

Community Resilience: Rolling up our sleeves

December 8, 2021 | 9:00 – 10:30 am



Alliance for Healthier Communities
Alliance pour des communautés en santé

A photograph of four children standing in a line, wearing winter coats and boots. The child on the far left is wearing a dark jacket and blue jeans. The second child is wearing a bright pink puffer jacket and white and blue striped leggings. The third child is wearing a dark blue jacket and light blue pants. The child on the far right is wearing a grey jacket and dark pants. All children are wearing black rubber boots with colorful gaiters (grey, blue, green, and red). The word "Welcome" is overlaid in a large, black, sans-serif font on a semi-transparent white rectangular background in the center of the image.

Welcome

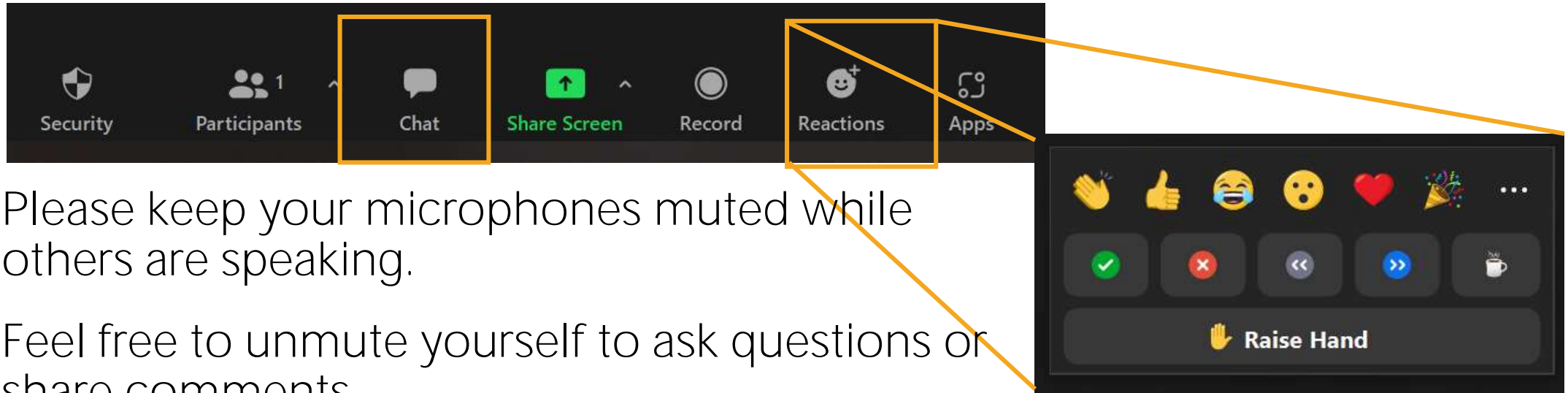
Agenda

- Housekeeping
- Land acknowledgement
- Welcome & introductions
- What is the Alliance for Healthier Communities?
- What is community resilience?
- Discussion
- Next steps

Panelists

- Sarah Haanstra, Manager, Toward Common Ground (Guelph)
- Kate Vsetula, Director of Community & Organizational Development, Guelph Community Health Centre
- Wendy Vuyk, Director, Community Health, Kingston Community Health Centre

Housekeeping



- Please keep your microphones muted while others are speaking.
- Feel free to unmute yourself to ask questions or share comments.
- If you prefer, you may use the chat function for questions or comments.
- Open the “reaction” button to access “raise hand” and other tools.
- We’ll also be using Google Jamboard to facilitate the conversation today.

Acknowledgement of Indigenous Territory

The work of the Alliance and our members takes place on traditional territories of the Indigenous nations who have lived on these lands since time immemorial. The land settlers call Ontario is covered by 46 treaties, agreements, and land purchases, as well as unceded territories.

The Alliance is located in Toronto, on lands that are the traditional homes of the Anishinaabe, the Mississaugas of the Credit, the Huron Wendat and the Haudenosaunee. This is Dish with One Spoon treaty territory.

This land is now home to many Indigenous people who live here alongside settlers, newcomers, and people whose ancestors were enslaved across the Americas and the Caribbean. We are grateful to live and work here, and we acknowledge the impacts of our colonial history and those that our continued presence and activities here have on the Indigenous nations for whom this is home.

Doing this in a meaningful way means making commitments to sharing and upholding responsibilities to all who now live on these lands, the land itself, the water, the animals, and the resources that make our lives possible. It means considering the impacts of our words and actions on those who were and continue to be marginalized by colonialism. In our work, let us be mindful of these commitments.

A photograph showing the lower half of four children standing in a row. They are wearing various winter jackets and colorful boots. The child on the far left wears a dark jacket and blue jeans. The second child wears a bright pink puffer jacket and white and blue striped leggings. The third child wears a dark blue jacket and dark pants. The child on the far right wears a grey jacket and dark pants. All children are wearing dark, possibly rubber, boots. The background is a blurred outdoor setting.

Introduction

Getting Acquainted

Your Facilitators:

- Sarah Haanstra, Manager, Toward Common Ground (Guelph)
sarahhaanstra@gmail.com
- Kate Vsetula, Director of Community & Organizational Development, Guelph Community Health Centre
kvsetula@guelphchc.ca
- Wendy Vuyk, Director, Community Health, Kingston Community Health Centre
wendyv@kchc.ca

You: Change your screen name to reflect how you want to be called.

➤ *optional: include organization or community.*

Getting Acquainted (cont.)

- Share in the chat (one or both):
 - An experience in your life (something that happened yesterday, last year or many years ago) that is an example of community resilience.
 - Something you have done to build community resilience, which you are proud of.
- Share aloud:
 - What would you like most like to learn from today's session?
 - What are you hoping to take with you?

Learning Objectives

- What is community resilience?
- Examples of successful initiatives supporting community resilience.
- Discussion questions:
 - What would it look like for the health system to contribute to community resilience?
 - What examples can you share of where a health provider or organization has gotten it right? Or wrong?
 - What is the one thing you would like your healthcare provider or team to know about community resilience?

What is community resilience?

- Dr. Michael Ungar's definition
 - Video: [What is resilience?](#) (2017)
 - Video: [What resilience is and isn't](#) (The roots of Empathy, 2017)
- Overview of resilience from the Harvard Centre for the Developing Child (focus is more on individual):
 - [Resilience Overview](#)
 - [In Brief: Resilience \(video series\)](#)

What is community resilience (cont.)?

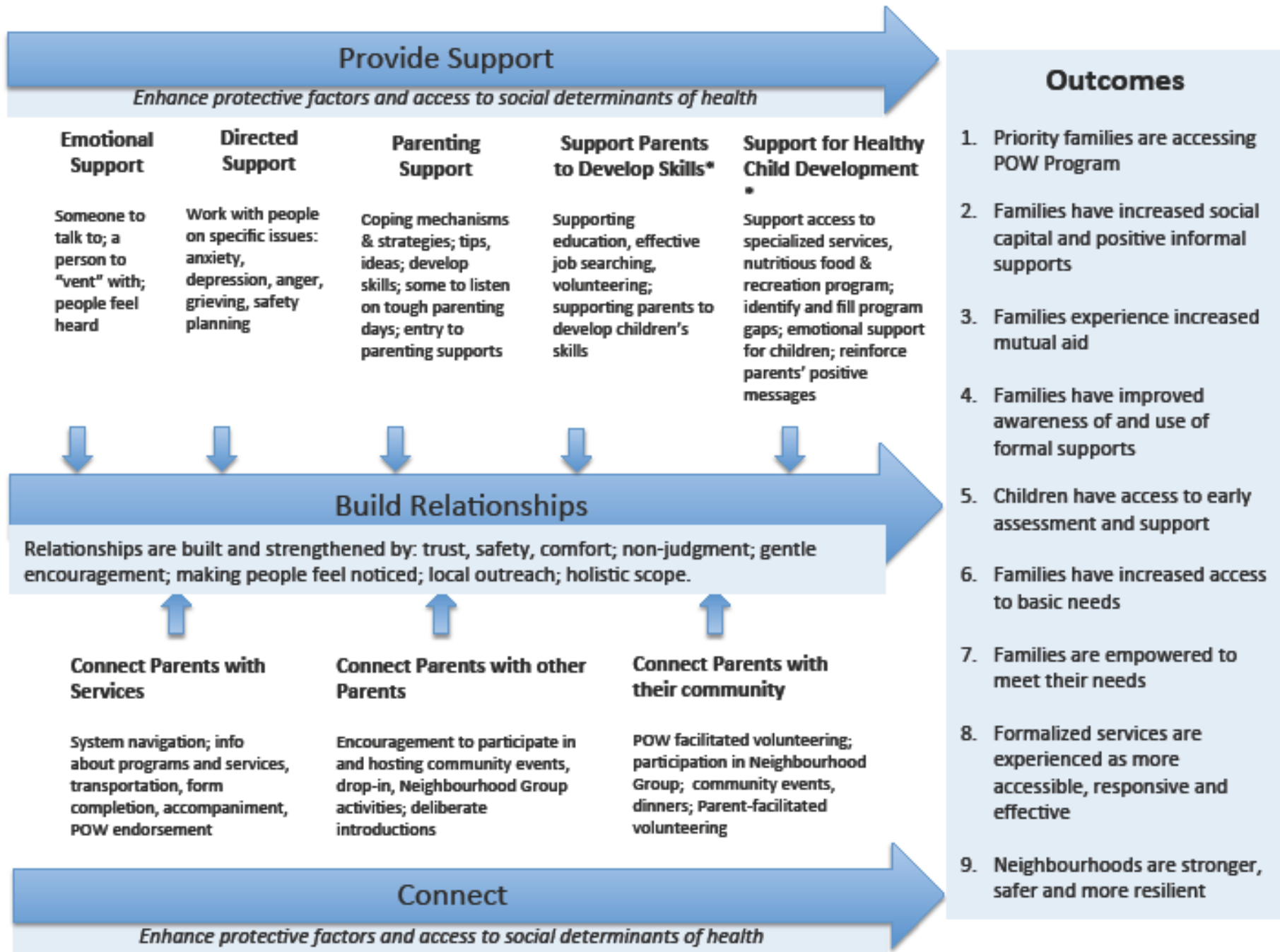
- Concrete examples shared on [Day 2 of the Community Resilience Summit](#) – videos to come!
- More resources:
 - [ACES & Resilience Training](#) from ACES Coalition of Guelph & Wellington (one module focused on resilience)
 - [Community Resilience International](#)
 - [Resilience Research Centre](#)
 - _Handout: [Resilience on the Job and Home](#) (Dr. Michael Ungar)

Nurturing Neighbourhoods

- Partnership to strengthen our community







* Early evidence/examples for this

What We Do:

- Work one on one with Parents and caregivers who have children 0-18 years of age
- Provide early help and intervention for families
- Build relationships & trust with families
- Connect families to formal supports, to each other and to their community
- Help families to “build their village”!



Neighbourhood Groups

- Each NG works autonomously and at a grass-roots level
- Staffing and Leadership teams
- Services and programs that meet the needs of the community



The Benefits of Being Placed in the Neighbourhood Groups

- LOCATION
- Being visible and accessible
- Ability to foster friendships and mutual aid
- Help to eliminate barriers to accessing formal services
- Community Involvement & Giving back

What's Working Well

Increased Community Safety

Since they started working with their Outreach Workers...



of participants said they felt more responsibility to create a safe and welcoming neighbourhood.



said their neighbours were more willing to help each other out.



of participants reported feeling safer in their neighbourhood.



said that the neighbourhood had become a better place for their families.

What's Working Well

Greater Awareness of and Access to Formal Services and Supports

Many participants shared stories of receiving support from Outreach Workers to access and navigate formal services. The most commonly mentioned were: Family and Children's Services, Ontario Works, healthcare systems, mental health supports and counselling, legal proceedings and the education system.

Information and Referrals



Last year, Outreach Workers connected **239** families with **2700** services and supports in Guelph.

(Oct 2015 - Sep 2016)

93% of participants said they can get advice from their Outreach Worker about where to go if they need help.

Since they started working with their Outreach Worker, **92%** of participants have used services or supports that they did not know about or would not have used before.

Navigating Services

"[My Outreach Worker] has helped greatly through the process of having my high needs children assessed for supports at school, she has been an advocate for me and my family... and has been an unbelievable support and caring friend through the struggles we have had over [the] last year."

Since meeting with their Outreach Worker:



96% of participants felt better about their ability to access services and supports.

95% of participants are able to get services and supports when they need them.

What's Working Well

Improved Family Functioning

40 families in Guelph are no longer involved with Family and Children's Services since receiving support from Outreach Workers.



Another **22** estimated families avoided interventions from Family and Children's Services by working with Outreach Workers.

"She is an amazing person and if it wasn't for her I don't believe that my family would still be together as she has helped us work through rough times."

Since meeting with an Outreach Worker:

88% of participants said that they know more about where to go or who to talk to if they need help with parenting.

85% reported having more skills for helping their children learn and grow.

81% spent more time connecting with or doing special activities with their children.

79% of participants have a better idea of what to do to help their children when they are upset.

Working Together to Support our Clients



Thank you

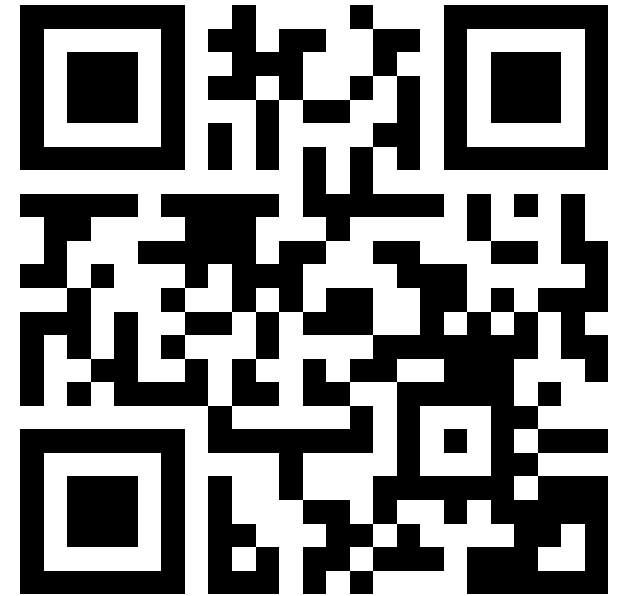


More Resources

- [Video about the Parent Outreach Worker Program.](#)
- [More details about the program.](#)
- [ACEs Coalition Website](#)

Using Jamboard

- We've populated our Jamboard with your learning objectives and goals for this session.
- Go to <https://bit.ly/3y0lhy6> or use the QR code on the right to access the Jamboard.
- Use the arrows at the top of the page to move between pages.
- Use the tools on the left of the page to create sticky notes with your ideas. You can also use the pen tool to highlight or add checkmarks, stars, etc. to others' ideas.

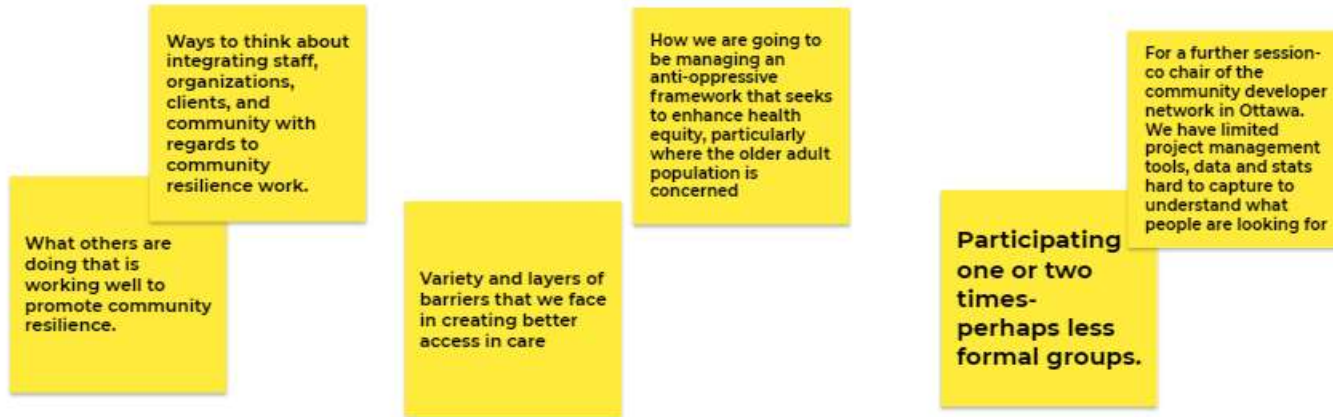


A photograph of four children standing on a dirt path. They are wearing winter clothing: jackets in shades of purple, pink, blue, and grey, and various styles of boots including tall grey boots, blue and black boots, green and black boots, and red and black boots. The word "Discussion" is overlaid in a large, black, sans-serif font on a semi-transparent white rectangular background in the center of the image.

Discussion

Learning Objectives

What are your top two learning objectives for this session?



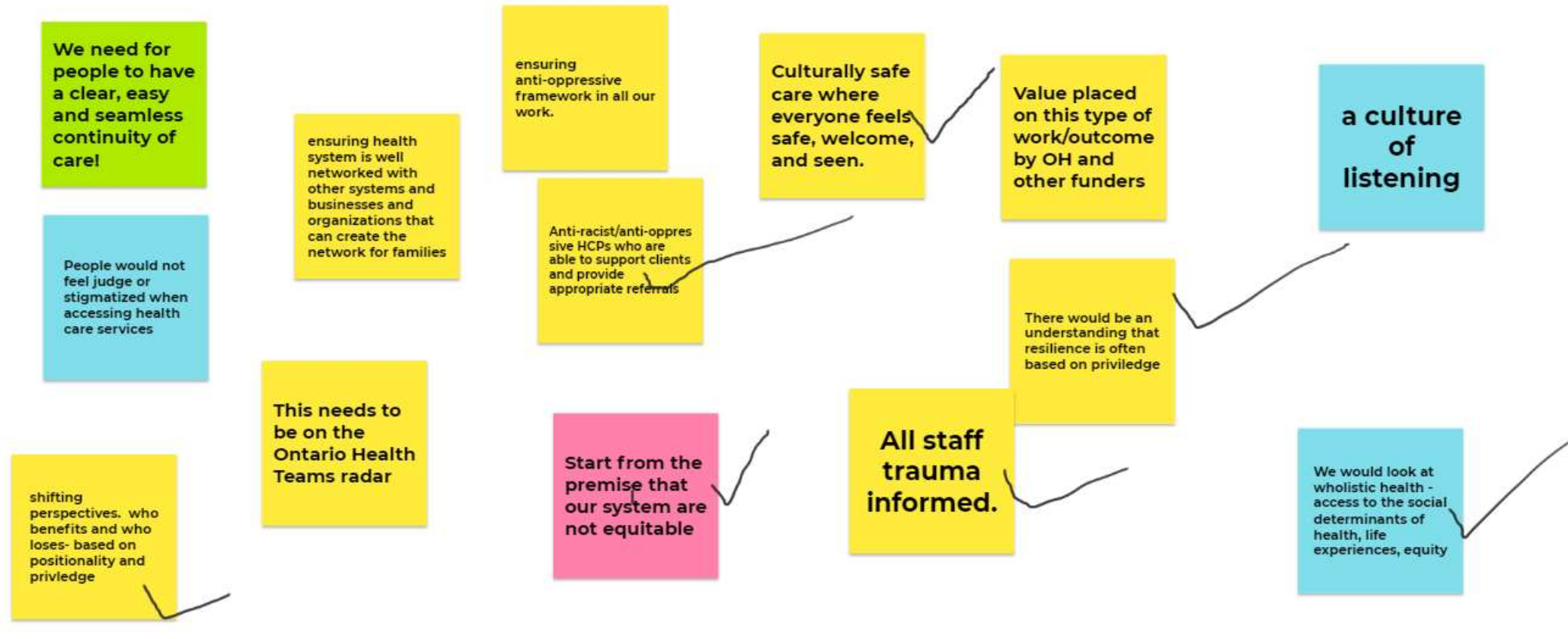
What would you like to come away with?



[See it on Jamboard](#)

Discussion

What would it look like for our health system to contribute to community resilience?



[See it on Jamboard](#)

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Next Steps

Next steps

What are you taking back with you?

What might you do to advance resilience in your communities?

The 'Kingston model' of having everyone trained and included in the process

The navigation and negotiation concepts re: resilience

Training and resources on resiliency that are easily accessible (provide day care, honorariums, safe spaces) and not overly time consuming

Compassionate Cities model - developed to support people at end of life or who are experiencing frailty or medical complexity - but it's absolutely about training those bank tellers, hairdressers, etc. to recognize & respond.

Common language in the community.

Pursue trauma informed community

There need to be system change but at the same time understanding systems are slow we have to equip individuals to navigate oppressive, racist and unfair systems.

One job One trip One friend One home

Need find language and examples that resonate with people not working in health care/social services

Ensuring staff and community leaders are trained on resiliency building

Hire more peers and folks with lived experience into all roles so that there is greater system change.

[See it on Jamboard](#)

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Thank You