



Making New Connections

Developing a community vitality measuring tool for
Smithers and the Bulkley Valley

Report prepared by Theresa Healy & Sabrina Dosanjh-
Gantner Population Health Leads for Healthy Community
Development at Northern Health
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Bulkley Valley
Social Planning Society



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Executive summary

Tasked with developing a “Community Report Card”, a working group of representatives from the Town of Smithers, Northern Health and the Bulkley Valley Social Planning Society convened through 2015 to design and implement a plan to engage citizens. This engagement, including a forum held in October 2015, assisted with identifying appropriate and useful measures that should be on a Smithers report card. As a result, the ideas that are moving forward were designed from a variety of perspectives. The group decided that hosting an evening public forum, with noted and motivational speaker Dr. Trevor Hancock, would be used to inform the community at large. In combination with the public forum, a day long workshop with community leaders would allow the group to begin to shape a community report card. A report card, once created, has the potential to be a strong and powerful tool to be presented back to the community for further review. Some innovative suggestions collected could be easily implemented because the data is already being collected. Others, while insightful and exciting, can not be implemented until there are mechanisms in place to assist with the collection of this data. Further -to be really useful - a report card has to be crisp, clear and concise while focusing on a selection of priority measures that would be an alternate for other measures suggested but with no easy access to answers. Thus, “Short enough to read” was a guiding principle.

Overall, according to formal and informal feedback, the two events were very successful and will guide the process forward. Participants also used the evaluation opportunity to inform the working group of how to improve events like these and what the next steps should be. This report reviews the findings from the data generated by the participants. The thoughtful feedback emphasized the passion that community members and leaders of Smithers hold for their community. As will be seen the events tapped into a passion for improving Smithers and the real outcome will be the production of a Community Report Card utilized for tracking and shaping identified improvements. It is these passionate voices and ideas (many featured as direct quotes in the text boxes throughout the report) that will ensure ideas and dreams turn into action and assist with the designing of Smithers’ very own report card.

Tapping into new connections

- *“Working towards the betterment for everyone in this community.”*
- *“The opportunity to learn from others and hear insights into what is going on in the community- refreshing and engaging.”*

Participants’
comments shared
via evaluation

Introduction

In the winter of 2014/15, the Bulkley Valley Social Planning Society in partnership with the Town of Smithers and Northern Health applied for and received a grant to develop a “Community Report Card.” Much like a student’s report card informs parents of progress and successes, challenges and where to focus, a community report card can provide the same level of accountability and information for members of a community. Report cards on community health and well-being are effective ways to identify strengths and challenges while also providing powerful incentives for change and improvement. The working group attached to implementing the vision of a Smithers-made report card, decided very early in the process that consultation with community members was crucial to identifying “measures of vitality” that were relevant to Smithers. This meant reviewing other community report cards to see what measures they were using and what measures make sense in a Smithers/Bulkley Valley context. It would not be helpful to measure a smaller community’s progress based on measures (indicators) that were only applicable in large urban centres. However, it also made sense not to reinvent the wheel if other communities, in other jurisdictions, had developed indicators that could be relevant locally. Further, there was a strong need to identify what might be unique to Smithers.

The working group decided to **host an evening public forum** to inform and orientate interested community members to the topic and also to host a **day long consultation with key community leaders** to explore more deeply. These two events have invited **the community at large and key community leaders** to learn about the process and product of community report cards and to **contribute to the discussion**. The working group also decided to invite **Dr. Trevor Hancock**, well-respected for his work on Healthy Communities from its inception, to be the key note speaker at the evening forum and to open the day long workshop.

The working group knew the residents would have strong views on these issues and in the selection of appropriate and useful measures. In preparation the working group reviewed all the information gathered and called on community leaders to review the priority areas and potential measures. This was related to some early decisions that were foundational to the success of their work to date: **community must be informed, engaged and active contributors** to the report card and the working group made the decision that although the report card would be for Smithers, statistics and measures would be based on a regional view of the **Bulkley Valley, as the regional stats are closely connected to the Town and should be included in the work.**

*“You can’t change
what you don’t
measure.”*

Dr. Trevor Hancock

Forum keynote
speaker.



This report summarizes the results of the public forum, the workshop and the next steps. (Note: In text boxes throughout this report are direct quotes from participants in the sessions). The range of insight, ideas and the passion for and about Smithers from these voices are self-evident throughout this report. It is the generous sharing of this collective intelligence that has activated a strong momentum towards building new connections to move Smithers in positive directions.

“Not everything that counts can be measured and not everything that can be counted, counts”
(Attributed to Einstein)

What is a Community Vitality Report Card?

An ancient motto, almost as old as “what can go wrong, will”, is the proverb “You can’t change what you don’t measure.” This “measuring” speaks to the need for directing and shaping our efforts on the things that matter to us and to show how far along we are in the journey to improvements. The difficulty is that so much of what matters doesn’t get measured and what doesn’t matter is measured. This current state of affairs has turned some people “off” the concept of measuring entirely.

The ideas between Community Wellbeing Index, Community Vitality and other similar tools is that - in fact - there are indicators and ways to measure them that can be useful and doable and that communities have the necessary wisdom and influence to figure this out. Figure 1 below, is an example of a Community Vitality Index. The smaller circles are facts about a community that could be discovered and count as contributing to community wellbeing.



Figure 1: Community Vitality Index Sample of Measures

The reality is, what we pay attention to does change.¹ If the efforts of citizens in Smithers focus on ideas for improvements, especially those that are already strengths and which contribute to the vibrancy of the community today, the likelihood of the “needle shifting” on those issues is magnified. The work in Smithers was designed to harness the community wisdom to make sure the right thing gets measured and what doesn’t matter isn’t measured.

¹ Researchers have indicated that what we pay attention to also hard wires our brain. See: Kare Anderson, what captures your attention controls your life. *Harvard Business Review*, June 2012.

Activities

In February 2014, The Town of Smithers (ToS), Northern Health (NH- Smithers) and the Bulkley Valley Social Planning Society (BVSPS) formed a partnership and successfully received a Northern Health Stream One: Partnering to Imagine Local Capacity Building grant of \$15,000. This granting process has now been completed and the partnership is expected to continue into the future and to hopefully be supported by the Stream Two: Imagining Community Resilience - Supporting Partnering for Healthier Communities Committees and Initiatives grant from Northern Health.

All three partners have clear strategic priorities related to improving the health and wellness of the communities we serve. Completed Goals for 2014/15:

1. Support the BVSPS in being the grant recipient and responsible party for managing applications, evaluation, and reporting projects.

- \$15,000 in seed grant funding has been distributed out to eleven successful local grant applicants, and projects are currently underway.

2. Implemented a more inclusive multisector P4HC committee, with consideration for other key stakeholders both in Smithers and potentially the broader Bulkley Valley.

3. Hosted a Forum (workshop) to bring together community organizations and partners working on community health. Through the forum we:

- Explored and deepened local understanding of social determinants of health;
- Shared what our visions of a healthy community are;
- Compiled a variety of indicators and metrics that measure community health that are currently being collected by a variety of sources.

4. Monitor and celebrate 2014/15 Stream One Funding Successes.



Figure 2: Graphic recording of one of the aims of the working group

Goals for 2016:

The ultimate goal is to construct a multi-partner community health indicator/report card that gives as complete a picture as possible of community health and that can be easily and collectively updated to track progress and achievements. Ongoing, forums will support community groups to learn about the work of others in the community and build connections and partnerships.

BVSPS as lead proponent will be responsible for establishing and managing process.



NH and ToS will provide support within the P4HC partnership detailed above, and described in the Stream Two: Imagining Community Resilience - Supporting Partnering for Healthier Communities Committees and Initiatives grant application to encourage success.

Goal 2

Support the ongoing development and promotion of the Smithers and Area Community Directory (www.smitherscommunitydirectory.com)

Think Piece and After Thoughts

The P4HC Committee drafted a “Think Piece” for distribution to the community leaders prior to the October 8th, 2015 workshop. This “Think Piece” introduced the project and addressed the following questions:

- What do we want to measure?
- How do we measure community vitality?
- Why do we need community indicators?
- How do we select community indicators?
- What are community indicators?
- Why have a forum?
- Where do we start?
- Where do members of the public and organizations fit in?
- What are some suggested domains, or areas of interest in Smithers?



To follow up on the workshop, the P4HC Committee created a short summary of the discussions in the room “After thoughts”. This short publication was a tool to help guide the communication of the next steps of the project and allow time for the preparation of this document. All information regarding this initiative can be found on the Town of Smithers website: www.smithers.ca



Part One: Overview and results from the Public Lecture and Forum

The public forum was organized to engage and inform community leaders about the project and provide a venue to contribute to the development of Community Vitality Indicators for Smithers. Dr. Trevor Hancock graciously agreed to come and present on the questions of measuring community progress towards improvements.

Graffiti Wall

A graffiti wall posted on October 7th, 2015 at the public forum and discussion (see figure 3) provided an opportunity for the public attendees to contribute to the thinking around indicators and the more general question of Vitality in Smithers.



Figure 3: Graffiti wall on display at workshop the following day

STOP MEASURING - real value does not have a number attached to it.

Plan community forums and **ASK!**
People will talk.

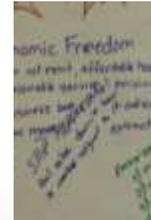


Figure 4: Sample comments from wall

The table below is a preliminary analysis of the Graffiti Wall responses. As is often the case, opinions will come across the entire spectrum of possible opinions and appear mutually exclusive. (see Figure 4)

As can be seen the opinions collected were grouped and considered under 5 theme areas (columns): Domains identified, Measures associated with each domain, opportunities and challenges, and impacts and strategies. These themes ensured all the data provided was considered and included. Indicator suggestions, associated with identified domains, populated the rows. (see Table 1)

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**Table 1: Community measures as suggested by participants
Evening Public Event Oct. 7th Graffiti Wall**

Domain (Topic area)	Measures	Challenges / Questions	Opportunities / Baselines	Impact / strategies
Belonging and Engagement	Diversity	How to engage First Nations How to address racism (systemic and Individual)	Demographics baseline demonstrates level of diversity	
	Community Welcome	How to keep seniors after retirement? How to engage youth?	Demographics on age Very active seniors organization	Seniors (and youth?) advocate role at city council
	Drug Use	How to document legal and illegal (prescriptions and alcohol; Cannabis and other)		
	Consultation	Some feel too much talking not enough action;	Others want more opportunities to engage with Town council	Convene citizen advisory panel? Citizen Jury?
	Belonging		Promote good will (face book page hosted by Council?)	Regular column in newspaper on acts of kindness and compassion
Safety and security		Domestic violence	Rates of domestic violence decrease	
Environment	Air	# of days air quality advisory issued		Wood burning stoves?
	Water			EHO's might have info?
	Waste reduction		Recycling stats	
	GHG			
Economy	Home ownership	#rentals	Affordable accessible housing stock as policy and practice # of such units increases	
	Financial access	# of lending circles		
Active transportation	Cycling		# residents adopting AT	

An important role for the comments collected at the public forum is that we have commentary to confirm or correct the overall findings from the general public. Overall, the turnout, interest and enthusiasm at the public forum was a strong indicator of the interest from community members in considering their future.



Part Two: The Workshop

The day long workshop on October 8th, 2015 was carefully planned with a focus on supporting people to have informed and productive conversations. As a result of the forethought and the highly interactive format the ideas, insights and information gathered was rich. This section of the report presents the information through a preliminary analysis. The agenda for the meeting can be seen in Appendix A of this report.



Figure 5: Early thinking on domains

After opening remarks by Dr. Hancock the group was set to work. A travelling exercise encouraged the group to visit other stations and comment on the various report cards generated by other communities.

The real work began with the exercises designed to generate conversations about what indicators would be useful to Smithers.

What have other communities done?

There are a growing number of communities across British Columbia using [VitalSigns](#) © or the [Canadian Index of Wellbeing \(CIW\)](#) to identify and track the broader community wellbeing.

The CIW was developed to answer the questions:

How are Canadians **really** doing?

Is our overall quality of life getting better or worse?

Are we getting closer or moving farther away from realizing the kind of Canada we want to live in?

Vital Signs is a national program led by community foundations and coordinated by Community Foundations of Canada that leverages local knowledge to measure the vitality of our communities and support action towards improving our collective quality of life. This program offers dynamic and real examples of what communities across Canada are measuring to gauge progress.

When researching community report cards the P4HC Committee found that [Abbotsford](#), [Golden & Area](#) and the [Sunshine Coast](#) offered a good cross section of indicators and formats that Smithers could learn from during this project. Participants were asked to review these report cards in the following community verdict.

The community verdict

“Less is more”

The collective review by participants was an incisive challenge to produce a report card that is actually easy to understand. Too often the critique of “hard to read” applied not just to font size, or layout or organization but to the simple fact the authors provided too much information. The “too busy”, “overwhelming”, “no-one will read this” tracked back to the need for simple, clear and positive direction. Infographics, colour, layout, images and stories were all identified as critical elements to making the report card useful and accessible to all community members.

Some mentioned the importance of leadership, timelines, belonging and clear definitions of the domains or topic areas as important. A “did you know” section was seen as useful. Creating an equivalent to Golden’s “Golden Factor” was also seen as a good idea: “The Smithers’ Dynamic”

Lacking - and important not to overlook

The reviews also included some identification of measures other communities had (or were lacking) that would be useful for Smithers to consider such as an early childhood index and inclusion of first nations references and resources (e.g. Wellness model). Putting leisure and culture together - seemed to imply that because leisure was optional culture was also. “Leisure & recreation” and “Culture & heritage” was seen as more responsible and more faithful.

Table top conversations

Table top conversations generated lively and informative discussions. The first question began with “identify one significant change that would make a significant difference to Smithers”. The responses collated and transcribed began with faith: there was *mention of barriers between faith non-faith communities - lots of nodding and it was the 1st time I’ve heard it acknowledged. There was also mention of racist attitudes and lots of nodding.* Given the fragility of the world, it was very powerful to see this rise to the surface- unintentionally - as the first major significant change for Smithers.



Figure 6: The table top conversations were so engaging people did not hear repeated calls that “lunch is here.”



Other priority actions that were seen as making a significant change are covered in Table 2.

Table 2: One Significant Change that would improve Smithers	
Change	Factors
<p>Linking the dots <i>(we have strong work and even stronger workers - let's get connected)</i></p>	Build connections between faiths, between youth and seniors, between poverty and housing, appreciation and entrepreneurs
<p>Inclusion <i>(Smithers is already very diverse, so this is a chance to get inclusion right)</i></p>	Include youth; Wet'suwet'en; Seniors; faiths; vulnerable populations; marginalized; vulnerable; Strategies that work (not one size fits all)
<p>Social development</p>	As a tool for crime prevention, reduce fear, housing for all;
<p>Communication <i>(there will be more openness and acceptance, and we can work together better)</i></p>	<ol style="list-style-type: none"> 1) Improving who with: Communication between partners; between working group and residents, between residents and town hall; between First nations and residents and town hall; between youth and everyone else; including wisdom of seniors; 2) Improving how: Build listening skills; use plain language; create opportunities that support great communication (like this one) and more often; celebrate Smithers; Use stories; take out to First nations; take to agencies; innovative ways for people to contribute (videotaped "person in the street" quick pulse surveys as an example)
<p>Knowledge Building <i>(people can contribute much more if they have been primed; sense of community voices worth the investment)</i></p>	Invest in the community with information and training (e.g. one hour "indicator school" reading assignments before consultation events, examples); Take the plenary session from the workshop "on the road"; share and promote "what is civic engagement?"
<p>Belonging & safety</p>	Seniors retire where they live - in Smithers; Students graduate and stay (because there is work and attractions to keep them here) or return (opportunities for them to practice their new professions or find work here). Youth have many opportunities that support their healthy development; Norm standards of who we want to be when we come together that are respectful and inclusive.



Issues to pay attention to

The table talks included other topics captured here as landmarks and guideposts as things to pay attention to as this initiative moves forward:

First Nations involvement

Although there was some first nation's representation in the workshop, the elephant still stands in the room on how to integrate cultural representation and health indicators from a integral part of our community. There is much work happening with the First Nations Health Authority and local organizations and groups. But integrating the approaches, engagement and knowledge still remains a challenge.

The polar opposites of “a little less talk and a little more action”

Those who are impatient or frustrated with process and talk are often reacting to the lack of action that is often the outcome of sessions like the workshop. If opponents of “too much emphasis on process” see that there is action forthcoming and that the actions are solid and inclusive then they may commit to a call for more involvement. At the same time, investing in making opportunities for the community to be involved and included in needed strategic work is necessary or the attempts to move forward will develop apathy and disengagement.

Accessibility

Just as important as physical barriers are those invisible barriers that often deter attendance. A strong call to be innovative in outreach to people of different faiths, different races and different sectors (e.g. business), youth and seniors has been identified. For many - this frank acceptance that these invisible barriers exist and need to be addressed is a huge factor in the improvement process for Smithers and the Bulkley Valley.

Partners

Engaging with other potential partners (Such as Northern health) helps to understand and address issues from multiple perspectives.

Looking to Federal and Provincial counterparts to address support to local municipalities expanding mandates and workload.

See health as running through all levels of the community.

Access to nature

Paying attention to air quality, soil capacity, water supply, contaminated sites, waste management and recycling create a link to preserving the environment for accessibility to nature. This also focuses on nature as an economic support as tourists learn more about and want to access what community members of Smithers enjoy daily. Access to nature is an important part of living in Smithers that can be difficult to measure.

Employment and wages

Many issues relate to the capacity of Smithers to employ and pay good wages. A healthy workforce is a backbone to the improvement of Smithers and area as it introduces more economic spinoffs.

Domain areas and Indicators

The workshop agenda lead participants into vibrant table top conversations regarding domains topics and community indicators that were designed to capture more detailed and often more faint conversations that can happen in a smaller group; as opposed to a larger group.

Participants were directed to go to the flip chart domain for which they held the most passion. These flip chart stations were the result of research and review of key community documents by the working committee before the workshop. Further, participants were advised that there would be the opportunity for a second and third round to visit other domains of interest. This technique allowed people to move around the room and participate in a number of interest areas. When the flip chart domains were complete they were presented back to the entire group. As can be seen in Figure # 7 and 8 the participants were using colour coded post-it notes: purple (or pink) indicated suggested indicators and yellow post its represented comments on Domains. Participants also chose to use the white space on the flip chart domains for extra comments that were important during the group discussions. The group quickly became several animated small groups working intently. The first action was to add additional domains or topic areas participants thought were not included such as Child and Youth development, Diversity and Health.



Figure 7: Sample flip chart station with data collected



Figure 8: Sample flip chart station with data collected

Stations themed by the domain or topic area gathered general feedback collated on yellow post-it notes, and the feedback on indicators - collected on purple (or pink) post its. (note: Appendix B presents all of the data gathered at the flip chart) Participants at the workshop added four domain areas to the discussion: Civic Engagement, Health, Diversity and Children and Youth. Participants were then asked to vote on indicators that where of interest or of importance to them. Although this exercise was interpreted in a number of ways, not only including the voting on indicators but areas of interest, these votes may give the working group some indication of priorities for areas of community concern and interest.



The table top conversations also collected information from participants regarding interesting and available indicators that can be seen presented in Table 3. These example indicators are a further source of ideas and information that confirm the importance of this project and what the individual participants interests are. Also noted, as a related issue, is the call to keep the momentum going and to keep people involved and connected.

Table 3: Example Indicators
Indicators
of business licences; number of business licenses issued to those under 35;
salmon returning to the river; # miles dirt road paved;
of culture camps held; number and type of events that include vulnerable and invisible; visitors to Feast hall
RCMP callouts that involve mental health issues (evidence suggests this is a large component of the work); Domestic violence reduction; # of people getting necessary services in community and not having to leave;
% of graduates; # opportunities for learning;
Voter turnout; hours spent volunteering; Family friendly events which invite and support healthy family bonds; # and diversity of civic engagement tools

The real challenge will be: there are so many interesting and informative suggestions made here that to select a specific and relatively small number to track is going to be difficult. However, feedback on the community reports from other locations, the most pressing property is that the report can be easily read and understood and the reader is not overwhelmed with data.

Wrap up: the commitment to draft the report card

The two events were a very positive start to a project that will evolve, change and grow as we progress. The events involved a great deal of positive thinking, thoughtful questions and sharp eyes on roadblocks and barriers. The P4HC Committee is passionate, hard working and is committed to keeping this moving. The table below gives the membership and contact information for the working group.

Organization	Team Member	Contact Information
BV Social Planning Society	Melanie Monds, Chair	mmonds@positivelivingnorth.org
BV Social Planning Society	Dawn Hanson	bvsocialplanning@gmail.com
Town of Smithers	Taylor Bachrach, Mayor	mayor@smithers.ca
Town of Smithers	Bill Goodacre, Councillor	bgoodacre@smithers.ca
Town of Smithers	Chief Administrative Officer	
Town of Smithers	Planner	ldragowska@smithers.ca
Northern Health	Cormac	cormac.hikisch@northernhealth.ca
Northern Health	Shane Wadden	Shane.Wadden@northernhealth.ca

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The group has made a commitment to keep this work alive and moving further along in its journey. The information provided by participants indicates the tough work ahead but also the wealth of resources that communities can gather when convened.

The working group has begun to group indicators and new domains with statistics and information gathered in the community. This is not a straight forward process to bring this information together in a format that can be presentable and understandable. The members of the committee will draft a preliminary report card in the first quarter of 2016. This draft report card will then be vetted through the organizations and individuals providing the information and then be available to the community for review and suggested improvements.

Thoughtful questions

Diversity may be our strength but can we find the one vision
to unite us all?

Who is the audience?

What's our top three - that is, what do we need to tackle
first?

What creates inclusion? What decreases exclusion?

How do we engage our (youth, seniors, First Nations,) to be
more active (physically, civically)

Who do we want to be when we come together?

Conclusion

The closing words can be left to Dr. Trevor Hancock who was the keynote speaker featured at the Forum and who opened the day long workshop. He wrote, in an article for the Victoria Times-Colonist, about the importance of matching community indicators to the reality of the community and referenced the work done in Smithers. He compares Smithers to Victoria and - Smithers emerges looking very good indeed. One of the advantages in Smithers is the capacity to make connections between people of different faiths, between issues such as poverty and housing, between discrimination/racism and lack of engagement. It is in identifying these important links and connecting them that the report card Smithers designs will be evidence based and locally relevant.

In Smithers, where I went a couple of days after the launch of the Victoria report, the Town has conducted a similar survey. There are many similarities with the Victoria findings, but some interesting differences too. When asked what changes would make Smithers a better place, people identified first the economy and then improved cultural and recreational amenities as well as improved shopping. Improved housing was also a concern, as were issues of land use and planning, infrastructure and transportation, and environment and sustainability.

More revealing is what they said they loved about Smithers; their affection for their downtown/Main Street and the small town feel and sense of community. Perhaps related to that, they loved their diversity, civic engagement and 'people making stuff happen' - none of which was very apparent in Victoria.

These make for some interesting measurement challenges. How do you measure the 'small town feel' or 'people making stuff happen'? ...what matters in a small northern community and a large urban/suburban community is quite similar in some respects, but quite different in others. So if we want to measure and manage what matters, we can't use uniform measures or cookie-cutter measuring systems. Every community is different in some respects, and our measuring tools need to be flexible enough to allow for that.

Third, and perhaps most important, if you want to manage what matters, you need to start by finding out what matters to the people who elect you or pay your salary as a public servant. The simplest way is to ask them what matters, and then ask them how they would measure that. The answers may be very revealing, and may change both what we manage and how we manage it.

Dr. Trevor Hancock, Measuring what matters in BC, times colonist, Nov 2nd. 2015 Times-Colonist, Victoria BC.

APPENDIX A: Agenda for the Workshop



Community Vitality – How Do We Measure Progress?

Workshop

Dze L' Kant Friendship Centre

October 8th, 2015

8:30am to 3:30pm

8:30am	Registration / Coffee
9:00am	Welcome - Mayor Bachrach – Town of Smithers, Cormac Hikisch - Northern Health, Theresa Healy = Facilitator
9:15am	Introduction to <i>Community Vitality – How Do We Measure Progress?</i> and group exercise
9:45am	Guest Speaker: Dr. Trevor Hancock
10:30am	Group Activity: What do you like/dislike from the sample Community Report Cards and proposed Domains
10:45am	Break
11:00am	Group Discussion: What was something that you liked from the sample Community Report Cards
11:20am	Group Activity: Identifying Indicators for Smithers
12:00pm	Lunch
1:00pm	Open Space Group Discussions: Indicators in Smithers. What do we measure? Who has the information? What is the benefit of measuring the identified indicator? 1:15pm Round One 1:35pm Round Two 1:55pm Casting your vote
2:10pm	Community Reflections Where are we at now? Does this reflect Smithers? Who/What is missing?
2:45pm	Evaluations and What's Next?
3:15pm	Closing

Thank you!!



Appendix B: Domain and Indicator Data

This appendix presents the compilation of concerns, Indicators, and Commentary on domains for each of the indicators that were identified in advance and added to the Flip charts in the room.

A shaded square is an issue that received a significant amount of “votes”.

Domain 1: Mobility and Access to Smithers - Transportation		
Concerns	Indicators	Domain comments
Cost analysis - when factoring in travel and time of using the airports	# of seniors using NHA Connector Bus? Stats	Reduce the dependency on personal automobiles. <ul style="list-style-type: none"> • Walk-ability • Active transit
Missed medical appointments due to lack of transportation or won't even book	% of residences that are less than 100m from a waling path to a) downtown; b) school	Focus on airport, we are losing out to Terrace
# of hitch hikers - drive share APP	# of people who use transport (bus)	Safe & accessible transport between & with communities
Bike path between Telkwa, Smithers, Moricetown	# of bicycles at schools <ul style="list-style-type: none"> • June 1; September 20 • Track trips • Elementary • High schools • Bike safety education 	Public transportation <ul style="list-style-type: none"> • Between all local communities - stats
Winter - x-country ski access trails in town (ie. Perimeter trail)	# of medical flights out of Smithers each year	
Get vehicles out of Downtown Core	# of people needing transport (bus) <ul style="list-style-type: none"> • Seniors • Kids • Health related Bicycle mode share (would need a counter, but not difficult). Promote education and bike safety	
	Average car ownership per households	

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DOMAIN 2: EMPLOYMENT & ECONOMIC HEALTH		
Concerns / comments	Indicators	Domain comments
Type of jobs • Sectors	Number of job postings at Work BC	Pave the dirt tracks Employment Better air quality Community aesthetic
Retention	# drop in patrons at drop in centres Soup kitchen Salvation army PLN	Income averaging
	# people accessing soup kitchen services per year. How many people receiving assistance.	Cost of goods
	Community membership for persons with developmental disabilities. Indicators Employment rates within CLBC individuals New employment - “include me campaign” CLBC	Fly in fly out economy A more dynamic economic relationship with the Wet’suwet’en nation
	# services	Increasing the sharing economy
	# unemployment Median income BC stats - BVEDA	Inclusion Community membership for all
	Number of business licence holders under age of 35	Help for start up local businesses (encouragement, local share advice like Fed Dev Bank advisors to avoid pit falls) Inclusion with First Nations Diversity
	Diversity and resilience of local economy (no longer a single industry resource based town)	More income through access to local markets/regional # of start-ups or cottage business in BV Chamber of Commerce used to
	Farmer’s Market and impact to community	Employment

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	<p>Housing starts and housing sales prices</p> <ul style="list-style-type: none"> Both up means real growth 	<p>Concern for all people who live in the community & willing to make at work for all. Health of community available to all.</p>
	<p># of aboriginal businesses and #'s employed</p>	<p>Buying local & circulation of dollars in community</p>
	<p>Number of business licenses</p> <ul style="list-style-type: none"> Only Telkwa or Smithers not rep. Of B.V. 	
	<p>Retention: Create an alumni group to determine if young people are choosing to move back to their communities</p>	
	<p>Retention: Number of SSS graduates who have remained/ returned to Smithers to live at the age of 35.</p> <ul style="list-style-type: none"> Measure: Annual reference of yearbook - follow up via phone/social media 	
	<p>Retention: Grants applied for what sectors and success of projects. Community Futures.</p>	

DOMAIN 4: COMMUNITY SAFETY & SECURITY		
Concerns / comments	Indicators	Domain comments
<p># of RCMP calls for mental health emergencies #s held and released</p>	<p>Safety Utilization of Passage House Utilization of NSDP Utilization of Broadway Shelter For maternal/enfant violence #s</p>	<p>Crime rate and victim services stats</p>
<p>Missing seniors indicators</p>	<p># of free or subsidized relationship counselling program/hours</p>	<p>Children and adults learn how to resolve conflict with respect, without violence</p>
	<p># people (women & children) using Passage House per year # people attended to by NSDP Victim Services</p>	<p>Diversity of community, welcome-ness, tolerance</p>

Making New Connections



	Number of domestic violence calls to RCMP	Mental/healthy addictions - access to early intervention
	# of domestic/sexual violence files At RCMP Not reported to RCMP	Access to advanced healthcare ie. CT machine/ psychiatric/ mental health
	Police files What kind of infractions Victims	Significant positive change Reduction - removal of judgement, would remove nastiness if discussion le. Race, homelessness, rich/poor, convivial
	Number of ambulance calls per year in relation to population	Relationship & belonging & connected To make everyone feel like he/she connects Create connections - in a tangible way
	Community safety could Measure crime rate per capita Youth crime rate per year # fires in community per year	
	# parenting education classes each year	Children and adults learn how to resolve conflict with respect, without violence
	# of pre-school, elementary, high school classes where children/youth learn conflict resolution, healthier relationship skills	Diversity of community, welcome-ness, tolerance
	# social workers employed by Northern Health # of psychiatric /clinicians/ counsellors	Mental/healthy addictions - access to early intervention
	How many people are charged with being intoxicated in public. Is this a homeless issue	Access to advanced healthcare ie. CT machine/ psychiatric/ mental health
	# harm reduction supplies # people accessing services	Significant positive change Reduction - removal of judgement, would remove nastiness if discussion le. Race, homelessness, rich/poor, convivial

Making New Connections



	# kids biking to school (without parents) (relating to safety)	Relationship & belonging & connected To make everyone feel like he/she connects Create connections - in a tangible way
	Convivial How many cars stop for pedestrians (not necessarily at crosswalk)? How many strangers smile at you walking on Main Street? How many waves on Main Street?	
	At least 2 community bridging events per year	

DOMAIN 5: ENVIRONMENTAL QUALITY		
Concerns / comments	Indicators	Domain comments
	# of days with air quality advisors	Air quality improvements
	Environment Improve air quality Measure # of wood burning appliances in Smithers/Telkwa/RD Measure # of miles of gravel roads (hope to reduce) Amount of auto fuel sold at local gas stations	Air quality, improving air quality would benefit all residents
	PM2-5, air pollution levels, the Province collects this	Improved air quality
	Quality of municipal drinking water Manganese? E-coli?	Health of our river/watersheds Baseline water quality monitoring Steelhead, salmon returns
	# of salmon, steelhead returns (count at Moricetown Canyon - river gauge at Quick - helps with flow and climb	Access to greenspace, how many public access open & used Visual quality
	# of contaminated sites	Trails & greenspace maintained and expanded to connect communities & people & provide local, natural environments to socialize & exercise
	Recycling counts (waste diverted), volume of solid waste	More unity & activities between youth & seniors Hands on trade skills/business to narrow socio/cultural gaps
	Indicators Environment	Air quality improvements

Making New Connections



	Leisure & rec Amount of green space, in good condition, per capita (km & ha)	
	PNG gas use in home (GHG emissions)	
	Municipal GHG emissions & target	
	Has the community adopted a policy to use sustainability principles to inform every planning decision? (Y/N)	
	Percent of planning budget allocated to sustainability planning (%)	

DOMAIN 6: HOUSING		
Concerns / comments	Indicators	Domain comments
Missing <ul style="list-style-type: none"> • Appropriate housing • Ex - supportive housing • Size/ # bedrooms, etc - suitable 	Homeless count	One change Accessible Affordable Appropriate housing
Accessible	ALC-P days/year in hospital? Northern Health	Homes for homeless - subsidized housing
	Vacancy rate %	Housing strategy that crosses all demographic spectrums
	Indicator # people on Telkwa House wait list	More residential downtown (higher density)
	Indicator Accurate measures of homelessness Transiency - shelter beds Amounts of anxiety/depression	Suitable/appropriate affordable housing for all
	# homes that go to tax sale annually	Affordable and accessible housing for all citizens Supported housing for adults with disabilities, addictions
	# hours in DS54 budget allocated for mental health/ assessment/ supports for children/ students	Affordable housing, safe places to live
	Housing affordability % of income on shelter costs	Subsidized housing, affordable housing
	# of homeless or # of people on waiting lists for subsidized / low income housing	Housing
	Housing Number of people using Broadway Place Homelessness count (up or down)	
	Housing for all Vacancy rates Cost of rental & purchase	

Making New Connections



	(affordability) Incomes #	
	Seeing on reduction in homeless population	
	Homelessness & at risk of homelessness Use of Soup Kitchen, includes housed people too Use of food bank, included housed people too Don't' necessarily correlate	

DOMAIN 7: CIVIC ENGAGEMENT		
Concerns / comments	Indicators	Domain comments
	Measure human interactions. Measure positive interactions. Are we relationally healthy? Humans are social beings- relationships are key to health or body, mind and community	Understand demographics, listen to all generations, especially those most visibly at risk. Then act e.g. Cost of living high or youth are connected in the wrong way gathering place
	3 of citizens at community meetings or council meetings	Voter turnout volunteer
	Voter turnout and demographic of voters	Divisive nature of attach posters , connect religious and non-religious groups to talk about core issue
	Average community member satisfaction in having the opportunity to participate in the planning process?	Celebrate the traditional territory and culture bridge all cultures
	Visuals pictures of people emotions when engaged in community activity/service	More inclusive society, meaningful relationships
	Indicator # of volunteers @ annual appreciation @municipal events	Fostering and supporting youth community services and involvement reciprocity
	Amount of religious facilities are used by outside organizations	How many diverse groups are represented in BV Social Planning Society
	How many people say “hi” to a homeless person in a day?	Marginalized groups are, how many reached out to at civic engagement meetings
	# of citizens who have Canadian passport	Diversity of attendance
	# of people @ council meetings @ beginning@ middle @end	Overlap, process needs, facilities need to physical activity
	How many civic engagements events held for youth, elderly, first nations, women.	

Making New Connections



	# of pastors who participate in the Smithers ministerial	
	RCMP gather info such as callout for mental health issues, domestic violence	
	# of public events that involve first nations students	
	Attendance down town events, cross cultural events community events	
	Involvements in organization, how long people stay, attendance at culture camps	
	# of not for profit groups and who are they servicing what are participants	
	Is there a voice/representative for marginalized people/groups	
	Promote convivial community measure positive vs. Negative letter to edition and online posts. Turnout #'s to public meetings etc.	
	Amount of money religious organizations donate back to local community initiatives. amount of time religious organizations invest into the broader community	

DOMAIN 8: EDUCATION		
Concerns / comments	Indicators	Domain comments
	Percent of public outreach budget allocated for public sustainability education? Mental health education? First nations knowledge	History centre of BV which would help with polarity of cultures Wet'suwet'en Dutch
	Cultural racism ethnic bridging activities # of bringing different groups together	Local knowledge of wet'suwet'en history and culture Greater emphasis on early childhood education
	Aboriginal and non-aboriginal graduation / drop-out rates	People understand history of colonization here, celebrate contributions of FN
	# of employed grads	A recognition and concrete actions related to the fact that early life (first 5 years of life) are most significant for shaping a person's health. Education, programming to reflect this
	Measure graduation rate annually	Working together as a community communication and education
	# of alternative education programs for youth at risk	Bridge communication the gap, understanding, intergenerational, culture, issue high cost of living
	Survey barriers to further education for everyone	Keep reminding community about the many positive aspects of living here, positive attitude = health and happiness

Making New Connections



	Removal of all screens from childcare programs under 5	Education - expanded options for post secondary institution and its offerings
	School aged screen use in schools is vetted and defensible linked to curriculum. Measuring # of hours of screen time	Educate the youth about healthy eating prevention
	Of adults kids in school what is the average # of hours adults spend volunteering in their Childs school and # adults who volunteer	Children being taught and actively involved in gardening
	# of comprehensive directors for community	How do we engage youth in our community so that they are more active and positively socially engaged
	% of people with post secondary education	
	Enrolment levels at NWCC	
	# of garden projects for youth at school, # of health education for kids	

DOMAIN 9: CULTURE AND HERITAGE		
Concerns / comments	Indicators	Domain comments
Music Camp for kids	Arts and culture # of performances art functions per year up or down. Breakdown child. Youth, adult, senior cut draw from culture rep make part of annual reports	New library and cultural centre-free to all foster sense of community
Maintain and evolve include why are some folks not attending arts and culture events	How many concerts are held a yea ¹	Arts and culture integrated and celebrated in community seen as economic driver, part of why people move and live here
# of visits to art gallery	How many cultural events in a year?	Increasing the artistic supports/project spaces/opportunity to encourage creative exploration of local issues
# of visits to museum (Smithers and telkwa) moricetown interpretative centre	# of people going to one or another culture event per year	Intergenerational opportunities to be together in meaningful ways
Participation in Major Events, Midsummer, BVX, Telkwa BBQ, Mudbogs, Salmon Festival, National Aboriginal Day, Canyon Opening, fall fair, remembrance day	# of residents of Smithers/Telkwa attending Wet'suwet'en feasts in Moricetown	
@ of music lessons in a year	# of bookings/year at Bovill square, Glenwood hall and old church.	
Participants in 6x6 sale @ art gallery	BV community arts council, # of members \$ grants given	

Making New Connections



DOMAIN 10: AGRICULTURE AND FOOD PRODUCTION		
Concerns / comments	Indicators	Domain comments
Agricultural education and motivation encourage gardening husbandry: resources farmers institute, 4h clubs, women's institute, min. Of agriculture, cattlemen's association	Processing volume # of animals per type processed at the abattoir	Access to local fresh and healthy food
# of visits to farmers market demographic	\$ of local produce sold at the farmers each summer	Access to bc food @ local affordable measures
Farmers market coupons \$, # given. POP, community services	Food security: how much local BC organic produce is easily available and affordable in our stores and retail outlets	Nutritional food
Good food box program	# of backyard gardens chickens	Non GMO commitment by RD's and municipalities
Schools involved in gardening programs	How many stores carry local produce	
Community garden #	# of acres plated to fruit vegetables	
# of root callers used in the BV		
Surrounding area important		
Backyard production, feed store gardening centre, school district, senior org, health hub, farmers market		
Local products farmers market coordinator		
Abattoir direct information		
BC Organic retail stores fruit truck		

DOMAIN 11: HEALTH		
Concerns / comments	Indicators	Domain comments
Children	How many people are diagnosed with a disease each year in the BV?	The need to leave town for medical issues
Health	# of psychiatric beds in NHA/Smithers	Improved health hospital services
Diversity	# of psychiatric practicing in NHA/Smithers	More resources for mental health in counselling marital counselling, psychiatric care
Children and youth	Survey of people who plan of living out their lives in the BV. Healthy BMI	The importance of recognizing the vast dependence which our

Making New Connections



		way community have on one another telkwa, quick, Smithers.
	# of fruit and veggies consumed per day	Racism addressed - develop ways to seek understanding
	RCMP gather info on mental health call outs	
	Youth and adults % of time spent outside exercising	
	Ambulance call per year ve population local calls vs. transfers out of town for diagnostics, transfers for diag. Vs. Car	

DOMAIN 12: DIVERSITY		
Concerns / comments	Indicators	Domain comments
	Diversity of community disclosure measure the diversity voices in our community egg. Newspaper, websites, discussion board. That allow for a diversity of stories and voices special efforts to include silenced voices	
	Empathy, local first nations and settle history presented in a simple and audience friendly manner	
	Number of waves per block of main street	
	Socio, economic age, race, gender diversity of a church community	
	Empathy measure the makeup of leadership groups eg boards first nations, youth, elderly, men and women, people without homes, people with addictions	
	Soup kitchen counting but need to learn how to effectively measure	

DOMAIN 12: CHILDREN AND YOUTH		
Concerns / comments	Indicators	Domain comments
	How many spots space for child care	No poverty increase Access to affordable food and housing improves
	How long is the wait list for child care	
	# of teens trained as a babysitter male vs. female	
	# of attending early childhood education/services/community nurses more importantly who is not, based on population of 2 year in community	

Making New Connections



	% of children who live in poverty	
	# of child care spaces	
	# of early childhood development programs	
	# of Obese children	