

Summary of Facilitated Discussion – Jamestown Community Hub

Rexdale Partners Meeting – June 19, 2007

2:00 p.m. – 4:30 p.m.

St. Paul the Apostle Church

Rexdale Community Health Centre has received approval from the Ministry of Health and Long Term Care for the development of a community health centre satellite in the Jamestown community. In addition, Albion Neighbourhood Services is leading a process to develop a community services hub in the community with funding support from the United Way. It is planned that the new Jamestown Community Hub will provide both health services and community services.

Community residents, groups and services providers have been invited to participate in the development process for the hub in a number of ways including focus groups, survey, interviews, presentations and discussions. To complete the community process, two community meetings and one meeting with service providers and groups were organized in late May and early June.

The Rexdale Partners meeting was organized to build on the consultation work already undertaken by Rexdale CHC and Albion Neighbourhood services regarding the Jamestown Community Hub and to get input from organizations and groups serving the Jamestown community.

The meeting began with a brief introduction and presentation that described the potential hub and provided some background information about the local Jamestown community. The remainder of the meeting was divided into facilitated discussions. The following summary was prepared from the flip chart notes taken by Caryl Arundel, the facilitator during the discussions. The points have been grouped, where possible, into similar issues or themes.

There were 27 participants from agencies and groups providing service in the Jamestown area.

In your opinion, what are the strengths and assets in the community? What services and supports work well in the community? What services are used by the community and meet their needs?

- Diversity
- Community helps each other, supportive
- Creativity and expression of youth re the arts
- Community strength is the number of youth and the opportunity they present to create leaders and strengthen the community

- Services like RCHC, ANS, Rexdale Legal Clinic, Rexdale Women's Centre, etc
- Principals and the range of resources within schools
- Community resources (like schools) that can be better used
- Community is politically savvy and members are good advocates
- Faith communities

In your opinion, what are the key or most urgent/important needs in the Jamestown community?

- Women who have never worked (40 years and over) need help to get a job once their children have left home
- Employment and access to information about employment, i.e. through job fairs
- Need to attract new businesses to the area
- Need for some community economic development
- Youth need to be more engaged in the community
- Youth employment and apprenticeship
- Newcomer youth are not well supported
- Need to keep kids at school, start at early ages with range of programs including after school programs, tutors, etc
- Alternatives for students expelled
- Lack of understanding of school system and parent/student rights within the system
- No programs/supports to help youth reintegrated to the community after incarceration (connected to broader youth justice issues)
- Issues related to teen pregnancy and school completion/participation, teen pregnancy and parenting, breastfeeding
- Limited programs for kids 6 to 12 years – not as high priority as younger children and youth
- Need improved bus service and community buses (shuttle)
- Challenge - how to make people aware of services
- Need to strengthen information sharing and relationships between service providers
- Communication, pooling/sharing of resources, and coordination between service providers needs to be improved
- Need for space/services on weekends and evenings for programs and general community use
- Available space for community meetings
- Community engagement and community development needs to be strengthened
- Services need to be provided in different languages

- Settlement supports
- Need an emergency shelter in neighbourhood
- Recreation and social recreational services are needed for all ages
- critical incident support for the community is needed
- Need services for abused women and violence
- drug and substance use and abuse, harm reduction
- HIV/AIDS services – most/all services available to persons with HIV/AIDS are downtown
- Skill based workshops
- Intergenerational programs
- Mental health and stress management
- Family counselling
- Need for conflict mediation
- Need for arts/culture programs in community

- Unmet needs in community for a number of health services:
 - o Pain management
 - o Dental
 - o Foot care
 - o Eye care
 - o Rehabilitation
 - o Smoking cessation
 - o Sleeping disorder
- Alzheimers
- Diabetes education, particularly related to kids
- Need for psychiatrist and primary care staff who speak different languages
- Women without status need health services

What are the priority groups in the Jamestown area that you feel the Hub should serve?

- The Hub must serve all age groups (infants, children, youth, adult males, adult females, seniors)
- Special priority to infants, children, youth, seniors and women (young at heart!)

In your opinion, what are the most important or urgent services that should be provided in the Hub? (health and community services)

- Social work and case management – to help residents identify services that are needed and to help them navigate the service systems
- Proactive community support – services that go to the residents to help them – examples given were the Welcome basket (used to be provided by ANS) that went into the home to welcome new residents to the community, provide information about the community and link newcomers

- to available services and supports; also example of services in England where community members are regularly visited by workers
- Referral services
 - Physiotherapy
 - Diabetes programs
 - Nutrition education, health cooking
 - Mental health services
 - HIV/AIDS health care
 - Pain management
 - Dental
 - Foot care
 - Eye care
 - Rehabilitation
 - Smoking cessation
 - Sleeping disorder
 - Services for people with Alzheimers
 - Diabetes, particularly related to kids
 - Psychiatrist
 - Primary care staff who speak different languages
 - Health services for women without status
 - Settlement services
 - Range of employment and pre-employment services – all ages, newcomers, men, women, youth
 - Fitness facilities and programs
 - Recreation programs
 - Legal services – need a broader range of services than are available currently
 - Range of workshops including life skills, family violence prevention, parenting, early years, babysitting, early childhood education, fathering supports, education and awareness about child protection particularly for newcomers
 - Big Brothers/Sisters
 - Peer to Peer programs particularly for youth
 - Intergenerational programs, including life skills, counselling, mediation
 - Bereavement services
 - Training for residents in incident management/debriefing – healing circles, counselling,
 - Mobile local crisis response team
 - Community safety programs, self-help focus

**What features would you like the Hub to have? What should it include?
Where should the Hub be located? (i.e. near bus routes, etc)**

- Accessible location
- Near Albion Mall, North Kipling Community Centre, Martingrove Mall
- Visible, ground floor access
- Must look inviting, welcoming, particularly for children and youth
- Needs to include child care or drop in for children while their parents receive service/care
- Drop in – for seniors and other groups – tea, snacks, comfy chairs, etc
- Culturally specific programming
- Opportunity to break down barriers between ages and cultures
- Party room
- Free space and meeting space (no cost)
- Comfortable for staff
- Playground, park-like setting
- Parking
- Lighting, safe and accessible at night
- Fountain
- Van, transportation
- Gym
- Quiet, reflective space

- Services in different languages
- One stop
- Shared information about clients and services they are using
- Accessible information about the Hub and its services – perhaps a regular newsletter
- A point of access – other services come in to the Hub
- Stable and ongoing programs, continuity
- Hub – need to coordinate what is offered and at what times so residents don't have to regularly make multiple trips to the Hub
- Analysis of existing services – need to look at waiting lists and use of services – don't want to duplicate services in the hub that are available in the community if they are not fully utilized in the community
- Perhaps charge a minimal membership (say \$1 or \$2 a year) to create a sense of community ownership, investment and pride in the Hub

And finally, there was a question about the name of the name of the hub and whether calling it the facility the 'Jamestown' Hub would give it a negative image.

*Prepared by Caryl Arundel
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