

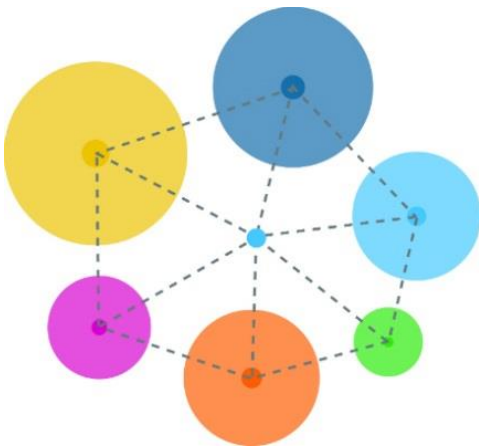
# Wellbeing Waterloo Region

**Community Forum #2**  
**Thursday February 16, 2017**

## **Overview and Input from the Forum**

### **What is Wellbeing Waterloo Region?**

Wellbeing Waterloo Region is a community-led initiative working together across sectors to improve wellbeing. All of us, across sectors and disciplines, are working to improve some aspect of wellbeing to improve the quality of life in our community.



Through the Wellbeing Waterloo Region Initiative we want to choose a couple of key priority areas and actions that will have the most impact on wellbeing for Waterloo Region residents. In order to do this we need to engage and involve the community in the development and direction around collective areas of focus and priorities. This work will result in the development of a wellbeing plan with a wellbeing vision, priorities, actions and measurement system by October 2017.

Over the next year there are various ways that the community, organizations, collaboratives and interested stakeholders can be involved. All of this information is available on website at [www.wellbeingwr.ca](http://www.wellbeingwr.ca).

### **Wellbeing Waterloo Region Community Forums**

One of these input opportunities is through a series of community forums. The information documented in this report is from the second community forum held on February 16<sup>th</sup>, 2017 at Hespeler Memorial Arena.

The objectives of the forums are to:

- Provide information on the overall progress and community input gathered to date.
- Obtain input on the key elements for the Wellbeing Plan, including the vision, priorities and actions.

There were over 120 people registered for the forum, with 110 in attendance. Participants represented various sectors including; education & literacy, primary health care, government, crime prevention and police, social profit organizations, environmental groups, funders, neighbourhood associations, members of the community, etc. The presentations from the forums are available on the [www.wellbeingwr.ca](http://www.wellbeingwr.ca) website.

## Purpose of this document

The purpose of this document is to provide the information that was gathered at the forum through the group and plenary discussions. The data is presented as it was written in order to provide a replay of the discussions and issues noted. The information gathered from the forum is one source of input and will be consolidated with the information gathered through the various methods of engagement which will take place over the next 6 months. We are excited to be on this journey with you. Your participation, your time, commitment and insights are much appreciated.

## Our agenda

### Our agenda for Community Forum 2

Agenda item	Presenters
1. Welcome & Overview	<b>Glenn Pothier- Facilitator</b> GLPi Consulting
2. Progress update	<b>Mike Murray</b> Chief Administrative Officer Region of Waterloo
3. Vision for wellbeing in Waterloo Region	<b>Table conversations</b> At your table identify the key elements for our future vision of wellbeing in Waterloo Region. <ul style="list-style-type: none"><li>• Key words and thoughts</li><li>• key requirements</li><li>• key images or metaphors</li></ul>
4. Wellbeing in Waterloo Region	<b>Bryan Smale – Canadian Index of Wellbeing</b>  Questions and answers
<b>Networking Break</b>	
5. Group discussion about Canadian Index of Wellbeing presentation	<b>Table conversations</b> What's ' <b>sticking</b> ' - what messages, facts, information stood-out or resonated most strongly?  What's ' <b>surprising</b> ' - what was unexpected, unanticipated or missing?
6. How will we make choices?	<b>Table conversations</b> We will need to make choices on where to focus our community efforts and resources to impact wellbeing. What criteria should we use in order to make these choices together?
7. Starting to narrow our focus on priorities	What is one area we could focus on in order strengthen or support improvements to wellbeing in our community regardless of the sector/program area we work in?
8. Reflections in plenary	<b>Plenary</b> Share any additional reflections you have that need to be captured or emphasized.
9. Next steps and closing	<b>Mike Murray</b> Date of next Community Forum – May 24, 2017

## 1. Glenn Pothier- Facilitator for the forum GLPi Consulting

Glenn Pothier, the founder and president of GLPi - a strategy, facilitation and research-consulting firm was the facilitator for the Community forum. Glenn provided an overview and objectives for the forum which were to:

- Provide an overview from the previous forum and public input gathered to date.
- Provide an overview of the status of wellbeing in Waterloo Region.
- Identify key elements for our future vision of wellbeing in Waterloo Region.
- Discuss and identify criteria to make decisions on future priorities.
- Identify what area we could focus on to strengthen or improve wellbeing in our community regardless of the sector/program area we work in.
- Engage and involve the community in ways that enhance collaboration and community partnerships.



## 2. Progress Update - Mike Murray Chief Administrative Officer - Region of Waterloo

Mike Murray is currently the Chief Administrative Officer with the Regional Municipality of Waterloo where he has overall responsibility for all of the Region's functions including Community Services; Public Health and Emergency Services; Transportation and Environmental Services; Planning, Development and Legislative Services; Corporate Services; and Human Resources and Citizen Service, and all related corporate support functions.



The Regional Municipality of Waterloo was asked by the community to provide "backbone support" to the Wellbeing Waterloo Region Initiative. The backbone organization provides common activities to support and facilitate collective impact. Over the lifecycle of an initiative, they:

- Guide vision and strategy development
- Support aligned activities
- Establish shared measurement practices
- Engage the community and build momentum
- Mobilize funding

Mike provided an overview a progress update on Wellbeing Waterloo Region ([view Mike's presentation](#)).

### Why Wellbeing Waterloo Region?

Community wellness is shaped by a wide variety of conditions and systems in which individuals and communities are born, grow, work, live, and age. Wellbeing Waterloo Region is a community-led initiative working together across sectors to improve wellbeing. We are all working to improve some aspect of wellbeing to improve the quality of life in our community. There are still people who are "falling through the cracks" or have less than optimum health. Is there something we can do to collectively change this? Waterloo Region is a community that has a number of partnerships which have made significant progress towards dealing with complex issues of community

wellness/wellbeing. Over the past several years there have been many conversations that have identified some urgency to collaborate across these partnerships to further advance a more integrated, holistic approach to community wellness/wellbeing. This is premised on the belief that together can we create significant solutions to impact community wellness as there are so many factors and systems that interconnect and influence the wellbeing of the community.

The reason we are pursuing a community wellness initiative – the “WHY” – could be summarized as follows:

We are trying to do together what no organization has accomplished or can accomplish on its own. In order to create new, significant and impactful solutions, we wish to work together to identify and address collective priorities that will improve community wellness so that everyone in our community is able to thrive, and no one is left behind.

### **Goals of the Community Wellness/Wellbeing Initiative**

The main goals of the Community Wellness initiative are as follows:

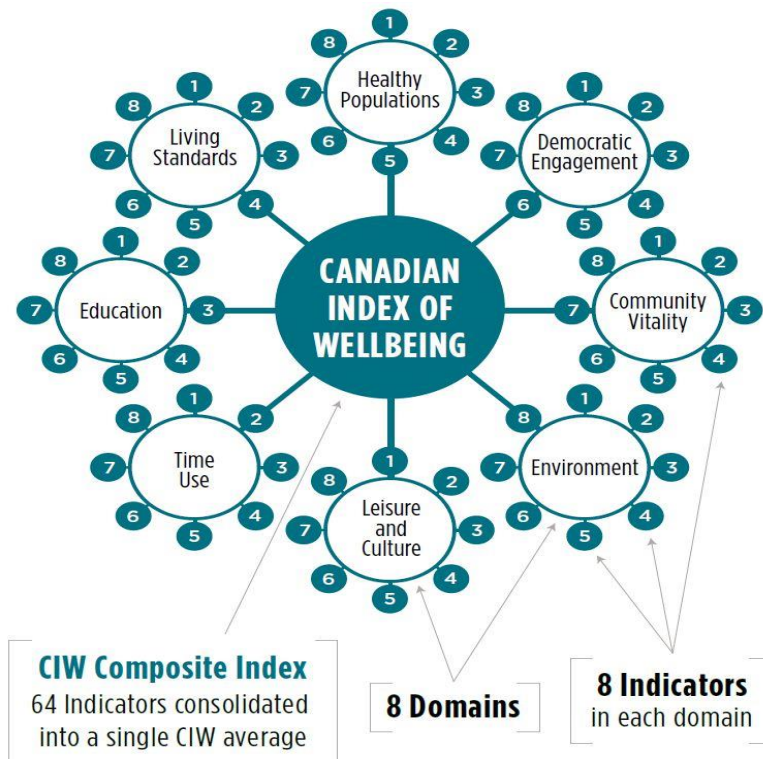
- **Engage in a collaborative process:** Create a process that brings community partners together to develop a shared vision of community wellbeing.
- **Develop a shared vision and collective plan for community wellbeing:** Develop a shared vision and collective aspirations related to community wellness, based on a desired future state. Based on the shared vision and analysis of the data, a limited number of priority areas for initial collective action will be developed.
- **Develop a coordinated measuring and monitoring approach to measure community wellbeing in Waterloo Region:** A commonly agreed upon set of indicators of community wellness will be identified to provide regular reports on the state of community wellness in Waterloo Region through a collaborative process.
- **Strengthen community capacity:** A series of development opportunities will be hosted in order to build community capacity.
- **Foster community engagement and communication:** A plan to engage and inform the community in the Wellbeing Waterloo Region will be supported throughout the process.

### **Measurement Approach**

Wellbeing Waterloo Region is committed to developing a measurement framework that provides a common language with which to measure wellbeing, and with which we can identify a commonly agreed upon set of indicators of community wellbeing to:

- Understand the current status and interconnectedness of the many aspects of wellbeing
- Provide information to help the community identify strategic priorities and actions
- Understand the impact of our efforts and actions
- Provide a comprehensive, holistic picture of community wellbeing

An extensive review of wellbeing measurement systems was conducted. The Measurement and Monitoring Working Group provided endorsement and recommendation to use the Canadian Index for Wellbeing as a starting point measurement framework for Wellbeing. The CIW will coach us to add and delete indicators within their framework to make it relevant to Waterloo Region.



## Fostering Community Engagement and Communication

Broad stroke community engagement is key to the success of Wellbeing Waterloo Region. Key engagement milestones include:

- Discovery meetings with networks/collaboratives
- First community forum - October 13, 2016
- Capacity building sessions:
  - Community engagement planning
  - Measuring wellbeing
  - Health equity
- Created an online platform to provide input

Key upcoming engagement milestones include:

- Community Conversations in four locations in the Region
- Downloadable do-it-yourself community conversation kits available on [wellbeingwr.ca](http://wellbeingwr.ca)
- Brief partner agency survey based on the Canadian Index of Wellbeing
- Community conversations with populations that are harder to reach
- Conestoga College students doing outreach with under-represented groups
- Using online tools
- Using partners and existing groups to connect with the communities we have a harder time reaching
- Having displays at high traffic community events (City of Waterloo open house)
- Gathering input at community partner forums e.g., New Story Group



Based on input and feedback our approach is to:

- As part of a collaborative process we have:

- There is always an open seat at the table to add new members to any of the Wellbeing Waterloo Region working groups.

[illegible]

### 3. Vision for Wellbeing Waterloo Region

A **vision** is a clear picture of where we want to be in the future; it provides direction, is future oriented and inspirational. It is what we aspire to. Developing a shared vision requires broad participation from the community. The community is being invited to share their opinions and ideas about what they hope for the future of wellbeing for themselves and for the community.

At the group tables participants were to identify the key elements for our future vision of wellbeing in Waterloo Region. They were to identify:

- Key words and thoughts
- Key requirements
- Key images or metaphors

The following is the information identified through the table conversations. Please note repeat responses are not noted and words are in alphabetical order.

#### Vision for wellbeing in Waterloo Region

##### Key words and thoughts:

- A place to feel is home to stay
- Abundant relationships
- Acceptance of all
- Access
- Access to education
- Access to healthcare
- Accessibility
- Accessible
- Accessible (physically, financially, age, technology or lack of awareness of resources)
- Accessible physically & economically
- Accessible services for all
- Act
- Action
- Actionable
- Active
- Active awareness
- Active/effective/inclusive transportation (safe, cost, time, bike lanes, walking trails/paths)
- Age friendly/youth friendly communities (co-exist to be beneficial for all)
- Age in place – from 8 to 80 years old)
- All are cared for
- All-inclusive
- Appreciate
- Balance
- Barrier free
- Basic needs

## Key words and thoughts:

- Being active
- Being valued, acceptance, belonging
- Belong
- Belonging
- Belonging and inclusion
- Belonging for all
- Best possible start in life, support for families and children
- Best start... New start
- Bottom up
- Break cycle
- Building capacity (Understanding shifts and changes in needs and ability to support changing over time)
- Capacity
- Carefulness around language – keep it concrete, non-jargon, meaningful
- Co-creation
- Cohesion
- Collaborative
- Collective: Children, people, community
- Come together across sectors for mutual benefits
- Community
- Community – cooperative housing, interior communities, places to come together
- Community empowerment
- Community for all ages
- Community solutions
- Community wraps around
- Community-driven
- Compassionate
- Connected
- Connectedness
- Connection
- Connections
- Contentment
- Contribution
- Corporate social responsibility
- Co-thriving
- Courageous & risk taking
- Creative-innovative
- Curious
- Deliverable
- Diversity
- Dynamic
- Dynamic/vibrant
- Early child development
- Early engagement



## Key words and thoughts:

- Early investment – children + youth
- Early years
- Earth + humans
- Economic prosperity
- Economic sustainability – adequate income to afford health/well-being
- Education
- Educational success
- Empathy
- Employed
- Engaged
- Engagement
- Engaging stakeholders
- Enjoyment
- Entrepreneurship
- Environmentally sustainable
- Equality
- Equitable egalitarian
- Equity
- Equity + access
- Equity in access to services
- Equity vs. Equality
- Equity, not just equity – everyone gets the boost they need
- Everyone
- Everyone belongs-inclusion and belonging
- Everyone's valued and being able to contribute to their full potential
- Evolving
- Faith and hope
- Feel
- Freedom of culture
- Fulfilment
- Fun
- Future
- Generational
- Generational belonging and engagement "knowledge transfer"
- Genuine community
- Good stewards of the environment
- Gratitude
- Growth
- Happiness
- Health
- Health (physical, emotional, mental, spiritual, all equal)
- Healthy
- Healthy and safe physical spaces
- Healthy bodies

## Key words and thoughts:

- Help each other
- Holistic
- Home
- Hope
- Housing – adequate, cost
- How do we create ideals in a real way?
- How do we create navigation?
- Human
- Human/Earth balance
- Identity, nurture & amplify – promising, non-traditional, perspectives and ideas – incubate and accelerate innovations
- Impact
- Inclusion
- Inclusive
- inclusivity
- Innovation
- Intergenerational conversations
- Investment in children and youth
- Isolation awareness-social interaction
- “Joined up” structures (All of government, all of community)
- Leisure opportunities (cost, kids + adults)
- Less stress/fast pace
- Life-world connection
- Love
- Max potential
- Meaningful
- Measurable
- Mind, body , spirit
- Mutual benefit
- Nature
- Necessary resources for all basic needs
- No one left behind
- No poverty
- No stigma, no discrimination
- Nobody left behind
- Nutrition information-food use
- Opportunity
- Optimal health
- Participation
- Physical awareness
- Positive youth development
- Potential realized
- Poverty – can we make change here?
- Preserving safe food supply (Farm land)

## Key words and thoughts:

- Preventative
- Preventing bureaucratic process from stifling contribution
- Primary prevention
- Proactive
- Prosperous
- Pushing away stigma that prevents people from contributing
- Reaching all & accessible
- Reducing the gap
- Regional/municipal + townships work together systematically
- Relationships
- Resilience
- Resiliency
- Resilient
- Resource sharing
- Resourcefulness – Knowing how to access and identify needs
- Respect
- Responsive
- Safe
- Safe spaces and places
- Safe, healthy, active, physical presence/movement
- Safety
- Safety – homes/businesses
- Safety + comfort to thrive
- Same power and voice regardless
- Security-food support, safety
- Sense of belonging
- Social responsibility
- Spirit, mind & body( emotional health, mental health, physical health, culturally inclusive & literacy)
- Stability
- Strengths based approach
- Strong literacy skills from the start
- Strong neighbourhoods
- Support
- Supported
- Supported families (all the way through the lifespan)
- Supportive
- Take judicious risks (Fail fast; learn adapt reflect; continue)
- Take notice
- This can go beyond children – everyone can have a new start
- Thrive
- Thrive/prosper
- Thriving
- Togetherness

### **Key words and thoughts:**

- True collaboration
- Trust
- Understanding
- Valued
- Vibrant
- Vibrant communities
- Voice for children and youth
- Wellbeing
- Wellness
- Where people matter
- Wind
- Work on systems level for systematic change
- Work, volunteer, citizenship, gifts to share
- Working against loneliness and isolation – but more than belonging (this word loses meaning because of overuse)
- Youth in particular believing the future they want is attainable

### **Key requirements:**

- Access
- Accessibility
- Active awareness
- Adaptability
- Alignment & coherent
- All, everyone
- Applicable to everyone – universal needs addressed
- Aspirational
- Avoid duplication
- Better use of community/people spaces
- Breaking down barriers
- Clear deliverables
- Collaboration
- Collaborative
- Collaborative collective
- Collaborative effort
- Community based
- Community journey
- Connection to data – both qualitative and quantitative
- Cooperation + collaboration
- Diversity
- Don't forget seniors
- Education of opportunities that are available
- Engage people who can't be at the table (people who aren't at the table help plan)
- Equal
- Equity

## Key requirements:

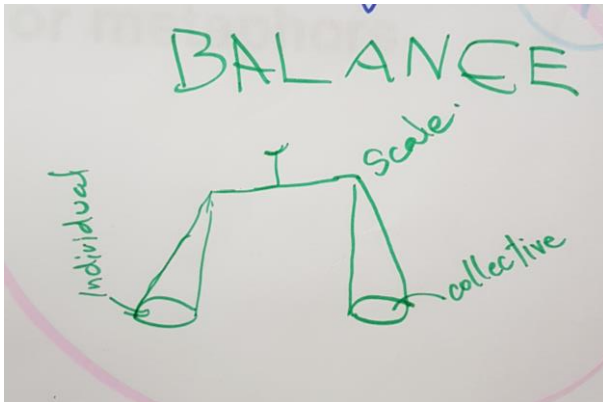
- Everyone
- Evidence based
- Evidence based informed by research + data, best practices
- Financial resources
- Flexibility
- Geography – inclusive room for uniqueness – tailoring
- Healing as a community “Dancing all together”
- Healthy public policy
- Inclusion
- Inclusive of everyone in Waterloo Region
- Intentional
- Knowledge
- Leadership (backbone organization)
- Locally driven
- Long-term plan
- Love above judgement
- Making support accessible
- Manageable
- Maximum impact
- Meaningful + community members
- Measurable
- Mindful decision making
- Openness – to criticisms, to new ideas, and to failure
- Opportunities for all to contribute
- Opportunity
- Options
- Plain language
- Positive
- Positive message
- Positive perspective in vision statement
- Relatable/accessible
- Relevant(local & current needs)
- Representative of whole community
- Social Determinants of Health. (Social net of H/R)?
- Safety
- Sustainability
- Take notice
- Trust between organizations + public + planning
- Truth + Reconciliation
- Understanding
- Universal
- Urban + rural
- Vested interest – commitment to the vision by all – money, time, expertise, attitude
- Walkability

### Key requirements:

- Wellbeing
- Wellbeing is integrated as part of everyday
- Wellbeing is not treated as an add-on
- Willingness to work differently – “Letting go”

### Key images or metaphors:

- Aging population
- All ages (youth + seniors), cultures, and abilities working together
- All boats rise with the right tide
- Balance

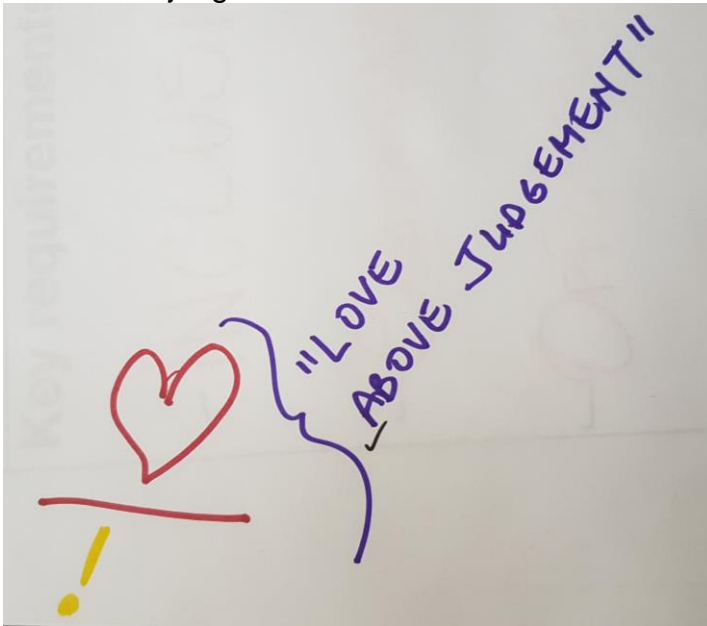


- Balance, interconnectedness, interdependence
- Be your best
- Creating an ecosystem
- Culture eats strategy for breakfast
- Direction
- Early intervention
- Ecosystem – community + environment + services + organizations
- Eyes taking notice
- Farms, environment, urban areas all connected by trails, bike paths, + effective transportation
- Food gathering of people
- Get out of the silos
- Growth (inside picture of tree)
- Happy positive vibrant
- Helping hands
- History/roots
- How can we as a community go beyond plans on paper to make lasting, meaningful, change?
- Innovation
- Invest in resources + income/employment for all, for prevention



## Key images or metaphors:

- Invitation
- Love above judgement



- Livable + accessible community
- Live "part of"
- Loneliness
- Mental illness
- Metaphor: Grassroots
- Nothing about me without me
- Optimistic
- Organizations/services keeping/wellbeing at centre
- People helping each other, arms wrapped around many hands
- Picture of water/river
- Play
- Poverty
- Prevention
- Resource distribution



- Reducing the gap

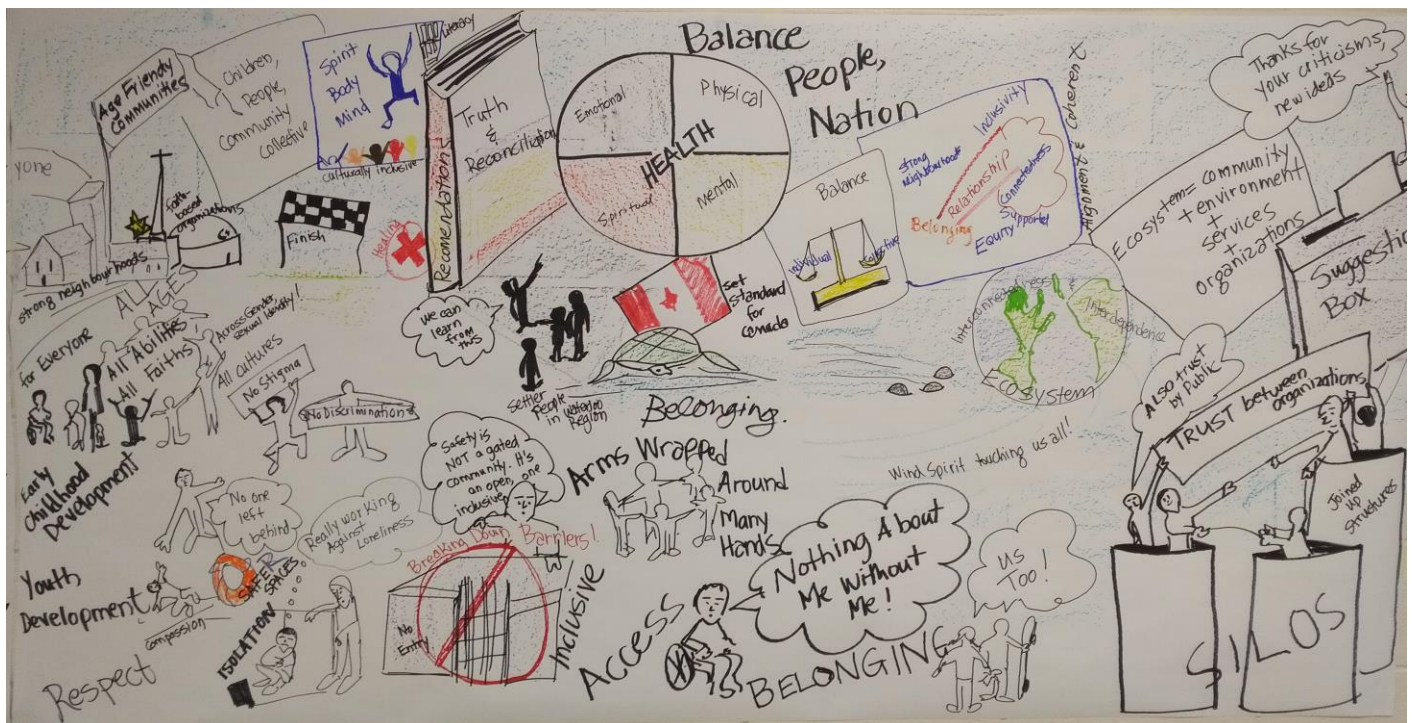
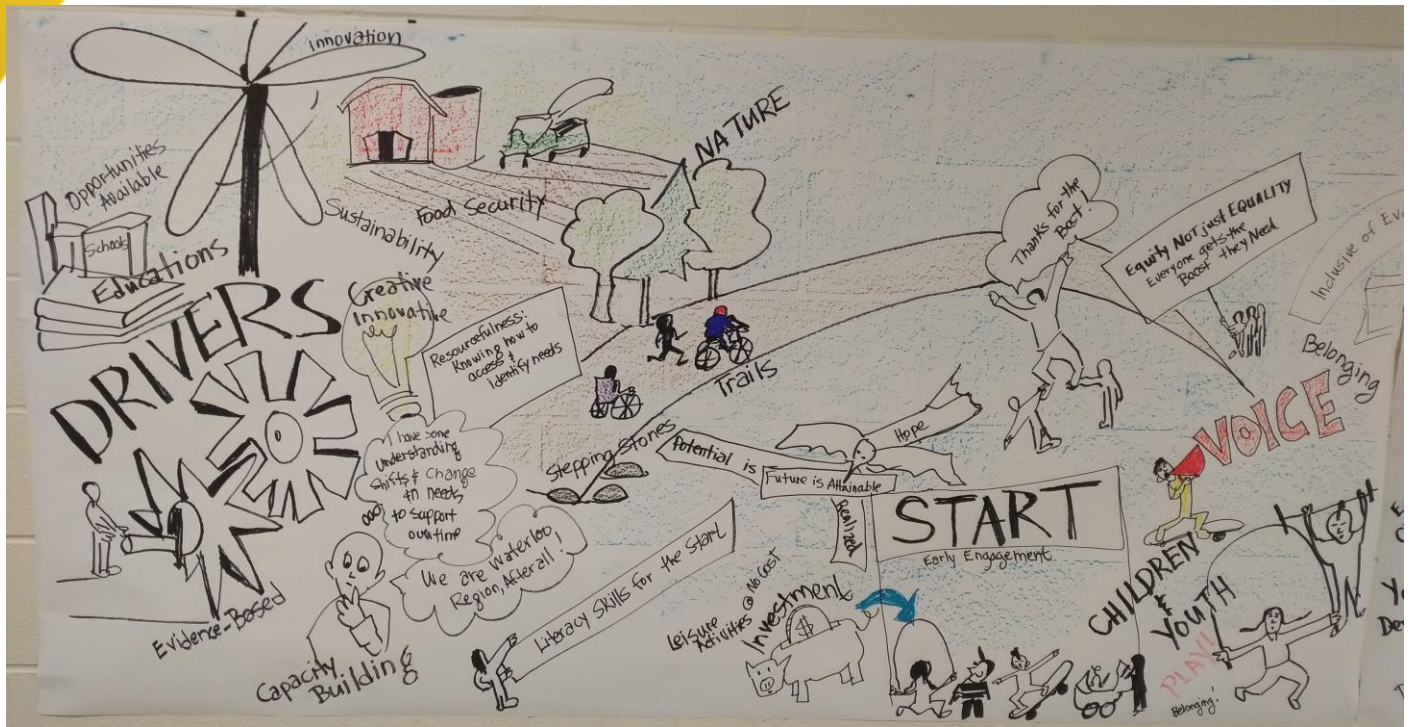
### Key images or metaphors:

- Root causes
- Sense of belonging
- Social determinants of health
- Social isolation
- Stepping stones leading to great things
- Tear down the walls
- Tie to Waterloo Region + future
- Tranquility, peace
- Tucked in – it'll be OK
- Upstream thinking
- Wind
- Wind/spirit touching us all, propelling us forward, pervasive
- Wrap around
- Wrapping around

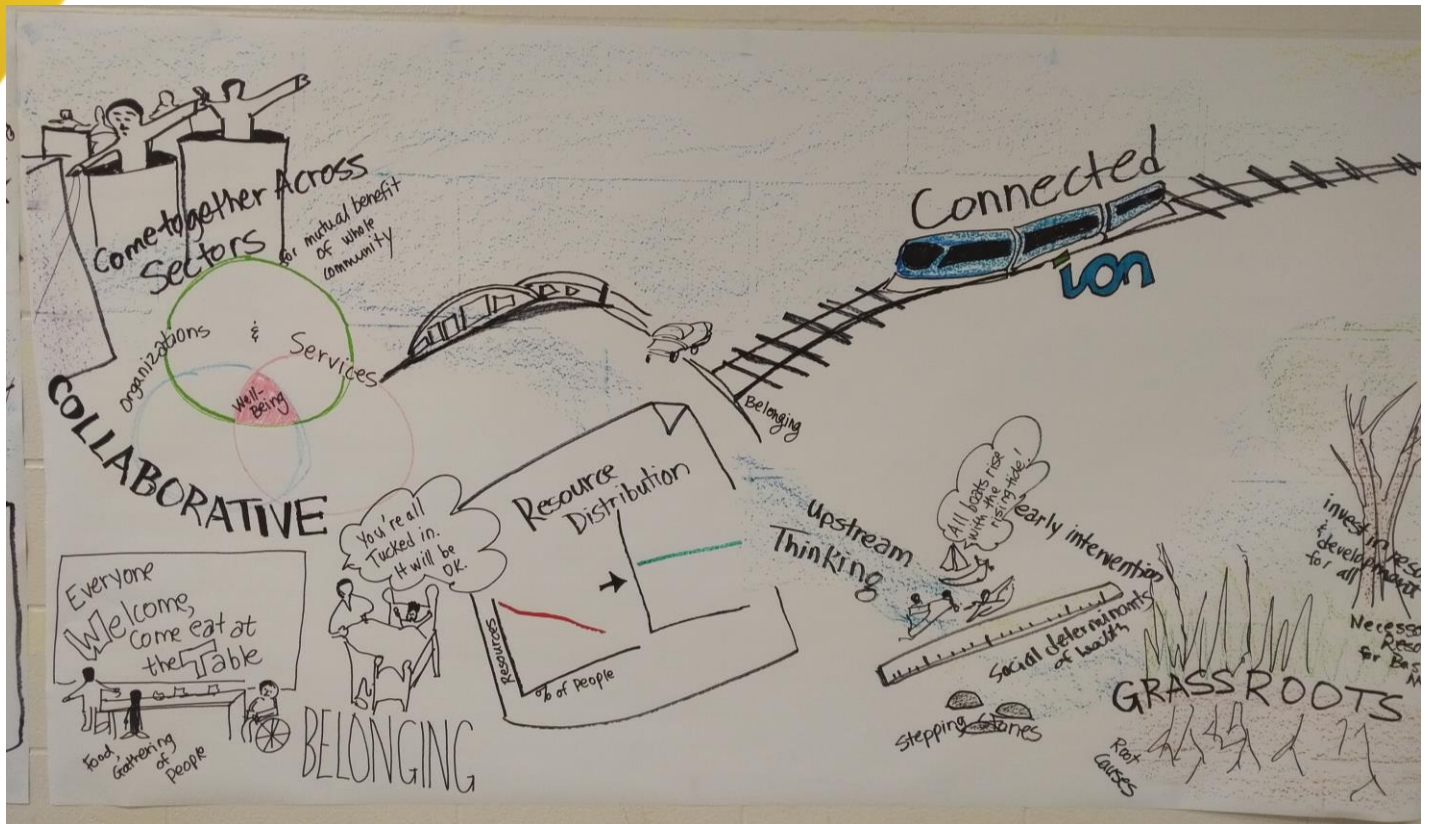


Michelle Braniff a Graphic Recorder took the words identified by the group discussions and provided a visual record to capture group conversations, identify patterns and inspire creativity and new perspectives.

Attendees were able to see what she had recorded at the end of the forum. Grace Bermingham (Region of Waterloo) supported Michelle through her process.







#### 4. Wellbeing in Waterloo Region - Bryan Smale Director, Canadian Index of Wellbeing

Through the work of the Measurement and Monitoring working group, the Canadian Index of Wellbeing was selected as the framework to measure wellbeing in Waterloo Region. It should be noted that the CIW is the starting point framework as our community will need to choose indicators specific and relevant to our community throughout the next year. Bryan Smale, the Director of the Canadian Index of Wellbeing (CIW) housed in the Faculty of Applied Health Sciences at the University of Waterloo provided an overview of the Canadian Index of Wellbeing and some of the highlights from the Central Ontario report. To ([view Bryan's presentation](#)).



According to the Canadian Index of Wellbeing, wellbeing is: The presence of the highest possible quality of life in its full breadth of expression, focused on but not necessarily exclusive to:

- Good living standards
- Robust health
- A sustainable environment
- High levels of democratic participation
- Access and participation in leisure and culture
- Vital communities

- An educated populace
- Balanced time use
- High levels of democratic participation
- Access to and participation in leisure and culture

## 5. Group discussion about Canadian Index of Wellbeing

In the group table conversations participants were asked to respond to questions about Bryan Smale's presentation and the results are found below:

### What's 'sticking' - what messages, facts, information stood-out or resonated most strongly?

- 3 most critical domains: Community vitality; Leisure culture; Time use
- 30% do not enjoy reasonable mental health
- 40% do not enjoy reasonable physical health
- Belonging in Waterloo Region
- Connection between resiliency and wellbeing
- Connectivity of the 8 domains to each other
- Continuing to provide opportunities for people to be involved in community
- Engagement = wellbeing
- Everyday living – what is the focus of wellbeing
- Focus on community vitality over financial status
- Food security was so low
- High level evaluation
- Highest possible quality of life
- How important community belonging to overall wellbeing
- How important time availability is for other domains
- How will we see changes?
- I sense of belonging, good uptake for newer programs/services i.d. from this
- If municipalities aren't adjusting or engaging with truth and reconciliation process, how will Truth and Reconciliation be included in wellbeing Waterloo Region?
- Interdependent
- Leaving personal/professional agendas aside and coming together
- Many issues/factors negatively impact time use
- More than a single solution – connection of all domains
- Reinforced need for access to leisure and culture
- Surprised by positive mental health statistics
- The tool is well researched
- These are non-trivial  $\Sigma$ 's
- We need to shift our focus from me + independence to us
- Work together to tackle wellbeing

## **What's 'surprising' - what was unexpected, unanticipated or missing?**

- 3 domains that most impacted wellbeing
- 3 important domains – maybe these are more easily addressed? or not?
- 3 indicators that most impact: Community vitality, Leisure culture, Time use
- Academic school success – what's the difference
- After so many years of exploring much of this data, the domains didn't offer much new possibilities of insight. How one frames the question allows a greater insight and critical analysis.
- Can we consider using "community researchers," "peers" to gather data. This also fits in community engagement
- Connection to GDP
- Crime rate in WR being higher than rest of Ontario
- Crime security index – Waterloo region being considered higher than Ontario
- Engagement bring a key factor to wellbeing
- Expected a minimum level of income is important
- Food security; Doesn't match what we are hearing from the foodbank
- How many people feel that they belong in waterloo region?
- How typical Waterloo Region is compared to central Ontario and Canada
- Importance of culture and recreation to feeling of wellbeing (yet not surprising once you think of it)
- Lagging incentive based childcare
- Language/literacy level of survey (lack of aboriginal non-English speakers, low literacy, children)
- Living standards and health being more predictive of wellbeing, (or most important)
- People said time use and work/life balance is important (many people don't have it)

## **Questions we still have about the Canadian Index of Wellbeing**

- Are the areas in wellbeing that Waterloo is lower than the province/national numbers areas we will be targeting?
- Build on existing collaboration
- Can we have ongoing engagement through grassroots data collection
- Does hate or racism related engagement (for example through social media) still count as engagement and therefore represent wellbeing?
- How are we going to reach more targeted population?
- How are we including youth? Children? How can we compliment the CIW and data on: Children, Youth, marginalized populations, specifically English as a second language
- How do we compare intentionally to improve wellbeing in Waterloo Region
- How to get a responsible sample?
- How to get youth involved?
- To have a strong sense of wellbeing you need to be engaged → How to reconcile ← To be engaged you need a higher level of wellness
- How will "age friendly" based on world health organization index be incorporated into this CIW survey and evaluation; Don't want to lose their important work



## Questions we still have about the Canadian Index of Wellbeing

- Including individuals with low levels of literacy?
- Sampling- are we engaging those who are not “traditional voices”/vulnerable groups?
- We saw access to childcare spaces, where is the region in terms of access of care for elderly/seniors/assisted living?
- What is the issue with childcare in our region? Availability? Affordability?
- What we measure WILL GET DONE

## 6. How will we make choices?

There will be many priorities and issues identified and therefore we will need to make choices on where to focus our community efforts and resources to impact wellbeing. What criteria should we use in order to make these choices together? How do we come to a decision on which priorities and issues to work on as a community? We need to create criteria that will help us make decisions together as a community. At each table participants were asked to discuss the following question:

What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing? Examples of criteria: sustainable, impactful, resource availability, innovative, etc.

The criteria identified by the small group discussions is found below. The bolded responses were identified as the highest priority to consider on each of the workmats.

**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

### Work mat 1

- **What champions are already working on this – we want to tap into this resources**
  - **Will allow us to be sustainable and impactful**
- Use of low income can help draw numerous parallels
- Ability to cross different sectors
- Use data to identify critical points where interventions are more effective
- Potential to mobilize:
  - The motivation
  - The buy in
  - Passion and interest
  - Flexible enough to mobilize around the community
  - Fit
  - Sustainability
- Long-term commitment
- Not a pilot
- Not a program/activity but a fundamental approach embedded into deliver and the work of everyone
- Resources:
  - Potential for direct support

**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

- Backbone support to be systemic
- In addition to in-kind support

#### Work mat 2

- **Inclusive**
- **Sustainable**
- **Generation - Innovation**
- **Something people will get behind**
- **Impact**
- Simple - implementable
- Energy momentum
- Current and timeless
- Younger people for impact
  - Targeted
- How to engage seniors with young people
- Isolated seniors engaged with neighbours
- Indigenous people
- Despite being targeted, all benefit
- Community vitality, leisure and culture and time use
- Universal appeal/opportunity across sectors to participate

#### Work mat 3

- **Not the loudest voices being heard – evidence based**
- requires a **whole** of **community** approach
- measureable goals
- choose something to improve wellbeing of those who are the worst off
- based on forum 1 priorities
- build on what is already working
- don't duplicate services
- is the approach able to respond to unique community needs (rural vs urban)

#### Work mat 4

- **Equity** (people with most barriers to have barriers reduced)
  - This doesn't mean it applies or impacts everyone equally
- **Evidence and practice based approaches, but willing to innovate, evaluate**
- **No trade offs**
- Consider sustainability (financial, environmental, and partnership flexibility)
- Appreciative inquiry - Find things that are working well and build on those
- Net positive

**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

#### Work mat 5

- **Do we believe the data:**
  - Is it balanced?
  - Reliable
  - Statistically relevant
  - Representative
  - Evidence based
- **Upstream, intentional and preventative**
  - **Root cause based**
- **Reference group with lived experience**
  - Social impact – measurable outcomes
- **Build on existing collaboration, knowledge, engagement, priorities** – i.e. truth and reconciliation
- **Evidence-based**
- Avoid “sustainability language”
- Prioritize under serviced population areas
- More coordinated approach
- Building on existing assets
- Do not invent a new organization or be deemed “innovative”
- does it have to be regional in scope v.s hyper-local grassroots
- is there capacity - to engage through this choice, with truth and reconciliation processes (there should be)
- doesn't always have to be innovative

#### Work mat 6

- **Must focus on those most in need**
- **Potential for meaningful change**
- **Community engagement and education (compassion building)**
- **Begin with root causes**
- Needs, and gap, and risk analysis
- Resources availability and flexibility
- **Service coordination and collaboration**
- **Be Aware of duplication**
- “nothing about us – nothing without us” – ensure those we serve have voice
- Access to everyone
- Snowball
- Upward mobility
- Resource sharing
- Smaller working group members focusing on specific tasks –perhaps many branches at the forum

**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

- Fill service gaps
- Upstream focused
- Issue that more partners can be involved in
- There has to be meaningful, measureable change to keep momentum and buy in from stakeholders
- Let pick an area where we can make change
- Can we pick a priority where we realign and better use existing resources rather than add new?
- Social determinates of health
- Prevention-oriented
- Issues requiring multi-sector involvement/action
- What is within our scope of influence?

#### Work mat 7

- Measurable
- Clear connection to wellbeing
- Clear pathway to chose “goals”
- Resource availability/attainable
- Criteria should be truly representative of populations (vulnerable/hard to reach, and etc.)
- Community support:
  - sustainable
  - necessary – not duplicating
  - creative

#### Work mat 8

- **Is it upstream?**
- **Integrative in nature**
  - Require involvement of multiple sectors
- **Inspires – action/involvement**
  - Energizes the community
- Clearly and sufficiently focused – i.e. clear scope
- Does it address broad determinates and social determinates of health of wellbeing vs band aid solutions
- Potential solution
- Challenge multiple problems
- Priorities don't need to be new
- Support existing networks and their efforts
- Focused: challenges existing solutions toward greatest impact - inspire newer clear choices
- Does this lend itself to being inclusive?

**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

Work mat 9

- **Universal design principles** are used to create physical spaces that work for people with disabilities. They also work for everyone such as automatic door opener, wheel chair, stroller, able-bodied persons with many bags and boxes. **What are the principles that will enable this effort to reach everyone and benefit everyone? How do you translate physical, universal design principles to wellbeing?**
- How do we **strengthen the 3 domains** (community vitality, time use, leisure and cultures ) that impact wellbeing in a way that features/**includes** everybody
- How do/can/should the **business community** contribute to 3 domains and ultimately community wellbeing

Work mat 10

- **Actionable**
- Index **evidence-based**
- **Impactful and measurable**
- If work is already being done to address an issue
- Inclusive
- Identify who will benefit most
- Sustainable/ long-term lasting benefits
- How well are we position for resources of expertise perspectives
- \$
- Definition of roles, public/citizens v.s. institutions and services roles
- Community empowerment and engagement

Work mat 11

- **Are we doing what the population wants? Or what we think they want?**
- **bringing things to the people** – location, accessibility
- **inter-generational benefits**
- collect data verbally or through surveys
- resources availability
- considerate of aging population/baby boomers
- financial provision and stability
- how do we improve family ties/change this value? (ex. front porches, not back decks)
  - preventative strategies
- changes followed or accompanied by outreach and changes for monitored progress

Work mat 12

- needs to be **energizing**
- addresses demonstrative **need (data)**
- transparent

**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

- do not duplicate efforts and resources
- realistic – what can we actually do as a community? (resources)
- evidence-based
- this priority -> another priority/other priorities
  - can we leverage this for greater impact in other areas as well?
  - Collective impact
- Probably will have more than 1 priority
  - Will lead to greater involvement or different phases of involvement for community partners
- Consistency
- Availability of data (representative, inclusive data of both urban and rural)
- Long-term solutions not quick fixes
- Measurable
- Recognized existing work and acknowledge that we can do better (deciding on priority should not reflect negative view of what is already happening)

#### Work mat 13

- **Limitation: criteria-setting is set by “privileged” (paid, white, etc.)**
- **Sustainable**
- **Creates momentum**
- **Foster engagement**
- Broad impact (far-reaching)
- Foster connectivity and belonging

#### Work mat 14

- **Prevention/pro-active**
- **Broadest possible citizen engagement**
- **Collective energy to address the issue**
- Identify the need
- Sustainable resources
- Impact across full life-span
- Measureable
- Quick win and long-term action requirements
- Project has multiple components involving many groups who can address them

#### Work mat 15

- **Evidence-based**
- Planning for **long-term benefits**, not just current “work term/political cycle”
- Equity approach – the greatest needs
- Focus on areas where we can have the most impact with limited/least resources
- Utilize existing resources – making them more accessible/available/visible
- What do we already have?



**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

- What fits?
  - Build on success, expertise, infrastructure (i.e. childcare in schools) neighbourhood models
- What do we need add?
- What is our baseline?
  - Look at CIW vital signs
  - What needs to change
- Leverage resources in neighbourhoods
  - Mutually beneficial
- Review of process to reduce barriers to communities to come together
  - Street party permits, community centre rental costs
- Doesn't all have to be professional

#### Work mat 16

- Need to be able to **measure and demonstrate** impact
- Areas which when addressed can have **amplified** and knock on impacts on other areas and issues
- Problem and need for a solution must be **compelling**
  - Simple, supported by data
- Openness of organizations to work collaboratively to:
  - Share work load and resources
  - Flexible mandates to enable the collaborator to impact
- Clear compelling value proposition that invites understanding, involvement (e.g. having stability and income security, everyone can relate, homeless as an extreme instance of having instability of housing and poverty)
- Value-based
- Adaptability of approaches to solution findings
  - Scaleability – can it be used on multiple levels?
- Transferability – can we transfer the methods/results to other areas?
- Ability to create “quick win” for create of community buy in.
  - If it doesn't work, adapt it.
  - If it works, how do you amplify it?
- Community pride in achieving a solution (ex. in our community there is no homelessness)

#### Work mat 17

- Meaningful (to the various citizens and various demographics groups)
- Urgency - need a “house on fire” issue to rally around
- Readiness – is there momentum, resource relationship to build on
- Scale manageable?
- Value-based (social and moral values)
  - We are clear about the values which we are aligned with
- Innovation that is based on expressed hope/needs/dreams of citizens

**Potential Criteria:** What criteria should we use to help determine where to focus community efforts and resources to have the most positive impact on community wellbeing?

- Draws people and their creative/insightful ideas out

#### Work mat 18

- **Fewer resource to studying vs more to action**
- **Supports visions and mission and values**
- Impact
  - Longer-term
  - Immediate (short-term)
- CIW study top 3
- Consider where is the buy in, where not
- How do you get buy in across
- Maximize existing services, not duplicating
- Create opportunities for business buy in
- Do you want to use demographic info

## **7. Starting to narrow our focus on priorities**

There was discussion at the forum to being to narrow the focus in order strengthen or support improvements to wellbeing in our community regardless of the sector/program area we work in.

This exercise was divided into two parts. The first part of the discussion reflected the one area of focus (Table 1) and the second part allowed the groups to identify other areas of potential focus (Table 2).

### **Table 1: What is one area of focus that had the majority support from our table?**

#### Work mat 1

- Stronger neighbourhoods
- Literacy for all by age 25

#### Work mat 2

- **Focus on the most vulnerable/marginal populations (housing/food security/safety)**
- Engaging the whole community in the “solutions”

#### Work mat 3

- **BELONGING**

#### Work mat 4

- **Sense of Belonging** (Framed in a way to address systematic factors & precursors for belonging)

## **Table 1:**

### **What is one area of focus that had the majority support from our table?**

#### Work mat 5

- **POVERTY**

#### Work mat 6

Forming, building, and maintaining **meaningful** relationships – exchange of support is an example (it's subjective)

#### Work mat 7

- Focusing on building community connections and improving mental health for all across the lifespan
- Community connections
- Mental health
- Access
- Establishing connection increases access
- Measurable with new public health
  - Strength based tool
  - Need to show impact

#### Work mat 8

- Belonging in social capital

#### Work mat 9

- \* Housing
  - Foundational social determinants of health → creates potential for other improvements
  - Range of options
  - Intentional design ->> fosters communities, respect environment and support green living and safety
  - Quality, not just quantity
  - Proximity to essential services, workable transit access
  - Support available within housing
  - Supports prosperity of community (infrastructure, economic and business development)

#### Work mat 10

- no response

#### Work mat 11

- \*Built environment and place making including housing

#### Work mat 12

- \* Enhancing capacity for lifelong learning from cradle to grave

## **Table 1:**

### **What is one area of focus that had the majority support from our table?**

#### Work mat 13

- Strong neighbourhoods – connecting to organizations that serve a subset i.e. children & family services, environment, age-friendly/seniors, neighbourhood hubs, intentional living, inter-generational living
- Place-making, engagement, not defined by where you can live
- Inclusive, welcoming, where you can feel that you belong, can contribute
- Connect via kids and dogs
- Good scale for democratic participation

#### Work mat 14

- Knowing your neighbours + neighbourhood/community plans (impacted by adequate housing)
  - can help to improve:
    - sense of belonging
    - access to child care (formal/informal)
    - recreation activities
    - feeling of safety
    - social supports
    - engagement
- Have well-connected neighbourhoods, help other communities to become better connected

#### Work mat 15

- Creating a sense of belonging

#### Work mat 16

- Belonging + relationships – most basic human need is to be loved

#### Work mat 17

- Empowerment
- Model is peer driven – engages people
- About the community not organizational needs
- Belonging – connections

#### Work mat 18

- Child health and wellbeing

## Table 2

### What are the other key areas of focus identified?

#### Work mat 1

- Role of recreation- interesting idea- related to trails from sample communities
- Related to belonging and community vitality

#### Work mat 2

- Transportation
- Access
- Social isolation
- Basic needs
- Make the survey in multiple languages (critical if Waterloo Region will be using the C.I.W.)
- Make it appropriate for lower-literacy levels (critical if Waterloo Region will be using the C.I.W.)

#### Work mat 3

- Inclusion/inclusive
- Equity/equitable
- Access/accessible
- “Where is the business community” – how do we make this relevant to the business sector?

#### Work mat 4

- **Compassion, mindfulness at the population level (including decision-makers)**
- Inequality
- **Integration** of sectors and existing initiatives

#### Work mat 5

- Belonging/connectedness
- Mental health/resilience

#### Work mat 6

- Community development for inter-connectedness
- Volunteering for building support for organizations but also community connections (companies that pay for this time is important!)
- Strengthening family ties for well-being – this can be community!
- Forming relationships both online and in person

#### Work mat 7

- Uses measurement tool to evaluate progress on improving community wellbeing
  - Positive mental health surveillance indicator framework (Public health agency of Canada)
- Happiness, psychological, social wellbeing, spiritual health, family relationships, social engagement – inequality
  - (Different determinants)
- Waterloo region could be one of the first communities to use this (we are supposed to be innovative and creative – right?)

## Table 2

### What are the other key areas of focus identified?

- We could be poster child for this!

#### Work mat 8

- Literacy,
- Food insecurity (broadly)
- Environment (sustainable resource usage)
- Built environment
- Children's wellbeing (healthy relationships)
- Guaranteed income
- **Mental health and addictions**

#### Work mat 9

- Employment and income
- Inclusion and involvement
- Education
- Substance use
- Mental health
- Childhood trauma
- Trauma informed care
- Food security
- Poverty
- Early childhood development

#### Work mat 10

- Community connectedness through attentive interactions
- Equitable and early childhood development
- Affordable housing
- Active communities and transportation
- Adequate guaranteed income
- 100% people adequately housed- a place to call home

#### Work mat 11

- Intentional planning for humans to provide for authentic human interactions in social space (picture)

#### Work mat 12

- Attachment (serve and return)
- Sense of belonging
- Inclusion

#### Work mat 13

- Service coordination



**Table 2**

**What are the other key areas of focus identified?**

- Agency collaboration – tear down silos
- We all commit to do this! – right down to our strategic plans and board buy in
- Leveraging existing knowledge, engagement, and priority-setting work
- Meaningful engagement of people with lived experience

Work mat 14

- Access to services, food, housing, adequate income
- Child health + wellbeing – support to families
- Connecting new people (anyone moving in) to resources in their new neighbourhood – word of mouth, but focused/organized

Work mat 15

- Housing stability
- Income security
- Food security
- Mechanism(s) for enhanced collaboration (resources, structures, governance information)
- Integrative w/ multiple impacts e.g. community gardens are about more than food security
- Promotion of community connections + resiliency – relationship building in neighbourhoods, building capacity to connect to services and one another
- Child health and wellbeing – getting the best start – preventative approach with far reaching long term results (education, employment, health, relationships, literacy)
- Mental health – far-reaching effects (all levels of community – kids, youth, adults)
- Preventative focus

Work mat 16

- Out of relationships and belonging (based on intuitional listening) we can hear priorities out of community. Some that we perceive to be are...
  - poverty
  - equity
  - best start in life

Work mat 17

- Income
- Belonging
- Reducing the equity gap
- Picture pointing to the center of a Venn diagram showing engagements, relationships, and participation
- Focus – what is the criteria we all need to have:
  - peer to peer relationships
  - Intentional support
  - Organic/flexible
  - Safe space
  - Hospitality – welcoming
  - Inclusive

## Table 2

### What are the other key areas of focus identified?

#### Work mat 18

- Education/literacy
- Income/social status
- Mental health

## 8. Reflections in plenary

An opportunity was provided for attendees to share reflections. Share any additional reflections you have that need to be captured or emphasized from today.

#### Work mat 1

- Has to capture people's energy and imagination
- Stronger neighbourhoods
- Literacy for all by age 25
- Engagement/belonging

#### Work mat 2

#### Work mat 3

- Youth voice must be included
- The business/tech community must get involved
- We should include post-secondary students and institutions in this discussion

#### Work mat 4

- Need more time for discussion

#### Work mat 5

- We were challenged by the exercise to select just one area of focus!
- We wanted to say "poverty" (and ultimately did!) but this did not seem to align with 3 C.I.W. domains of importance – time use, community vitality, leisure & culture – yet we decided that poverty is an underlying root problem that undermines these three and all aspects of wellbeing

#### Work mat 6

- Creative family relationships
- Communication (variety... of ways)

#### Work mat 7

-

#### Work mat 8

- Are we picking a single area of focus or a number of areas that are interrelated?

#### Work mat 9

- Whatever the issue, we must work to increase community involvement around that issue

#### Work mat 10

- 

#### Work mat 11

- 

#### Work mat 12

- Education can drive community vitality, leisure, use of time and change the trajectory on poverty, impact belonging and relationships
- What we measure will get done

#### Work mat 13

- There needs to be “true” agency/organization buy in and commitment (especially at a board level to this initiative)

#### Work mat 14

- Building on strengths
- Realizing nonprofessional resources
- Greater amount of attention can help in poverty + housing (this would impact the wellbeing domain)

#### Work mat 15

- How will this be shared with the community? How will this matter?
- Culture shift – “it matters”, “we care”

#### Work mat 16

- Live into the aspirations: avoid the “do-able”/boxing in with smaller ideas which can result in a failure of imagination – the aspirations make it sustainable
- Divergent vs. convergent thinking = helpful

#### Work mat 17

- We seem to be spending a lot of time in measurement and could spend more time on priority-setting – table sharing for example

#### Work mat 18

- Everything connected therefore impactful
- Challenge: to narrow the focus with so many ideas but don't let it stop the group from moving forward

## 9. Next Steps and Closing

Mike Murray - Chief Administrative Officer Region of Waterloo provided an overview of some of the upcoming events.

- Community conversations - evenings
- Outreach to groups who we have a harder time reaching
- Online platform
- Developing our measurement framework
- Other opportunities for stakeholder input
- Next community forum – May 24, 2017 – Victoria Park Pavilion, Kitchener
- Visit our website for ongoing updates and information at:  
[www.wellbeingwr.ca](http://www.wellbeingwr.ca)

## Wellbeing Waterloo Region is Funded by:

- Waterloo Wellington Local Health Integration Network
- United Way of Kitchener Waterloo and Area
- Kitchener and Waterloo Community Foundation
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