for women and must provide daycare."
- "Need placement agency for IT."
- "Indoor playground."
- "Free dental."
- "English classes for women with childcare."
- "Safety is necessary in your community. Free class in all languages."

PHYSICAL SPACE

Community members spoke about the cleanliness and security of St James Town, as well as the need for increased infrastructure.



Cleanliness

- More garbage disposal, ashtrays
- Improve security, more lighting
- Clean environment
- Dog pooh everywhere

- Roads are untidy
- Cleanliness: garbage area is very unclean
- Physical cleanliness (i.e. around food basics)
- Limit public smoking (esp. marijuana)
- Social Smoking should be banned in building hallways
- Promote recycling



Infrastructure

- Fix streetlights
- More garbage disposal, ashtrays,
- More benches around community
- Improve security, more lighting
- Improve elevators
- Community party room
- More drinking water fountains and water bottle filling stations around the community
- Indoor playground
- Extend SJT to include south of Wellesley
- More access for disabled people



GROUPS/WORKSHOPS

Community spoke about various workshops, knowledge sharing and skill building/trainings of interest.

Awareness/Education

- Health workshops for seniors
- Parenting workshops
- English classes

More French classes

- Music classes for kids
- Diabetes healthy eating workshops
- Citizenship prep classes
- Free classes for driving license
- Language classes (Hindi, Telugu, Nepali, French, Spanish)
- Free French class
- Feel tamil culture is sinking. Would like free tamil cultural programs, cultural classes at least a day in a week, including religions.



Social activities

- More children's swimming lessons
- Women's programs for stay at home moms
- Light workouts for seniors/stretching
- Ping pong, basketball for seniors
- Summer programs for 2-6 years
- Swimming and gymnastic (physical) classes for kids
- Seniors conversation classes at the corner everyday



Skill Building/training

- Sewing, baking, cooking/skills training that lead to jobs
- More employment services for newcomers to access jobs and find specific careers



- Technical training for women: nail art, salons, massage, Learning computer classes (and free wifi in TCHC units) spa (getting business license)

General comment regarding groups and workshops: Programs should be ongoing with no discontinuity

SPECIAL POPULATIONS

Participants at the Spring Gathering also spoke about the importance of tailored supports for Seniors and children/youth in St. James Town

Seniors Related

- More awareness about existing seniors programs
- More info re: mental health, seniors programs
- Seniors need culture and heritage
- Senior socials (dancing classes, tai chi)
- More ttc for seniors
- Gathering place for seniors and others
- Light workouts for seniors/stretching
- Ping pong, basketball for seniors
- Health workshops for seniors
- Seniors conversation classes at the corner everyday
- Programs should be ongoing, no discontinuity

Child & Youth Related

- Improve youth involvement in programs and provide more programs for youth
- Outdoor games for youth
- More affordable childcare
- Child minding
- Need pre-school



COMMUNITY & SOCIAL CONNECTIONS

The Community's feedback suggested the need for more social inclusion and community building activities. The theme of multiculturalism and diversity evident in participant responses.

Public entertainment

- Better organization
- More groups in the community
- More cultural connections and celebrations
- Friendlier and more connections
- More meetings
- Volunteer neighbourhood watch
- Get more volunteers to hand out flyers/share information
- Community meals
- Recipe exchange, community food centres
- Permanent place for garage sales, community meals
- Need for more interpretation
- Food banks with cultural foods
- Multicultural activities
- More events and parties
- Knowledge of heritages
- More diversity on safety project
- Hold festival earlier
- Community picnics
- Free trips 2-3 times a year

NEEDED SUPPORTS

Residents spoke about the need for more general supports in the community

- More access to programs close by
- Having a small group that meet more regularly
- Interpretation for individual help
- Home health care services
- Free dental, hearing, vision checks
- More participation in programs,
- More notifications about events (mail, flyers, etc)
- Classes for work-permit people
- Job opportunities
- TCHC do more to help us
- IELTS help for PR cards



POSITIVE CHANGES

Community members also discussed the positive changes observed over the past year.

- Photocopy at corner is improving
- Less drug related problems compared to last year
- More awareness in the community
- Less troublemakers/youth loitering in the lobby
- Lights outside 700 Ontario were restored
- More participation/involvement of seniors in activities
- Improvement in building management
- Lower crime from last year
- More community centres
- Received more services
- SJTCC more free programs
- Feel we are Able to raise children educated

- Community centres support our children to gather more fields to achieve as well as getting more progress
- “a youngsters opinion: than those days(,) now we children get more matters to attend and opportunities to achieve something in our life”
- Feel safer
- Good health workshops
- English classes help us promote English levels
- Improve the community’s safety



PART III: APPENDICES

APPENDIX A: HEALTH ACCESS ST. JAMES TOWN & THE ST. JAMES TOWN SERVICE PROVIDERS' NETWORK

Health Access St. James Town (HASJT): Overview

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

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

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

Objectives

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

Membership

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

How We Got Here

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

WWW.STJAMESTOWN.ORG

@sjtccorner

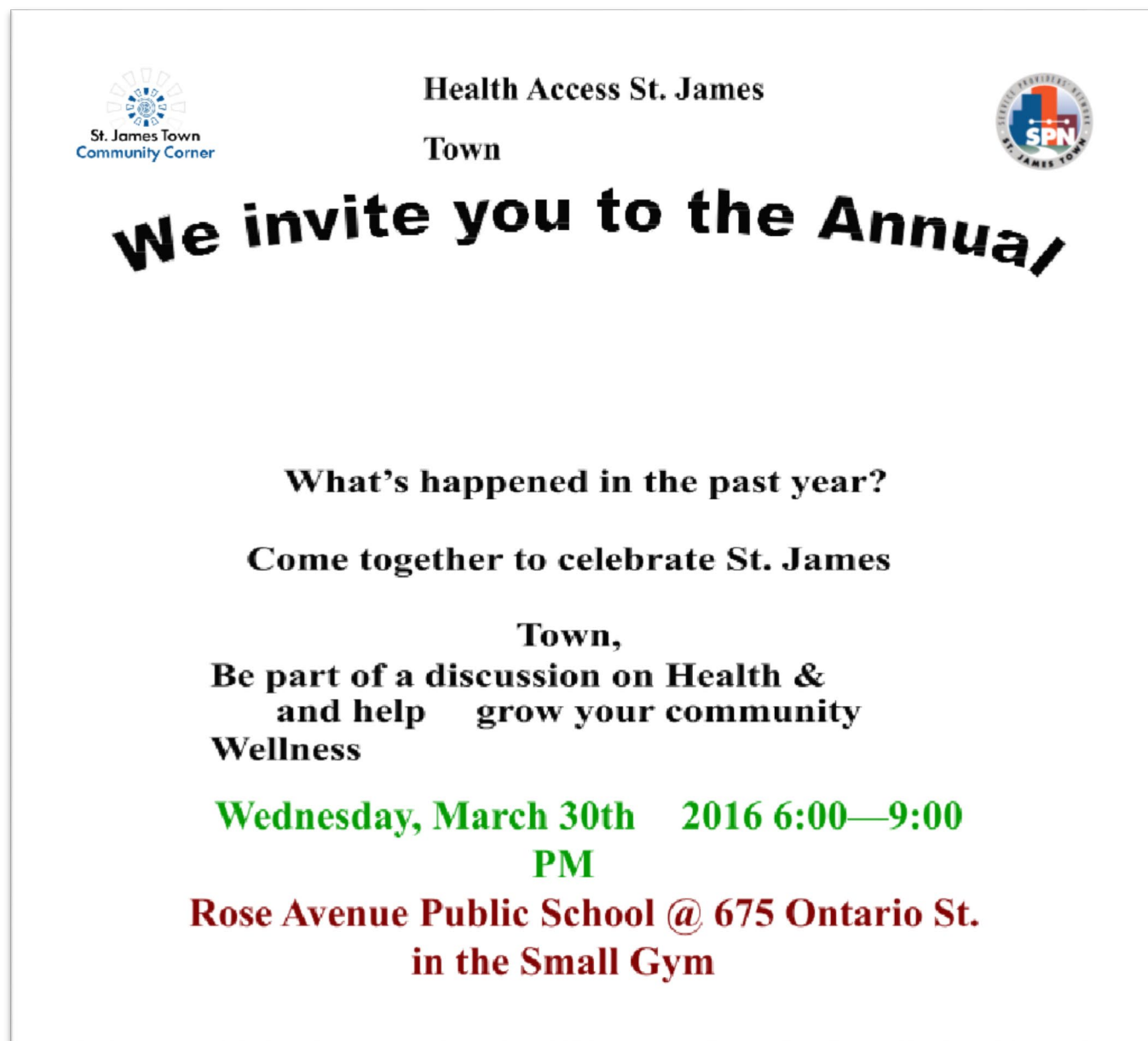
www.facebook.com/sjtccorner

Contact: SJTSPN@STJAMESTOWN.ORG

Or Call: 416-964-6657x238

APPENDIX B: PLANNING AND IMPLEMENTATION

Outreach Tools *Event Flyer*



The following is a list of the Ambassadors:

- **Amna Shah**- Outreach Ambassador
- **Amy Wei**- Outreach Ambassador
- **Armida Sison**- Outreach Ambassador
- **Bashir Amin** - HOST Ambassador

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- **Bhoomi Patel** - Outreach Ambassador
 - **Brigitte Frater**- HOST Ambassador
 - **Daniel Zhu**- HOST Ambassador
 - **Esperanza Calantog**- Outreach Ambassador
 - **Niru Kumari**- Outreach Ambassador
 - **Nusrat Reshamwala** - Outreach and Safety Ambassador
 - **Rasathy Yogarajah** - Outreach and Safety Ambassador
 - **Samiea Bashir**- Outreach Ambassador
 - **Shaheen Kauser**- Outreach and Safety Ambassador
 - **Suchana Pandey**- HOST Ambassador
 - **Telmuun Ganbayar**- HOST Ambassador & Co-MC
 - **Urge Ibrahim**- HOST Ambassador
 - **Yogarajah Chelladurai** - Outreach and Safety Ambassador

Agenda

Time	Activity	Details	Lead
5:30PM	Outside Set-Up	Set up registration table, tables, chairs, etc.	Intake, Amna
		Set-up activity tables (instead of info tables)	Natasha/Deqa
		Set-up/confirm child minding space	
		Make sure there is lots of signage!	Intake
		Check-in about food.	Christina/Shahen
6:00 PM	Gym Setup	Mic check Projector set-up	
		Room set up (100 chairs, 10 tables)	
	Registration	Start registering people into the space - hand out snack & evaluation form	Intake, Amna
		Children are registered and sent with their parents.	
	Activity Fair/SPN displays	Activity Tables based on Spring Gathering Themes Drumming/dancing? SPN/committee pictures displayed	Natasha Exec committee
6:30 PM	Welcome	<p>General: Welcome everyone to the event, housekeeping (interpretation, bathrooms, agenda, ambassadors), Spring Gathering overview</p> <p>Niv: Welcome everyone to the event, housekeeping (interpretation, bathrooms, agenda, ambassadors), Spring Gathering overview</p> <p>Niv: Hello everyone, welcome to the 2016 Spring Gathering. My name is Niv and my name is Telmuun. The Spring Gathering is an occasion to hear community feedback and report back to you on what has happened over the past year. We hope you will enjoy the event, please note the bathrooms are..., and we have interpreters and community ambassadors at each table, who will be helping throughout the event.</p> <p>Telmuun: 2015 was an exciting year in St James Town. We had a youth exchange, where youth from St James Town went to Nunavut and a group of youth from Nunavut came to St James Town. This was a great chance for youth to explore each others cultures</p> <p>Niv: We also celebrated the PanAm games in St James town with St James Town games, art activities, walking tours of the neighbourhood, and the community coming together to celebrate St James Town.</p> <p>Telmuun: The Youth Network, a committee of the Service Providers' Network also received the Community Impact award from the City of Toronto for their work with youth in St James Town</p> <p>Niv: St James Town was also granted a two-year funding from the City to develop a safety project in St James Town. You will be hearing much more about this tonight.</p>	SPN Chairs

		<p>Telmuun: now I would like to Invite Criss to the microphone to discuss health access. Criss is the executive director of progress place and a partner of the St James Town Service Providers' Network and the Health Access Initiative. Welcome Criss!</p>	
6:40-7pm	Ambassadors experience	<p>Telmuun: My name is Telmuun and I recently joined the Service Providers' Network and Health Access as a Host Ambassador. In st james town, we have many ambassadors that help people connect to services and find out more about what's going on in the community. For example, my role is to help youth get access to services and supports. I would now like to invite the ambassadors to the front to introduce themselves and share their experiences being an ambassador</p> <p>Outreach Ambassadors: Intro and share experiences over past year</p> <p>Welcome New Ambassadors: Safety Ambassadors, Mental Health Ambassadors</p>	ambassadors
7:00-7:30	2015 Spring Gathering	<p>Niv: We are now going to share what has happened over the past year in St James Town. In 2015, We had a spring gathering, where the community gave us feedback and input on what they would like to see happen in the community. That feedback was reviewed and we noticed some trends in what you spoke about. We would like to now review what you said in 2015 and what has happened or not happened to address these comments. The ambassadors at your table will also be going through this information with you.</p> <p>Present 2015 Report: community feedback and responses</p>	ambassadors
7:30-8pm	Group discussions	<p>Diana: (intro group discussion section) Discussion Questions:</p> <p>What are some of the changes you have seen in the community since our last spring gathering (May 2015-now)?</p> <ul style="list-style-type: none"> - Changes to physical space - Changes in programs/services - Changes in the neighbourhood - Milestones? <p>What are the changes you'd like to see in St James Town?</p> <ul style="list-style-type: none"> - Things you'd like to see continue - Things you'd like to see improve - Things you'd like to see start 	ambassadors

		How can you/we as a community support these changes?	
8:00-8:30	Sharing	Diana: Ambassadors report what groups discussed handout evaluation forms	ambassadors Minara
8:30-8:40	Evaluation		Minara
8:30-9	Visual Tour/Walk Around: Pictures of activities displayed on walls	Telmuun: Now we have come to the mix and mingle part of the night. This is a chance for you to see what the other committees of the Service Providers' Network have been doing and to meet with staff and one another. The Service Providers' Network has 5 committees: Seniors Committee, Youth Network, Outreach and Community Engagement Committee, Health Access and The St James Town Community Corner. The committees have posted pictures and displays of the various activities they have done over the past year. Please take some time to walk around and see what's happened. We also would like to welcome Tiina back to the stage to play some music. Give Food and Visual displays for each committee: SPN, Seniors, Youth, Outreach, Health Access, Corner Provider and resident social (mix n mingle), raffle prizes?	Christina
	Wrap Up	We hope you enjoyed and learned a lot about what's going on in the community. Give Food and Collect Feedback forms	

Planning Committee

The following is a list of planning committee members:

- **Amna Shah-** Resident Volunteer & Ambassador- Registration Coordination
- **Christina Tran-** Sherbourne Health Centre- Food Coordination
- **Deqa Farah-** Fred Victor- Activity Booths Lead
- **Diana Mavunduse-** Dixon Hall- Safety Report back
- **Kalaichelvy Atputhalingam-** Central Neighbourhood House- Safety Ambassadors Coordination
- **Kurt Aydiner-** SJTCC- Photography & Logistics support
- **Mary Dalreen Paul-** Resident Volunteer- Outreach & Ambassadors Coordination
- **Minara Begum-** Hospice- Evaluation Forms and Feedback Coordination
- **Natasha Mercy-** Yonge Street Mission- Activity Booths Lead

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- **Nayanthi Wijesuriya-** SJTCC/Health Access- Registration Coordination
 - **Nivedita Balachandran-** Sherbourne Health Centre- Event coordinator, SPN, Ambassador and Health Access lead
 - **Norma Khandaker-** Progress Place- Flyer Lead
 - **Rick Latif-** Resident Volunteer- Sound System and Technical Support
 - **Shaheen Kauser-** Resident Volunteer& Ambassador- Food Coordination
 - **Suja Selvaraj-** SJTCC/Health Access- Registration & Data tracking

Venue, Logistics and Food Vendors

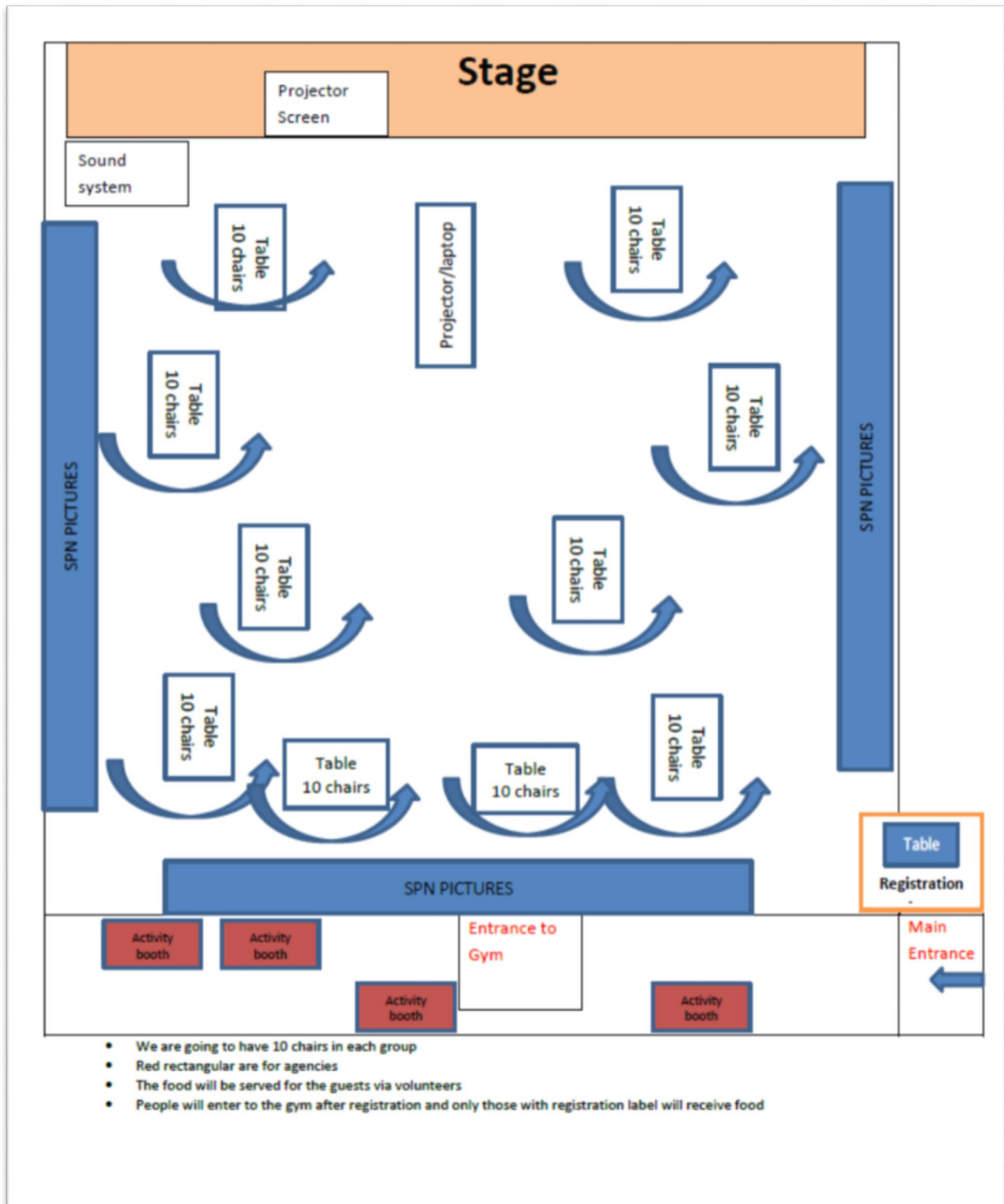
Venue

The small gym and the Parenting Centre at Rose Ave Public School were secured through a permit request to the TDSB. A layout of the setup is available in Appendix C. Four childminders were arranged to care for children in the parenting centre.

Registration

The Health Access Intake and Client Engagement team registered participants at the event through the traditional paper registration. A new electronic approach to registration was also utilized: residents swiped in with their SJTCC ID card, and via laptops onsite. The trial swipe system was found to effectively facilitate the registration process. Given this success, residents can be encouraged to bring their ID cards for future events.

Gym Layout








Food













Snacks and a light dinner (vegetarian and halal options) were provided to all attendees, volunteers, and staff. Please see table below for a detailed summary.

Item	Ordered from
Snack – 200 Samosas	Suruthi Take-Out
Snack – 200 Apples	FoodShare
Snack – 200 Water Bottles	Costco
Snack – 80 Water Bottles	Seniors Committee
Adult Dinner <ul style="list-style-type: none"> • 60 Lentil Curry Bowls • 140 Halal Chicken Curry Bowls • 200 Coleslaw Salad • 200 Cutlery/Napkins • Free Delivery 	Veda Takeout
Child Dinner – Party Pizza (3) <ul style="list-style-type: none"> • Cheese • Veggie • ½ Cheese, ½ Veggie 	Pizza Pizza
Supplies (e.g., paper bags, food tickets, etc.)	Dollarama

Event Evaluations

Evaluation Form

	<p>Please circle the image that best represents your rating for each statement and add comments in order to help us understand your opinion.</p>				
FEEDBACK	A Lot	Some	A Little	None	Comments (if any)
Did you enjoy the event?					

Did you find the information about the new initiatives in your community helpful?					
Did you enjoy the food and refreshments?					
Did the date and place for this event work for you?					
Do you have any suggestion for the future events/ sessions?	1. 2.				
Do you want us to contact you? If yes, please provide your contact information.	Name: Phone#: Email:				

Thank you for your participation.

Participant Feedback

#	Feedback	A Lot	Some	A Little	None
1	Did you enjoy the event?	52	24	3	1
2	Did you find the information about the new initiatives in your community helpful?	46	24	8	1
3	Did you enjoy the food and refreshments?	37	22	10	2
4	Did the date and place for this event work for you?	49	22	7	1

Comments left by participant regarding the event, grouped by theme:

OUTREACH:

- "Community events updates should reach everyone via email, flyers, and SMS"
- "Was not aware until the last minute."
- "All communication is need for all."
- "Notice is necessary for all in every program."

SPACE:

- "A bigger space would be great thank you! Also Friday evening would be great for youth... because homework. Or everybody."
- "Participants came up with great ideas. Hope they are implemented."
- "Too crowded and noisy."
- "Space too small for the crowd."
- "Book more spacious room next time."

FOOD/VENUE/TIMING:

- "Refreshments were great."
- "A little late for small children."
- "Need more food."
- re: food - "I liked it – but I think something more banquet style would have more appeal."
- Re: food - "It was too late. Would have been better earlier."
- Re: food - "Yes, simple nutritious!"
- "Can we make it a community meal?"
- "The dinner was served too late."
- "Before the discussion the dinner should be served."
- Perhaps hold meetings in the future in the larger gymnasium so there is more space."
- "Larger venue."
- "Smaller crowd, bigger space."

EVENT CONTENT:

- "We had two great young men who were truly working with us."
- "Feedback from community was best."
- "I enjoyed the event very much, I found this very helpful to me to realize my community."
- "As a youth, this is definitely useful and important to me."
- "More issues needed."
- "It was interactive without a doubt."
- "Yes I got to know about St. James website."
- "I enjoy event."
- Re: initiatives - "If applied properly they are very helpful."
- "Family, multicultural, friendship."
- Re: new initiatives - "not so much unless implemented."
- "Should be more organized."
- "Good involvement of people from people from different cultures."
- "This program is good but we don't understand English so we don't understand."
- "Expressing out impressions of and desire for more programs."

- Lighting for the room should be more brighter, specially in presentation area. Someone from the community can share their opinion to the audience."
- "Please make sure that there is proper information and directions as to where to go, especially for handicap. Keep up the good work."
- "Arrange a bigger hall."
- "I think late in April would be perfect. School is perfect."
- "Would be better in weekends."
- "Time was very good."
- "I suggest change time of this activity if it is possible."
- "Conduct the event on a Friday evening."
- "It should be a for a short time, coz 3 hours is too long."
- "Need more space. Outreach in local all language newspapers and local radio station."

- "As a senior, I have all dates open."
- "Enjoyed the energy and activity of the group."
- "Did not know that there are so many plans on the horizon."
- "When I was on the board I asked for a large kitchen however not everyone allowed to
- "More discussion of a coming-together."
- "Please continue this to help our community get more involved!"
- "It should be more interactive e.g. with short movies on
- improvement/achievements. Educate newcomer, speaking and confidence building."
- "It helps a lot."
- "Safety initiatives to be highlighted."
- "We are looking for more conferences."
- Safety, more community dinners, updates on coming events."
- "Too many people at the same time. Should be divided two or three times."
- "I want to be healthy stay."
- "The group should be divided at least in to three so that there shouldn't be too noisy."
- "Need a lot of money for senior activities."
- "People that can speak English properly."
- "I want to help people who have a mental or mental problem. Please let me know what I can do?"

General Recommendations

- Shorten event time or start earlier
- Additional interpretation is necessary for the Mandarin community
- Participant write-ups can be projected on projector screen (via roaming camera) so that audience can see

-
- Make gathering more “green friendly” (i.e., less use of disposable water bottles, limit paper use)
 - Utilize a passport to encourage residents to visit activity booths and SPN committee info tables
 - More youth involvement in planning to ensure youth are encouraged to attend event
 - Explore using a slightly larger space and hosting the event on a weekend or earlier in the evening

APPENDIX C: ACTIVITY BOOTHS

The interactive activity booths covered this year's themes of Employment, Safety, and Capacity Building. To speak to each theme, several organizations along with a community led advocacy group were invited to participate and to share information with community members in an interactive or hands on way.

The following is a breakdown of the interactive activity:

Theme	Service Provider/Group	Interactive Activity
Employment	Progress Place	Job Readiness Training: Fun “On The Spot” Job Interviews, facilitated by Eleanor.
Capacity Building	The Yonge Street Mission	<p>A video collage of programs and resident led groups in St. James Town projected onto the gym hallway wall, along with 3 drop boxes for community members to identify areas of interest/learning/capacity building that they would like to get involved in. Facilitated by Anish.</p> <p>Dotmocracy activity board engaged residents to share their thoughts on the development/needs of SJT as well as providing a learning opportunity for residents to hear more, as well as participate in, the St. James Town Community Assessment. Facilitated by Margaret.</p>
Safety	<p>St. James Town Community Safety Committee</p> <p>City of Toronto</p>	<p>Hosted by the Community Safety Initiative. Representatives engaged community members in conversations about community safety as well as exploring ways people can get engaged in the process, particularly in participating in the upcoming safety training and safety audit. Facilitated by Diana and Safety Committee members.</p> <p>Information sharing and dialogue. City of Toronto spoke with community members and shared information on the St. James Town Improvement Plan. Facilitated by Jennifer.</p>

What Worked

Booths were very well attended and drew in community members who are interested in participating more in community activities, events, and initiatives. Information booths were also visually appealing and were led by a great group of friendly and knowledgeable theme representatives. Community members felt engaged and well informed on what is offered in the community and have since participated further in the advertised community initiatives.

Challenges

Given the 30-minute window for table set up provided challenges with coordinating with custodians in gathering tables, as well as setting up visual displays for the booth. Tight space also created challenges for providing adequate room. More time could also be dedicated to allowing community members to peruse the information tables.