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Downtown Street Outreach Initiative

Final Evaluation Report

December 12, 2011

Fragment 92, 2011

Fragment 92, 2014 For Street 122, 2

Alana LaPerle Project Services. (2012). Downtown street outreach initiative: final evaluation report. Retrieved from: https:// www.threesource.ca/ documents/February2012/ Downtown-Street-Outreach-Initiative.pdf

This report describes the objectives and outcomes of the Downtown Street Outreach Initiative. It was designed to help homeless individuals in Edmonton transition from living on the street to adopting a more stable lifestyle, to help community stakeholders learn more about this group and the unique challenges they face, and to become more aware of service gaps and systemic barriers that homeless individuals in Edmonton experience.

### Foreword: Winter Preparedness

By Susan Morrissey, Executive Director, Edmonton Social Planning Council



Welcome to the fall edition of the fACTivist, where we are focusing our attention toward the impact of winter weather on people living in low income. Being a northern city where our climate can be harsh, especially

during the winter months, it's important to address the needs of people who are homeless. As you read through this newsletter, you will see how the Annual Winter Emergency Response Plan outlines a coordinated approach that is used to meet the needs of homeless folks in Edmonton.

I recently had the opportunity to accompany some outreach workers to see first-hand how some folks are "rough sleeping" in our river valley. It was a sunny morning, -8 degrees and by all standards a pretty nice day, granted we had recently received a fairly significant amount of snow. Dressed in my boots, parka and hat, with hand warmers in my mitts, I ventured out to check on folks who had been sleeping there all night. Reflecting on my experience, I was amazed at the resilience some folks have to set up their camp, huddle around candles to keep them warm, and ride out the night sleeping in tents.

The reasons for sleeping rough are varied, as is the whole issue of poverty, so there is no simple rationale for why they choose to do this. I was extremely impressed by the activities of the outreach workers - making sure that these folks were OK, offering them water, socks and blankets to keep warm, and using a respectful approach with the ultimate goal of developing a trusting relationship which, in time, would possibly move some people from the streets to a permanent home.

### **Surviving Edmonton Winters**

By Manuel Escoto, Volunteer Writer

For many Canadians, winter proves to be a major nuisance. As our roads turn to ice, commute times increase, car accidents occur on a daily basis, and summer shorts are traded for warm jackets. But those who experience these irritations are the fortunate ones. For a growing minority, the winter months are about survival.

As Canadians know, weather conditions can drastically change and create a dangerous outdoor environment. According to Environment Canada (2013), over-exposure to extreme cold leads to an excess of 100 deaths a year, particularly for the vulnerable homeless population. In 2012, Homeward Trust's biennial homeless count concluded that 2,174 homeless persons existed in Edmonton, 46% of whom were Aboriginal (Homeward Trust, n.d.). Consequently, many organizations with a short-term mandate of assisting homeless persons, along with a long-term mandate of ending homelessness, have sprouted up in Edmonton, Homeward Trust Edmonton

(HTE) is one of these organizations.

Homeward Trust is a non-profit organization that coordinates and improves housing through a community-based approach that involves other agencies and all levels of government. Recognizing the additional barriers Aboriginal people face, the organization works closely with Aboriginal community members and stakeholders to combat problems related to homelessness. Rather than perpetuating the historical mistakes of using a top-down approach, the organization saw the benefits of using grassroots voices to aid an underprivileged demographic, leading to reciprocated respect and reduced confrontation.

Homeward Trust performs a diverse range of functions, all part of the overarching theme of ending homelessness. First, they have provided funding for the construction of 84 new housing units as a way to increase accessible shelter. These units include apartment, dormitory, duplex, and

bungalow style units, as well as expansions to emergency shelters (visit http://www.homewardtrust.ca/programs/housing-development.php for a detailed list, including current projects and Homeward Trust's role in the construction). Moreover, they collaborate with building managers and landlords in protecting rental rates, to ensure affordable housing is available for those with low incomes. Since 2001, they have created more than 1,900 housing units and have housed over 2,600 homeless individuals while also securing affordable rent for over 1,200 individuals (Homeward Trust, n.d).

In a city that annually experiences six to eight months of cold climate, extra housing not only provides a safe space for the vulnerable, but eases the strain on emergency shelters. Albertans, as a whole, would also benefit if homelessness was eradicated. It has been estimated that tax payers would save approximately \$3.3 billion over a ten year period if homelessness was solved in the province (Homeless Connect Edmonton, 2008). On an individual basis, tax payers contribute about \$100,000 in supportive services for a homeless individual, whereas it would cost about \$35,000 to house and provide services to the same person (Edmonton Homeless Commission, n.d.).

Second, Homeward Trust organizes a diverse set of support services that address other issues faced by homeless individuals. For example, they provide training and support for Housing First workers. Housing First works on a basic principle: clients, many of whom are most vulnerable to Edmonton's unpredictable climate, are housed first, and then given supportive services. Homeward Trust then holds workshops and training sessions that teach their staff the best techniques to work collaboratively with homeless individuals. This is critical because unless clients feel respected and safe, they may refuse help and end up alone for Edmonton's icy days and nights.

The organization also runs a rental assistance program to provide temporary monetary support for Housing First clients, who may need financial help as they move

into their new homes. This ensures that the client will keep their home through the winter months. Likewise, 'Find' is a program that provides furniture for people participating in the Housing First program. This service is free of charge because Homeward Trust relies on donations from Edmontonians and corporations.

Third, Homeward Trust is an organization that depends on evidence and facts for its planning. In line with this, Homeward Trust created the Efforts to Outcomes initiative to track client data, which enhances our understanding of the homeless population's demographics and needs and, in turn, supports the ending of homelessness. After all, the goal is prevention, especially in a city like ours where the homeless sleep in the freezing streets, ice-cold tunnels, or overcrowded shelters during the winter.

Fourth, Homeward Trust holds events and offers awareness workshops, conceivably as a way to inspire others to take action.

But given our extreme and unpredictable climate, perhaps one of the most vital services Homeward Trust provides is the Winter Emergency Response program. Started in 2008, the program concentrates on the needs of Edmontonians who are homeless for the duration of the winter months. First and foremost, the program provides additional funding to other community-based organizations, such as shelters, so they can extend their hours during the winter. Furthermore, transportation to drop in centers and shelters is provided by the winter warming bus. The program also provides individualized support for people seeking housing and other social services. And



Photo by City of Edmonton

through the support of empathetic local businesses and compassionate volunteers, recreational activities, meals, and social support are enthusiastically provided.

Traditionally, drop in centers, shelters, and



#### **Additional Resource**



211 Edmonton. (2013). Resource Lists- May 2013. Retrieved from: http:// www.211edmonton.com/ upload/2013-05\_211ResourceList\_All.pdf

This is a collection of social services in the Edmonton area. The guide organized into a variety of categories based on service groups that they are designed for.



(211)

	Agency			Meals and Times	
Cereni	Bert Arrow Traditional Healing Society	Parkdale School 11649 - 85 Street	780-491-3451	Soup and Bannock Last Friday of the month 12:00 PM - 1:00 PM	Except June meal offered on National Aboriginal Day on Friday, June 21. Closed July and August.
Cereal	Bert Arrow Traditional Healing Society	11666 - 95 Street	780-474-2400	Soup and Bannock 2 <sup>th</sup> or 2 <sup>th</sup> Filiday of the month 12:00 PM - 1:00 PM	Closed July and August.
Certhyl	Bissell Centre East	10527 - 96 Street	700-423-2295	Witmen's Lunch Tuesday and Thursday 12:00 PM - 12:30 PM	Except the fast week (cheque week) of each month.
					Women only, any age.

211 Edmonton. (2013). Year round meals list. Retrieved from: http:// www.211edmonton.com/ upload/2013-06 211FreeMeals.pdf

This 211 Edmonton guide contains a list of free meals served in Edmonton

housing programs function on limited budgets and as a result, they require those who are in need of shelter to leave when they close early in the day. Last winter, \$1,046,230 in funding was provided from November 1, 2012 to April 30, 2013 (Homeward Trust, 2013). Funds were allocated by Homeward Trust on behalf of the Government of Canada's Homelessness Partnering Strategy, the Government of Alberta's Outreach Support Services Initiative to implement A Plan for Alberta: Ending Homelessness in Ten Years, and the City of Edmonton's annual donation to Homeward Trust. The six projects that were funded include:

- Boyle Street Community Services, both the Winter Warming Bus and Drop-in
- Mosaic Centre Drop-in (E4C acts as the fiscal agent)
- Edmonton Do Likewise Society The Neighbour Centre Drop-in
- Jasper Place Health and Wellness Centre Drop-in
- Salvation Army Crossroads Community Church Drop-in

Approximately 69,000 visits to these services were recorded, a decrease from the 78,335 in the 2011-2012 winter. Notably, 76% were men, compared to 24% who were women and about 1% who were transgendered. In addition, 66% of the visitors were Aboriginal, compared to 29% who were Caucasian, and 4% who were other ethnicities (Homeward Trust, n.d).

In an effort to reduce homelessness, Canadians must recognize that they are part of the solution. We all have a role and we must recognize the skills we have to contribute to the issue. The stigmas that are associated with homelessness must be

broken and we must address the barriers individuals face that lead to homelessness. As with most issues of social justice, the end goal is prevention, not just treatment. But until this happens, fortunately, there are organizations such as Homeward Trust that provide a fundamental service. The organization has shown immense leadership for Edmonton's oft-ignored people by providing safe and warm homes which, no doubt, have already saved countless lives during Edmonton's unsympathetic winters.

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### Tight Rental Market Puts Plan to End Homelessness at Risk

By John Kolkman, Research Coordinator, Edmonton Social Planning Council



February 4, 2014, just a few short months from now, marks the mid-point of Edmonton's 10 Year Plan to End Homelessness.

Unfortunately, a tightening rental market and provincial government underinvestment are putting the early progress in ending chronic homelessness at risk

Unusually for a government plan, Edmonton's 10 Year Plan, *A Place to Call Home*, included specific targets (including interim ones), strategies and investments required to meet them.

The first two years went well, in some cases exceeding plan targets. An economic slowdown in 2009 and 2010 caused vacancy rates to increase and rents to moderate. Landlords were keen to collaborate to keep apartments full with assurance that rents would be paid. Public investment to construct new non-market housing was robust. The Homeless Count conducted in October 2010 found 21% fewer homeless persons compared to two years earlier.

Cracks began appearing in Year 3. A return to economic growth meant declining vacancies in Edmonton. Though many landlords continued to house formerly homeless persons, the reality is they could be selective in renting units to tenants with fewer life challenges. After going down by 23% in the first two years, shelter use increased slightly in Year 3.

The cracks in meeting plan targets widened in Year 4. Edmonton experienced higher inmigration and a further tightening of the rental market. The current 1.2% vacancy rate matches the record low from 2006. The October 2012 Homeless Count found only a further 8 percentage point decrease in the number of homeless Edmontonians (29% cumulative reduction compared to four years earlier). Emergency shelter use

showed a different trajectory, increasing further in Year 4 and undoing most of the progress of the first two years. The 2014 mid-term target of reducing emergency shelter use by 50% is likely to be missed by a considerable margin.

The Housing First program has achieved impressive early results. In the first 4 years, 1,664 permanent homes were secured for 2,325 formerly homeless people, mostly in the private rental market. 86% of the people housed have retained their housing. But the homeless population is not static. The challenge is described as follows by the Chair and Executive Director of the Edmonton Homeless Commission in the Year 4 Update: "Clearly too many people are still becoming homeless in the city. Simple math tells the story: we've housed 2,325 people; yet the number of homeless Edmonton has only decreased by 905 from 2008 to 2012."

At the very time affordable accommodation is both becoming more scarce and expensive, the 10 Year Plan is facing serious headwinds. These include:

- Reductions in new non-market housing investment by all orders of government. The 10 Year Plan forecast that the largest investments in affordable independent and supported housing would take place between 2012 and 2015. Instead, there have been significant funding cuts in the last two provincial budgets.
- Reductions in rental assistance programs for low income households. Providing supplements to keep rents affordable is an essential homeless prevention measure. Rent supplements have been maintained for the formerly homeless in Housing First. However, rent supplements have been cut for other low income tenants. The 2013 Budget reduced rent supplements by 10% causing long wait lists to grow further.
- Challenges in getting new housing built due to neighbourhood opposition. A year





Gaetz S., Donaldson J., Richter T., Gulliver T. (2013): The State of Homelessness in Canada 2013. Toronto: Canadian Homelessness Research Network Press. Retrieved from: http:// www.homelesshub.ca/ ResourceFiles/SOHC2103.pdf

This report examines what we know about homelessness, the historical, social and economic context in which it has emerged, demographic features of the problem, and potential solutions. The State of Homelessness provides a starting point to inform the development of a consistent, evidence-based approach towards ending homelessness.





Alberta Council of Women's Shelters. (2013). Alberta Provincial Shelter Data 2012-13. Retrieved from https:// www.acws.ca/collaboratedocument/879/download/ Alberta-Shelter-Data-2012-13.pdf

This report contains statistics on the use of women's shelters in the province between April 1, 2012 and March 31, 2013. The statistics show that there is an increasing demand on Albertan women's shelters because of the lack of accessible support for abused women and their children. Between April 2012 and March 2013, the number of women admitted to women's shelters in the province decreased by approximately 200. However, the number of women that were turned away from shelters during that period is substantially higher than it was during the previous year.

Photo by City of Edmonton

ago, Edmonton City Council agreed to impose a three year non-market housing investment "pause" in five inner city neighbourhoods. Locating housing for persons requiring onsite supports (permanent supportive housing) has been particularly challenging. The recent uproar and subsequent cancellation of a proposed 60-unit supportive housing complex in Terwillegar Towne is a case in point.

A decision was made two years ago to split provincial responsibility for housing between two separate Ministries. A government reorganization placed responsibility for emergency shelters and the homeless plan in the Human Services Ministry, and responsibility for rental assistance and non-market housing development in the Municipal Affairs Ministry. The loss of a stand-alone Ministry where affordable housing is a key component reduces the profile (and perhaps priority) of efforts to end homelessness.

Led by the Edmonton Homeless Commission, managed by Homeward Trust Edmonton, and implemented by a dozen Housing First teams, an excellent human infrastructure exists to get the homeless plan back on track. Some mid-course corrections are required though.

The Alberta government needs to prevent

future homelessness by reducing the long waits for assistance through a fully funded rent supplement program for low income households. Investment to construct additional affordable housing units is urgently required in future provincial budgets. Edmonton's new City Council needs to show some backbone and ensure new affordable housing units get built in all City neighbourhoods, especially those which today have few or none. To do anything less risks the failure of a groundbreaking and visionary initiative.

John Kolkman is the Research Coordinator of the Edmonton Social Planning Council, and the principal researcher for the Years 2 to 4 Updates referenced above.

Copies of the updates available at http://homelesscommission.org/.

Spring 2013 rental market information available at http://www.cmhc-schl.gc.ca/odpub/esub/64485/64485\_2013\_B01.pdf? fr=1383083399586



## An Inclusive City: A Way to Start for Our New Mayor and Council

By Julian Daly and David Berger

At the end of this past summer, Boyle Street Community Services purchased the building it has occupied since 1995. Apart from the importance of this event to the 9,000 people we serve every year – the vast majority of whom are of aboriginal descent the purchase is noteworthy because it puts Boyle Street across the road from the new downtown arena and entertainment district.

Can a busy social agency — and there are a number of them in the inner city - that serves some of the most marginalized of citizens live cheek-by-jowl with a spankingnew arena and the high-end condos, restaurants and shops that we are promised will lead to the resurrection of the downtown? It's an important question and how we respond to this challenge will colour what kind of city we hope to build during the next 20 years.

In many cities across North America, downtown revitalization often means gentrification and gentrification means poor people, disadvantaged people, people who don't fit in, are moved on. They are moved on to corners of the city away from the mainstream.

Is this what we want for Edmonton? Do we want the new arena and the hoped-for rebirth of our downtown core to result in a city of solitudes? A city where people who are poor, in distress or homeless are packed away from a hip downtown?

In our view, securing Boyle Street's location is a substantive accomplishment, a symbolic victory and a great opportunity to bring communities together.

What is this opportunity? In our view, it is the opportunity to build an inclusive community. A community where people live next to each other, learn about each other, work together and respect each other.

How can this begin? As in most challenges of this nature, it often starts with a symbolic gesture, a statement of values and goals.

Some years ago, the City issued the Aboriginal Accord, a statement that symbolically telegraphed that indigenous peoples are an important part of the city fabric. Recently, the mayor and council issued a Seniors Declaration, another attempt to signal that seniors are integral to the city's past and future.

Might it be time for a statement that supported the concept that we are a city that recognizes we live with poverty, that we live with people who are homeless, struggle with mental illness, work the streets, are paying the price of childhood abuse - and we want to do something about it?

But a symbolic statement is only as good as the paper it is written on. It must make commitments that will lead to action. A City of Edmonton statement about community inclusion could have the following components and commitments to action:

Public Spaces Are for All People – Public spaces are for everyone. We should insist on design standards, programming and security that is respectful of everyone. Last year, we worked with the security people in City Centre Mall to help them work with the homeless population that frequents the mall. The security company nominated us for an award.

**Community Policing** – We are seeing more evidence of police officers working respectfully with our clients. A public statement from city hall should underline a continuing commitment to community policing.

Helping People Avoid Harm – We work with people who are addicted to drugs and use too much alcohol, as they self-medicate usually to help them erase the effects of childhood abuse and trauma. When we help them reduce the harm of using drugs by making clean needles and treatment services available, we help clear a path to rehabilitation. A city statement about reducing harm followed by a commitment



#### **Additional Resource**



Boyle Street Community
Services. (2010).
Panhandling: A Street Study.
Retrieved from
www.threesource.ca/
documents/February2011/
panhandling\_edmonton.pdf

**Boyle Street Community** Services was contracted by the REACH Edmonton Council for Safe Communities to prepare a report on panhandlers and their needs. Funding for the project was provided by REACH and administered through the City of Edmonton. BSCS outreach staff, who are knowledgeable about panhandling issues throughout the city, were tasked with the project.http:// www.stmichaelshospital.com /pdf/crich/housingvulnerability-and-health.pdf



## Join us for our next Lunch and Learn

"Preventing Gender Violence in Edmonton "

**SPEAKER:** Melanie Lintott from the University of Alberta 's Gender-based Violence Prevention Project



#### DATE: November 19, 2013

Our guest speaker will describe the Gender-Based Violence Prevention Project at the University of Alberta. In her presentation, she will look at what led to the formation of this project, their approach towards gender violence, and the awareness, education, and policy programming that it delivers.

The Lunch and Learn will be held at 12pm in the southwest corner on the main level of the Stanley Milner Library. to support sensible harm prevention programs would send a powerful signal.

Living Together – When we build safe housing across this city and provide a way for conflicting interests to resolve their differences we will have a chance to include marginalized people in our community. But we need the City to take leadership by indicating it is committed to finding a way for communities to resolve their differences.

Learning Together – We often meet people who are scared to come to our community centre. But once they meet our community members, listen to their stories, find out who they are and learn about their strengths, the bond is amazing. A public statement and strategy should encourage more interaction between communities that

don't typically interact. We face this challenge with new immigrants; why not some public energy to engage public schools, community leagues, seniors' organizations and candidates for city council to learn about the people inner city organizations serve?

We have just elected a new mayor and Council. Perhaps our suggestions on how to signal their interest in building an inclusive city and how to build a bridge between our two solitudes will interest them?

Julian Daly is Executive Director and David Berger is Deputy Executive Director with Boyle Street Community Services

First printed in the Edmonton Journal, November 3, 2013.

### Affordable Transit a Must for Winter

By Stephen MacDonald, Resource Coordinator, Edmonton Social Planning Council



There are two characteristics of winters in Edmonton that never change: they are usually long, and they are usually cold. According to the City of

Edmonton's WinterCity Advisory Council, Edmonton has an average of 110 days per year where the temperature falls below -10C (including 32 days where it dips below -20C) (Kent, 2013). While many Edmontonians are fortunate enough to have a vehicle of their own to travel around the city during the darkest time of year, there are low-income individuals and families in our community who do not have this luxury. Public transportation remains a relatively affordable means of getting around; however, the cost of getting on a city bus or train continues to rise in Edmonton. The cost of a single ticket increased from \$2.85 in 2011 to \$3.00 in 2012, followed by an increase to \$3.20 in 2013 (Edmonton Journal, 2013; CBC, 2013). This year, the price of a monthly adult pass went up to \$89.00 from \$84.65 in 2012 (CBC, 2013).

Edmonton is growing, and Edmonton Transit System must ensure that our city's public transit is adequately funded so it can continue to operate in an expanding city. Fares are one way to generate this revenue. But as transit rates and the overall cost of living increases, low income individuals and families who regularly depend on public transportation struggle to find the money they need to travel. This can have a negative impact on their quality of life—and their futures—especially during the winter months. Research has shown that public transit "increases economic and social opportunities for people who are economically, physically and socially disadvantaged, and helps achieve equity objectives, such as helping physically and economically disadvantaged people access public services, education and employment opportunities" (Allen 2008; CTS 2010). As fares increase, the benefits of public transportation available to low-income transit users diminish.

There are multiple programs designed to improve access to public transit for specific groups with limited incomes. Currently, Edmonton Transit offers a patchwork of reduced fares for youths, seniors, AISH

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Photo by City of Edmonton

recipients, post-secondary students and Public and Catholic school students (Edmonton, 2013a). While this addresses the public transit needs of particular groups with limited income, these programs do not satisfy the transit needs of low-income individuals who fall outside of these groups.

The city also runs the Donate-A-Ride campaign, which accepts ETS tickets and donations from members of the public, government and the private sector (Donate-A-Ride, 2013). Edmonton's latest Donate-A-Ride campaign donated 91,720 tickets to social service agencies in Edmonton so they can be given to low-income individuals (Edmonton, 2013b). However, the tickets are distributed to social service agencies who "provide the transit tickets to lowincome Edmonton families that are in need of basic transportation to get to employment, educational and social services that are required to improve their quality of life" (Donate-A-Ride, 2013). While the program supports their transit needs, "it meets only a fraction of ticket requests" (Edmonton Social Planning Council, 2012).

## What are other jurisdictions doing to improve transportation for low-income individuals?

Over the last few years, a number of Canadian municipal governments have begun offering low-income transit passes to those individuals who can't afford a regular pass and do not qualify for special passes given to groups who have limited income, including students, seniors and welfare recipients. To qualify, individuals provide proof that they have a low salary. They are then given a bus pass at a significantly reduced cost. Canadian cities that have introduced monthly or annual low-income

bus passes include Halton, Hamilton, Calgary, Windsor and various municipalities in British Columbia (Halton, 2013; Calgary 2013; Hamilton, 2013; Windsor, 2013).

While these programs improve access to transportation for low-income individuals in the community, the program is not without some problems. In Calgary in 2012, there were 17 reported cases of low-income bus pass recipients selling their passes to other individuals in the community. However, it is obvious that this is not a widespread problem among low-income transit users in the city as over 9,120 transit passes are issued to qualified recipients every month. Some potential solutions to prevent future fraud of this nature would be to force recipients to hand in their monthly pass before they can receive a new one, or create an annual pass that contains a photo of the individual who purchased the pass (Markusoff, 2013).

It's clear that low-income Edmontonians need a subsidized transit pass that protects them from transit fee hikes, ensuring that they are able to access the public transit that they need to move around Edmonton, live their lives, and contribute to the community. As another winter season comes upon us, our new city council should follow the lead of other Canadian cities and adopt a low-income transit pass, providing low-income Edmontonians who do not qualify for other transit subsidies with an affordable way to get around this winter.

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#### **Additional Resource**

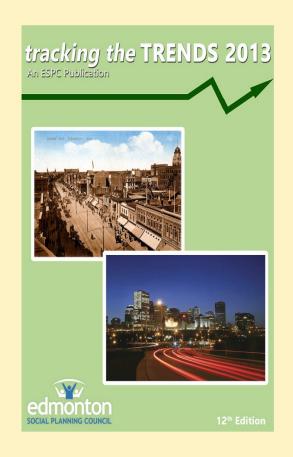
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accessibility and social need in Toronto, Canada, 1996-2006. Retrieved from: http://tram.mcgill.ca/Research/Publications/Toronto\_equity.pdf

The report states that
"Toronto has a generally
equitable transit system that
benefits those in social need,
who are likely to gain the
most from transit. The
methodology proposed
presents a useful way to
bring issues of social equity
directly into the land use and
transportation planning
process."



## Tracking the Trends 2013 is now available!

Get up to date information about demographics, employment trends, the cost of living, and more.



Visit our website to order your copy today!

www.edmontonsocialplanning.ca



### Hold the date:

# November 26, 2013

Campaign 2000 partners are set to release their annual child poverty report cards, showing the status of child poverty in our country and our communities

Alberta's report card is produced by the Edmonton Social Planning Council, Public Interest Alberta, and the Alberta College of Social Workers

Visit www.campaign2000.ca for more information



Thursday, November 28, 2013 9AM to 4PM

(or until supplies last - so come early!)

Edmonton Social Planning Council Office Suite 37, Commonwealth Building









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# Food Insecurity, Edmonton's Winter, and the Future of the Food Bank: A Conversation with Marjorie Bencz

By Kelta Coomber, Volunteer Writer

Edmonton winters are particularly challenging for individuals and families with low incomes. Icier temperatures bring along added energy, transportation, and clothing costs that can apply added pressure to already tight budgets. In some cases, individuals and families may be forced, often in short-term crisis situations, to use the services of food banks or food organizations.

I chatted with Marjorie Bencz, who has been Executive Director of the Edmonton Food Bank for more than twenty years, about the unique difficulties that the winter months hold for food insecure individuals and families. Below is our conversation, which has been edited for brevity.

Note: Ryerson University's Centre for

Studies in Food Security (n.d.) identifies five components of food security: availability; accessibility (both physical and economic); adequacy (food that is both nutritious and safe); acceptability (food that is culturally acceptable); and agency (the policies and processes that enable the achievement of food security).

The Food Bank website states each month, roughly 14 000 people receive food hampers and the Food Bank distributes more than 350 000 meals and snacks. Do these numbers tend to increase in the winter months?

Certainly over the course of the year there are trends and fluctuations in use of the Food Bank.

During the months when people receive their GST refunds, the numbers drop. Use of the Food Bank also varies depending on weather. With seasonal work during the winter, if people can't work because of a heavy snowfall or storm, they rely on the Food Bank more. Overall, January, February and March are the peak months.

#### Has there been a change in Food Bank use over the years. Has there been a change from three or four winters ago?

It's hard to say. One thing I can say is that some of the housing first initiatives have made a positive difference for food insecure individuals. We have been very supportive of these initiatives and we would like to see more availability around affordable housing.

## Who does the Food Bank serve in the winter? Is it mostly children, families, seniors?

One of the things I worry about is drawing a stereotype of people who use the Food Bank.

Anyone can lose a job, go through a break up, or experience a physical or mental health issue.

That said, there are lots of families that use the Food Bank— especially young families. We don't see a lot of seniors. Often, people who use the Food Bank have been in a crisis situation. I believe we see a lot of people coming for work who arrive underemployed. They don't have a lot of income, and they need to pay rent and other fixed costs. They use the Food Bank for two or three weeks in a crisis situation, and then bounce back.

# What are the major challenges that families face in the winter months that may result in them needing to use the Food Bank?

Certainly, there are major challenges that any family faces in the winter, especially if they are paying their own utilities. Winter is hard. Among other things, there are costs associated with vehicles and transportation. There are boots and coats to buy.

### What are the major challenges that the Food Bank faces in the winter months?

It sounds boring, but from one perspective we are like any other warehouse and

trucking organization. We have trucks picking up food and transporting it to organizations all over the city. If the snow and weather gets really bad, that does create challenges because we still need to deliver to a number of agencies that need high food volumes.

## Are there particular challenges in providing nutritious, culturally-appropriate foods in the winter months?

I am not going to say that our system is perfect. Most of our fresh produce comes from the food industry. The amount of food that we can get does fluctuate over the year.

During the fall and harvest time we get a lot of fresh stuff from farmers and growers. You should've seen the pumpkins we just got. They were huge! Other times, getting food from the food industry is not consistent. That's why we always ask for canned fruits and vegetables.

#### Do you think we will always need a Food Bank in Edmonton? Are there better ways to meet people's needs?

There have always been people hungry and in need. This has been a reality for centuries. But having said that, the food bank can be used in a lot of different ways. We at the Food Bank have different paths to explore. I don't see us closing our doors for lack of need. But other opportunities are available and we should try to think about how we can work differently. Ultimately, programs need to evolve over time.

The Food Bank works in collaboration with 400 agencies and food depots for food delivery and support, including Team Food Edmonton and a number of food security groups, like We Can Food Basket and Operation Fruit Rescue. In the next year, we will continue trying to figure out how we can maximize community resources and identify the barriers and challenges we face in common.

#### References

Ryerson University. (n.d.) Food Security
Defined. Retrieved from http://
www.ryerson.ca/foodsecurity/definition/
index.html



## Want to check out more community events?

Visit our website at edmontonsocialplanning.ca and navigate our Community Calendar to see future events in the Edmonton community:

- Awareness Events
- Conferences
- Fundraisers
- ESPC Board Meetings
- ESPC Events



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Christmas Bureau of Edmonton. (2013). 2012-13 Christmas Bureau of Edmonton Annual Committee Reports. Retrieved from: http://www.christmasbureau.ca/newsletters/2012%20-% 202013%20Annual% 20Committee%20Reports.pdf

### Holiday Stories: Edmonton's Christmas Bureau



Photo by City of Edmonton

#### **Carla's Story**

After being a stay at home mom for many years, Carla suddenly became a single mother, struggling to find suitable work to provide for her two children and worried about how she would continue the family's Christmas traditions that year. A friend advised her to apply to the Christmas Bureau for assistance. They only used the Christmas Bureau services that one year, but are forever thankful to the donors and volunteers for their support of the Bureau's mission. She continues on her quest of providing for her family by upgrading her education and skills and working in the notfor-profit world. Carla appreciates what the Christmas Bureau provided her and her children that Christmas and, in turn, now gives back to the community as she can.

#### Shawna's Story

As a single mother of a baby boy, supporting herself, her son, and her mother, Shawna faced a Christmas she will never forget when her mother was diagnosed with breast cancer. Times were rough for the three of them. Shawna was working a job for \$10 an hour, but that left a tight budget and it was hard to make ends meet, let alone have the traditional Christmas for the family. For Shawna, it was the generosity of strangers, who knew nothing about her but still put together a festive hamper and toys and delivered these packages, that made their Christmas extra special that year. As Shawna states, "No, it wasn't the Christmas we were hoping for... it was even better."

#### Tamara's Story

Growing up in the inner city of Edmonton was truly a gift for Tamara. As a young girl, Tamara didn't see the poverty and hardship as a gift, but as she grew older, she was able to look at the obstacles and challenges as lessons and blessings instead of unfortunate circumstances. Growing up with an alcoholic mother who used the social services systems as a crutch made Tamara realize that she didn't want to be a victim of circumstance when she was older. The generosity of strangers who provided donations to the Christmas Bureau so that families like hers could have a festive meal is something she will never forget. Tamara has made a conscious decision to now give back to the organizations that provided support in her abusive, chaotic childhood.

#### **Christmas Bureau Mission**

Since 1940, the Christmas Bureau of Edmonton has maintained one tradition for families like Carla's - to provide a festive meal to Edmontonians in need at Christmas time through promoting Christmas caring and sharing in the city of Edmonton. The Christmas Bureau keeps pace with the changing face of Edmonton to ensure that our service is culturally inclusive, encompassing all religions and traditions.

We at the Christmas Bureau are a connector of over 100 social service agencies, providing those in need a one stop application process for Christmas services. Client information is compiled by the Christmas Bureau into a centralized client database and used to deliver food hampers or food certificates. The client list is also used by CHED Santas Anonymous for the delivery of toys to children age 0 to 12 years, and by the Christmas Bureau to provide gift cards for teens aged 13 to 17 through the Edmonton Sun Adopt-A-Teen program.

#### Ways to Give to the Christmas Bureau

VOLUNTEER: The Christmas Bureau of Edmonton is a registered non-profit society governed by a volunteer Board of Directors

and an army of 800 plus volunteers who give just over 9,300 volunteer hours in six short weeks. Without volunteers, the Christmas Bureau could not provide a festive meal for 62,000 Edmontonians in need. It is these volunteers who give of their time, energy and compassion, and ensure the tradition of sharing and caring is alive each Christmas.

FUNDRAISE: Many organizations, groups and individuals also hold their own fundraisers, 50/50 draws, silent auctions. Christmas parties, car washes, etc., and raise funds for the Christmas Bureau of Edmonton. In 2012, 107 organizations and groups raised \$601,600 for the Christmas Bureau of Edmonton. This equates to providing a festive meal for 6,000 families of four and 40 seniors living alone.

HAMPER SPONSORSHIP: The Hamper Sponsorship program allows organizations, families and individuals to embrace the meaning of Christmas by sponsoring a Christmas Bureau family like Shawna's. In 2012, 410 organizations, families or individuals purchased and delivered food hampers to 1,350 Christmas Bureau families.

#### Narmin's Volunteer Story

Upon entering the workforce in 1999, Narmin lost access to the plethora of volunteering opportunities associated with student life. As a result, she began volunteering for the Christmas Bureau of Edmonton (CBE). Although she is Muslim, Christmas is her favourite holiday because it brings ample opportunities for showcasing

generosity and performing good deeds. Narmin has participated in 14 annual CBE campaigns. Along the way, she has rallied friends, colleagues and family members to join her in packing and delivering hampers, sponsoring families, staffing donation desks, and providing support at the annual Walk-In Days.

#### Ways to Donate to the Christmas Bureau

Donations can be made year round online or through your mobile device at christmasbureau.ca.

From November 8, 2013 to January 10, 2014, donations can be made at all City of Edmonton Fire Stations.

From November 18 to December 24, donations can be made all Edmonton branches of ATB Financial.

From December 1 to December 24, donations can be made at all Edmonton branches of Servus Credit Union.

From December 6 to December 24 donations can be made at our donation desks at Bonnie Doon Shopping Centre, Kingsway Mall, Southgate Centre and West Edmonton Mall during mall hours. Weekdays, from 10 am to 2 pm between December 1 and December 20, donations can be made at our Commerce Place donation desk.

Donations can also be mailed year-round to: Christmas Bureau of Edmonton, P.O. Box 16000, Edmonton, AB, T5J 4B4.



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66 As Honorary Chairpersons, each of us has our own memories of Christmas dinner and family traditions. As a community, let's help create memories of Christmas dinner for families in need. Please donate to the Christmas Bureau of Edmonton. 99

> Kevin Lowe and the Oilers Ladies Honorary Campaign Chairpersons



### Want to volunteer for the ESPC?

Get involved with some of our existing and new volunteer opportunities!

We are looking for people who can:

- research and / or write reviews
- help in the community
- serve on the board
- plan events / fundraise

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## Research Review: Edmonton Vital Signs 2013

By Anna Kessler, Volunteer Writer

Edmonton Vital Signs 2013 written by: Edmonton Community Foundation and Edmonton Social Planning Council

#### General

Yearly Vital Signs reports are put together by community foundations across Canada. A different topic is chosen each year. This year, the Edmonton Community Foundation collaborated with the Edmonton Social Planning Council to produce Edmonton's first Vital Signs report.

The Vitals Signs 2013 report focuses on food security. The report provides a demographic profile of Edmonton, data on food security in Edmonton, and information about local opportunities and projects. Creative visuals are used to represent data in an accessible way.

#### **Demographic Data**

Demographic information provides the context of the report. Edmonton is a quickly growing city, with an increase in population of 25% between 2002 and 2012 resulting in a current population of approximately 1,230,056. The population of Edmonton is relatively young compared to national averages; 22.7% of the population were 17 or younger and 11.4% were 65 years of age or older in 2012.

The report identifies Edmonton as a culturally and ethnically diverse city, with a 30% visible minority population. The number of new Canadians moving to Edmonton is on the rise; 11,806 immigrants and refugees moved to Edmonton in 2011 compared to 4,225 in 2002. Further, the number of temporary foreign workers residing in Edmonton is on the rise. Edmonton also has a significant urban Aboriginal population, the second highest in Canada after Winnipeg. Approximately 61,765 Aboriginal individuals live in Edmonton.

The report also provides information about employment and income in Edmonton. A

total of 65.9% of Edmontonians are of working age, slightly above the national average. The average household income in Edmonton was \$59,200 in 2011. This is 16.8% higher than the national average. The unemployment rate in Edmonton is also lower than in the other largest metro areas in Canada. However, unemployment is not experienced by all Edmontonians equally; the unemployment rate among Aboriginal individuals was twice as high as the city wide average (8.9% as opposed to 4.5%). Even with the above average household income, 21% of individuals living in Edmonton received a low wage (\$15.00 per hour or less) in 2012. Just over 10% of the metro Edmonton population can be considered low income; 39,000 children in Edmonton live in low income.

Other interesting statistics about Edmonton are included, such as that 60.4% of Edmonton residents expressed a strong or somewhat strong sense of community. This is lower than the national average and may be related to high in-migration rates.

#### **Food Security**

Following the general demographic information, Vital Signs 2013 presents information focused on food security in Edmonton. The World Health Organisation definition is provided to explain that "food security in this report means all people at all times have physical and economic access to adequate amounts of nutritious, safe, and culturally appropriate foods."

The cost of nutritious food is a contributing factor to food insecurity. A nutritious food basket for a family of four cost \$210 per week on average in 2013. The price of food is increasing at a faster rate than overall inflation. Therefore, food insecurity is closely linked to household income. One third of low income households experience food insecurity. Children in particular are impacted by food insecurity: 17.9% of children in Alberta live in a household experiencing food insecurity. This is higher

than the national average.

Food insecurity can contribute to food related health concerns. Diabetes, which is impacted by diet and food security, is becoming more prominent in Edmonton. The youth obesity rate in Edmonton (29.9%) is higher than the national average and is also increasing. Further, the report suggests that on average, the majority of Edmontonians do not consume the recommended number of fruits and vegetables each day.

The report presents Edmonton's Food Bank as a recipient of Edmonton Community Foundation funding. Edmonton's Food Bank distributes food to over 200 agencies that then distribute it to people in need. In 2012, 3.2 million kilograms of food, worth approximately 17 million dollars, were distributed through the food bank.

#### **Local Opportunities**

Vital Signs 2013 provides some general information about the local food opportunities that currently exist in Edmonton. In the summer of 2013, there were twelve farmers markets in Edmonton and thirteen more in the surrounding metro area. Community gardens are also popular, with eighty garden sites in Edmonton. Edmonton is located in an area with high quality soils. Therefore, farms producing a wide variety of products surround the city.

General information about sustainable practices in Edmonton is also presented. The City of Edmonton offers many opportunities for sustainable waste management. These include an extensive recycling collection program, three ecostations for hazardous household wastes, a



Photo by City of Edmonton



Photo by City of Edmonton

compost facility and compost related training, a re-use centre, and a construction waste material recycling facility. A facility to turn wastes into biofuels is scheduled to open in 2014. In total, Edmonton diverts 90% of its waste away from landfill. Edmonton is also working towards sustainable water use and management. The city is continually reducing the amount of contaminants discharged into the North Saskatchewan River. Further, Edmonton has the lowest per person water use of all major Canadian cities, at 144 litres per person per day.

Additionally, the report showcases four detailed stories related to food security and food production in and around Edmonton: the Wecan Food Basket, the Mill Woods Bread Run, the Lady Flower Gardens, and Composting with Mark Stumpf-Allen.

The Wecan Food Basket, run by the Wecan Food Basket Society, is a program that assists low and fixed-income individuals in maintaining food security throughout each month. Individuals pay for a food hamper at the beginning of the month and pick up the hamper at the end of the month. This way if they are low on money before their next monthly income arrives they are still able to feed themselves and their families. This program relies on volunteers who run the pick-up depots, as well as the support of local non-profit agencies.

The Mill Woods Bread Run provides bread, dairy, produce, and sometimes meat and eggs to low-income individuals for no charge. Food is provided by local grocery and bakery stores once it is no longer saleable but is still edible. An average of 25 families per week access the service on a first-come first-served basis. The program



#### **Additional Resource**



Edmonton Community
Foundation. (2013).
Edmonton Vital Signs®.
Retrieved from: http://
www.vitalsignscanada.ca/
files/
localreports/2013\_Edmonton
Food\_report.pdf

Edmonton Vital Signs® is the first of an annual check-up conducted by Edmonton
Community Foundation, in partnership with the Edmonton Social Planning
Council, to measure how our community is doing on a specific issue; this year we are looking at food security.
Community Foundations across Canada are reporting on how their communities are doing and how Canada is doing over all.



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serves mostly immigrants and individuals who need a supplement to their income on a regular basis. This program is operated out of the Richfield Church by volunteers.

The Lady Flower Garden is a volunteer run vegetable garden located on the northeast edge of Edmonton. There are nine plots in the garden, many of which are used by organizations that feed vulnerable populations in Edmonton's core. In exchange for the use of a plot, volunteers must help with others' plots. This provides fresh, healthy produce directly to food programs. Additional produce can be sold for revenue for these organizations.

Edmonton is also home to extensive composting programs and specialists such as Mark Stumpf-Allen. The Vital Signs 2013 report explains the importance of composting and provides tips for

Edmontonians. Composting puts nutrients back in the soil so we can continue producing food. Activities such as leaving grass clippings on the lawn, planting food instead of grass, composting organic waste in a container at home, and learning more about composting and compost related services in Edmonton can help ensure the sustainability of our soils.

In addition to profiling these cases, the Vital Signs 2013 report provides a map of community gardens and farmers markets and a list of organizations to contact to get involved in food security and sustainability in Edmonton. Information about Edmonton Community Foundation's involvement with these issues is also dispersed throughout the report.



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Or, submit a research question to us using our Research Inquiries form. To access the form, please visit <a href="http://goo.gl/7b6VH">http://goo.gl/7b6VH</a>.

### **Board Member Profile: Rose Marie Tremblay**



Rose Marie Tremblay worked at Grant MacEwan University as Project Coordinator, External Relations for the Office of the Dean, School of Business, from 2007-2010.

For the last two years, she worked for the MacEwan School of Business on a contract basis. Rose Marie continues to work part time as a Consulate Officer for the Royal Thai Consulate General, Edmonton. From 1997-2006, she served as Special Assistant to the Hon. Anne McLellan. As Manager of the Edmonton Gold Bar Constituency Office, she served constituents under MLAs Bettie Hewes and Hugh MacDonald from 1991-1997.

Rose Marie worked at Canadian Mental

Health Association as an Outreach Coordinator in the Transitional Housing Program for six years, and in Vocational Counselling at NorQuest College. She volunteered for four years as an Outreach Coordinator for Catholic Social Services at Project '72, a residential treatment program for youth recovering from addictions. She taught pre-school in Edmonton, and was cofounder of Beaux Esprit Pre-school at Our Lady of Lourdes Separate School. As a teacher, she established a kindergarten and taught Grades 4-7 at Zion Lutheran School, Cloverdale, B.C. in 1971.

She holds a Bachelor of Education degree from Concordia University in Chicago, 1970, and maintains dual Canadian-American citizenship. She has been married to Adrien Tremblay for 41 years. Together, they have three children and one very special granddaughter.

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### Volunteer Profile: Kayla Atkey



Kayla is a born and raised Edmontonian. She holds a Bachelor of Arts degree in Science, Technology and Society Studies and a Minor in History from the University of Alberta. In 2011, her interest in

the history of medicine and public health led her to purse an MSc in Public Health from the UofA, with a specialization in Health Promotion.

While pursuing graduate studies, Kayla had the opportunity to work as a research assistant for the Alberta Policy Coalition for Chronic Disease Prevention (APCCP). In this role, she assisted with the development of the policy readiness tool

(www.policyreadinesstool.com), a resource designed to help build local capacity for

healthy public policy change. The experience working for the APCCP sparked Kayla's interest in public policy and led to her thesis topic on building capacity to promote community food security at the public policy level. Currently, Kayla is finishing up her thesis and working as a research assistant for the Ecological and Participatory Approaches to Health (Eco-Path) Research Group at the UofA.

Kayla started volunteering for the Edmonton Social Planning Council in September 2011. The volunteer activities were a great fit with her classroom learning and provided an opportunity to apply her emerging research skills to a community setting. She is passionate about the role ESPC plays in encouraging equitable social policy in Alberta and is looking forward to continuing her involvement with the organization.

In addition to school and volunteering, Kayla enjoys spending time with family and friends, jogging in the river valley and attending fitness and yoga classes.



### **About the Edmonton Social Planning Council**

The ESPC is an independent, non-profit, charitable organization. Our focus is social research – particularly in the areas of low income and poverty.

We are dedicated to encouraging the adoption of equitable social policy, supporting the work of other organizations who are striving to improve the lives of Edmontonians, and educating the public regarding the social issues that impact them on a daily basis.

#### **Our Vision**

A healthy, just and inclusive community.

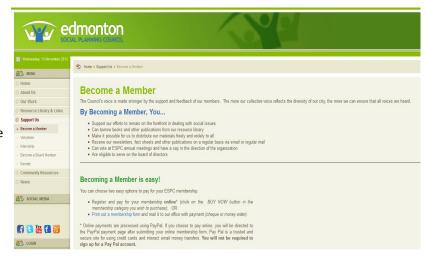
#### **Our Mission**

The Edmonton Social Planning Council provides leadership within the community by addressing and researching social issues, informing public discussion and influencing social policy.

#### As a Member

- support our efforts to remain on the forefront in dealing with social issues
- make it possible for us to distribute our materials freely and widely to all
- receive our newsletters, fact sheets, and other publications
- be eligible to vote at ESPC AGMs and have a say in the direction of the organization
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