



Community
Health and
Wellbeing

Shift the
conversation

BRIDGING THE GAP

Measuring What Matters: The Ottawa Community Wellbeing
Report 2014



COALITION OF COMMUNITY HEALTH
AND RESOURCE CENTRES OF OTTAWA
COALITION DES CENTRES DE RESSOURCES
ET DE SANTÉ COMMUNAUTAIRES D'OTTAWA



Association of Ontario Health Centres
Community-governed primary health care

Association des centres de santé de l'Ontario
Soins de santé primaires gérés par la communauté

Ontario
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An agency of the Government of Ontario.
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ABOUT THE COALITION OF COMMUNITY HEALTH AND RESOURCE CENTRES OF OTTAWA

The Coalition of Community Health and Resource Centres of Ottawa (CHRC) is a network of multi-service, community-based health and resource centres, which recognizes the importance of responding to the diversity of needs within local communities and pays particular attention to those who are most vulnerable and at risk. The Coalition also seeks solutions to common issues, shares resources, plans and coordinates service delivery and advocates for healthy communities.

Coalition members advocate at many levels and on many issues to help people gain access to basic supports. Some of these issues are: shelter, food, income, childcare, employment, recreation and transportation. The centres are located in neighbourhoods throughout Ottawa, from the inner city to the suburbs and out in rural areas.

The Coalition consists of 13 members who provide 'one-stop' access to social and community services, health promotion and community development programs. Centres strive to ensure that programs and services are available to people who face barriers accessing services. The Community Resource Centres (CRCs) provide resources, referrals, information and support while the six Community Health Centres (CHCs) that are members of the Coalition also offer primary health care.

Community Resource Centres (CRCs) and Community Health Centres (CHCs) have been an important part of the social infrastructure of the Greater Ottawa area since the late 1960s. The centres have a history of successful associations, alliances and collaborations, initially as a municipal program, and since 1990, as a Coalition. The strength of each member of the Coalition is derived from understanding local priorities and mobilizing resources that will make a difference in the wellbeing of individuals and neighbourhoods.

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WELCOME

Welcome to *Bridging the Gap*, the first in what is planned as a province-wide *Measuring What Matters* series. We are pleased to launch this inaugural report, in the lead-up to the 2014 Ottawa municipal election. Our hope is that the findings in this report will shape election debate and discussion in meetings and forums across the city.

Ottawa is often heralded as a vibrant city, a rich city; rich with history, culture, potential and prosperity. However, sustaining and creating healthy communities is about building and improving physical, social and mental environments *for all*. It is the experience of the people in these environments that tell us if we have been successful – healthy communities are made of people, all people, where they feel healthy, connected and fulfilled. We cannot build community without acknowledging the strength, vulnerability, diversity, and circumstance of its residents.

Much of this report is built based on the [Canadian Index of Wellbeing \(CIW\)](#) which sets out by asking a simple question: How are we *really* doing? We now apply this question to Ottawa, because we know that the true measure of progress is not just economic metrics. Progress must be judged on other characteristics that constitute the wellbeing of residents, such as the CIW was designed to measure. This report also illustrates how our community contributes

to sustaining progress and strives to meet some of Ottawa's most pressing challenges.

The work of building on the strengths of people and community cannot be done alone. It is through partnership and collaboration, through innovation and investment, that we can build health and wellbeing for all. We believe in a city where Every One Matters.

Please visit communityhealthandwellbeing.org to get in touch and to share your comments and ideas.

Sincerely,

Leslie McDiarmid & Luc Ouellette

Co-chairs of the Coalition of Community Health and Resource Centres of Ottawa

EXECUTIVE SUMMARY



“I think the hope from this report is to help elected officials and the general public identify what’s important to people. And ultimately the things that people identify as being the most important to them are the things that support their families, the community they live in, their health and wellbeing. Those are things like education, employment, feeling safe, being engaged, having access to quality health and social services when you need them. So this report identifies what’s important to people. And then it suggests ways of moving forward to obtain those, so that everyone in this city is able to have a sense of health and wellbeing.”

Leslie McDiarmid

By virtue of serving as the nation’s capital, Ottawa holds a special status amongst municipalities. Along with this status are benefits: a vital public service force and strong endowment of world class cultural amenities. However, this privileged position also brings an expectation that people living in Ottawa should experience a relatively high quality of life.

Sure enough, as this report reveals, Ottawa has the highest median income of any other municipality in Canada and enjoys one of the lowest unemployment rates. The percentage of people with postsecondary education is almost double that of the provincial average. And the city is to be commended for its efforts in curbing greenhouse gas emissions.

But other less positive stories also emerge. And one that is far less talked about: **the gap between the affluent and ‘everybody else’**. Consider for a moment, Ottawa has almost double the amount of top 10 percent earners relative to the rest of Canada. 17.7% in Ottawa versus 10.0% for Canada as a whole. And, if one moves higher up the standard of living ladder, 9% of people living in Ottawa fall in the top five percent club versus 5% for the whole of Canada.

The real issue is this juxtaposition, this apparent affluence in contrast to the reality of people struggling to make ends meet. Research shows that these kinds of disparities result in a variety of adverse trends such as are evidenced in this report.

- Ottawa has the lowest rates of community belonging amongst all metropolitan areas in Ontario and it is declining i.e. 65% in 2009 to 59.8% 2011.
- In 2009, suicide was the leading cause of death for people ages 20-44.
- Ottawa experienced a sharp decline in voter turnout at the municipal level i.e. whereas 54% of people voted in the 2006 municipal election only 44% did so in 2010.

But there is good news!

It starts with the important community work to improve health and wellbeing performed by the member agencies of the Coalition of Community Health and Resource Centres of Ottawa, a sample of which is showcased throughout this report. One would be hard pressed to find any alliance that offers a similar breadth and depth of community development initiatives aimed at building higher levels of community wellbeing.

And the good news continues with the passionate work of the Civic Engagement Roundtable of the Making Votes Count Where We Live initiative. This grassroots organization is made up of community members who are working to change the status quo by mobilizing their respective communities to become more involved in the democratic process.

This brings us to City Hall, and the pivotal role municipal government plays in creating healthy communities. In this regard, the

City of Ottawa deserves credit for the very important support it offers to a multitude of community based groups, several of which are highlighted in the pages to follow.

Equally important is the development and implementation of sound social policy. In its absence, for every positive step one takes at the local level, wider factors, such as the erosion of our family and community life, take us two steps backwards. This places an increased burden on our already stretched public institutions.

This report concludes with four broad areas for policy recommendations* that are aimed at building a fairer and healthier city. These include:

1. That the City of Ottawa allocate sufficient resources to effectively implement its affordable housing plan.
2. That the City of Ottawa address citizen's concerns and make transit safer and more affordable.
3. That the City of Ottawa adopt a Good Food lens as part of its everyday operations i.e. consider neighbourhood access to food in all new developments, etc.
4. That the City of Ottawa introduce programs and protocols to hire underrepresented groups i.e. youth, First Nations, Inuit and Métis, immigrants and people with disabilities.

* These policy recommendations were arrived at through an extensive community consultation process orchestrated by the Civic Engagement Roundtable of the Making Votes Count Where We Live initiative. More details are provided in the section called Policy Recommendations.

ABOUT THE CANADIAN INDEX OF WELLBEING: A MADE-IN-CANADA TOOL TO MEASURE WHAT MATTERS

Like most countries, Canada lacks a single, national instrument for tracking and reporting on the overall wellbeing of individuals and societies. *Gross Domestic Product* (GDP) was never designed or intended to be a measure of social progress. It fails to capture quality of life in its full breadth of expression.

One alternative measure of societal progress that has been recently developed is the Canadian Index of Wellbeing (CIW); one of the most widely recognized and praised initiatives. The CIW began its development in 1999 with the support of the Atkinson Charitable Foundation. Under one umbrella, an independent, non-partisan network of national and international indicator experts joined forces with a wide range of leaders, organizations and grassroots Canadians.

The goal was to develop an instrument that measures Canada's overall quality of life in a rigorous and comprehensive way. Equipped with data about the domains of life Canadians really care about, decision makers could "connect the dots" between social aspirations, public policy and hard evidence.

"If we want Canadians to be the healthiest people in the world, we have to connect all the dots that will take us there. To connect the dots, we have to know what they are."

Honorable Roy Romanow

From the start, the initiative has been rooted in the Canadian experience. The index's development involved extensive consultation with Canadians about the values they believe should guide this country: fairness, diversity, equity, inclusion, health, safety, economic security, democracy, and sustainability.

Based on all the feedback it received from the people of Canada, as well as rigorous technical studies, the CIW research team created what is now known as the CIW framework: 64 indicators grouped into eight "domains" or quality of life categories.

Aside from its power as a measurement tool, perhaps, the greatest attribute of the CIW is its capacity to help us see the *Big Picture*. It also provides a broader lens to appreciate how everything is interconnected in ways we would otherwise never imagine. Seeing our communities differently is what will help us make wiser, more informed policy choices.

Based on all the feedback it received from the people of Canada, as well as rigorous technical studies, the CIW research team created what is now known as the CIW framework: 64 indicators grouped into eight “domains” or quality of life categories.



Community Vitality measures the strength, activity and inclusiveness of relationships between residents, private sector, public sector, and civil society organizations that fosters individual and collective wellbeing.



Democratic Engagement measures the participation of people in public life and in governance; the functioning of Canadian governments; and the role Canadians and their institutions play as global citizens.



Education measures the literacy and skill levels of the population, including the ability of both children and adults to function in various societal contexts and plan for and adapt to future situations.



Environment measures the state of and the trends in Canada’s environment by looking at the stocks and flows of Canada’s environmental goods and services.



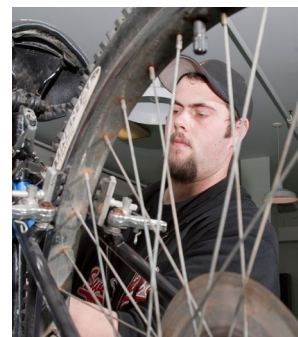
Healthy Populations measures the physical, mental, and social wellbeing of the population by looking at different aspects of health status and certain determinants of health.



Leisure and Culture measures activity in the very broad area of culture, which involves all forms of human expression; the more focussed area of the arts; and recreational activities.



Living Standards measures the level and distribution of income and wealth, including trends in poverty; income volatility; and economic security, including the security of jobs, food, housing and social safety net.



Time Use measures the use of time, how people experience time, what controls its use, and how it affects wellbeing.

THE APPROACH

Using the Canadian Index of Wellbeing as the guiding framework, a **Somerset West Community Health Centre** research team identified 44 data sources that fit together with CIW indicators.

These sources were derived from Statistics Canada reports, Canadian Community Health Survey data, the Ottawa Community Foundation report and several City of Ottawa reports. In the absence of these sources, this report would not have been possible. This underscores the need for continued support for the gathering of statistical information*.

Of course, statistics tell only part of the story. Equally important to capture is the narrative that brings data to life. And so, working closely with the *Civic Engagement Roundtable of the Making Votes Count Where We Live initiative*, spawned by the Coalition of Community Health and Resources Centres of Ottawa, numerous local residents were invited to share their experiences through community consultations.

The Coalition also wanted to showcase community development initiatives its member agencies are spearheading: to instill a message of hope and to spotlight strengths Ottawa must build on to promote the best possible health and wellbeing for everyone.

While this community development work is important, it should not act as a substitute for sound social policy. The two are complementary. For this reason, the *Civic Engagement Roundtable of the Making Votes Count Where We Live initiative* convened numerous meetings involving local residents, staff of human service agencies, and policy experts to identify some viable, constructive municipal policies.

* All data tables and statistics referenced in this report come from the findings posted here: communityhealthandwellbeing.org/ottawa-report

Community Vitality

Time Use



Democratic Engagement



Living Standards



Canadian Index of Wellbeing



Education

Leisure and Culture



Healthy Populations



Environment



LIVING STANDARDS

Living standards measures the level and distribution of income and wealth, including trends in poverty; income volatility; and economic insecurity, including the security of jobs, food, housing and social safety net.

The gap between the affluent and 'everyone else'

The fact that Ottawa enjoys the highest median total income (based on two components: market income* and government transfers**) amongst families for all metropolitan areas in Canada certainly goes a long way to furthering its reputation as a place of relative affluence. This reputation is further reinforced by the fact that it has a lower unemployment rate than the rest of Canada (though it is rebounding at a slower pace).

One major cause for concern is the gap between the *so called* affluent and everyone else. A situation that is further compounded by the fact that higher incomes translate into higher house prices, which means that those less fortunate have a real struggle to make ends meet.

Despite the highest median income in Canada, poverty rates only marginally better

Ottawa has the highest median total income for all census families among all metropolitan

areas in Canada, the incidence of people living in poverty (based on the after-tax low-income measure (LIM-AT) IN 2010) is 11.7% which is only marginally better in comparison to Ontario and Canada, 13.9% and 14.9 respectively.

Unemployment rates better than Ontario, but not recovering as fast

In 2013, the unemployment rate in Ottawa was 6.3% which was lower than Ontario (7.5%). Nevertheless, the unemployment rate has not returned to pre-recession lows in 2008, neither has it improved over the course of the past couple of years, unlike Canada and Ontario where the rates are gradually falling.

Housing affordability is an issue for one in five families

One in five Ottawa families spend 30% or more of their household income on shelter related expenses, calculated by Canada Mortgage and Housing Corporation as the threshold to measure housing affordability. The neighbourhoods with the greatest proportion of

* Market income includes income from all non-government sources such as employment, investments, private pensions and spousal or child support payments.

** Government transfers include Canada/Quebec Pension Plan benefits, Old Age Security (OAS) pension and the Guaranteed Income Supplement, Employment Insurance benefits, child benefits and other income from government sources.

Total Income	Ottawa	Ontario	Canada
Population 15 years and over (count)	718,960	10,473,665	27,259,525
Without income or less than \$27,815	41.7%	49.6%	50.0%
Without income or less than \$12,025	22.7%	25.6%	25.0%
\$12,025 to \$27,814	19.0%	24.0%	25.0%
\$27,815 and over	58.3%	50.4%	50.0%
\$27,815 to \$51,304	21.1%	23.8%	25.0%
\$51,305 and over	37.1%	26.6%	25.0%
\$80,420 and over (top 10 percent)	17.7%	11.3%	10.0%
\$102,305 and over (top 5 percent)	8.9%	5.5%	5.0%
\$191,150 and over (top 1 percent)	1.3%	1.1%	1.0%

Source: Adapted from Statistics Canada. (2013). NHS Focus on Geography Series – Ottawa. Retrieved from <http://www12.statcan.gc.ca/nhs-enm/2011/as-sa/fogs-spg/Pages/FOG.cfm?lang=E&level=4&GeoCode=3506008>

households exceeding the affordability threshold are Orleans Industrial (68.9%), Bayshore (39.7%), and Ledbury – Heron Gate – Ridgemont – Elmwood (38.3%).

Rising costs of food pose even greater challenges for people on fixed incomes

The proportion of households in Ottawa that are unable to access enough safe and nutritious food is 8%. This is comparable to rates in Ontario (8.2%) and Canada (8.3%). Results of the 2013 Nutritious Food Basket Survey showed an increase of 6% in the cost to feed a family, which in turn has made this even more of an acute health issue, especially for people living in fixed incomes.

PROJECT FEATURE: AFRICAN CARIBBEAN BLACK (ACB) COMMUNITY CAPACITY BUILDING INITIATIVE

Cognizant of the adverse impact that high unemployment and underemployment has on recent immigrants, several of the Ottawa Community Health and Resource Centres led by Somerset West CHC, the Ottawa Service Provider's Hub and the City of Ottawa have entered a partnership to create a healthy, vibrant ACB community.

One such approach is a community economic development model that has been used with great success in other jurisdictions across Canada; most notably in communities that have experienced great economic adversity.

The thrust is to help people to grow their own businesses. It does so by empowering people through creative skills development and entrepreneurship training. Other necessary supports will be offered through accessing the extensive network of organizations affiliated with the Ottawa Service Providers Hub.



“We have to also know that Ottawa is the greatest in terms of inequality. So what it means is that we have more people who are affluent and we have also more people who are poor, who are in poverty, who are struggling.... on average they are doing well compared to other cities in the rest of the province, or the rest of Canada. But in actual fact, we have more people who are struggling at the lower end of the spectrum... unemployment, especially among the Black Community is very big, the gap is very big.”

Hector Addison, Project Lead, African Caribbean Black (ACB) Community Capacity Building Initiative

COMMUNITY VITALITY

Community vitality looks at the social relationships which foster individual and collective wellbeing. A vital community is inclusive, safe, nurtures a sense of belonging, and is able to adapt and thrive in the changing world. The neighbourhood one lives in affects the quality of life for individuals and families.

Ottawa is safe, but ranks lowest on community belonging

Despite scoring relatively high for volunteerism, as well as achieving notable decreases in crime rates, one area that should be cause for concern is that not only did Ottawa rank the lowest of all metropolitan regions in Ontario on scores of community belonging, but these are further decreasing.

This is noteworthy because low levels of belonging are associated with a variety of negative outcomes linked to other CIW domains. For instance, people who lack a sense of belonging are more likely to experience a lower health status, and hence have a greater need of health care services.

Key Highlights

Slight decrease in levels of volunteering

More than half the people in Ottawa volunteer. This rate is higher than provincial and national volunteering rates. However, the volunteer rate in Ottawa observed a slight decrease between 2004 and 2007.

Property crime declining for past two decades

While the property crime rate in Ottawa has

been declining since the late 1990's, with the exception of 2000, it has been higher than the provincial rate over the same time period.

Even sharper decline in violent crime

Similar to the falling property crime rate, the violent crime rate in the City of Ottawa has also been trending downward since 1998. However, unlike property crime, the City of Ottawa has experienced a sharper decline in violent crime than the rest of Ontario and Canada.

Decrease in sense of community belonging

The percentage of people reporting a strong sense of belonging to Ottawa decreased from 65% in 2009 to 59.8% in 2011, well below provincial and national averages of 67.5% and 65.4% respectively. In fact, Ottawa has the lowest rates of community belonging among all metropolitan areas in Ontario.

Individuals aged 20 to 34 report the lowest sense of community belonging

Within Ottawa, youth aged 12 to 19 reported the highest sense of community belonging (73%) in contrast to individuals aged 20 to 34 whom reported the lowest sense of community belonging (50%)

Figure 2. Police-reported violent crime rate, Ottawa, Ontario, and Canada, 1998-2012.



Source: Statistics Canada, 2013. Table 252-0051 - Incident-based crime statistics, by detailed violations, annual. Retrieved from <http://www.statcan.gc.ca/pub/85-002-x/2013001/article/11854-eng.htm>



“At the time my wife passed away, I felt like a lost soul. I could barely function, but had to because I was a father. When I came to the Somerset West CHC and was invited to join their community kitchen, it was like I was handed a lifeline back to life. For, it took me back to our love of cooking and in time I was able to share that with others.”

Cliff Gazee, Former CBC Host, Award Recipient

COMMUNITY SHOWCASE: GOOD FOOD INITIATIVES: FEED THE BELLY, FEED THE COMMUNITY



“...There’s definitely a lot of passion. One of the great things about our cooking groups here is people from different cultures can come together and sort of share. Like “oh in my language we call this spice by this name and we use it in this kind of food.” So there’s really a lot of sharing... The food is kinda of what gets people in the door. So thinking of “Buns in the Oven,” which is our prenatal nutrition program, people might come for the meal but then there’s a nurse and a dietitian available so if there are other concerns or questions, people need to be referred to other programs, so the conversation starts with food, but can expand into other programs, other services and can really meet the needs of the client.”

Natasha Beaudin, Centretown CHC

The hunger that many of us experience in Canada extends well beyond access to healthy, nutritious food – essential as this is – to include the hunger for a connection with our neighbours and local community. This is

especially true in this age when so much of our social lives have been usurped by virtual worlds like social media.

Cognizant of both of these realities, numerous members of the Coalition of Community Health and Resource Centres of Ottawa have established community based food programs which address both the need for good nutrition at the same time that they combat social isolation and foster a greater sense of place.

Take the Community Food Kitchen at Centretown CHC which provides a place for people to prepare and enjoy meals together. Often, a nutritionist is on hand to provide helpful tips to the participants as they share ideas for recipes, and where and how best to shop.

Another new exciting community food initiative that has emerged in response to the lack of grocery stores in low income areas is the Mobile Market. It uses a chartered Ottawa Transit bus to bring high quality, affordable, fresh vegetable and fruits to Ottawa communities that have limited access to healthy foods.

Finally, there is the growing community garden movement; many established by local community health and resource centres. Local residents are granted plots of land, tools and water to grow their own food, transforming the landscape in Ottawa.

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DEMOCRATIC ENGAGEMENT

Democratic engagement measures the participation of citizens in public life and in the governance of their communities; the functioning of Canadian governments with respect to openness, transparency, effectiveness, fairness, and equity.

Decreasing voter turnout, especially at municipal level

Much like the rest of Canada, in Ottawa voter turnout is generally trending downwards at all three levels of government. Still, the fact that voter turnout dropped 10% between the municipal election in 2006 and 2010 should be cause for concern, especially, given Ottawa's importance as the epicentre of politics in Canada.

Whether this is a statistical anomaly or part of a trend will become evident after the next municipal election. Regardless, it most certainly underscores the vital importance of exploring ways to revitalize our democratic process and institutions, so that people feel their voices are being heard, and policies enacted accordingly.

Key Highlights

Voter turnout is trending downwards

Voter turnout in Ottawa is generally trending downwards, a decline that is consistent with falling voter turnout rates in the country. Furthermore, this decline is occurring at all three levels: federal, provincial and municipal.

Sharpest drop occurred at the municipal level of 10%

Of all the three levels of government, the sharpest drop occurred at the municipal level. 54% of Ottawa residents voted in the 2006 municipal election compared to 44% in the 2010 municipal election.

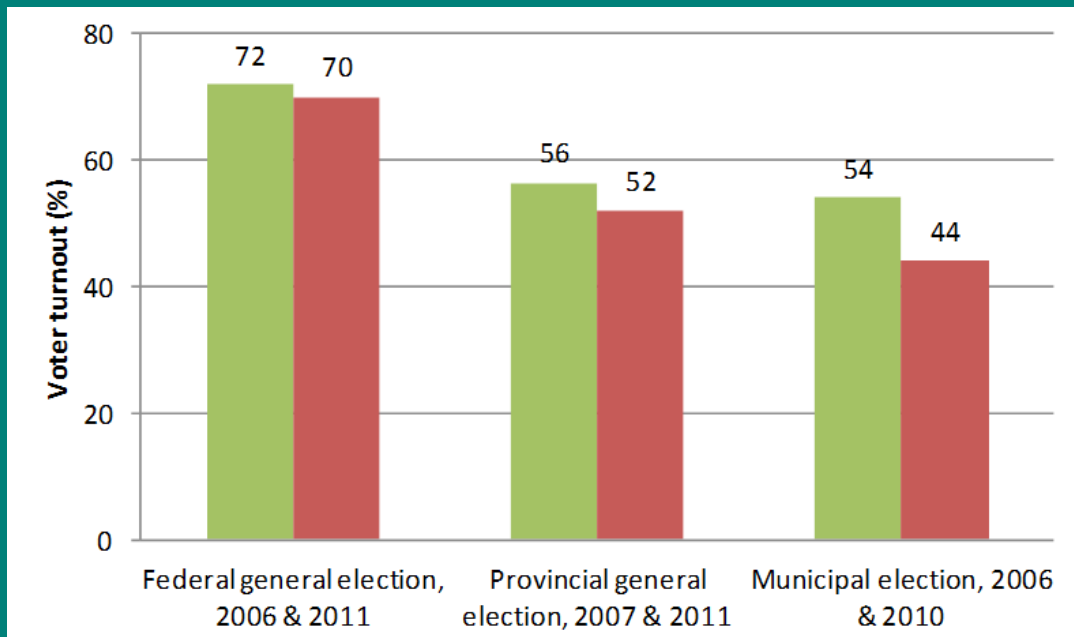
Below United Nation's minimum of female elected officials

Whereas women account for 51.5% of the population in Ottawa, they represent only 25% of elected officials. This statistic falls short of the 30% minimum identified by the United Nations to have a government that adequately reflect women's concerns.

Democracy in Canada

Levels of satisfaction and dissatisfaction were equally split between those who were either very or somewhat satisfied at 37% in contrast to 36% at the other end of the spectrum who were either very or somewhat dissatisfied. The remaining 28% of Ottawa residents were indifferent.

Figure 1. Ottawa Voter Turnout in Federal, Provincial, and Municipal Elections



Sources: Elections Canada. (2014). Past elections. Retrieved from <http://www.elections.ca/content.aspx?section=ele&dir=pas&document=index&lang=e>; Elections Ontario. (2014) Official Past Election Results. Retrieved from <http://www.elections.on.ca/en-CA/Tools/PastResults.htm>

Highest levels of dissatisfaction was over public transit

One of the areas that the residents of Ottawa expressed the most dissatisfaction with their municipal government was their public transportation service in which 5% rated public transit as high versus 33% rating it as “poor”.

COMMUNITY SHOWCASE: MAKING VOTES COUNT WHERE WE LIVE

True to its long and storied tradition of civic engagement, the Coalition of Community Health and Resource Centres of Ottawa (CHRC) and City of All Women Initiative (CAWI) joined together in a three year project. Making Votes Count Where We Live, aimed at increasing voter turnout in low income neighbourhoods.

This is highly meaningful since research has consistently shown that people struggling to make ends meet on low incomes are less likely to vote. Consequently, their interests are not addressed, which, in turn, engenders a lack of trust in the political process thereby leading to lower voter turnout rates. And so, what ensues is a self-fulfilling prophecy.

Through the generous support of the Ontario Trillium Foundation and Catherine Donnelly Foundation, those affiliated with Making Votes Count Where We Live are intent to change this pattern.



Women from the City for All Women Initiative holding signs listing strategies to improve voter turnout at the *Making Votes Count Where We Live* report launch

Another key issue which emerged through an extensive community consultation process revealed that it isn't necessarily a case of people not wanting to vote as it is an access issue in some cases, or the length of time that new immigrants must wait before they are eligible to vote in others.



“Because when you have so many things in your mind, such as poverty, health issues, income, unemployment it’s hard for individuals to go and think about voting because they’ve already in their minds said, they don’t count... So it’s very hard to get, get up in the morning and say “I’m gonna to vote” because all they see is “I don’t care, I don’t matter.” So what we are doing is to help, to encourage and to empower people.”

Ayan Abdulle, Civic Engagement Ambassador,
Making Votes Count Project

EDUCATION

Education is a strong predictor of wellbeing and quality of life. Education achievement is linked to higher levels of wellbeing, especially amongst young adults, and helps to equip individuals with the tools they need to participate in social and economic life.

Ottawa scores high on education, but need for early years programming

As might be expected for the nation's capital, Ottawa ranks extremely high on both the completion of high school rates and post-secondary education diplomas. So much so that in the case of the latter, it is almost double the provincial and national average.

And yet, there are some troubling signs involving the lack of services for the youngest members of Ottawa such as the lack of childcare. The fact that Ottawa lags slightly behind provincial standards for physical health and social competence should also be red flagged, since the latter can result in major human and financial costs down the road.

Key Highlights

Demand for childcare surpasses increase in available spaces

In spite of the increase in the number of available childcare spaces, the demand for childcare also increased; up from 6,895 in 2008 to 7,373 in 2009. Furthermore, this demand for childcare spaces far exceeds the number of available spaces for half of the city's wards; in particular, in River and Gloucester-South Nepean wards.



"I called every daycare in this whole city to see if they would take my son. And I heard the same story at all the different places. They don't have the funding and the resources to deal with a special needs child. So then what ends up happening is these parents get exhausted, and they end up going to their community health centre and talking to a family crisis worker, and then they get put in touch with the Headstart program...So if it'd hadn't have been for them, we'd probably still be on the wait list."

Lisa Johnston, Parent

Decline in physical health and social competence for young children

While the majority of senior kindergarten students achieved the developmental expectations to be able to meet demands of school, the City of Ottawa is just shy of the Ontario standards. Furthermore, there have been declines in performance in the areas of physical health and social competence.

Ottawa ranks high for high school completion

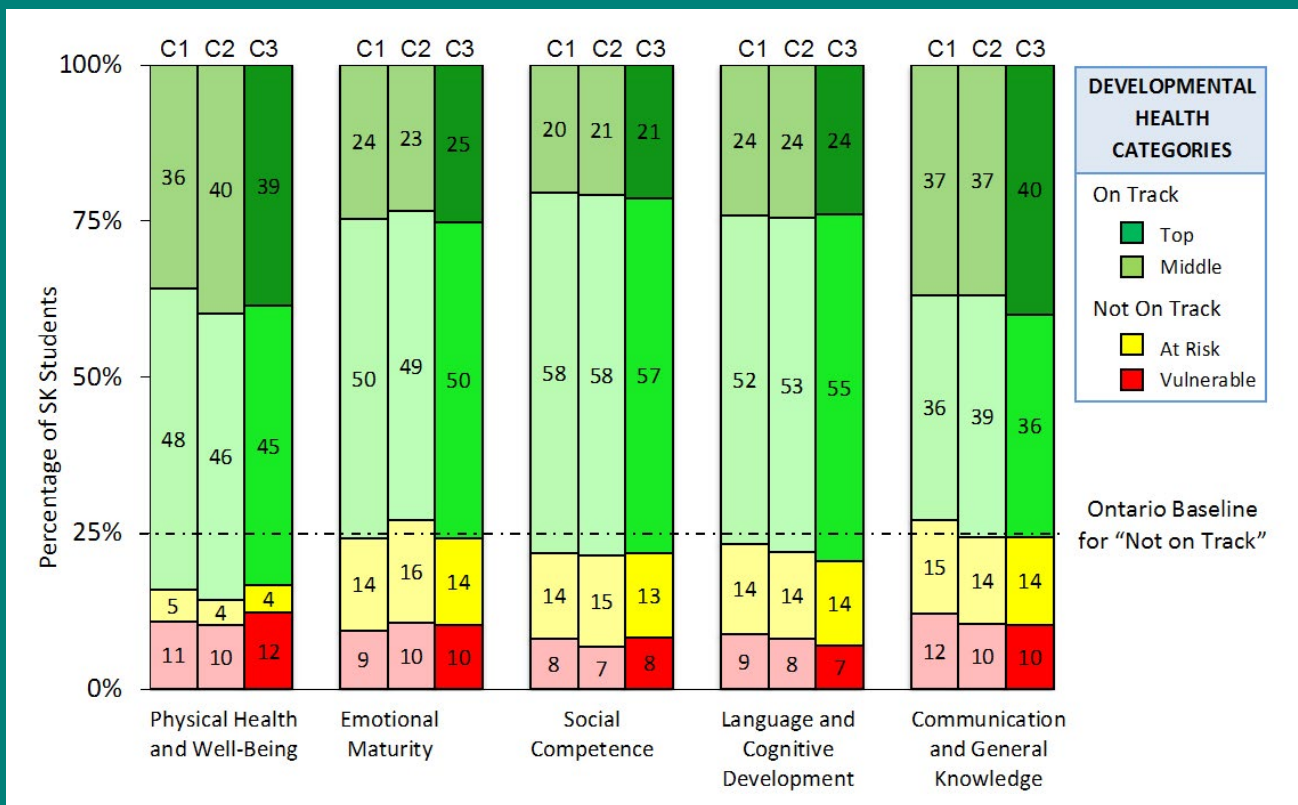
In 2011, 93.3% of the youth population aged 20 to 24 years completed high school in the region of Ottawa-Gatineau which was higher compared to the rates for Canada and Ontario which were

88.6% and 91.3% respectively for the same year.

Even higher for number of people with postsecondary education

For the Ottawa-Gatineau region, the proportion of adults aged 25 to 64 years who held a university degree or certificate at or above bachelor level was 41.7% in 2011. This was far higher compared to the rates for Canada and Ontario which were 25.9% and 28.9% for the same year.

Figure 1. Developmental health by EDI domain and cycle



Source: Adapted from Jubenville, K., Lafrenière, A., Millar, C., de Quimper, C., and Woods, K. (2013). Developmental Health at School Entry in Ottawa – Results from the 2010-12 implementation of the Early Development Instrument and Kindergarten Parent Survey in Ottawa. Program Effectiveness Data Analysis Coordinators, Parent Resource Centre, Ottawa, ON.

COMMUNITY SHOWCASE: PATHWAYS TO EDUCATION

Based on a community consultation process performed by staff at the Pinecrest Queensway Community Health Centre in 2007, it was revealed that almost half of the youth in their community were not graduating high school.

In many instances, the youth wanted to complete high school, but faced practical barriers. Many parents, for instance, were not able to help their children due to language barriers, work schedules, and a lack of familiarity with the Ontario curriculum.

Given the importance of education as key factor effecting people's long term wellbeing, the Pinecrest-Queensway Community Health Centre decided to launch a Pathways to Education program to help young people succeed and complete high school, and move on to post-secondary education or meaningful employment.

Working in close partnership with schools and the community, this unique program offers a full range of supports; academic support i.e. tutoring, social supports i.e. programming aimed to help youth discover their hidden talents, financial support i.e. bus tickets, and staff support i.e. student-parent support workers.

Given the incredible results, Pathways to Education should be regarded as nothing less than a huge success. The program was launched in September 2007 with a group of 80 Grade 9 students. There are now well over 400 students in Grades 9-12 in the Pathways Ottawa Program. (Ottawa)



“When I came here, I wanted to finish high school, but I didn't believe that I had the power to do so, especially since I didn't speak English... Pathways was there for me, they were the only people that knew I lived in the shelter. My family didn't know, my aunt didn't know, they were the only people that knew my secret. They were very patient with my English. They helped me not only with studying, and finding a job, and volunteering, but also as a family...”

Hussein Samhat, Program Ambassador

ENVIRONMENT

The environment is vital to our wellbeing and ability to thrive in the future. Our awareness of, and concern for the sustainability of our environment is reflected in the way that we as individuals influence and interact with our surroundings. The environment domain assesses our impact on the environment.

The City of Ottawa leads by example, but will others follow?

The Corporation of the City of Ottawa is to be commended for doing its part when it comes to environmental stewardship. First, it has taken significant steps to reduce its' Greenhouse Gas (GHG) emissions and set high corporate greenhouse gas emissions reduction targets (Greenhouse Gas Roundtable). However, what happens when it comes to the emissions generated by residents, the business community and industry? Despite a focus on recycling and composting programs, there was an increase in residential waste during the same time period.

Ottawa produces less GHG emissions per capita

In 2008, the Ottawa-Gatineau region produced about 7.5 tonnes of GHG per capita which is significantly lower than the national average of 23 tonnes. However, it is important to note that GHG measures are skewed since they are greatly impacted by activities such as energy production and heavy industry.

City of Ottawa leads by example in reducing its GHG emissions

While the City of Ottawa is to be commended for leading by example in terms of reducing its own corporate GHG emissions which amounts to

about 5% of the total, the reality is that this has not translated into a corresponding reduction by residents, the business community and industry. A prime culprit is Ottawa's dependency on automobiles that contributes to 40% of total GHG emissions.

Increase in percentage of waste going to landfill, despite more being recycled and composted

Despite the increase in the total amount of waste being recycled and composted in the City of Ottawa from 2001 to 2010, there has been an increase in the percentage of residential waste going to landfills; namely, from 33% to 40% between 2009 and 2010.

Ottawa River water quality is classified as good to excellent

The quality of the Ottawa River water entering the Ottawa-Gatineau region is classified as good to excellent based on the Water Quality Index developed by the Canadian Council of Ministers of the Environment. However, even though the water quality remains above acceptable standards, it does lose quality as it flows from west to east through the region.



“Well when you drive a car... all of those costs add up, and are way, way more than taking transit. If you take transit, you’re looking at paying for your transit pass, roughly the same amount you would pay for a parking space for a month.”

Linda Lalonde, Co-chair Ottawa Poverty Reduction Network



COMMUNITY SHOWCASE: VÉLO VANIER COMMUNITY BIKE



Vélo Vanier Bike Share 2014

Right across North America there is a growing realization that in order to reduce our carbon footprint in a meaningful way, we must find ways to break our dependency on automobiles as the sole means of transportation. This, in turn, demands that we envision and embrace alternative modes of transportation.

Cycling is one alternative that is gaining traction. Tapping into this trend, the Velo Vanier Community Service Centre established an impressive bike loan program. In the span of two years, it has built up an inventory of 88 bicycles which people can access free of charge.

Of course, none of this would have been possible had it not been for the generosity of local residents, service clubs such as the Optimists and mechanics from Cycle Salvation who donated their time to ensure the bikes are kept in good working condition for their betterment of the community.



“My dream is to see this kind of program across the city, across the province, across the country, because it’s important to have this kind of asset in our community that brings people together. They come together; they share stories together as well. So I think it’s a great asset to our community.”

Barra Thiom, Program Coordinator

HEALTHY POPULATIONS

Healthy populations measures the physical, mental and social wellbeing of the population by looking at different aspects of health status and certain lifestyle factors known to have an impact on health.

Ottawa has low smoking rates, but mental health supports continue to be important

Almost three quarters of residents rate their mental health as excellent or very good. However, for many, mental health supports continue to be important; in 2012 alone, there were 1200 emergency room visits due to self-harm, and suicide was the leading cause of death among people aged 20 to 44 years in 2009.

Looking at the positive, the fact that Ottawa ranks as one of the best cities for its low incidence of smoking speaks to some impressive work performed by anti-tobacco activists. The next major focus area needs to be the further denormalization of tobacco use amongst young adults.

Key Highlights

Ottawa residents report slightly better health than Ontario

The percentage of Ottawa residents rating their health as being excellent or very good is 63.3% which is marginally better than provincial and national scores which are 60.4% and 59.9% respectively.

Prevalence of diabetes slightly less than rest of Ontario

In 2011/12, 5.4% of Ottawa residents aged 12

years and over reported that they have been diagnosed with diabetes. This prevalence rate is similar to Ontario (6.6%) and Canada (6.3%).

Ottawa males more likely to be hospitalized for diabetes than females

In 2007, diabetes was ranked as the 9th leading cause of death in Ottawa. Furthermore, the city's administrative data showed that deaths from diabetes as well as hospitalization rates were higher among Ottawa males than females.

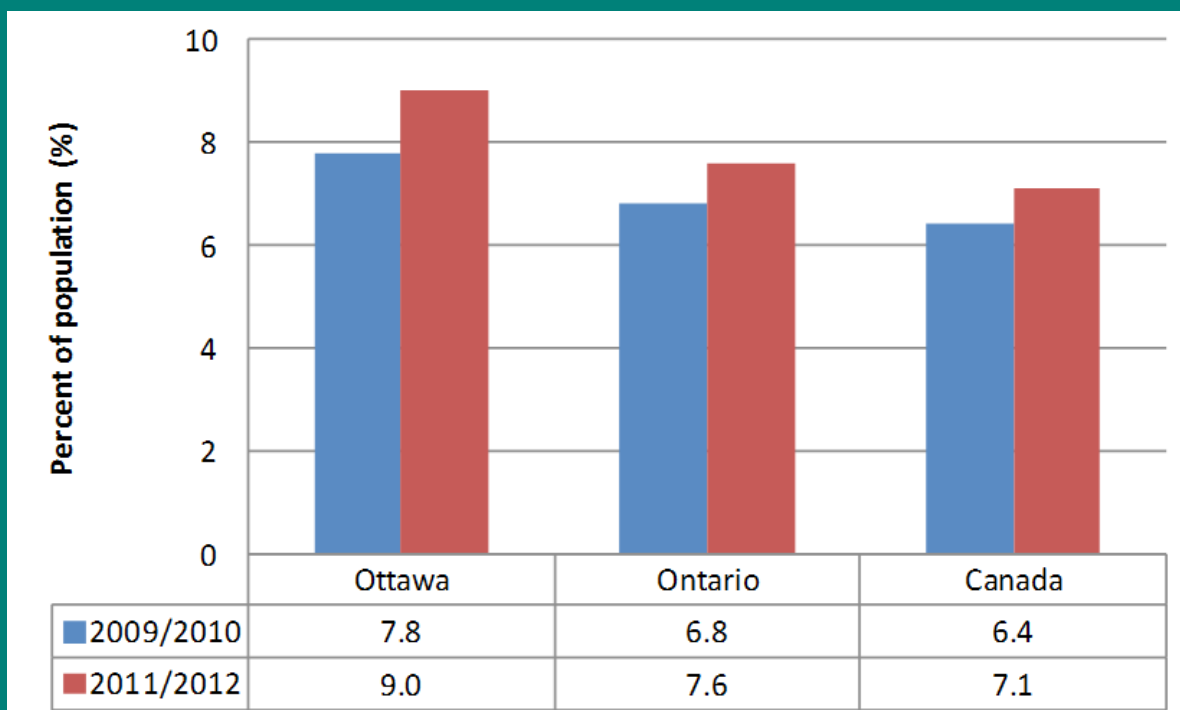
People in Ottawa affected by mood disorders, a stat which appears to be trending upwards

According to Canadian Health Survey results, a higher proportion of Ottawa residents are affected by mood disorders (9.0%), including depression, than Canada as a whole (7.1%). Also, of note is the fact that it appears to be trending upwards from 7.8% in 2010 to 9.0% in 2012.

Ottawa has one of the best non-smoking rates, but youth smoking is an issue

According to the Board of Health, Ottawa is one of the best cities for non-smoking rates at 11%, and yet, in 2012 it was estimated that 22.8% of young adults in Ottawa are daily or occasional smokers.

Figure 3. Prevalence of mood disorders among population aged 12 years and over, Ottawa, Ontario, and Canada, 2009/10–2011/12



Source: Statistics Canada. (2013). Table 105-0592 - Health indicator profile, two-year period estimates, by age group and sex, Canada, provinces, territories, census metropolitan areas and influence zones, occasional (number unless otherwise noted), CANSIM (database). Retrieved from <http://www5.statcan.gc.ca/cansim/a05?lang=eng&id=1050592>

COMMUNITY SHOWCASE: CENTRETOWN CHC COMMUNITY CHRONIC RISK ASSESSMENT PROGRAM

Canada prides itself as a country that has a universal health care system, but the red flag flying in the face of this is the fact that, for most immigrants, health status deteriorates with their arrival; known as the healthy immigrant effect.

Because Ottawa's Community Health Centres serve a high percentage of immigrants, they were the first health providers in the city to observe this trend.

Working in close partnership with the Chronic Disease Risk Assessment Project, Centretown employed a community development approach to increase awareness among the immigrant population about the risk of diabetes, as well as connecting individuals identified as high risk with available services and resources to prevent or manage chronic disease conditions.

Since its inception, this program has surpassed all expectations by screening over 500 individuals, as well as providing helpful cultural sensitivity training to 100 health care service providers. Of note, 31.7% of all those people screened were identified as having a high risk of diabetes.



"We don't diagnose anything, we assess for risk, and most only think that when you are sick you need to go to the doctor... Not that you have risk factors which are genetic, which is a lifestyle... related to stress and the way you are living."

Entisar Yusuf, Chronic Risk Assessment Program

LEISURE AND CULTURE

Leisure and culture measures activity in the very broad area of culture, which involves all forms of human expression; the more focused area of the arts; and recreation activities.

Strong support for local culture, but student inactivity cause for concern

Given its stature as the nation's capital, it should come as no surprise that Ottawa has a vibrant cultural scene. The City of Ottawa provides remarkably strong support for local cultural programs in addition to its world class museums and art gallery.

And yet, in the Leisure and Culture domain, one major cause for concern was the fact that only one in four Ottawa students met the Canadian Physical Activity Guidelines, which recommends one hour a day of moderate to vigorous physical activity. Unless this changes, this will have definite repercussions on a multitude of other indicators such as health status.

Key Highlights

Household spending on recreation holds steady

The percentage of household spending on recreation has remained steady at approximately 6% for residents in the City of Ottawa which is consistent with levels in Ontario and Canada.

Ottawa strong supporter of local cultural programs

The number of City and City funded local cultural programs reached a total of 22,541

in 2008, while related attendance and participation reached 3,894,585. These programs included arts, heritage and festival/fair activity such as performances, readings, tours and exhibitions.

Culture and language is high priority for First Nations, Inuit and Métis residents

In 2007, the City of Ottawa Aboriginal Working Committee was formed to develop solutions that would address issues impacting First Nations, Inuit and Métis peoples in the city of Ottawa. Culture and language was ranked as the third most important issue (61%) coming in narrowly behind employment (62.5%) and housing (62%).

Only 22% of Ottawa students met Canada Physical Activity Guidelines

Only 22% of Ottawa students in grades 7 to 12 met the Canadian Physical Activity Guidelines for youth which recommends 60 minutes of moderate to vigorous physical activity per day.



“I do worry that not every youth will get a sufficient amount of recreation and leisure activities just for the simple fact that we’re challenged by securing funding for programs... For example in the summertime, I would love to see some more youth programs in the community but because of funding those programs sometimes come to an end...These programs fill a necessary void, they fill a need in the community... So when we make these programs available, we encourage the community to make use of it. And we encourage youth to participate, and from my experience, these programs operate at full capacity.”

Bashir Mohamed, youth worker



Tai chi in
Dundonald Park

COMMUNITY SHOWCASE: RECREATION AT DUNDONALD PARK

Working in close partnership with the City of Ottawa and local residents, the Centretown Community Health Centre employed a community development approach that actively reached out to a multitude of stakeholders including local organizations and residents.

By increasing community involvement, today, Dundonald Park boasts a vast array

of recreational opportunities. Gardening, yarn bombing, tai chi, yoga, line dancing and outdoor movie nights are but a small sample of the range of activities offered in what has now become a vibrant hub for their neighbourhood.



“...The idea is that we want to make people feel safe in this park, but we also want people to take back the park. We do not want the various different government organizations or agencies to do a lot of things in the park, and then when money goes, the program goes. So right from the very beginning we want people to be part of the park... We’ve got seniors doing exercise. I have had one senior who told me that she came and she started doing line dancing. She’s 85 years old and once she came when I was here and told me, she said “look! I can move! I can now do hola hoop!”

Elizabeth Chin, Centretown CHC

TIME USE

Time use measures the use of time, what controls its use, and how it affects wellbeing. How individuals use and experience time makes a significant contribution to their wellbeing.

Aging population will increase burden on caregivers

On indicators related to time use, Ottawa is on par with the rest of the province. Parents spend as much quality time in Ottawa with their children doing things like reading as in other places in the country. Likewise, the average amount of time spent commuting is comparable. However, this doesn't mean it is good, but rather it is "middle of the pack."

One area to be red flagged is the aging of Ottawa's population which will place an increased burden on caregivers.

Key Highlights

Amount of quality time spent with children on par with Ontario

The amount of quality time that children spend with their parents has an important impact on their wellbeing. A 2006/2007 study showed that the proportion of parents in Ottawa who read daily to their children aged 0 – 5 was 72.3% which is similar to the Ontario average of 72%.

Amount of time spent commuting slightly higher than Canadian average

Data from the 2010 General Social Survey revealed that it takes residents in Ottawa and average of 27 minutes to commute to work, which is slightly higher than the Canadian average of 26 minutes.

Burden on caregivers poised to increase due to aging population

Much like the rest of the country, Ottawa is growing older, and with that will come increased burden on caregivers. In the Statistics Canada report, Eldercare: What we know today, Statistics Canada notes that in 2002, that there were more than two million family and friend caregivers aged 45+ years. In 2007, this number increased by over 670,000 to 2.7 million caregivers. This trend is continuing and shows the growing need for caregiver supports. (The Current)

COMMUNITY SHOWCASE: EASTERN OTTAWA RESOURCE CENTRE CARING FOR SENIORS

Serving among some of the poorer neighbourhoods in Ottawa, the Eastern Ottawa Resource Centre provides a full range of services aimed not just at helping seniors remain out of costly institutions, but also to ease the burden on Caregivers.

They do so by offering a full range of comprehensive programs and services aimed at addressing the full spectrum of needs of seniors: meals on wheels for food, providing essential transportation services i.e. grocery bus and accompanying seniors to essential appointments. All of which ease the burden on caregivers.

In addition, the Eastern Ottawa Resource Centre offers support in a variety of ways to caregivers through counselling, education and group support. Respite care services are also provided, including a day program for seniors; which eases the burden on caregivers in a very tangible way.

Finally, the Eastern Ottawa Resource Centre helps ensure adequate supports are in place when seniors are discharged from hospitals; thereby performing a very important support role for the caregivers.



“...For example, I will go on the bus to pick up these loved ones, they’re living independently, or living with a loved one who’s now at work, take them to the grocery store, assist them in the grocery store, then take them back home, make sure they’re safe. So that’s one aspect. The other aspect is them just being able to get out. Especially in the winter time, because that is something, even I am afraid in the winter time to venture out when it’s so icy. So I think that is, because they’re very isolated then... And having the seniors looking forward to something. Some of them even refer to the day program as “going to the club.” So it’s something they look forward to...”

Zakie Persad - Eastern Ottawa Resource Centre for the Caregivers, Volunteer - Caring for the Caregivers

RURAL OTTAWA

Rural Ottawa is one of the largest rural areas of any municipality in Canada. In fact, most of the City of Ottawa lies in a rural area containing approximately ten percent of its' total population. As such, this report would be remiss to not make mention of the ways rural Ottawa is using a CIW wellbeing lens.

Most certainly, rural Ottawa faces challenges when it comes to community vitality, and community belonging in particular. In part, this is because of the social isolation experienced by some of its older members. It is also due to the fact that newcomers, and youth in particular, often struggle settling into their new community and face barriers accessing recreational opportunities.

Likewise, there is a sharp contrast in living standards between relatively affluent newcomers to the area amidst the existing long-term residents. This becomes all the more apparent as one encounters the massive estate lots sitting juxtaposed against more moderate housing.

Still, there is a reason why rural communities are poised to double in size over the course of the next few decades. One of the prime ones is the inherent beauty of Ottawa's country landscape. Bear in mind, of [Ottawa's total size of 2800 km²](#), one third is forests and wetlands which are home to much wildlife.

And, if it's not the environment that city dwellers find appealing, it is the slower pace of life that people tend to associate with rural living. Indeed, many people are contending with time crunch issues, and have a yearning for a greater sense

of community, a sense of connectedness and roots. In short, a place where everybody knows your name and feels they belong.

These latter points are vitally important to acknowledge, since the reality is that rural Ottawa has much to offer in the way of attributes to the city as a whole. As such, it is incumbent upon the city to consider ways to preserve its rural heritage, ways that go beyond just the protection of farm land; important though this may be.

A case in point is the fact that the food industry is now the largest sector of Ontario's economy, and yet, farmers are playing on an unfair playing field in competing with large agri-business. As stated elsewhere in this report, it is essential that the City of Ottawa adopt a Good Food lens that includes the agricultural community.

Indeed, all efforts that strengthen the linkages between farmers and residents of Ottawa should be strongly encouraged; whether it be through the Mobile Food Market cited on page 17, community shared agriculture projects, or harvest celebrations. Bottom line, everyone one wins.

One final point is the need to ensure that access to vital health and social services keep pace with past and predicted growth. One outstanding example of how this can occur is highlighted in the Community Show Case of Caregiver support groups featuring the Eastern Ottawa Community Resource Centre.

POLICY RECOMMENDATIONS



Rally on Parliament Hill, photo courtesy of Pinecrest-Queensway CHC

Important as it is to measure what matters, at the end of the day what really counts is making measures matter. That is, to apply the findings to mobilize people and to effect policy change.

In this regard, it was almost serendipitous that running parallel to the preparation of this report was another important endeavour; namely, the *Civic Engagement Roundtable of the Making Votes Count Where We Live initiative*.

The *Civic Engagement Roundtable of the Making Votes Count Where We Live initiative* consisted of citizens, staff representatives from various agencies affiliated with the Coalition of Community Health and Resource Centres of Ottawa and policy experts. One of its major assignments for this year was to identify key policies that needed to change in order to create a fairer, healthier Ottawa. In turn, its participants and member agencies would mobilize for the 2014 municipal election.

Working in close partnership with the Coalition of Community Health and Resource Centres of Ottawa and the City for all Women Initiative, the Civic Roundtable spearheaded an extensive community consultation process involving over twenty two agencies and coalitions.

What follows is a summary of their work under the broad headers of housing, transit, food and employment.



Ottawa housing, an example of a good affordable mixed housing area

HOUSING: IMPLEMENT AFFORDABLE HOUSING PLAN

As revealed in the Living Standards analysis, Ottawa has the highest median income amongst all municipalities across Canada. While this might sound like good news, for many residents in Ottawa there is a downside. This prosperity drives up house prices making it less affordable for people on lower incomes.

Of note, in 2012, according to the [Canada Mortgage and Housing Corporation \(CMHC\)](#), Ottawa led all twelve of the largest municipalities with the highest median housing costs to income ratio for low income renters at 51.2%. Put in layman terms, over half of what low income people were earning went into housing. This far exceeding the 30% threshold otherwise deemed as acceptable.

The good news is that affordable housing falls entirely under municipal jurisdiction. Better still, the City of Ottawa acknowledges affordable housing as a strategic priority in its official plan, and has a ten year plan entitled 'A Home For Everyone' that it developed in 2013, coupled with a commitment of 14 million dollars to their Housing and Homelessness Investment Plan. The trouble is plans are only as good the extent that they are implemented. However, even here there is good news as there are ways the City could finance affordable housing that would not place an undue burden on property taxes such as is being employed in other municipalities i.e. negotiate cash benefits with condo developers, etc.

The request that the Coalition is making to the City of Ottawa is to **implement its own affordable housing plan.**



“Right now we’re seeing the system become a little bit reorganized... And that really came out of a ten year plan. Last fall, the City of Ottawa after consulting with community partners, put together a ten year plan to end long-term homelessness, and to provide a home for everyone here in the city...So there’s a goal in that plan to insure that after ten years we don’t have folks in the city who are homeless for more than 30 days, and we have a goal to provide housing that is affordable to everyone... In this election I think there are a couple of very concrete things that the candidates can endorse, and those are the things that we’ll be asking for.”

Mike Bulthuis, Executive Director of the Ottawa Alliance to End Homelessness



Ottawa transit bus

TRANSIT: SAFE AND AFFORDABLE TRANSIT

As reported in the Democratic Engagement section, one of the key findings was that public transit sparked the least amount of satisfaction amongst residents of Ottawa. In particular, only 5% of residents in Ottawa rated public transportation as excellent, versus 33% who rated it as “poor”.

It should come as no surprise therefore that one of the key priority areas identified by the Civic Roundtable is to improve the existing public transit system. In discussing some of the factors underlying such low ratings, two issues which arose pertained to affordability and safety. Out of this emerged two clear policy recommendations:

- **Make transit more affordable for those on low income** by extending the existing Community Pass to all residents whose income is less than the Low Income Cut Off (LICO);
- **Make transit safer** by maintaining and expanding such successful interventions as Transecure that uses night stops at Transit stations after 9:00 pm, Safe Stop allowing people to request stops at safe locations other than bus stops.

For the record, both of these solutions are in complete alignment with City Council’s current strategic objectives. Moreover, not only are there other municipalities that have introduced

low income passes, but there are also funding mechanisms in place to promote use of public transit via revenues generated by the Municipal Parking Program.

Bottom line, there are several things that the City of Ottawa has done right when it comes to public transit such as introducing safety programs, and partnering with some school boards. Nevertheless, it is important that investments in light rail not be done at the expense of safety and affordability.



Overbrook
Community
garden, photo
courtesy of The
Rideau-Rockcliffe
Community
Resource Centre

FOOD: ADOPT A FOOD LENS THROUGHOUT CITY

Much like the rest of Canada where food banks have sadly become the norm, the Ottawa Food Bank provides emergency food to over 48,000 people per month, of which 37% are children. In fact, an alarming 1 in 3 Ottawa households living below the income cut-off cannot afford enough nutritious food to eat.

This is a reality the Coalition strongly believes is entirely unacceptable. Humanitarian considerations aside which should be reason enough, the short and long term costs of poor nutrition are staggering e.g. poor cognitive functioning resulting from impeded brain development, the pandemic of diabetes much of which is attributable to cheap food.

While this is an issue, the City of Ottawa does deserve some credit having served as a supportive partner on Good Food Initiatives in many neighbourhoods across the region. Many of these programs depend on support, funds and expertise from all City departments. It is absolutely essential therefore that this funding be sustained.

In addition, Making Votes Count Where We Live is strongly urging the City of Ottawa **adopt a Good Food lens** that would require the city to:

- **Actively engage the community in the decisions related to food at the municipal level;**
- **Assess equitable access to good food in all relevant growth, environment and**

development plans;

- **Consider neighbourhood access to good food in all new development applications, zoning and bylaw amendments, and social services/community planning;**
- **Support economic development related to food and farming in Ottawa.**

Ultimately, it is our sincere hope that our next council will take the next step and serve as a Champion on matters pertaining to food by embracing the policy ideas above, as well as advocating strongly for the creation and implementation of a National Food Policy.



A Youth Retail Employment program training session at Bridgehead coffee. Photo courtesy of Pinecrest-Queensway CHC

EMPLOYMENT: PROMOTE ECONOMIC OPPORTUNITIES

More than any other factor, the one that trumps all others specific to determining the wellbeing of people and communities alike is income. It is imperative therefore for our civic leaders to do everything possible to ensure everyone has a chance to make a decent living; this includes youth, First Nations, Inuit and Métis, immigrant and people with disabilities.

While persistent high unemployment is an issue reflective of major structural inequities inherent to our economy, the reality is there are things that the City of Ottawa can do to more effectively fulfil its responsibility; ones that are aligned with its own strategic objectives. Some ideas that emerged in consultation performed by Making Votes Count Where We Live* include:

- **Support social enterprises to generate employment and self-employment opportunities, co-op training and mentoring opportunities;**
- **Introduce protocols that promote the hiring of underrepresented groups for City of Ottawa jobs and subcontracts;**
- **Encourage local employers to hire underrepresented groups by offering educational and incentive programs;**
- **Provide opportunities for youth to have access to employers.**

Fortunately, there is much positive work that is already taking place such as the [City Immigration Strategy](#), professional internship for Newcomers, [Youth Futures](#)

[Programs](#), [Community Economic Development Contribution funding](#), and the soon to be launched youth mentorship program. The key then is to build on these programs and the positive momentum underway.



“Often time when you meet the candidates, all they talk about is reducing debt. Because they realize that Ontario’s debt is skyrocketing, and so trying to cut programming... Sometimes we delink issues of health from issues of economy, but they are together, they are inseparable, they go hand in hand.”

Hector Addison, Project Lead, African Caribbean Black (ACB) Community Capacity Building Initiative

* To find out more about the Making Votes Count Where We Live initiative, please visit: makingvotescount.ca



ACKNOWLEDGEMENTS

The Coalition of Community Health and Resource Centres of Ottawa and AOHC would like to acknowledge the contribution of all persons and organization involved in the making of this report. A special thanks goes to Cassandra Lei, Practicum student, Master of Public Health, University of Waterloo, author of the Ottawa Wellbeing series of reports.

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LINKS AND RESOURCES

- [2010 General Social Survey](#)
- [2013 Nutritious Food Basket Survey](#)
- [A Home For Everyone' City of Ottawa](#)
- [After-tax low-income measure \(LIM-AT\)](#)
- [Canadian Index of Wellbeing](#)
- [Canada Mortgage and Housing Corporation \(CMHC\)](#)
- [Champlain SCREEN program](#)
- [Coalition of Community Health and Resource Centres of Ottawa](#)
- [Community Economic Development Contribution](#)
- [City Immigration Strategy](#)
- [City of Ottawa Aboriginal Working Committee forum results](#)
- [Eldercare: What we know today](#)
- [Healthy Eating, Active Living and Healthy Weights, 2012 Health Status Report](#)
- [Making Votes Count Where We Live](#)
- [Pathways to Education Ottawa](#)
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