

# There is A better way

## A BC FRAMEWORK FOR WELLBEING

Results of the Community  
Engagement Process

November 2017



## BoardVoice

**Leadership. Collaboration. Community.**



vancouver  
foundation



# there is A better way

## A BC FRAMEWORK FOR WELLBEING

There is a Better Way: A BC Framework for Wellbeing is a project undertaken by the Board Voice Society of BC and partners.

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BC Association of Social Workers (BCASW)

BC Community Response Networks (BCCRN)

BC Government and Employees' Union (BCGEU)

The Federation of Community Social Services of BC (FCSSBC)

Union of BC Municipalities (UBCM)

Volunteer BC

Board Voice is mindful that all British Columbians live our lives on the traditional territories of the Indigenous peoples of this province. We recognize the history of colonization in BC and support the goals of reconciliation.

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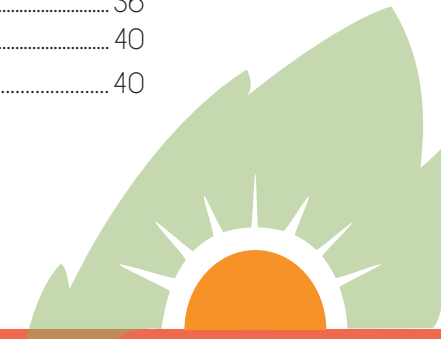
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# Introduction

In 2012, the Board Voice Society of BC looked at how social policies were being developed and implemented in British Columbia. As governors of community social benefit organizations<sup>1</sup> providing services in the province, the board of the Board Voice Society recognized that the current “silo-ed” approach and the lack of an overarching human service framework were undermining the best use of resources and the potential for a better life for all British Columbian citizens.<sup>2</sup>

As a consequence, Board Voice undertook an initiative to see what possibilities for a better life might be addressed through the development of a road map for how government and community organizations could better work together to meet the needs of British Columbians. In short, Board Voice began looking at how to begin the process of collectively creating a “social plan” – a social policy framework or framework for wellbeing.<sup>3</sup> Conversations with community members, coordinated by community volunteers in 16 communities across the province, explored ideas related to community wellbeing and the development of a social policy framework for British Columbia. Ideally, this framework would apply to the work and resources of all human service undertakings across all provincial government ministries, and related government funded organizations across B.C.<sup>4</sup>

By involving British Columbians in developing a social policy framework, the government of British Columbia has an opportunity to reflect the importance of involving individuals and communities in identifying and developing solutions to social challenges, and to acknowledge the importance of community to the quality of life and wellbeing of British Columbians.<sup>5</sup>

## The goals of the two-year initiative are:

- Individuals and partner-based networks across BC will become engaged in dialogues about social issues, social initiatives and social policies
- Consultations will be held in fifteen communities across BC to solicit public feedback and information around how social policy could benefit people and communities
- A survey and or interviews with experts of key organizations will be held to explore inter-organizational issues and opportunities.
- Communities and governments will be better informed about the benefits and possibilities of a made in BC social policy framework.

## The short term outcomes are:

- Social service agencies, government, and businesses benefit from a greater understanding and appreciation of each other’s roles in our communities and province
- Individual British Columbians participate in community engagement activities and gain a deeper understanding of social policy and its role in improving the lives of individuals
- A draft of some key elements of a social policy framework is completed and shared with the provincial government and communities.

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1 Community social benefit organizations are generally non-profit, non-governmental organizations that may or not be charitable, that provide social services in communities.

2 (Board Voice 2017 )

3 (Board Voice 2017 )

4 (Board Voice 2017 )

5 Ibid.

## PURPOSE OF THE REPORT

The purpose of this report is to present the results of the engagement process. The findings presented here will inform the drafting of some key social policy and social policy framework recommendations to discuss with the appropriate government officials at a later date.

The content of this report is as follows:

- A description of the concepts and definitions that were used to shape the project
- A description of the engagement process, what it entailed, and how many people participated
- A description of the analytical process – how we analyzed the findings from the various engagement methods.
- A summary of the overall findings and the expert interview findings
- A summary of the online survey results and a summary for each the local engagement processes.



6 These explanations have been augmented with additional references for the purposes of this report. Each Community Lead and volunteer team were provided with facilitation guides and background information packages that provided this information.

7 (Caledon Institute of Social Policy 2005)

8 (Watson 2011); (Government of Alberta 2013)

9 (Carter 2011)

10 Canadian Index of Wellbeing, 2017. Accessed online: <https://uwaterloo.ca/canadian-index-wellbeing/reports/2016-canadian-index-wellbeing-national-report/what-wellbeing>

## CONCEPTS AND DEFINITIONS

There is a range of concepts used to describe how a society responds to the material conditions of its members, and how we work to improve those conditions. Furthermore, not everyone, particularly community members who don't work in the field, has an understanding of what a social policy framework is and how this kind of framework would promote and enhance community health and well-being. In order to engender a common understanding of the concepts used for this initiative, community members were provided with the following explanations.<sup>6</sup>

**Public Policy:** How governments and governmental institutions (school districts, health authorities, etc.) operate and address specific issues and concerns. "At the end of the day, the formulation of public policy involves the process of making good decisions – for the public good."<sup>7</sup>

**Social Policy:** Social policies are policies that are directly concerned with how a society comes together to address human needs like housing, food, education, employment; they are a systematic response to social change and human needs.<sup>8</sup> "[Social policy] consists of the approaches agreed upon by governments, as the custodians of the collective resources and rules, to address particular problems or circumstance."<sup>9</sup>

**Wellbeing:** While there are many definitions of wellbeing, wellbeing for this initiative was closely aligned with the Canadian Index of Wellbeing which states that well-being is, "[t]he presence of the highest possible quality of life in its full breadth of expression focused on but not necessarily exclusive to: good living standards, robust health, a sustainable environment, vital communities, an educated populace, balanced time use, high levels of democratic participation, and access to and participation in leisure and culture."<sup>10</sup>

# Introduction cont'd

## CONCEPTS AND DEFINITIONS CONT'D ...

**Social Policy Framework:** A social policy framework unites different levels of government, ministries, community organizations and sectors in working together toward achieving an overarching vision of wellbeing with clear, achievable outcomes. A social policy framework means that government ministries and crown corporations, along with social benefit organizations across the province would have a tool to align with one another to achieve positive social outcomes for British Columbians. It would mean the transformation of systems and relationships to produce these outcomes and the creation of a common language and vision for the future. <sup>11</sup>

The assumption then is that a social policy framework for BC would:

- Clarify what success would look like if all British Columbians had the opportunity to live a quality of life that led to wellbeing and how to get there
- Clarify the roles and responsibilities of government and social benefit organizations
- Coordinate activities between government departments, harmonize work between government and others involved in the wellbeing of British Columbians and ensure there is policy alignment and consistency
- Influence and guide the work of government and others, providing overall direction to planning and decision-making <sup>12</sup>

### Wellbeing and Social Policy:

Within an agreed upon coordinated framework, social policies are the tools that governments and social benefit organizations use to achieve individual and community health and wellbeing.



<sup>11</sup> (Board Voice 2017 )  
<sup>12</sup> (Board Voice 2017 )

# Engagement Process

The engagement process provided an opportunity for community members in 16 communities across BC to share their ideas and vision of community well-being and an enhanced quality of life for BC residents. Community volunteers supported the engagement process in each community. Each community was designated a Community Lead directly connected to Board Voice and a host agency was arranged to provide administrative and other types of backbone supports for the engagement

process. The engagement process took place between February and May 2017. Four engagement methods were used for the process: interviews with experts, community conversation discussion events, community clipboard conversations, and an online survey.

Volunteers were asked to try and speak with 100 people in their community. Approximately 1,600 community members participated across 16 communities.<sup>13</sup>

## INTERVIEWS WITH EXPERTS

Interviews with experts were conducted between May 2017 and September 2017 with the goal of gaining a deeper sense of their ideas around the implementation of a social policy framework that enhances and supports community well-being. The interviews were also a means

to explore opportunities for inter-organizational issues and opportunities towards building a social policy framework for BC. Please see Appendices A - D for a complete list of engagement questions.

## COMMUNITY ENGAGEMENT

There were three distinct ways that community members could participate:

### COMMUNITY CLIPBOARD CONVERSATIONS

Community volunteers conducted a short survey with local community members

Volunteers were encouraged to talk to a diversity of people at public events and spaces

See Appendix A for clipboard conversation questions.

### COMMUNITY CONVERSATION DISCUSSION GROUPS

Cross-sectoral community organizations were invited by the local community lead and host agencies to participate in a large group facilitated discussion.

Depending on the size of the groups, some communities broke their larger discussion group into smaller facilitated discussion groups. The smaller groups then reported back on their process to the larger group to close off the event.

Note takers were assigned to document the process.

See Appendix B for community conversation questions.

### ONLINE SURVEY

An online survey tool was developed using the clipboard conversation and community conversation questions (to ensure consistency) to provide an opportunity for participation for community members unable to participate in the clipboard or community conversations.

The survey link was distributed through Board Voice and member organization networks.

The survey was open between May and June 2017.

Over 200 people participated in the online survey

See Appendix C for the online survey questions.

<sup>13</sup> The number of community members who participated in each community varied widely across the 16 participating communities therefore due to reasons of confidentiality and anonymity, only the total number of participants is reported for this report.

# Engagement Process cont'd

## ANALYSIS

### RESEARCH METHODOLOGY

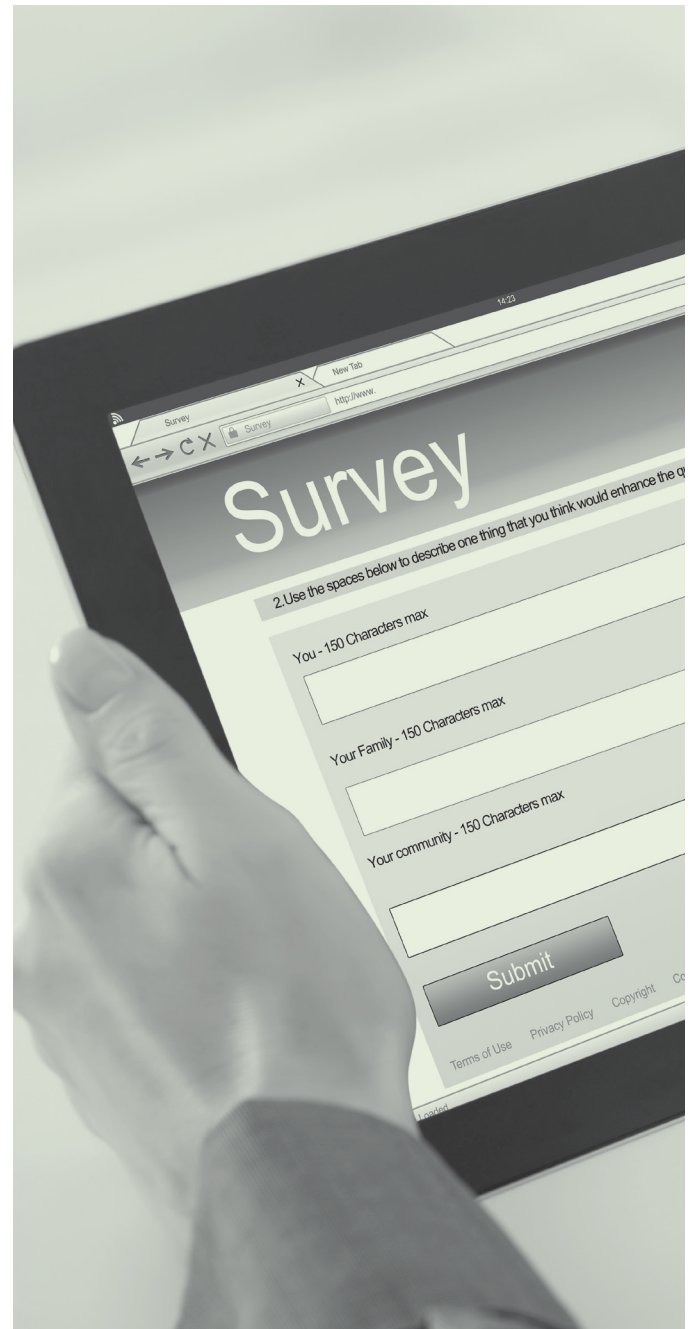
Information collected through the engagement process was analyzed using what's called an inductive content analysis approach.<sup>14</sup> The information collected was reviewed several times to get a sense of the big picture<sup>15</sup> while looking for patterns and emerging themes relating to social well-being across the whole. The various themes were categorized (coded) and then counted. This process helped determine what the top values were for each community and for the overall engagement process. A similar process was used for the expert interviews as well. For a more technical explanation of this process, see Appendix F of this report.

### CAUTIONARY NOTE

When reviewing the results from the community engagement process it is important to exercise caution in drawing broad conclusions because of the following reasons:

**Sample Size and Participation rates:** This project is a community engagement initiative and not a scientific study employing a sampling frame and randomly selected participants. Sample sizes/participation rates varied widely across the participating communities and therefore may not represent the values and opinions of the majority of the residents of that given community.

**Representation:** Community members who participated in the engagement process were not asked to provide personal information such as age, gender identity, cultural and ethnic background, Aboriginal status, household income, etc. Therefore, it is impossible to determine the perspective from which the engagement participants came from. The information provided in this report should be viewed as descriptive and not representative of the diversity of British Columbians.



<sup>14</sup> (DeCuir-Gunby, Marshall, and McCulloch 2011)  
<sup>15</sup> (Tesch 1990, Burnard 1991)



# Framing the Conversation:

## INTERVIEWS WITH EXPERTS

Experts in the field of social policy, governance, social issues, and inter-agency collaboration were interviewed to get a sense of how the results of the engagement process might be framed. In other words, Board Voice asked experts to make recommendations and provide their thoughts on what makes for an effective social policy framework and how the results of the engagement process might contribute to such a framework.

**A review of the interviews conducted with experts revealed the following main themes:**

1. Integrated Systems
2. Municipal-Level Focus
3. Bottom-Up Influence and Input
4. Inter-sectoral Collaboration
5. Transdisciplinary Evidence-Based Rationale
6. Experimentation and Measurement
7. Vision
8. Economic Considerations
9. Inclusion
10. Indigenous Focus
11. Movement-Building
12. Proactive or Preventative Approach

Overall, interviewees stress that it is important to look at the big picture and propose that government departments and agencies need to work together in an integrated and collaborative way to achieve the goals set out in a social policy framework. They also stress the importance of making sure that the municipal level is considered within a social policy framework because it is at the municipal level where people live their lives. Interviewees speak to the many reasons people most affected by social policy, people working on the front lines in community social services, and residents from a

wide range of backgrounds need to be included in the development of a provincial social policy framework. If a social policy framework is supposed to enhance everyone's health and well-being, then the provincial government needs to consult community members about its design in a meaningful way. These top themes are summarized in more detail below.

**Integrated Systems:** Respondents indicate the importance of a holistic approach to social policy which understands social issues as having a variety of causes and impacts that transcend traditional boundaries between practice areas. As part of this holistic approach, respondents describe a need for various governing bodies to work as integrated systems across departments and ministries in order to properly address these social issues. There is some disagreement among respondents as to whether this synergy would best be approached through the creation of a coordinating body, or through direct intra-ministerial collaboration efforts.

**Municipal-Level Focus:** Respondents stress the central role of the municipal level of government in a social policy framework. They attribute this phenomenon to both the downloading of responsibility for social problems to municipalities from federal and provincial levels of government, as well as to the tendency of municipalities to be the only level of government to use quality of life as a *means of measurement* (other levels of government traditionally use GDP). They also attribute this municipal-level focus to the fact that this level of government operates closest to the community level, which is where many social programs are operated and where social issues play out on a day-to-day basis. Many respondents express concerns about how municipalities can manage this level of responsibility for social wellbeing with taxation powers that are largely limited to property tax.

# Framing the conversation cont'd

**Bottom-Up Influence and Input:** The majority of respondents identify a need for an increased level of agency and influence at the community and front-line level when working with higher levels of government. Respondents suggest that an engaged citizenry that is able to engage in participatory democracy outside the election cycle would enhance the likeliness of success, both through the buy-in created by a sense of co-ownership of the policy and programs developed, and through the delivery of initiatives that are directly responsive to expressed need.

**Inter-sectoral Collaboration:** Most respondents highlight the importance of collaborative, respectful relationships between levels of government, social service agencies, the private sector, non-profit organizations and volunteers in successfully implementing a social policy framework. They see great value in participating in roundtable discussions and consultations, in sharing knowledge, data and resources, and in creating shared goals. Respondents also stress the value of establishing secure and predictable long-term funding relationships and aligned funding cycles to help achieve those shared goals.

**Transdisciplinary Evidence-Based Rationale:** Most respondents suggest that any social policy framework must rely on evidence-based rationale. Respondents also state that this rationale should go beyond traditional positivist and economically-motivated evidence and instead incorporate evidence from a variety of epistemological approaches and disciplines, including case studies, human-focused rather than economically-focused outcomes, front-line worker and community member experiences, and indigenous ways of knowing.

**Experimentation and Measurement:** Related to evidence-based practice, most respondents stress the importance of ongoing evaluation and measurement when implementing social policy. Many suggest an iterative or experimentation approach to this, wherein small pilot projects would be conducted and then evaluated to determine whether a larger project should be launched.

**Vision:** Most respondents identified a social policy framework's role in setting a vision for the province, and in establishing guiding principles that government, agencies and communities should use in setting their goals and outcomes. Some respondents cautioned against prescriptive planning towards this vision. Instead they suggest that there should be space allowed for change, experimentation and nuances of complexity, for innovation towards these goals by participating bodies, and for locally-appropriate solutions to be developed.

**Economic Considerations:** Some respondents emphasize the importance of considering and incorporating of economic development into a social policy framework. This includes consideration of how economic policy and investment decisions may positively or negatively affect social wellbeing.

**Inclusion:** Some respondents suggest that when developing a social policy framework, the issue of who is 'invited to the table' is of key importance. Respondents recommend that traditionally marginalized or underrepresented groups be intentionally invited into the conversation to ensure that a social policy framework is truly representative of needs across the entire community.

**Indigenous Focus:** Some respondents argue for the value of developing a specific and separate approach within a social policy framework for addressing the social wellbeing of Indigenous communities, including consideration of social policy through an indigenous paradigm.

**Movement-Building:** Some respondents stress the importance of building a social movement and creating public engagement and momentum around a social policy framework to ensure its success. Respondents suggest framing the social policy framework as a call to action, taking measures to ensure that the public understands what a social policy framework is, and using governance processes and frameworks to move the public from understanding to supporting the framework.

**Proactive or Preventative Approach:** Some respondents suggest that a social policy framework should lead with a preventative approach, to attempt to address the root causes of issues rather than the outcomes of those causes. Respondents suggest that this type of approach could ultimately lead to more self-sufficiency and resiliency in the public, thereby reducing strain on public services.



# Community Engagement Findings

## TOP OVERALL VALUES:

An analysis of all of the feedback gathered from the engagement process revealed that the following 10 values appear at the top of the list for virtually every community surveyed:

1. Affordable and appropriate housing
2. Affordability (cost of living to income)
3. Access to activities, events and entertainment
4. Transportation
5. Access to social services and supports
6. Sense of Community
7. Work - Life Balance
8. Diversity, Tolerance and Inclusion
9. Collaboration and Cooperation
10. Willingness to Help

Overall, participants in the engagement process feel that affordability is the top value that needs to inform a social policy framework for BC. Access is also an important value across all the participating community members. Access is not just about access to services and social supports, which is important to participants, but it is also about accessible transportation infrastructure and the importance of being able to participate in the activities of community life including public events, entertainment, and other activities. Various aspects of togetherness and inclusion are also high ranking values across all of the engagement process participants including: having a sense of community; the importance of work-life balance; that the values of diversity, tolerance, and inclusion are necessary and important for health and well-being; collaboration and cooperation; and a willingness to help. These top 10 values are summarized in more detail below.

### AFFORDABILITY

**Affordable and appropriate housing:** Consistently one of the most highly-ranked values across communities is affordable and appropriate housing. Participants feel that everyone has the right to a home that they can afford to live in. For them, housing is one of the fundamental components of well-being. Community members in BC also prioritize a diversity of housing options for people with different needs.

**Affordability (cost of living to income):** General affordability is another top value. Communities see a disconnect between the gradual rise of basic costs such as utilities, groceries, and child-related expenses (recreation, childcare) without a requisite rise in wages. They value a society where they aren't constantly being asked to do more with less, and where they don't have to expend all of their energy just covering the basics of life at the expense of their families and communities.

## ACCESS

### Access to activities, events and entertainment:

Communities emphasize the importance of creating affordable, accessible opportunities for community members to come together, participate and be engaged in community, including recreation, classes, activity groups, clubs, and events. They see it as vital that these offerings be responsive to the cultural and generational diversity of communities so that there is something for everyone, particularly children and youth.

**Transportation:** Though transportation may not appear to be a social value, its fundamental role in connecting community members to one another and to other elements of the community (social activities, health supports, social services) makes it an issue of

access. Participants see truly accessible communities as providing infrastructure for multiple access options, including walking, cycling, and transit.

### Access to social services and supports:

Participants value all dimensions of access to the services and supports that people in their community require. They recognize that those in need of assistance are often already in stressful situations, and should not be asked to expend their capacity on searching for the right resources, or navigating complex or restrictive acceptance criteria.



# Community Engagement Findings cont'd

## TOGETHERNESS

**Sense of Community:** Participants value feeling as though they're a part of something greater than themselves, but also that they matter as a component of that whole. They believe that a great community is one where everyone feels a sense of belonging, where everyone is known and valued.

**Work – Life Balance:** Communities know the importance of life balance for social wellbeing. They feel that being overworked negatively affects their relationships, particularly with their children and families, and that these effects can impact the larger community as well. They also feel that too much work can prevent them from contributing to their community in the meaningful ways they would like to.

**Diversity, Tolerance and Inclusion:** Participants believe that diversity makes for a stronger community. They emphasize the importance of measures for inclusion of all, including universal accessibility measures for disabled community members. Residents place a particular emphasis on reconciliation with Indigenous people as part of an inclusive society.

**Collaboration and Cooperation:** Communities know that they are stronger when they are united. They prioritize collaboration and cooperation for their ability to build connections across the community, as well as for their utility in breaking down silos, streamlining efforts, preventing duplication, and saving resources. Communities across BC highlight in particular the opportunity for collaboration and cooperation between residents, businesses, community organizations and all three levels of government.

### **Willingness to Help:**

Communities across BC recognize the role of helping others in instilling a sense of wellbeing. Knowing that your neighbours will be there for you in times of need creates a sense of security, and working together to help others serves as a point of connection for community members.

## EMERGING VALUES

There are also some emerging values that did not necessarily make the top ranking values list, however they are important to recognize for the purposes of this project. These values appeared frequently and consistently across the communities surveyed, but did not rank in the top 25. However, they are exciting and inspiring, and worth sharing. These emerging values emphasized the importance of evidence-based decision making, equity and equality, and the need for soft/lateral skills training, for example how financial literacy training helps with building resiliency and empathy. These emerging values are described in more detail below.

**Evidence-Based Decision Making:** Participants believe that policies should be crafted and decisions made based on research and lived experience, rather than on government ideology. Vitality, this includes listening to the on-the-ground experiences of community members and front-line staff and developing locally-based, locally-appropriate solutions, rather than trying to make the same solution fit across the diverse regions of the province.

**Equity/Equality:** Participants feel that equity and equality are important components of a functional social framework. Residents want to see all members of the community treated equitably, without special treatment for those who can afford to pay their way to political access, economic opportunity, or higher education. They see issues like income inequality eroding wellbeing for those at the bottom. Residents also feel that a fair distribution of resources across the community is important, including the profits from natural resource extraction.

**Lateral Skills:** Residents believe that resiliency and empathy could be increased if more lateral skills were taught in community. They listed skills such as financial literacy, education around mental health and addictions, and pro-social skills such as interaction and volunteerism, as important elements to instill in others in order to facilitate social wellbeing.

## MORE DETAIL: SURVEY RESULTS, COMMUNITY PROFILES, AND HIGHLIGHTS

The following section presents a summary of the views of participants from each of the communities where the engagement process took place. The community profiles provide a brief description of the local perspective on the top 10 overall values and a summary of unique local values as shared by participants.

### SURVEY FINDINGS

Nearly 200 people from across BC provided feedback and ideas for their vision of a social policy framework for our province. For the purposes of this report and analysis, the online survey findings are treated as a separate community because participants were not asked to provide information on where they live.

#### PERSPECTIVES ON SOME OF THE TOP 10 VALUES:

**Affordable and Appropriate Housing:** Participants see safe, clean, secure, affordable and appropriate housing as the bedrock from which social wellbeing is built. They believe that housing is a right, and that communities require a mix of housing options to respond to diverse needs. They also believe that housing should be well-planned so that it facilitates functional neighbourhoods that inhabitants will want to be a part of.

**Sense of Community:** Our province emphasizes the central role of a sense of community in wellbeing. People want to feel belonging and attachment to community, to feel as though they are a valued component of a larger whole. They want the frame of a community to give context to their involvement in one another's lives, and they want to be actively engaged in community through participation and

contribution. In part, they want to create this sense of community in order to foster attachment to community, so that people will stay long-term and invest in their community.

#### OTHER HIGH-RANKING VALUES:

**Mental Health:** Residents of this province recognize the importance of mental wellbeing to their communities. They believe in accessible support for those who are struggling with their mental health, especially children and young people. They also believe in facilitating education around mental health for all community members, in order to foster empathy and understanding.

**Sense of Safety:** Participants believe that a sense of safety will allow their communities to flourish, and that removing cause for fear in their lives will enable them to expend that energy on other things more beneficial to their communities. They believe in caring both for those at risk of committing crimes (a preventative approach), and for those at increased risk of having crimes committed against them.

### Top Ten Values for Online Survey Participants

- 1 Affordable & Appropriate Housing
- 2 Affordability
- 3 Transportation
- 4 Diversity, Tolerance, & Inclusion
- 5 Access to Activities, Events, & Entertainment
- 6 Mental Health
- 7 Sense of Community
- 8 Sense of Safety
- 9 Access to Social Services & Supports
- 10 Connection & Communication

*For the full list, please see Appendix E.*

*cont'd page on 13*

# Community Engagement Findings cont'd

## OTHER HIGH-RANKING VALUES CONT'D:

**Connection and Communion:** Community members see connection and communion as at the core of social wellbeing. They see a connected community where no one is a stranger as key to combating isolation. They want to give people a reason to get involved and engaged in their communities, and they want a society where people are comfortable reaching out in times of need.

**Robust Healthcare:** Participants believe that for true wellbeing, people must feel that they are cared for; that they matter. A robust healthcare system is crucial to achieving this feeling. Making people feel supported in their efforts to lead a healthy life reinforces this sentiment, and allowing for people to have their key life moments (birth, death) in the community they belong to shows that they are valued, and that their communities are valued.

**Willingness to Help:** Community members feel that a willingness to help one another is an essential component of a functional society. For them, it's a source of joy and pride to help one another and to see the benefit of that help to others. They want to feel secure knowing that they are able to rely on one another in times of need. Importantly, they want to know that they can pull together in times that the entire community is struggling, and benefit from the community-building effect of finding a solution to problems together.

"Maybe, somehow to encourage and support the notion of building community. Down the road from me is an old community hall that once was the hub of the neighbourhood. It's a condemned building. As a kid I would regularly go down to the clubhouse that was attached to the skating rink and tennis courts. Quite often there was a mix of all ages. Often community events like a bike rodeo, dance, [and] fall celebration were held there too. We knew most everyone in the neighbourhood."





# Community Profiles

ABBOTSFORD .....	15
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WEST KOOTENAY.....	30

# Abbotsford

## COMMUNITY SNAPSHOT:

**Population:** 141,397 (2016)

**Median Income:** \$ 29,741 (2015)

**Median Age:** 39.0 (2016)

**Average Household Size:** 2.8 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### COLLABORATION & COOPERATION:

Community members see the importance of working together in order to see results. They emphasize the importance of collaboration between individuals, community organizations, and government both to ensure that informed decisions are being made at the top, and that the capacity and wisdom at the community level is properly utilized.

### AFFORDABLE & APPROPRIATE HOUSING:

People in Abbotsford value housing in particular for its stabilizing effects: for individuals, it provides a sense of security, whereas for communities, that stability facilitates residents' investment in making the community a place they want to remain long-term.

## UNIQUE LOCAL VALUES:

### VOLUNTEERISM:

Community members in Abbotsford see volunteering as an important part of its identity as a community. Community members view volunteerism as a key way to demonstrate care for their city and for each other, a way to be "neighbourly".

### ACCESS TO PRIMARY CARE:

Under the overarching value of Healthfulness, community members in Abbotsford see the primary care relationship as of fundamental importance for ensuring the health of the community.

### HOMEFULNESS:

Like Access to Primary Care, community members recognize how having a safe place to sleep at night forms a core pillar of preventative stability for those who may be struggling in other areas of their lives.

### CHILD & YOUTH CENTERED:

Community members believe in considering the needs of, and best outcomes for, children and youth as a central value when making decisions is important to the community.

### VISION & PLANNING:

Participants want their efforts to be aligned, with citizens, community organizations, social services and government "rowing in the same direction". They want thoughtful articulation of the intended outcomes, with a clear path of what their role is in getting there.

*Utilize the passion and community good in the right direction.*

# Burnaby

## COMMUNITY SNAPSHOT:

Population: 232,755 (2016)

Median Income: \$ 28,900 (2015)

Median Age: 40.3 (2016)

Average Household Size: 2.5 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### DIVERSITY, TOLERANCE AND INCLUSION:

People in Burnaby see their diverse community as a point of pride, and prioritize inclusion for all, including universal accessibility for those with disabilities.

### SENSE OF COMMUNITY:

Residents strongly value a sense of community, identifying examples of community engagement as a source of pride, while yearning for more community spirit to bring neighbours together, foster connection, and mobilize individual efforts towards community initiatives. They also identify the challenge of engaging shorter-term residents, who may be hesitant to invest energy in a community they will soon move away from.

## UNIQUE LOCAL VALUES:

### WALKABILITY:

A subset of the overarching theme of Transportation, community members in Burnaby connected the value of walkability to enhanced accessibility and prevention of isolation.

### SPACES FOR COMMUNITY:

This community treasures the “third spaces” that allow them to come together as a community. Farmers Markets, Community Centres, Libraries and Museums provide opportunities to connect with other community members and engage in activities together.

### HEALTHFULNESS:

Community members in Burnaby prize health as both an ideal outcome of society, and as a prerequisite state for being able to maintain general well-being and working towards achieving one’s maximum potential.

### CARE & COMPASSION FOR OTHERS:

Community members are yearning for a framework that focuses less on individual gain and more on ensuring each member of the community is cared for. Residents of Burnaby recognize that care and compassion for others also benefits themselves in turn by facilitating a greater sense of safety, warmth, and trust in the community.

### FOOD SECURITY:

Residents view food security through many different lenses: as an exercise in self-sufficiency, as a means to promote sharing and connection, as a sustainability measure, as a path to affordability and empowerment, and as a way to pivot the economy to be more locally-focused.

*People have to stop thinking about money and start thinking about people. There has to be a drastic change, a shift in society.*

# Campbell River

## COMMUNITY SNAPSHOT:

**Population:** 32,588 (2016)

**Median Income:** \$33,153 (2015)

**Median Age:** 46.5 (2016)

**Average Household Size:** 2.3 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### COLLABORATION & COOPERATION:

Community participants see the power of collaborative action in creating wellbeing, whether on a neighbourhood block level, or across businesses, industry, individuals, and government. They believe that the energy currently wrapped up in polarized and negative discourse needs to be consciously directed towards meaningful dialogue in order to develop a positive, collaborative environment.

### AFFORDABLE:

People in Campbell River believe that the current distribution system exploits the isolated nature of their community for profit, resulting in a cost of goods that is misaligned with median income. They believe that their community should be affordable for everyone and that poverty is unacceptable.

## UNIQUE LOCAL VALUES:

### FOOD SECURITY:

Residents pride themselves on the agricultural resources and food-producing capacity of their community. For them, being self-supporting and self-sustaining is vital to social wellbeing, and food production is a key component.

### COMMUNICATION:

Community members in Campbell River believe that communication is an important component to social wellbeing. To them, communication ranges from an ability for neighbours to express themselves to one another to governments being able to adequately communicate with citizens. As part of this, they feel that it's key to pursue ongoing dialogue about pressing social issues and concerns, both between one another and with governing bodies.

### AGING IN PLACE:

As part of making a community that's accessible for all, residents feel that it's important to create a community in which their residents can comfortably grow older. For them, this includes strategic planning as well as implementation of services and supports for both those who are aging and the family members that often support them.

### SOCIALLY-FOCUSED INSTEAD OF ECONOMICALLY-FOCUSED:

Participants believe that the government's mandate should be to support people in having the best quality of life possible, focusing on human needs rather than on achieving a high economic output.

### VOLUNTEERISM:

Campbell River participants see volunteerism as key in improving quality of life for everyone in their community. They take pride in their role in supporting Campbell River's community organizations through volunteerism, and in just how many members of the community donate their time in this way.

*"I think if we could be fueled by need rather than greed everyone would be happier."*

# Cowichan

## COMMUNITY SNAPSHOT:

**Population:** 83,739 (2016)

**Median Income:** \$32,123 (2015)

**Median Age:** 49.9 (2016)

**Average Household Size:** 2.3 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### LOCAL PERSPECTIVES ON TOP VALUES:

**Robust Transportation:** As a rural community with a large outlying area, transportation is a central issue to the social wellbeing of Cowichan residents, who must find a way from their homes to community spaces, services and amenities. Seniors and youth alike face issues of isolation and missed opportunities when access to social and job opportunities is car-dependent.

### ACCESS TO SOCIAL SERVICES AND SUPPORTS:

Community members want to see greater coordination between social services so that no one slips through the cracks. A network of inter-referring social services, or a centralized registration service, are both ideas offered by Cowichan residents to form a true social safety net.

## UNIQUE LOCAL VALUES:

### CHILD- AND YOUTH- CENTRED:

Community members in Cowichan see youth engagement as a preventative measure, and prioritize the creation of opportunities for youth to pursue their emerging interests and reach their full potential.

### HEALTHY ENVIRONMENT:

This community prioritizes clean air and water over economic gain. Caring about the health of their environment and its role in the health of one another is an important shared value for residents.

### AGING IN PLACE:

Cowichan participants value their senior population as an important component of the community. They value having a diverse range of supports appropriate for the many different circumstances of seniors (and their families), that help them maintain a quality of life while remaining in the community.

### SENSE OF SAFETY:

Residents see a sense of safety as important to wellbeing as a comfort to the community at large. They also care about the wellbeing of those in their community who are at risk of becoming involved with crimes and violence, and see a feeling of safety as an indicator that those individuals are receiving the care they need.

### STEP UP & PULL TOGETHER:

Cowichan community participants are very proud of their community's ability to band together in times of distress, need, or when they feel the community is under threat.

*Families and elderly could walk more and know more neighbours, [it] brings more health, socially, physically to be outside connecting.*

# Fort St. John

## COMMUNITY SNAPSHOT:

**Population:** 20,155 (2016)

**Median Income:** \$48,851 (2015)

**Median Age:** 31.5 (2016)

**Average Household Size:** 2.5 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### AFFORDABILITY:

Fort St. John participants believe that low-income earners and those with increased financial responsibilities (single parents, caregivers for adult family members) should be able to afford the basics without fear of not being able to make ends meet each month.

### WORK-LIFE BALANCE:

Participants in Fort St. John value the ability to strike a balance between their work and their personal lives, with most citing a desire to spend more time with their families.

## UNIQUE LOCAL VALUES:

### ROBUST HEALTHCARE:

Under the larger theme of Healthfulness, Fort St. John participants see a robust healthcare system as the cornerstone of health and wellbeing, and as an indicator of a society that values equitable treatment of all citizens regardless of their location.

### ACCESS TO RECREATION:

In addition to activities, events and entertainment, participants in Fort St. John feel that access to facilities and infrastructure that get them physically active and interacting with others are a core component to wellness.

### ACCESS TO EMPLOYMENT & OPPORTUNITIES:

As a resource-heavy town, Fort St. John participants know that the community needs to provide appealing employment opportunities for those who work outside the industry, so that they have a reason to put down roots in the community and build lives there.

### FRIENDLINESS:

Making newcomers and visitors feel welcome is important to participants. They feel these overtures are an important component in building a supportive and open community, and maintaining the small-town feeling of connectedness.

### THRIVING, NOT SURVIVING:

Participants in Fort St. John see the value in a society where people do not have to devote all their energy to "just getting by," but instead have the opportunity and resources to explore their full potential as a human and as a member of the community.

*More parents would be able to spend time with their kids. When families are physically active it benefits them mentally so people would be healthier mentally.*

# Kamloops

## COMMUNITY SNAPSHOT:

**Population:** 90,280 (2016)

**Median Income:** \$35,830 (2015)

**Median Age:** 42.2 (2016)

**Average Household Size:** 2.4 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### AFFORDABLE AND APPROPRIATE HOUSING:

Kamloops participants see affordable and appropriate housing as a central issue in determining community well-being. They believe that access to housing is a fundamental right, and that a complete community should include supportive housing and social housing, as well as more innovative housing models such as co-housing and cooperative housing.

### ACCESS TO SOCIAL SERVICES AND SUPPORTS:

Kamloops participants emphasize the importance of locally-based services for those who need them. They want to ensure services are easily accessible, without barriers such as wait-lists, restricted opening hours, or complicated qualification criteria. They want information about services to be widely available so people can spend more time getting the support they need and less time searching for the appropriate resource.

## UNIQUE LOCAL VALUES:

### FRIENDLINESS:

Participants in Kamloops see friendliness as an opening point to connection and engagement. They value knowing that most overtures of connection will be returned.

### ACCESS TO PRIMARY CARE:

Kamloops participants see the primary care relationship as preventative, allowing the caregiver a comprehensive understanding of their patient so that they can recommend treatments and supports for their wellbeing.

### HEALTHFULNESS:

Residents believe that health in all its dimensions (physical, emotional, mental, social) are vital to a thriving community, and that health should be a value woven into all social policies.

### MENTAL HEALTH:

Community participants believe in the importance of robust mental health supports in order to build a stronger community. They also value education around mental health so that these services can be offered without judgement or stigma.

### VOLUNTEERISM:

Participants in Kamloops recognize the role of volunteering in facilitating social services and fostering connection and communion.

*A willingness to think 'us' versus always about 'me'. A sense that we are all working together to make our community and province a better place to live.*

# Kelowna

## COMMUNITY SNAPSHOT:

**Population:** 127,380 (2016)

**Median Income:** \$34,352 (2015)

**Median Age:** 43.8 (2016)

**Average Household Size:** 2.3 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### ROBUST TRANSPORTATION:

Kelowna participants value support and infrastructure for all modes of transportation — bus, bike, walking and driving. They view accessible, frequent, and comprehensive public transit as of particular importance for their community, as it makes housing developments in outlying areas a viable option for those who commute via bus.

### WORK-LIFE BALANCE:

Kelowna participants feel that balance of personal and professional commitments is a key aspect of wellbeing. They know that when this balance is off it impacts their ability to maintain their physical and mental health. They also see this balance as key to their ability to participate in community life, and their ability to be present for their families. They are eager to explore creative solutions around this, including modified work schedules or reduced work hours.

## UNIQUE LOCAL VALUES:

### ACCESS TO RECREATION:

Kelowna participants value recreation and the social and health benefits it creates. In particular, residents value recreation opportunities that allow them to be active outside and enjoy the natural assets of their community.

### AFFORDABLE & ACCESSIBLE CHILDCARE:

Community members emphasize the role of affordable and accessible childcare in allowing parents, especially mothers, to reach their full potential so that they can improve quality of life for their families.

### FAIR COMPENSATION:

Kelowna participants want to be compensated fairly for their experience and skills, both so that they can feel that their efforts are valued and so that they can afford a reasonable quality of life. They know that Kelowna has a “sunshine tax,” but they can’t pay bills with sunshine.

### VISION & PLANNING:

Community members strongly value planning for pro-action and prevention, both as a cost-saving measure and to reduce human suffering. They want to participate in the creation of a clear vision for their community, with a well-developed plan to see it to fruition.

### ACCESS TO EMPLOYMENT & OPPORTUNITIES:

Residents are eager to work, and are willing to be creative about solutions: job-sharing, part-time work, support for new small businesses and establishment of industry were all offered as potential solutions.

*I am a single mother of a child under the age of two and currently on social assistance. There is no significant other, grandparents, or babysitter, it is just us. I am trying to work with Work BC to use the single parent initiative, but with nobody to take care of my child even this program is out of reach for me.*



# New Westminster

## COMMUNITY SNAPSHOT:

Population: 70,996 (2016)

Median Income: \$36,662 (2015)

Median Age: 41.5 (2016)

Average Household Size: 2.1 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### AFFORDABILITY:

Participants in New Westminster see affordability as a crucial aspect of social well-being, as it allows them to look beyond covering the bare essentials and towards increasing their ability to participate in and contribute to their community.

### DIVERSITY, TOLERANCE AND INCLUSION:

Residents see diversity and inclusion as important elements of a community's wellbeing, and they have experienced social benefit from welcoming a recent influx of new Canadians into their community.

## UNIQUE LOCAL VALUES:

### SPACES FOR COMMUNITY:

New Westminster participants see spaces for community as a central tenet for community wellbeing. In particular, they prize spaces that provide opportunities for physical activity and social recreation, such as parks, trails, and walkways.

### ACCESS TO PRIMARY CARE:

Residents see the primary care relationship as of high importance in creating and maintaining social wellbeing, and see the walk-in clinic system as inadequate for this purpose.

### AFFORDABLE & ACCESSIBLE CHILDCARE:

Community participants value accessible childcare as a component of social wellbeing. Having locally-based, affordable childcare means that parents can spend their limited time away from work with their children or pursuing other opportunities, instead of commuting to out-of-town childcare.

### CONNECTION & COMMUNION:

New Westminster participants understand the importance of connection and communion in maintaining wellbeing, and are proud of its community spaces that facilitate opportunities for connection. In particular, connection and communion is important for the social wellbeing of residents without family in the community.

### ECONOMIC INCLUSION:

Related to Affordability, community participants see the social utility of allowing those on income assistance programs to be able to participate in economic activity beyond the bare basics.

*My disability pension is too low for me to live on. I have nothing that enhances my life as I have no money left over at the end of the month and I have only the bare essentials for food.*

# Prince George

## COMMUNITY SNAPSHOT:

**Population:** 74,003 (2016)

**Median Income:** \$37,674 (2015)

**Median Age:** 38.4 (2016)

**Average Household Size:** 2.4 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### WILLINGNESS TO HELP:

Prince George participants see a willingness to help as a key tenet of social wellbeing. As helpers, they act not only as a resource to one another, but as a source of inspiration and community pride as well. They understand and accept that some people may need more support than others. Their willingness to help one another is a measure of their community's closeness and connection, and they also recognize that the community at large benefits from the myriad of opportunities created by their generosity, both for the givers and recipients.

### COLLABORATION AND COOPERATION:

For community participants, cooperation and collaboration is a crucial aspect of social wellbeing. They see the benefit, efficiency, and relationship-building of collaborations between all 3 levels of government, community organizations, business, individuals, and First Nations on issues of mutual interest. They also see the value of cooperation for issues of access, which can lead to a more effective 'every door is the right door' approach for those seeking help.

## UNIQUE LOCAL VALUES:

### CONNECTION & COMMUNION:

Community participants understand communication and connection to be at the core social wellbeing, woven into almost every effort they make as a community. They see social initiatives such as events and activities as important vectors for connection, so that people can contribute to each others' lives, developing relationships that allow people to know when support is needed.

### ACCESS TO EDUCATION:

Prince George participants see access to education as an important social value for achieving maximum human potential. In order to realize this in their small community, they look towards innovation in education, including flexible delivery options and affordable tuition, to facilitate people being able to set their sights high and achieve their dreams.

### VOLUNTEERISM:

Residents emphasize the importance of volunteerism to wellbeing, and recognize that social care in their community is largely manifested through volunteer initiatives. They acknowledge the importance of these people to maintaining the kind of society we want to live in, and that many events and services that wouldn't happen without them.

### FOOD SECURITY:

Prince George participants prioritize access to affordable healthy food, especially organic food, as an important aspect of overall wellbeing. They recognize the value of access to free, healthy meals for those in need as a proactive health and wellness support. In particular, they highlight the importance of year-round access locally grown produce available year round, including empowering the community to grow its own produce through public infrastructure such as community gardens and greenhouses.

### SENSE OF SAFETY:

This community wants to feel safe, and sees a sense of safety as a fundamental component of a strong society. They understand the crime that makes them feel unsafe to be the outcome of a compromised social safety net and anticipate that as social wellbeing improves, crime will be reduced and their sense of safety will be enhanced.

*Until we have our governments that put people before money, we (as a society) will need these community members to be involved in volunteer/humanitarian causes. It gives one hope when I see the kindness of community members helping others on a volunteer basis.*

# Sunshine Coast

## COMMUNITY SNAPSHOT:

**Population:** 29,970 (2016)

**Median Income:** \$31,577 (2015)

**Median Age:** 54.9 (2016)

**Average Household Size:** 2.1 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### AFFORDABILITY:

Sunshine Coast participants believe that social wellbeing is contingent on affordability. They feel that living in 'survival mode' because of poverty, or finding the necessities of life, such as housing, to be unaffordable prevents people from achieving their full potential. They believe that removing this stress would allow their fellow community members to commit to other things that would enhance the community for everyone.

### DIVERSITY, TOLERANCE AND INCLUSION:

The members of this community see diversity, particularly intergenerational diversity, as an asset for their community that allows for exposure to different perspectives and new opportunities. In particular, they prioritize notions of reconciliation with and inclusion of First Nations peoples, and the breaking down of societal barriers between economic classes in order to prevent marginalization.

## UNIQUE LOCAL VALUES:

### CHILD & YOUTH CENTRED:

Community participants desire to co-create the future of their community alongside their children. Residents want to incorporate children into community initiatives and let them help create community capacity so that they can explore emergent interests, become engaged in community, and learn societal values.

### CONNECTION & COMMUNION:

As a community with many retirees, Sunshine Coast participants value communion and connection as core tenets of social wellbeing. They see the importance of combating isolation by getting people out into community so they can interact, connect and have input in the direction of their community. They want a society that is close-knit across diverse groups, where everyone feels that they're known and not alone.

### ACCESS TO EMPLOYMENT & OPPORTUNITIES:

Residents emphasize the role of gainful employment in facilitating wellbeing. They prioritize opportunities for young people in particular, so that they are able to stay in their community. They also recognize the negative social impacts of struggling to find work, particularly on families.

### ACCESS TO RECREATION:

Sunshine Coast participants see recreation as contributing to quality of life. They value citizen involvement in maintaining, developing and expanding recreation opportunities, so that they fit the needs of the community, and the provision of affordable recreation, and recreation that allows them to convene with nature.

### ACCESS TO EDUCATION:

Community participants believe in the social value of equitable access to lifelong education, and training relevant to community and personal needs. They see potential opportunities for collaborations and partnerships with local industry and businesses that could allow young people to learn-in-place. They also see the need for lifelong opportunities for young and old alike.

*Getting people out, getting them to interact and connect, all people, diverse people including the older people and getting them to try new things. We all have skills and abilities and we need to have more and free sharing of these skills... something like a skill swap.*

# Surrey

## COMMUNITY SNAPSHOT:

**Population:** 5 17,887 (2016)

**Median Income:** \$29,822 (2015)

**Median Age:** 38.7 (2016)

**Average Household Size:** 3.0 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### ROBUST TRANSPORTATION:

Surrey participants know the importance of transportation as a means of access to everything the community has to offer, including opportunities for social interaction. This community has seen challenges with the capacity of roads and transit as the population of the city grows. They prioritize in particular an accessible, frequent transit system to facilitate universal accessibility and avoid car-dependency. Walkability is also an important element of access for them to resources, amenities and community spaces.

### ACCESS TO ACTIVITIES, EVENTS & ENTERTAINMENT:

Community participants see opportunities to get together as a key element for social wellbeing. They value affordable activities for all walks of life to lower the barrier to engagement, including supporting resident-driven initiatives and removing bureaucratic barriers to hosting those types of events.

## UNIQUE LOCAL VALUES:

### SOCIALLY FOCUSED, INSTEAD OF ECONOMICALLY FOCUSED:

Surrey participants think that what's best for ongoing social wellbeing should be considered first when making decisions, instead of private or government profit. In particular, they feel that pro-social infrastructure, such as playgrounds, community centres, and schools, need to at least keep pace with private development approvals.

### SPACES FOR COMMUNITY:

Surrey community members particularly emphasize the importance of spaces for children (parks, schools, playgrounds) and seniors to overall community wellbeing. They also want to ensure that there is sufficient community space for all residents, given increasing development in the community.

### SENSE OF SAFETY:

Residents highly value a sense of safety as a part of overall wellbeing. This includes safety from crime, but also safety from hazards such as poor accessibility accommodations, hazardous play areas, unimproved railway crossings, and traffic law violations.

### FRIENDLINESS:

Community members see friendliness as a fundamental community value. This includes not only approachability, but also kindness, and a willingness to engage with neighbours socially. In particular, Surrey residents said that they felt being welcoming to new residents was very important to community wellbeing.

### HEALTHY ENVIRONMENT:

Surrey participants view a healthy environment as central to community wellbeing. For community members, this issue relates to local government putting the health of their residents first, listening and responding to their concerns, and prioritizing health over economic gain.

“Aloneness or isolation [exist] for many reasons. Mine is mobility. If you are not able to walk/drive/park you are seen as a problem - no longer an asset. The person in the wheelchair/scooter/walker may well have taught your kids or been the nurse who attended your surgery. They may have some good ideas on how to safely plan the seating of mobility devices at the next event....not just lump them together in the farthest corner for convenience....they are not contagious! They actually have voices & opinions & are an under-utilized part of any community.”

# Terrace

## COMMUNITY SNAPSHOT:

**Population:** 11,643 (2016)

**Median Income:** \$37,609 (2015)

**Median Age:** 38.8 (2016)

**Average Household Size:** 2.5 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### ACCESS TO ACTIVITIES, EVENTS AND ENTERTAINMENT:

This community is eager for more opportunities to come together to have shared experiences as a key part of wellbeing. In particular, they yearn for opportunities that will generate vibrancy and excitement in the city's downtown core, as well as more activities for families, children and youth.

### AFFORDABLE AND APPROPRIATE HOUSING:

People in Terrace believe that a housing market with options for all income levels is important to creating a healthy community. They feel that more options for community members with lower incomes are needed in order to create a balanced housing stock, and many feel that government intervention may be needed to achieve this. Many community members also commented on the importance of pet-friendly housing to wellbeing.

## UNIQUE LOCAL VALUES:

### ACCESS TO RECREATION:

Terrace is a young, active community and residents see access to recreation opportunities for all ages as a foundational element of a healthy city. In particular, as a community with beautiful surroundings but also with long winters, residents stressed the importance of recreation infrastructure and opportunities for both indoor and outdoor activities.

### ACCESS TO EMPLOYMENT & OPPORTUNITIES:

This community recognizes that the boom-and-bust cycle of resource towns can create uncertainty that is inconsistent with a sense of security and wellbeing. Many residents are eager for opportunities to create and sustain a more diverse economy with varied, ongoing employment options.

### COMMUNITY SPACES:

As a community eager for more opportunities to have shared experiences, residents recognize the need for more community infrastructure in Terrace to provide spaces to gather. Residents see much of their recreation infrastructure in particular as dated and overused, and they feel it's crucial that the amount of community space keeps up with the growing population.

### HOMEFULNESS:

Community members in Terrace are concerned about homelessness as a social issue, both for the wellbeing of those on the streets, as well as for the community at large, who may be impacted by social problems they perceive as related to homelessness (petty crime, begging, harassment).

### ACCESS TO SHOPPING AND RETAIL, AMENITIES, RESTAURANTS:

This community feels that shopping, restaurants and other commercial amenities are important to social wellbeing. In particular, they feel that a better selection of consumer goods and more "third spaces" to gather (restaurants, bookstores, and cafes) would improve their quality of life.

*More parents would be able to spend time with their kids. When families are physically active it benefits them mentally so people would be healthier mentally.*

# Vancouver

## COMMUNITY SNAPSHOT:

**Population:** 631,486 (2016)

**Median Income:** \$32,964 (2015)

**Median Age:** 39.9 (2016)

**Average Household Size:** 2.2 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### AFFORDABLE & APPROPRIATE HOUSING:

Vancouver participants consider affordable and appropriate housing a fundamental element of wellbeing. They believe that affordable housing stock should contain appropriate homes for diverse needs, and that government-owned housing or government-regulated rents may be part of the solution. They also want to see government intervention to control real estate prices.

### ACCESS TO ACTIVITIES, EVENTS & ENTERTAINMENT:

Vancouver participants see activities and events as essential vectors for social interaction, engagement and connection. They want to see more opportunities for their youngest residents to participate, and more events like cultural celebrations where they can showcase their heritage or learn more about others in their community. They also want more loosely structured gatherings that facilitate meeting your neighbours, such as farmers' markets.

## UNIQUE LOCAL VALUES:

### SPACES FOR COMMUNITY:

Participants in this city deeply value its spaces for community as a setting for neighbourhood life. They particularly treasure their parks, community centres, and libraries, which act as "centres of belonging," where they can go to be in community, to be not alone. They value places that are welcoming to and accessible by a diversity of people.

### CONNECTION & COMMUNION:

Residents feel that connections is essential to wellbeing; that their connections with friends and others sustain them. They want to see more opportunities for seniors and those not in the work force to connect meaningfully with others in the community.

### ROBUST HEALTHCARE:

Vancouver participants correlate robust healthcare systems with overall wellbeing. In particular, they value a holistic approach that sees physical health as only one dimension of health, and they want to see more integration between health-care and mental health supports, social services, and community organizations. They also want to see universal health care for all parts of all bodies, not just some (dental coverage, power chairs).

### SENSE OF SAFETY:

This city emphasizes the importance of people feeling safe and at ease in their communities. They see a healthy community as one where people feel comfortable walking on the street at all hours, and they prioritize in particular providing this sense of safety for women, children and seniors.

### AGING IN PLACE:

Vancouver participants value the lives of everyone in their community and wants seniors to have the supports they need to continue to be active members of the community. They want to ensure the necessary supports are in place to allow seniors to age in place safely, including measures to combat isolation. They also value affordable senior care offered at a variety of levels of support to suit different needs.

*[I want] more ways for those of us who are retired to connect with the community. I would like to volunteer but don't know where to go to start the process.*

## COMMUNITY SNAPSHOT:

**Population:** 4,439 (2016)

**Median Income:** \$38,128 (2015)

**Median Age:** 37.5 (2016)

**Average Household Size:** 2.5 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES

### SENSE OF COMMUNITY:

Vanderhoof participants emphasize the importance of a sense of community to social wellbeing. They see how members of their community come together through the common goals and interests of their community. In this way, residents believe they are stronger together, and feel a family-like kinship with their fellow community members.

### WILLINGNESS TO HELP:

Vanderhoof participants strongly value a willingness to help as part of a strong social framework. They feel a connection and sense of security in knowing that they can call on their neighbours for assistance. Community members pride themselves on helping families in need, contributing to common causes, raising funds, and providing assistance during disasters, whether it's contributing financially or with time and energy.

## UNIQUE LOCAL VALUES

### CHILD & YOUTH CENTRED:

Residents believe that investing in children will reap social dividends for the community's future. They prioritize the creation of supports for the social and emotional development of their children, so that they can grow to become the next generation of community leaders.

### SPACES FOR COMMUNITY:

Community members recognize the role of community spaces in facilitating social wellbeing. Being a child- and youth-centred community, they prioritize space for children to gather and connect. Though other population centres nearby offer community spaces, residents see the value in investing in options in their own community, so that they can meet and interact with their neighbours.

### ACCESS TO RECREATION:

Vanderhoof participants value affordable, accessible recreation opportunities that keep its families and individuals active and socially engaged. In particular, they value opportunities for residents to be active year-round.

### CONNECTION & COMMUNION:

Residents strongly value social connection with others in the community as part of overall wellbeing. Community provides for opportunities for connection outside of traditional social circles, to facilitate inclusion and ensure the cohesion across demographics and lifestyles.

### MENTAL HEALTH:

Vanderhoof participants know that a proactive approach to mental health is an important value for a healthy community. They believe in the importance of available and accessible mental health supports, including early intervention, that treat people before they end up in a state of serious crisis. Particularly, this community prioritizes mental health supports for its youngest residents.

*The generosity astounds me. When tragedy strikes people come together. When something comes up for kids, whether it be camp scholarships or sports or just kids trying to raise a little money, this community steps up and supports. I love it!*

# Victoria

## COMMUNITY SNAPSHOT:

**Population:** 85,792 (2016)

**Median Income:** \$34,164 (2015)

**Median Age:** 42.7 (2016)

**Average Household Size:** 1.8 (2016)

## LOCAL PERSPECTIVES ON TOP VALUES:

### ACCESS TO SOCIAL SERVICES AND SUPPORTS:

Community participants highly value the ability to get support when it is needed, particularly for youth and busy families. Another aspect of particular importance to this community is timely access to mental health services and addictions treatments and supports. Residents want services to be spread out across the community instead of localized to one area.

### AFFORDABILITY:

Victoria participants strongly emphasize affordability as a component factor in economic inclusion. They recognize that affordability impacts peoples' ability to participate in society, including youth and children, who may not be able to access certain opportunities because of family financial limitations.

## UNIQUE LOCAL VALUES:

### SENSE OF SAFETY:

Community members believe that a sense of safety is key to social wellbeing. They feel that all members of society, particularly women, should be able to have confidence that crimes against their demographic are taken seriously by society.

### ROBUST HEALTHCARE:

Victoria participants see it as important to social wellbeing that everyone in the community be able to receive needed care without having to worry about how to pay for it. They want to see a healthcare that covers all medical expenses, including those related to aging, as well as dental care.

### THRIVING, NOT SURVIVING:

Related to the issue of affordability, community participants are concerned that a focus on making ends meet is preventing residents from reaching their full potential, resulting in lost potential for the community as well. In particular, residents expressed a concern that people in strained financial situations may be prevented from becoming more engaged in community, or giving back through volunteering.

### HOMEFULNESS:

Victoria participants recognize that homefulness is an important indicator of a community's wellbeing, and that homelessness can have detrimental effects both for homeless and housed community members. Alongside housing for all who wish to be housed, they believe in a proactive approach that addresses the root causes of homelessness.

### VISION & PLANNING:

Participants believe that a strong long-term vision for their community, accompanied by a comprehensive plan, is key to a functional society. They challenge their elected leaders to look far beyond the traditional election cycle when planning, and to consult and collaborate with citizens to develop a vision that citizens will be willing to work and contribute towards realizing.

*I think it would take much greater investment by government, the private sector, and individuals in social programs. It is a shared responsibility and government involvement is only one part of the equation. Everyone must take responsibility for improving their community. It must start with a shared vision of what the community should be.*



# West Kootenay

## COMMUNITY SNAPSHOT:

Population: 31,708 (2016)

Median Income: \$26,395 (2015)

Median Age: 51.6 (2016)

Average Household Size: 2.1 (2016)

Note: These statistics are for

Kootenay Boundary Regional District

## LOCAL PERSPECTIVES ON TOP VALUES:

### WILLINGNESS TO HELP:

Participants in West Kootenay see a willingness to help others as an important aspect of their community. Of particular importance to them is the sense of camaraderie and security that comes from giving and receiving help from one another.

### ACCESS TO ACTIVITIES, EVENTS AND ENTERTAINMENT:

West Kootenay participants value access to locally-based activities that promote community engagement and the sharing of diverse skills, interests and perspectives. In particular, they prioritize activities for children and youth as they grow and learn who they want to become.

## UNIQUE LOCAL VALUES:

### HOMEFULNESS:

West Kootenay participants recognize that a lack of a home entrenches homeless people in poverty by creating barriers to employment, healthfulness, and wellbeing. They also feel that homelessness affects quality of life for housed people, as it impacts their sense of safety, happiness, and comfort. For this reason, West Kootenay participants prioritize a society where everyone has a home.

### ROBUST HEALTHCARE:

Community members realize it is too small to merit locally, based specialists, but it also knows that traveling to out-of-town services takes a lot of time and compromises safety. For them, an important component of a robust health-care system is a willingness to keep trying to solve this problem, using efficiency and innovation as required.

### CHILD & YOUTH CENTERED:

West Kootenay participants see a focus on the emerging generation as key for social policy. They prioritize the creation of opportunities for growth and development, including local training and employment opportunities to encourage young people to remain in the community.

### CARE & COMPASSION FOR OTHERS:

Community participants place care for others at the core of what 'community spirit' means to them. For them, caring for others is a civic duty and a manifestation of respect for others and for their community.

### SPACES FOR COMMUNITY:

For West Kootenay participants, these spaces are a vital component of civic life and an ideal setting for shared experiences as a community.

*It's understandable that we are too small for specialists to live here. Not sure how this can be addressed. I am basically happy with the efforts and care local people are trying to facilitate. Keep doing and trying. Our youth are always a great start.*

# Appendices

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## Appendix A: Community Clipboard Conversations Script

Community: \_\_\_\_\_

Date: \_\_\_\_\_

Volunteer Initials \_\_\_\_\_

Conversation # \_\_\_\_\_

Interviewer: Hello, my name is \_\_\_\_\_, and I am a volunteer with \_\_\_\_\_. We are part of a province-wide project that involves talking with people about your vision for our community and our province – one that is fair, just and working for everyone. Do you have 5 minutes to answer a few questions?

1. If person says no, thank them politely and wish them a good day.
2. If person says yes:

[Interviewer]: Thank you for agreeing to talk with me! It will only take a few minutes. There are a couple of things I need to tell you before we get started:

1. This survey is completely voluntary and you can end it at any time. You can also skip any question you don't want to answer.
2. This survey is anonymous and confidential meaning that we will not be recording your name or any identifying information. Your answers will be combined with other answers and analyzed. No one will be able to identify your answers.

Do you have any questions? Please also ask me questions if you don't understand what I'm asking or need some examples to get you started. Here we go...

1. When you think about the community where you live, what is one thing you are most proud of in your community and why?
  2. What is ONE THING you think would enhance your quality of life and that of your family and community? By quality of life we mean the general wellbeing of a person, group or the broader community.  
*(Prompt: If a participant doesn't understand the question ask: what is one thing that would make your life better? Some examples include: more time with my family, more fresh vegetables, affordable childcare, better public transportation, my own home, having a family doctor, etc.)*
  3. What is ONE THING you think that gets in the way of enhancing your life and that of your family and community?  
*(Prompt: If a participant doesn't understand the question, ask: what is one thing that makes it harder for you to have the quality of life you want? Some examples include: working too much, lack of money to pay the bills, lack of affordable housing, lack of education, being sick all the time, etc.)*
  4. Thinking about what you've already said in your answers, what would it look like in your community if everyone was able to have the opportunity to be the best they could be?
  5. What do you think it would take to make this vision, the one that you just shared, a reality?
- Can you please tell me your postal code? \_\_\_\_\_

## Appendix B: Community Conversation Discussion Groups Questions Script

- Question 1:** When you think about the community where you live, what is one thing you are most proud of in your community and why? (Use this question as an icebreaker to get the conversation going).
- Question 2:** Thinking about your community involvements (in organizations, with local initiatives, etc.) what is the vision of community wellbeing that you (or community organizations you are involved with) are trying to achieve?
- Question 3:** Thinking about what you just described, what are the conditions (social, economic, etc.) needed to make your vision a reality?
- Prompt Question:** Think big and be creative
- Question 4:** How would success be measured towards achieving your vision?
- Question 5:** How would a social policy framework help to achieve your vision of success?

*(A social policy framework unites different levels of government, ministries, community organizations and sectors in working together toward achieving an overarching vision of wellbeing with clear, achievable outcomes.)*

# Appendix C: Online Survey Questions

## INTRODUCTION

Welcome to the online survey for *There is a Better Way: A BC Framework for Wellbeing*, Board Voice Society of BC's consultation to develop elements of a social policy framework for the province.

*There is a Better Way: A BC Framework for Wellbeing* is a two-year Board Voice initiative that involves:

- Individuals and partner-based networks across BC engaged in dialogues about social issues, social initiatives and social policies
- Community consultations in 16 communities across BC
- Engagement with experts of key organizations to explore inter-organizational issues and opportunities.

This survey is part of the community consultations aspect of the initiative. An online survey allows us to expand the geographic scope of the initiative and provides an alternative way for communities to participate and provide input. The outcome of the community consultation process will be a summary report of the findings that will be shared with the provincial government and communities across BC.

This survey uses the following concepts:

- **Quality of life:** the general wellbeing of a person, group or the broader community
- **Social Policy Framework:** A social policy framework unites different levels of government, ministries, community organizations, and sectors in working together toward an overarching vision of wellbeing with clear, achievable outcomes.

**A Note About Confidentiality:** Your answers to these questions are confidential. No identifying information will be collected and/or used.

**Contact Information:** If you have questions please contact [cthomas@boardvoice.ca](mailto:cthomas@boardvoice.ca)

Thank you for taking the time to participate in our consultation!

## YOU AND YOUR COMMUNITY

**Preamble:** The following questions are about what you are most proud of in your community, what would enhance/or make life better and what gets in the way of enhancing life for you, your family, and your community. We also want to hear about your vision for your community and what it would look like if everyone was happy and healthy and what did it take to get there.

1. When you think of the community where you live, what is one thing you are most proud of in your community and why? [comment box/open-ended response]

2. Use the spaces below to describe one thing that you think would enhance the quality of life for:  
You - 150 Characters max  
Your Family - 150 Characters max  
Your community - 150 Characters max
3. Use the spaces below to describe one thing that you think gets in the way of enhancing the quality of life for:  
You - 150 Characters max  
Your Family - 150 Characters max  
Your community - 150 Characters max
4. Thinking about what you've already said, what would your community look like if everyone had a good quality of life? [comment box/open-ended response]
5. Please describe what you think it would take to make your vision you just described a reality.  
[comment box/open-ended response]

#### Community Consultation Questions

The following questions are being used for event-based community consultation sessions being held in the participating communities. The questions are oriented around the role/involvement of community organizations in supporting and fostering community well-being.

1. Thinking about your community involvement (in organizations, with local initiatives, etc.), what is the vision of community wellbeing that you (or the community organizations you are involved with) are trying to achieve?  
[comment box/open-ended response]
2. Thinking about what you just described, what are the conditions (social, economic, etc.) needed to make your vision a reality? [comment box/open-ended response]
3. How would success be measured towards achieving your vision? [comment box/open-ended response]
4. How would a social policy framework help to achieve your vision of success? (A social policy framework unites different levels of government, ministries, community organizations and sectors in working together toward achieving an overarching vision of wellbeing with clear, achievable outcomes.)

Thank you for completing this survey! We really appreciate and value your input.

# Appendix D: Questions for Key Informant Interviews

**Note:** A social policy framework is not intended to manage all of the work of any ministry, but rather to provide to provide overarching guidance to policy development and delivery, especially with respect to those areas and issues that require integrated responses. It also would apply to the community network of services funded by the various ministries.

1. Complexity is always an issue when dealing with large bureaucracies and the multitude of programs and issues being addressed. What do you think a social policy framework would make possible?
2. What elements do you think would need to be in place for a social policy framework to be effective?
3. What specific areas in your field of work would benefit from a more integrated approach to the development of human service policy or delivery? (Explore)
4. How might a framework inform the relationship between the provincial government municipalities and the community social benefit sector?
5. What do you think would be the major hindrances to developing and operationalizing a new framework? How might these be addressed?
6. Can you suggest any new structures that might be required to effectively manage this framework across the province?

# Appendix E : Community Values Index

## COMMUNITY VALUES RANKINGS (IN ORDER OF MOST TO LEAST CODED FOR EACH COMMUNITY):

### ABBOTSFORD:

1. Collaboration & Cooperation
2. Work - Life Balance
3. Affordable & Appropriate Housing
4. Volunteerism
5. Affordability
6. Fair Compensation
7. Sense of Community
8. Robust Transportation
9. Willingness to Help
10. Access to Primary Care
11. Diversity, Tolerance & Inclusion
12. Homefulness
13. Engagement in Community
14. Vision & Planning
15. Access to Social Services & Supports
16. Addictions Intervention
17. Care & Compassion for Others
18. Child- & Youth-Centred
19. Commitment
20. Spaces for Community
21. Mental Health
22. Sense of Safety
23. Walkability
24. 'Small Town' Feel
25. Access to Employment & Opportunities

### BURNABY:

1. Affordable & Appropriate Housing
2. Spaces for Community
3. Robust Transportation
4. Connection & Communion
5. Diversity, Tolerance & Inclusion
6. Affordability
7. Sense of Community
8. Access to Activities, Events & Entertainment
9. Collaboration & Cooperation
10. Engagement in Community

11. Walkability
12. Access to Social Services & Supports
13. Education
14. Healthfulness
15. Vision & Planning
16. Work - Life Balance
17. Access to Recreation
18. Care & Compassion for Others
19. Food Security
20. Paradigm Shift
21. Sustainability
22. Child- & Youth-Centred
23. Universal Accessibility
24. Happiness
25. Locally-focused Economy

### CAMPBELL RIVER:

1. Collaboration & Cooperation
2. Affordability
3. Diversity, Tolerance & Inclusion
4. Food Security
5. Communication
6. Aging in Place
7. Sense of Community
8. Socially-focused instead of Economically-focused
9. Robust Transportation
10. Volunteerism

*[insufficient number of respondents to calculate further]*

### COWICHAN:

1. Collaboration & Cooperation
2. Access to Social Services & Supports
3. Affordable & Appropriate Housing
4. Robust Transportation
5. Connection & Communion
6. Willingness to Help

7. Affordability
8. Care & Compassion for Others
9. Child- & Youth-Centred
10. Healthfulness
11. Access to Activities, Events & Entertainment
12. Sense of Community
13. Diversity, Tolerance & Inclusion
14. Happiness
15. Healthy Environment
16. Homefulness
17. Aging in Place
18. Food Security
19. Sense of Safety
20. Coming Together in Crisis
21. Addictions Intervention
22. Education
23. Family-Centred
24. Friendliness
25. Mental Health

### FORT ST. JOHN

1. Affordability
2. Access to Activities, Events & Entertainment
3. Affordable & Appropriate Housing
4. Robust Healthcare
5. Willingness to Help
6. Happiness
7. Access to Social Services & Supports
8. Access to Primary Care
9. Access to Recreation
10. Work - Life Balance
11. Child- & Youth-Centred
12. Family-Centred
13. Access to Employment & Opportunities
14. Healthfulness
15. Friendliness
16. Sense of Community
17. Thriving not Surviving

# Appendix E : Community Values Index cont'd

## Fort St. John cont'd

18. Connection & Communion
19. Education
20. Coming Together in Crisis
21. Addictions Intervention
22. Equality
23. Sense of Safety
24. Affordable Activities
25. Diversity, Tolerance & Inclusion

## KAMLOOPS:

1. Affordability
2. Affordable & Appropriate Housing
3. Willingness to Help
4. Access to Social Services & Supports
5. Friendliness
6. Homefulness
7. Transportation
8. Access to Activities, Events & Entertainment
9. Diversity, Tolerance & Inclusion
10. Happiness
11. Sense of Community
12. Access to Employment & Opportunities
13. Access to Primary Care
14. Thriving not Surviving
15. Collaboration & Cooperation
16. Healthfulness
17. Robust Healthcare
18. Mental Health
19. Volunteerism
20. Work - Life Balance
21. Access to Recreation
22. Spaces for Community
23. Sense of Safety
24. Addictions Intervention
25. Connection & Communion

## KELOWNA:

1. Affordable & Appropriate Housing
2. Affordability
3. Access to Activities, Events & Entertainment
4. Transportation
5. Work - Life Balance
6. Access to Social Services & Supports
7. Access to Recreation
8. Mental Health
9. Affordable & Accessible Childcare
10. Diversity, Tolerance & Inclusion
11. Healthfulness
12. Fair Compensation
13. Sense of Community
14. Vision & Planning
15. Access to Employment & Opportunities
16. Child- & Youth-Centred
17. Thriving not Surviving
18. Homefulness
19. Addictions Intervention
20. Community Spaces
21. Access to Primary Care
22. Family-Centred
23. Happiness
24. Collaboration & Cooperation
25. Connection & Communion

## NEW WESTMINSTER:

1. Spaces for Community
2. Fair Compensation
3. Access to Primary Care
4. Affordability
5. Thriving not Surviving
6. Affordable & Accessible Childcare
7. Connection & Communion
8. Diversity, Tolerance & Inclusion
9. Economic Inclusion

10. Access to Activities, Events & Entertainment
11. Access to Recreation
12. Access to Employment & Opportunities
13. Access to Shopping & Retail, Amenities, Restaurants
14. Affordable & Appropriate Housing
15. Friendliness
16. Homefulness
17. Sense of Community
18. Transportation
19. Transit

*[insufficient number of respondents to calculate further]*

## PRINCE GEORGE:

1. Affordability
2. Affordable & Appropriate Housing
3. Transportation
4. Access to Social Services & Supports
5. Diversity, Tolerance & Inclusion
6. Access to Activities, Events & Entertainment
7. Willingness to Help
8. Connection & Communion
9. Education
10. Volunteerism
11. Collaboration & Cooperation
12. Sense of Community
13. Food Security
14. Sense of Safety
15. Access to Employment & Opportunities
16. Thriving not Surviving
17. Fair Compensation
18. Healthfulness
19. Robust Healthcare
20. Transit
21. Work - Life Balance



22. Access to Recreation
23. Family-Centred
24. Healthy Environment
25. Affordable Activities

### SUNSHINE COAST:

1. Diversity, Tolerance & Inclusion
2. Affordability
3. Child- & Youth-Centred
4. Connection & Communion
5. Access to Activities, Events & Entertainment
6. Access to Employment & Opportunities
7. Affordable & Appropriate Housing
8. Robust Transportation
9. Collaboration & Cooperation
10. Sense of Community
11. Access to Recreation
12. Access to Social Services & Supports
13. Education
14. Spaces for Community
15. Food Security
16. Friendliness
17. Robust Healthcare
18. Sense of Safety
19. Willingness to Help
20. Thriving not Surviving
21. Arts & Culture
22. Care & Compassion for Others
23. Evidence-based Decision Making
24. Family-Centred
25. Happiness

### SURREY:

1. Robust Transportation
2. Affordability
3. Affordable & Appropriate Housing
4. Socially-focused Instead of Economically-focused
5. Diversity, Tolerance & Inclusion

6. Access to Activities, Events & Entertainment
7. Spaces for Community
8. Transit
9. Sense of Community
10. Friendliness
11. Sense of Safety
12. Walkability
13. Collaboration & Cooperation
14. Healthy Environment
15. Well-kept
16. Connection & Communion
17. Access to Shopping & Retail, Amenities, Restaurants
18. Child- & Youth-Centred
19. Equality
20. Vision & Planning
21. Access to Recreation
22. Access to Social Services & Supports
23. Senior-Centred
24. Work - Life Balance
25. Willingness to Help

### TERRACE

1. Access to Recreation
2. Access to Employment & Opportunities
3. Community Spaces
4. Affordability
5. Robust Healthcare
6. Access to Activities, Events & Entertainment
7. Access to Shopping & Retail, Amenities, Restaurants
8. Affordable & Appropriate Housing
9. Homefulness
10. Food Security
11. Arts & Culture
12. Child- & Youth-Centred
13. Family-Centred
14. Willingness to Help

15. Access to Social Services & Supports
16. Addictions Intervention

### VANCOUVER:

1. Robust Transportation
2. Affordable & Appropriate Housing
3. Spaces for Community
4. Access to Activities, Events & Entertainment
5. Affordability
6. Diversity, Tolerance & Inclusion
7. Transit
8. Connection & Communion
9. Robust Healthcare
10. Sense of Safety
11. Aging in Place
12. Sense of Community
13. Access to Recreation
14. Access to Social Services & Supports
15. Affordable & Accessible Childcare
16. Child- & Youth-Centred
17. Work - Life Balance
18. Education
19. Family-Centred
20. Food Security
21. Fair Compensation
22. Friendliness
23. Homefulness
24. Higher Minimum Wage
25. Resources for Homelessness

### VANDERHOOF:

1. Sense of Community
2. Access to Activities, Events & Entertainment
3. Child- & Youth-Centred
4. Community Spaces
5. Willingness to Help

# Appendix E : Community Values Index cont'd

## Vanderhoof: Cont'd

6. Access to Recreation
7. Connection & Communion
8. Diversity, Tolerance & Inclusion
9. Robust Transportation
10. Access to Social Services & Supports
11. Affordability
12. Affordable & Appropriate Housing
13. Family-Centred
14. Mental Health
15. Sense of Safety
16. Collaboration & Cooperation
17. Access to Primary Care
18. Food Security
19. Friendliness
20. Robust Healthcare
21. Awareness
22. Vision & Planning
23. Volunteerism
24. Access to Employment & Opportunities
25. Addictions Intervention

## VICTORIA:

1. Affordable & Appropriate Housing
2. Access to Social Services & Supports
3. Affordability
4. Diversity, Tolerance & Inclusion
5. Sense of Safety
6. Robust Healthcare
7. Thriving not Surviving
8. Sense of Community
9. Homefulness
10. Vision & Planning
11. Connection & Communion
12. Mental Health
13. Engagement in Community
14. Affordable & Accessible  
Childcare
15. Care & Compassion for Others
16. Collaboration & Cooperation

17. Access to Primary Care
18. Mental Health Resources
19. Fair Compensation
20. Robust Transportation
21. Addictions Intervention
22. Spaces for Community
23. Education
24. Family-Centred
25. Work - Life Balance

## WEST KOOTENAY

1. Access to Employment & Opportunities
2. Child- & Youth-Centred
3. Robust Healthcare
4. Homefulness
5. Sense of Community
6. Access to Activities, Events &  
Entertainment
7. Affordability
8. Affordable & Appropriate Housing
9. Thriving not Surviving
10. Care & Compassion for Others
11. Collaboration & Cooperation
12. Community Spaces
13. Willingness to Help
14. Work - Life Balance
15. Access to Recreation
16. Poverty
17. Diversity, Tolerance & Inclusion
18. Aging in Place
19. Vision & Planning

*[insufficient number of respondents to calculate further]*

## ONLINE:

1. Affordable & Appropriate Housing
2. Affordability
3. Transportation
4. Diversity, Tolerance & Inclusion
5. Access to Activities, Events &  
Entertainment
6. Mental Health
7. Sense of Community
8. Sense of Safety
9. Access to Social Services & Supports
10. Connection & Communion
11. Robust Healthcare
12. Willingness to Help
13. Access to Employment &  
Opportunities
14. Collaboration & Cooperation
15. Thriving not Surviving
16. Homefulness
17. Child- & Youth-Centred
18. Addictions Intervention
19. Food Security
20. Transit
21. Access to Recreation
22. Spaces for Community
23. Equality
24. Fair Compensation
25. Healthfulness
26. Vision & Planning

# Appendix F: Research Methodology

Project data were analyzed using an inductive content analysis approach as outlined by DeCuir-Gunby, Marshall, and McCulloch (2011). Community data were reviewed several times to obtain a sense of the whole (Tesch 1990, Burnard 1991), then data-driven preliminary codes pertaining to values of social wellbeing were written to memo. Following Mayring (2014), a sample of approximately 10% of the data were then pilot coded, category revisions were made where appropriate, and the remainder of the data were coded, allowing for incorporation of in vivo codes

as coding continued. Codes were quantified by case, and coded material in each of the top codes for each community was qualitatively examined for any cohesive, unique phenomena, which was then summarized. Top codes presented in this report for each community represent a selection of summaries for the dominant themes in each community. Similarly, an inductive content analysis approach was separately conducted for transcriptions of the expert interviews in order to allow the resultant codes to be contrasted with the codes found in the community data.

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