

SURVEY GUIDE



Help shape our City's future!
Share your feedback — take our survey.

LETSTALK.CNV.ORG/COMMUNITY-WELLBEING

WELCOME!

city
of north
vancouver



We Need All Voices.

The City of North Vancouver is developing a Community Wellbeing Strategy to plan for social opportunities and challenges in our City. We need your help to review an early vision, goals, and emerging strategies that will form the basis of our plan. Your input will help shape a refreshed approach to making our City a healthier, more livable, equitable, and connected place for everyone.



LEARN.

- ▶ Read the information in this Survey Guide
(or head to letstalk.cnv.org/community-wellbeing if you prefer online reading)



SHARE.

- ▶ Answer questions about community wellbeing using our online survey found at letstalk.cnv.org/community-wellbeing
- ▶ Prefer a printed version? Download and print a copy at letstalk.cnv.org/community-wellbeing
- ▶ If you have questions, please get in touch (contact details below)



SUBMIT!

- ▶ Submit online or if you have a printed version, email, mail, or drop off your completed guide to the City by **October 31, 2021** (contact details below)

email: wellbeing@cnv.org

mail: 141 West 14th Street, North Vancouver, BC V7M 1H9
Attention: Community Wellbeing Strategy

Share your voice by
October 31!

Encourage others to share their voice too. Send a link, share on social media, or give them a call.

Need this Survey Guide translated?

Contact wellbeing@cnv.org or
phone 604-983-7357.



ABOUT THE STRATEGY



What is Community Wellbeing?

Planning for community wellbeing means identifying strategies and actions that will help our people live healthy, happy, and fulfilled lives in the City of North Vancouver, even as our community, and the world around us, evolves.

The Community Wellbeing Strategy will be our guide for civic decision-making that considers important topics like the ones below, within our City's larger context:

- ▶ community resiliency
- ▶ neighbourhood design
- ▶ affordable housing
- ▶ public safety
- ▶ discrimination, marginalization, and racism
- ▶ reconciliation
- ▶ health and wellness
- ▶ children, youth, families, and seniors
- ▶ infrastructure
- ▶ partnerships and advocacy
- ▶ poverty reduction

How Will the Strategy be Used?

The Community Wellbeing Strategy will provide:

- ▶ **a vision and goals** for our collective future;
- ▶ **strategies** to help us meet these goals; and
- ▶ **actions** we can take to build a caring City where everyone belongs.

Community wellbeing
is the combination of social, economic, environmental, health, cultural, and political conditions that are essential for individuals and communities to flourish and fulfill their potential.

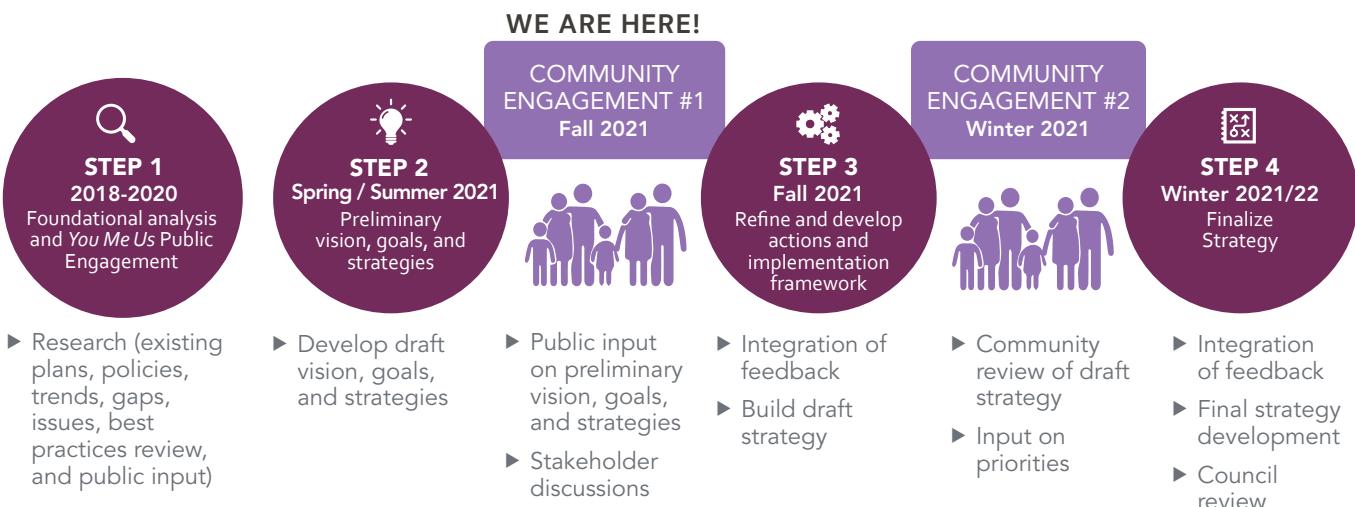


PROCESS

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The new Community Wellbeing Strategy will replace the City's Social Plan developed in 1998. While we have achieved many goals set in that plan, we recognize that our community and our world are evolving.



This Community Wellbeing Strategy framework was developed based on:

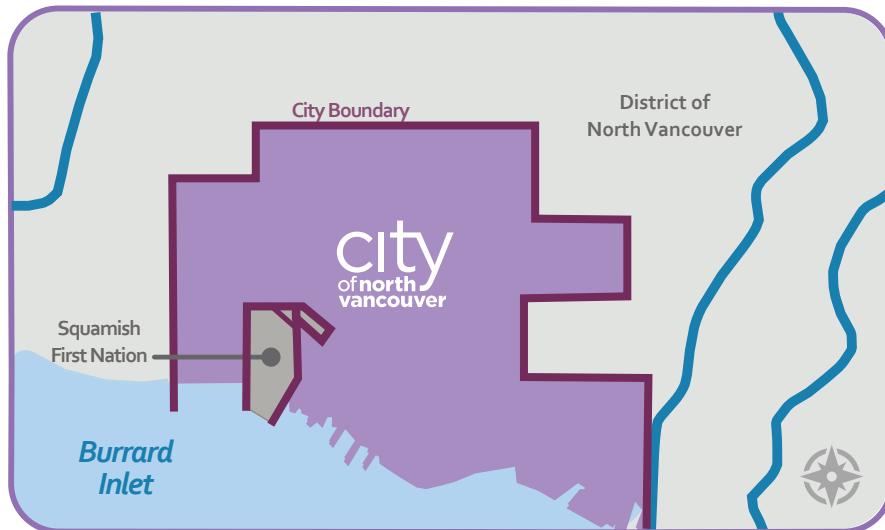
- existing plans and policies including the 1998 Social Plan and 2014 Official Community Plan;
- current trends, best practices, and precedent research;
- gaps identified in our current programs and services;
- public health information;
- community input from the You, Me, Us process in 2018-2019 and ongoing stakeholder engagement; and
- City's related work: *Housing Needs Report; Equity, Diversity, Inclusion & Reconciliation Action Plan; Child Care Action Plan; Mobility Strategy; and Environment Strategy.*



The COVID-19 pandemic has highlighted how unexpected shifts happen and the significant impacts these shifts can have on our communities. Recovery from the pandemic provides new opportunities to make our City livable, connected, and equitable for all.

OUR CITY TODAY

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The City of North Vancouver is 11.83 km²

The North Shore is predicted to have 60,000 more residents and 25,000 more jobs by 2050

Lonsdale Regional City Centre is identified for residential and employment growth

72% of residents commute outside the City for work
 25% of residents walk or cycle for errands

52,898
Population as of 2016

Housing in the City

46%
of renters spend 30% or more of their income on housing

12%
of homes in the City of North Vancouver are 'single-detached'

50%
of residents have moved homes within the last 5 years



38%
of people in the City live alone

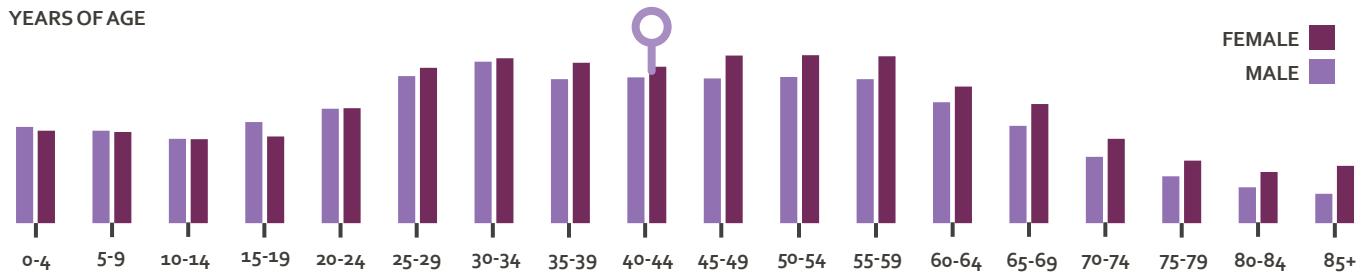


18%
of City families are lone-parent families

AGE RANGE

YEARS OF AGE

42 is the median age of the City's population



CHALLENGES & OPPORTUNITIES



Our community is facing a number of challenges — some are global in nature, many are unique to our region, and others are specific to our City. These key trends influence the development of our Community Wellbeing Strategy.



WE ARE IN THE MIDDLE OF A GROWING AND CHANGING REGION

Our City is located in one of the fastest growing areas in Canada – Metro Vancouver. By 2050, the population of the North Shore is anticipated to grow by 60,000 people and 25,000 jobs. As a small City, we need to make smart choices about how change is guided and growth is accommodated to promote wellbeing. By supporting access to everyday needs close to home, people are more likely to use sustainable modes of transportation, be physically and mentally healthier, support local businesses, and be more socially connected.



OUR HEALTH IS SHAPED BY OPPORTUNITIES AND CHOICES AVAILABLE TO US

Personal and community health are impacted by factors beyond diet and exercise. These include housing, employment, our physical environment, socioeconomic status, education, support networks, access to basic amenities, and sense of belonging.

For some, the lack of opportunities under any of these factors can have a significant impact on overall health. Taking a holistic approach to health and recognizing the wider contributing factors in our City is fundamental to reducing inequities, strengthening communities, and providing opportunities for everyone to maximize wellbeing.



MANAGING THE COST OF LIVING IS BECOMING INCREASINGLY DIFFICULT

The high cost of living, driven by high housing costs but also by rising transportation and food costs, has a detrimental impact on peoples' lives.

These burdens are more often borne by lower income households that are challenged to pay for services and activities. This can result in reduced opportunities and quality of life. More affordable housing options, affordable child care, better transportation options, access to employment opportunities, and inclusive places to gather are important for reducing costs and supporting people to participate in the community.



OUR DIVERSITY IS OUR ASSET

Historically and to this day, many groups face discrimination and lack of access to opportunities.

The COVID-19 pandemic has highlighted the disproportionately negative impacts on equity-seeking groups, for example – increased incidents of racism, lack of access to technology and education, reduced employment/income, and limited support systems. Valuing diversity, acknowledging systemic barriers, and taking strategic actions that support inclusion and fair treatment, and opportunities for advancement of all people is critical to addressing these disparities and inequities.

*Source: City of North Vancouver

DRAFT FRAMEWORK



The graphic below provides a draft framework for the Community Wellbeing Strategy.



DRAFT VISION & GOALS



One Draft Vision

A City where everyone belongs

The vision is intended to recognize that the City must serve a variety of needs. Building a City where everyone belongs is a commitment to progressing health, happiness, potential, and quality of life for everyone.

Four Draft Goals

The goals express what we are striving to achieve and help us realize our vision.

GOAL 1:
Building a
city of short
distances

GOAL 2:
Making
room for
community

GOAL 3:
Being an
equitable
city

GOAL 4:
Repositioning
social
investments

How Will This Improve Our Wellbeing?

- ▶ People living in compact communities are more likely to use sustainable modes of transportation and support local businesses
- ▶ Improved access means less travel time for daily needs, more time for social connections, and physically and mentally healthier people

- ▶ A city with diverse social activities, programs, and places has something for everyone
- ▶ Inclusive spaces support citizens and help them feel connected, while equitable public spaces help build inclusivity
- ▶ Healthy communities celebrate diversity while overcoming differences that keep us apart

- ▶ An equitable city creates opportunities where everyone can contribute in a positive way
- ▶ Fair and equal opportunities allow more people to succeed
- ▶ An equitable city defines who we are as a community by how we treat others – it's a reflection of a caring community

- ▶ When we support others we all benefit from the investment
- ▶ Social infrastructure allows our community to thrive in spite of economic, environmental, health, and other challenges
- ▶ Investments in social assets and programs deliver long-term value, public cost savings, and enhanced quality of life

20 Draft Strategies

The following pages outline the draft strategies that are intended to help us make progress towards our goals.



did you? Know?

A 15-minute city is where citizens can meet all their needs within a short walk, bike, or transit ride. When we travel less, quality of life is improved with less traffic and stress, more social connections, stronger local economies, and less greenhouse gas emissions.

This means long-term urban sustainability and happier people!

Half of all residents in the City report getting over 150 minutes of physical activity each week.*



"I would feel more connected to my community if I could get to know more of my neighbours."





Creating places and spaces that are designed to support physical and mental health and resiliency.

Why is this important? Where we live and how we move around the City impacts our health and wellbeing. Healthy design can help us live, move around, and connect better, as well as be a more sustainable community.

15 MINUTE CITY



Create a '15 minute city' with daily needs close to home

Ideas for how can we do this:

- ▶ Plan neighbourhoods so people can move easily between homes, jobs, green spaces, shops, and other daily needs
- ▶ Conduct neighbourhood needs assessments to identify opportunities for social infrastructure

SOCIAL DESIGN



Grow opportunities for connection and inclusion through the design of social places

- ▶ Map out existing social assets, such as community spaces and programs, and identify gaps
- ▶ Provide "social" design guidelines so new places include elements like amenity spaces, public art, accessibility, active design, green and natural elements to promote mental health and more so our spaces welcome people

ACCESS



Enable physical, locational, and financial access for all to participate in civic life

- ▶ Improve equitable and physical access to our public spaces and services by updating guidelines
- ▶ Work to remove financial barriers for people to access amenities and services

RESILIENCY



Build our community's capacity to respond to and recover from adversity

- ▶ Develop a Resiliency and Emergency Response program
- ▶ Build a network of leaders to support resiliency initiatives
- ▶ Support small-scale initiatives, workshops, and events that enhance our resiliency



did you Know?

Prior to the COVID-19 pandemic, 19% of children and 19% of seniors were living in low income households. An increasing number of households are experiencing working poverty which means that even having a job does not provide an exit route from poverty.

Women, immigrants, and youth/young people are particularly impacted by unemployment and low quality jobs.

10-12%
of people do not have adequate or secure access to food due to financial constraints*

"I am concerned about the growing mental health issues in our community and I'm worried for the safety of substance users, particularly with the prevalence of fentanyl."



"Housing is becoming more and more unaffordable. It is causing more people to become financially vulnerable."





HUMAN ESSENTIALS

DRAFT STRATEGIES

Prioritizing essential needs relating to suitable, affordable housing, sufficient healthy food, equitable opportunities, health, and safety

Why is this important? Meeting our basic needs, like housing, food, safety, support, and equitable opportunities, are fundamental to a happy, healthy, and productive life. When we thrive as individuals, our community thrives.

HOUSING FOR ALL



Improve the diversity and affordability of housing of all types, sizes, and tenures

Ideas for how can we do this:

- ▶ Encourage more homes of all shapes, sizes, especially family-friendly homes, in all neighbourhoods
- ▶ Work with developers to provide more affordable housing e.g., pre-zoning, inclusionary zoning
- ▶ Increase options for affordable rental housing

HOMELESSNESS



Work to enhance services based on housing as a foundation for addressing complex needs

- ▶ Collaborate with senior government and local non-profits to help people access support services
- ▶ Support approaches that holistically address the issue e.g., stable housing with mental health support

FOOD SECURITY



Improve food system accessibility, affordability, coordination, and access to healthy food

- ▶ Create food friendly neighbourhoods with local food networks, community food programs, and local food banks
- ▶ Increase healthy food options e.g., retail locations, small-scale grocers, farmers markets, etc.

SAFETY



Increase safety and the feeling of safety for all

- ▶ Foster safe design and delivery of City projects, services, policies, practices, and spaces
- ▶ Take action on hate and discrimination
- ▶ Enhance emergency preparedness and resilience
- ▶ Encourage community safety programs



MENTAL HEALTH



Embed mental health into City services and policies, and actively support initiatives

Ideas for how can we do this:

- ▶ Design neighbourhoods to promote connection and belonging e.g., access to parks
- ▶ Support community programs
- ▶ Provide public education and workplace training around mental health

EQUITY + DIVERSITY + INCLUSION



Cultivate a City that is engaged, equitable, and inclusive, where diversity is celebrated

- ▶ Celebrate diversity through events, places, and recognition through naming
- ▶ Ensure equity, diversity, and inclusion are core values in City policies, actions, and bylaws

RECONCILIATION



Value, foster, and develop strong relationships with the Indigenous community

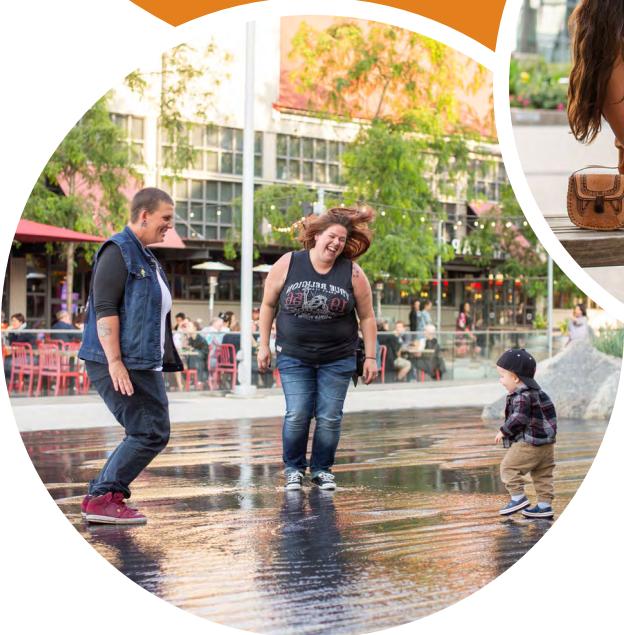
Kriskrug, Dec 12, 2012, CC-BY-CA-3.0

- ▶ Support City staff learning about First Nations culture, reconciliation, and anti-colonial practices
- ▶ Collaborate with local First Nations and partners to monitor, evaluate, and respond to issues



did you Know?

Social infrastructure covers a wide range of spaces, facilities, and associated programming. It includes public institutions that operate accessible facilities and services for the community (libraries, community centres, recreation facilities); non-profit and/or volunteer-run, member-based organizations that support local people by fostering participation, networking, and/or personal growth opportunities; and cultural organizations and facilities (museums, galleries, theatres).



"It's hard to afford to live in North Vancouver especially as a single parent, but I want to raise my kids here."



"Finding child care has been a struggle for our family. Due to shift work, our family needs care during non-traditional working hours and this support is nearly impossible to find."

64%
of residents report having a strong feeling of 'community belonging'*



SUPPORTING PEOPLE

DRAFT STRATEGIES

Creating resources and opportunities that enable people to improve their wellbeing in ways that are responsive to individual needs and experiences.

Why is this important? As we grow, so do our diverse needs. We want our City to be a place where everyone can reach their fullest potential. We can do this by providing services, resources, amenities, and places for people to thrive.

CHILDREN + YOUTH + FAMILIES



Provide family-friendly services, housing, transportation, employment, child care, etc.

Ideas for how can we do this:

- ▶ Engage the City's youngest citizens in planning processes
- ▶ Design family-friendly public spaces and amenities
- ▶ Provide programs, services, and support for a diverse range of needs, family types, and forms

SENIORS



Improve our age-friendly City and foster seniors' roles and contributions

- ▶ Work with community agencies to enhance seniors' services and caregivers' needs through a diverse range of programs, spaces, and support
- ▶ Provide better access to information about seniors' services available in the City

CHILD CARE



Improve accessibility, affordability, and quality of child care in the City

- ▶ Access senior government funding to create new child care spaces as targeted in the *Child Care Action Plan*
- ▶ Leverage City assets, other publicly owned assets, and opportunities with developers to create new child care spaces



POVERTY REDUCTION



Provide a supportive environment to help people move out of poverty

Ideas for how can we do this:

- ▶ Collaborate with partners on implementing the *North Shore Poverty Reduction Action Plan*
- ▶ Provide more affordable opportunities for leisure, recreation and culture, and mobility
- ▶ Educate the public to foster greater awareness, empathy, and understanding of poverty

SOCIAL INFRASTRUCTURE + FACILITIES + PROGRAMS



Enhance and expand social infrastructure to meet a range of needs and uses

- ▶ Structure City programs, facilities, and fees so they are affordable and welcoming to all
- ▶ Explore ways to add new spaces for supporting people e.g., leasing of City-owned assets, co-locating uses, redeveloping aging facilities, etc.
- ▶ Partner to develop and regularly update a social infrastructure delivery plan





did you Know?

There are many groups involved in developing and managing services in our City — it's a shared responsibility! We work closely with the District of North Vancouver, the District of West Vancouver, local First Nations, Metro Vancouver, the Province, the Federal government, non-profit and community organizations, and the private sector.

Collaboration is essential to community wellbeing.

The City of North Vancouver provides grants to non-profit groups to assist with the delivery of services which work to reduce social, economic, or physical disadvantage, and/or improve the quality of life for residents.



"There is a need for more services and supports in my community."





WORKING TOGETHER

DRAFT STRATEGIES

Developing a network of partnerships and support to achieve the City's objectives together.

Why is this important? Partnerships stretch the City's reach to support positive outcomes in the community. Focusing our advocacy efforts and working with partners helps us innovate to meet our diverse needs.

PARTNERSHIPS



Build equitable and supportive partnerships to meet community needs

Ideas for how can we do this:

- ▶ Work with partners on community and social priorities e.g., substance use, seniors' issues, etc.
- ▶ Investigate new partnerships to achieve greater community benefits e.g., grants, agreements, and relationships that work towards common goals

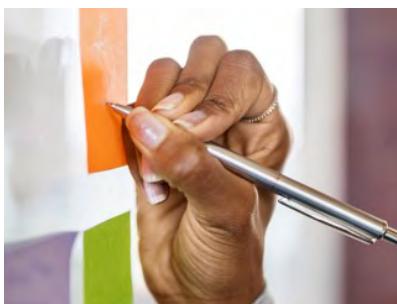
ADVOCACY



Champion and advocate to senior levels of government to provide needed supports

- ▶ Focus advocacy efforts on priority topics and on areas facing the most need
- ▶ Create a centralized system to organize and follow up on advocacy items and activities

FINANCIAL SUPPORT + OPPORTUNITIES



Act as an engaged partner with non-profit, social, and community agencies

- ▶ Support non-profit organizations and community agencies using a refreshed framework
- ▶ Find innovative ways of working together with partners such as land trusts or social enterprises

ECONOMY FOR EVERYONE



Shape growth and investment to focus on social priorities and share benefits of growth

- ▶ Expand opportunities and facilities for skills development and training
- ▶ Establish a Social Enterprise Innovation Hub
- ▶ Mobilize the local business community for support

SHARE YOUR FEEDBACK

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Don't forget to share your feedback using our online survey. The survey can be accessed by visiting letstalk.cnv.org/community-wellbeing. Deadline for input is **October 31, 2021**.

If you would like to be informed of project updates, please provide your email address:

*Your email will be used solely to provide updates related to this Project.
Your information will not be shared or used for other purposes.*



STAY CONNECTED!





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