



92ND ANNUAL REPORT

JUNE 2019 - MAY 2020



*Coming together to build a
stronger community in pursuit
of social justice*

Our Sincere Thanks

A special thanks to our funders (found on page 20 & 21).

Thank you to our Volunteers

The SPC benefited tremendously from the assistance of **36 volunteers in SPC programs and 453 volunteers in the ethno-cultural seniors project**, working more than **4,449 hours** as active leaders in all aspects of the work.

We would like to thank the volunteers who assisted with grocery deliveries to seniors and other community members as part of our COVID-19 response:

Amparo Alsina
Maxime Brunet
Lauren Brooks-Cleator
Severin Jr. Cesar
Arafat Choudhury
Anil Cida

Adriane Courtemanche
Christopher Dickson
Zackary Dukic
Suzy Kadri
Laurel Mackenzie
Sam Marin

Claire McMenemy
Nasteha Mohamed
Ndema-Moussa
Adrienne Mulaire
Maria Anita Parra Medina
Jeanne Monique Seguin



489
volunteers

contributing
4449
hours

A very special thank you to our partner ethno-cultural groups for their tremendous work in 2019-20

Association of South Sudanese Languages Institute
Cambodian Association of Ottawa Valley
Canada Nepal Solidarity for Peace
Caribbean Ethno-cultural Seniors Of Ottawa
Communauté Congolaise du Canada Ottawa –
Gatineau
Club Casa de los Abuelos
Daryeel: A Youth and Seniors Serving Centre
Deshantari of Ottawa-Carleton
Ebota Bwang Bo Ocean
Ethiopian Community Association Ottawa
Excelsior Cultural and Spiritual Association
Family Support and Care Services Centre
Indo-Canadian Community Centre
Indo-Canadian Services Association Barrhaven

Kanata Chinese Seniors Support Centre
National Capital Region Bulgarian Community
Nord-Sud Development Racines et Cultures
Ottawa Korean Evergreen (Senior) Society
Ottawa Seventh Day Adventist Church
Ottawa Valley Filipino Canadian Senior Citizens
Association
Polish Canadian Women's Federation – Ottawa Branch
Regroupement Affaires Femmes
Rwandan Social Services and Family Counselling
Sikh Community Services Ottawa
South Nepean Muslim Centre
Sri Lanka Canada Association of Ottawa
Strathcona Heights Women's Group
Vietnamese Canadian Community of Ottawa

Thanks to the SPC Staff

Sybil Braganza, Coordinator, Ethnocultural Seniors Project

John Chol, Project Manager and Youth Advocate

Xiaoming Deng, Brain Health Day Program Coordinator, Kanata Chinese Seniors Support Centre site

Gabriel DePaul, Culture Researcher

Stefan Domaradzki, Youth Engagement Developer

Both Gakah, Research Assistant

Heather Hunter, Program Manager

Sadia Jama, Community Based Researcher and Data Analyst

Abdelaziz Mahdjoubi, Manager, CIMS

Katelynn Martin, GIS Researcher

Vladimir Mikadze, Community Based Researcher and Data Analyst

Stefka Patchova, Geographic Information System Researcher

Gulled Saleban, Research Assistant

Weiyu Tang, Co-ordinator – Ethno-cultural Dementia Supports

Yanaminah Thullah, Junior Project Manager

Zeba Taj, Brain Health Day Program Coordinator, Indo-Canadian Community Centre site

Dianne Urquhart, Executive Director

Effective Measures

Anna Lenk, Evaluation Consultant

Parastu Mirabzadeh, Manager

Hot Shoe Productions

Menal Aman, Youth Videographer

Claire Barber, Youth Videographer

Ben Bergeron, Manager

Tauheed Elahee, Youth Videographer

Eyma Garcon, Youth Videographer

Jasmine Hilash, Youth Videographer

Danika Krul, Youth Videographer

Alois Nashali, Youth Videographer*

Mohammed Omer, Youth Videographer

Carlos Peters, Youth Videographer

Justin Scriver, Youth Videographer

Reine Tejares, Program Coordinator*

Nikita Uwizeye, Youth Videographer

Brock Vermette, Youth Videographer

Cameron Wade, Youth Videographer

Rosena Zhuang, Youth Videographer

Youth Action Now

Mohamed Bouh, Lead Connector*

Mailyne Briggs, Digital Communications Officer

Rose Clancey, Connector

Samar El Faki, Program and Communications Assistant

Victoria Elliot, Program Coordinator

Harar Hall, Connector

Mukhtar Ismail, Connector

Brooke Shaw, Connector

Yanaminah Thullah, Lead Connector

Synapcity

Taylor Howarth, Administrative Director*

Stephane Laurence-Pressault, Program Coordinator

Laurel Mackenzie, Executive Director

Ellie Sabourin, Marketing and Communications Coordinator*

Accountant

Cindy Flynn

* Resigned or contract ended in 2019/2020

Thanks to the SPC Board of Directors

Board of Directors 2019-2020

Mr. Nick Ramdass, President & Secretary
Ms. Sophia Jacob, Vice-President
Mr. David Barrows, Treasurer*
Ms. Lise Hebabi, Treasurer
Ms. Andrea Osborne, Executive Member-at- Large
Ms. April Carriere*

Mr. Howard Cohen
Ms. Kristy-Lu Desrosiers*
Ms. Deana Maric
Mr. Khaled Nzami
Ms. Karyn Steer
Mr. Anil Sukhija

* Resigned in 2019/20

We invite you to **connect with us** on Social Media

Social Planning Council



@SPCOttawa



@SPCOttawa



@SPCOttawa



Social Planning Council Ottawa

Neighbourhood Equity Index



@ottawaequity



@ottawaequity

Hot Shoe Productions



@hotshoe productions



@hotshoe pro



Hot Shoe Productions

Visit our office at the Rideau Community Hub



Social Planning Council of Ottawa
815 St Laurent Blvd, Room 325
Ottawa, On K1K 3A7



(613) 236-9300 / office@spcottawa.on.ca
<https://www.spcottawa.on.ca>



Social Planning Council of Ottawa

**A CATALYST FOR SUSTAINABLE
SOCIAL AND ECONOMIC
DEVELOPMENT SINCE 1928**

We are a community development organization with the mandate to provide residents of Ottawa with the means to exercise informed leadership on issues affecting their social and economic wellbeing.



The SPCO builds community capacity for concrete, positive and lasting change on priority issues identified by communities and neighbourhoods. Using a holistic community development approach, we share our resources and expertise in research, planning, coordination, implementation and networking, and support people and organizations to come together around solutions.

Our Priority Issues

COMMUNITY ECONOMIC DEVELOPMENT

Our Goal:

Create equitable opportunities in a sustainable local economy meeting local needs

INCREASING INCLUSION

Our Goals:

1. Increase access to resources and opportunities for people and communities experiencing exclusion
2. Support the capacity of community change-makers
3. Build inclusive environments through systemic change

ACCESS TO BASICS

Our Goal:

An adequate standard of living for individuals and families facing exclusion and a solid foundation of community infrastructure to address key points of distress.

SUPPORTING THE VOLUNTARY SECTOR

Advance an effective voluntary sector with the means to address community needs

Our Toolkit For Change



RESEARCH THAT MATTERS

We create authoritative research and information used to respond to local needs.



SUPPORT NETWORKS, ORGANIZATIONS, RESIDENTS AND DECISION-MAKERS

We provide a range of supports to agencies, residents, networks and decision makers addressing community-identified issues and priorities.



COMMUNITY AND PROGRAM PLANNING

We work with the community to design solutions, incubate new initiatives to respond to unmet needs and support community participation in decision making.

Message from the President

92
years

Dear friends,

The year is 2020, and the world as we know it now has certainly changed from this time a year ago. As we are all aware, the COVID-19 public health crisis has had drastic impacts on our organizations and other organizations, our programs and affiliate programs, our community – local and global, and many of us as individuals. In these times, we see services and essential programs being altered – some ceasing altogether. Some of us have lost work and/or are receiving limited resources to carry out our day-to-day functions. If some of us were stressed and pressured to make ends meet before, our current environment is functioning to increase this burden. I am hopeful that, at the very least, this crisis will provide visibility to the gaps in services and inspire programmatic and policy change that protect the most vulnerable among us.

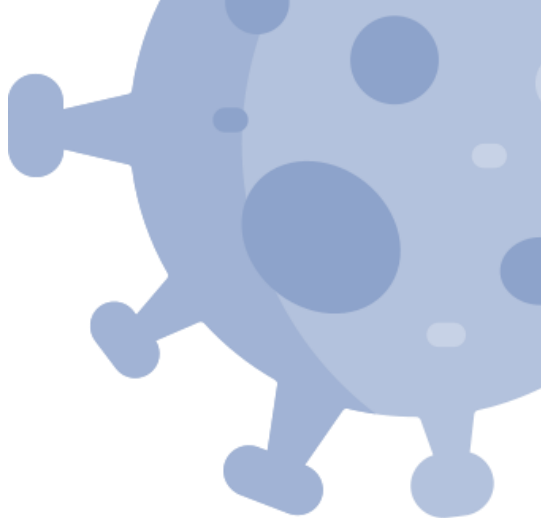
Despite the hardships, one thing we can count on, and have counted on in our almost-century long commitment to social services, is that our community (and our organization as a member of our larger community) is filled with selfless citizens who rise to the challenge when faced with uncertainty and obstacles. At the Social Planning Council, while our staff and volunteers are impacted by this ever-changing landscape, both personally and professionally, it brings me pride to see our organization demonstrating resolve, resilience, and creativity to continue to move our essential programs forward, especially those that require even more attention now. It brings me pride to see our staff helping our elderly community by delivering essential goods, especially for those who have difficulty leaving their homes. It also brings me pride to see the Board of Directors doubling down in our effort to be both relevant and effective during this crisis. Throughout all of this, countless volunteers are re-deploying their efforts to ensure that their services are best-serving the needs of the community.

I do not want to discount or distract from the great work that our staff and partners have been doing programmatically prior to and during COVID-19 crisis. Over the last year, we saw a significant spike in resources for programs that target issues relating to aging, elderly care and services, and mental health. We are pleased that the Social Planning Council continues to be recognized as a relevant player in this space, and strive to create impactful programs that make tangible impact. Furthermore, our youth programs have seen tremendous success, but we know there is a lot more work to do to address issues like youth employment and how it ties into community economic development. We are optimistic that we can continue to do great things in these areas, despite the current climate.

I would like to thank our ongoing supporters, the membership base, and our funders. And most importantly, I would like to thank our volunteers who continue to inspire by dedicating their time and energy to assisting our organization in achieving our mission and mandate through relevant and necessary programs for our community at large.

I encourage everyone to stay safe and continue to follow official public health guidelines. Together, we can get through this crisis, and hopefully we can leverage the lessons learned to make improvements for the future.

Nick Ramdass
President, SPCO Board of Directors



Our COVID-19 Response

The COVID-19 pandemic has graphically highlighted and worsened many of the issues of inequity and exclusion that have been the focus of our work. It has also highlighted the critical role of grassroots community based groups and community leaders. With our community partners and volunteers, the SPCO has responded across all our program areas for urgent intervention in the short term and strategies to address equity in the long road to recovery.

Access to Basics

Food Deliveries for Ethno-Cultural Community Members and Others Facing Exclusion

The SPCO, our partnering ethno-cultural grassroots groups and a host of volunteers responded immediately by purchasing and delivering food and other essentials to senior households and families who were in urgent need. Outreach is through our existing relationships with grassroots groups, starting with 229 unique individuals in 86 households in the first month and expanding week over week. The food deliveries were managed by a rapid scaling up of our Collaborative Food Pantry, which has been running since 2012 in low income neighbourhoods, and was revenue-neutral (cost-recovery) since 2016. The support also includes a “warm hand-off” to connect households to other services where appropriate. We are grateful for the initial donations that supported this work, and the subsequent financial support from the City of Ottawa’s Social service Relief Fund and funding from the Government of Canada’s New Horizons for Seniors Program. We are grateful to the wonderful volunteers making the deliveries and purchases.

Addressing the Digital Divide

Flowing mainly from our neighbourhood community development/neighbourhood equity work, we have been providing phones and basic phone plans to tenant and community leaders who needed basic cell phone service in order to continue their critical role as peer leaders for others in their community as services and activities moved on-line.

To support equity in the longer term, we have just launched “Digital Inclusion Ottawa” working with stakeholders to increase access by individuals and communities to critical information and communication technologies to access health, education and employment supports. The goal will be to reduce the digital divide for at-risk populations and priority neighbourhoods through four strategies:

- **Connectivity:** Expand access to internet connectivity for those facing barriers;
- **Devices:** Increase access to appropriate hardware and technical support to residents in need;
- **Resident Skills:** Train residents in digital skills to increase access to services, virtual learning (from elementary to post-secondary), employability and social opportunities for isolated residents;
- **Non-Profit Capacity:** Increase the capacity of the non-profit sector to provide services digitally including for residents with low technical capacity.

See: www.neighbourhoodequity.ca/digital-inclusion-ottawa/

**COVID-19 HAS REVEALED THE SCALE OF
THE DIGITAL DIVIDE IN OTTAWA.
HOW IMPORTANT IS ACCESS TO INTERNET?**

Increasing Inclusion

Our grassroots ethno-cultural group partners have been connecting regularly with their members for friendly chats and check-ins. Virtual social activities are also continuing via the grassroots ethno-cultural groups.

Supporting the ICT capacity of the voluntary sector

Technology, Research and Communications (TRAC) is the social enterprise wing of the Cowan Coding Club, operating through our youth economic incubators. The City of Ottawa has provided an economic development grant to TRAC to increase the capacity of the voluntary sector and small businesses to effectively and efficiently go virtual in the context of the pandemic, while also building skills and career laddering for under-employed racialized and Aboriginal youth in priority neighbourhoods. We are working with community services to identify technologies that can address their challenges and to provide deployment, integration and help-desk support. To date, these have included sourcing and piloting locally an innovative app to support door-to-door delivery of groceries by volunteers, and survey support for a variety of agencies. We are grateful for the financial support of the City of Ottawa (Economic Development Grant).

Community Economic Development SOS Enseignants Francophones

We are pleased to partner with the Cooperative Enseignant(e)s Pas-a-Pas to provide professional mental health and stress support for new Francophone teachers in Ottawa and assist them to offer volunteer tutoring for Francophone children.

Supporting the Voluntary Sector Neighbourhood Equity Index and COVID-19

To assist community outreach and planning in the Covid19 crisis, the SPCO has responded to custom data requests and prepared neighbourhood level data and maps relevant to key issues and vulnerable populations, including:

- Food Security
- Digital Access
- Seniors living alone
- Seniors with disabilities
- Population in low income
- Youth 15 to 24 in low income

This work is supported by the City of Ottawa and United Way of Eastern Ontario. Visit <http://www.neighbourhoodequity.ca/covid-19>.



Thank you to Allo Allo Wireless (738 Bronson Ave and 200 Bank Street) for their great support in sourcing and setting up reliable phones for community members during COVID-19.

We need to take action for our most vulnerable neighbours.

Neighbourhood inequity makes physical distancing difficult.



Learn about your neighbourhood:
www.neighbourhoodequity.ca

Join the conversation @ottawaequity



The neighbourhood equity index is a resource to help decision-makers respond to the Covid-19 crisis.

How can the neighbourhood equity index help?

It can identify the most vulnerable locations and can help decision-makers and others to respond with appropriate strategies.



Learn about your neighbourhood:
www.neighbourhoodequity.ca

Community Economic Development

Our community economic development activities advance sustainable economic opportunities for groups and neighbourhoods not benefitting equally from the local economy and at risk of long term poverty or exclusion. Based on research of what works, we convene partners and community members around innovative strategies to improve economic self-sufficiency and increase sustainable local economic activity through skills training and employment, social enterprises, youth entrepreneurship and sustainable local economic development.



GOAL

Equitable opportunities in a sustainable local economy meeting local needs



IMPACT

- ✓ 170 youth trained in in-demand skills
- ✓ 25 youth employed part-time in our social enterprises
- ✓ 12 youth got quality external employment
- ✓ 8 youth started a business or formalized their existing small business
- ✓ 34 youth were connected with career-oriented mentors
- ✓ 3 youth economic incubators operating in 3 priority neighbourhoods



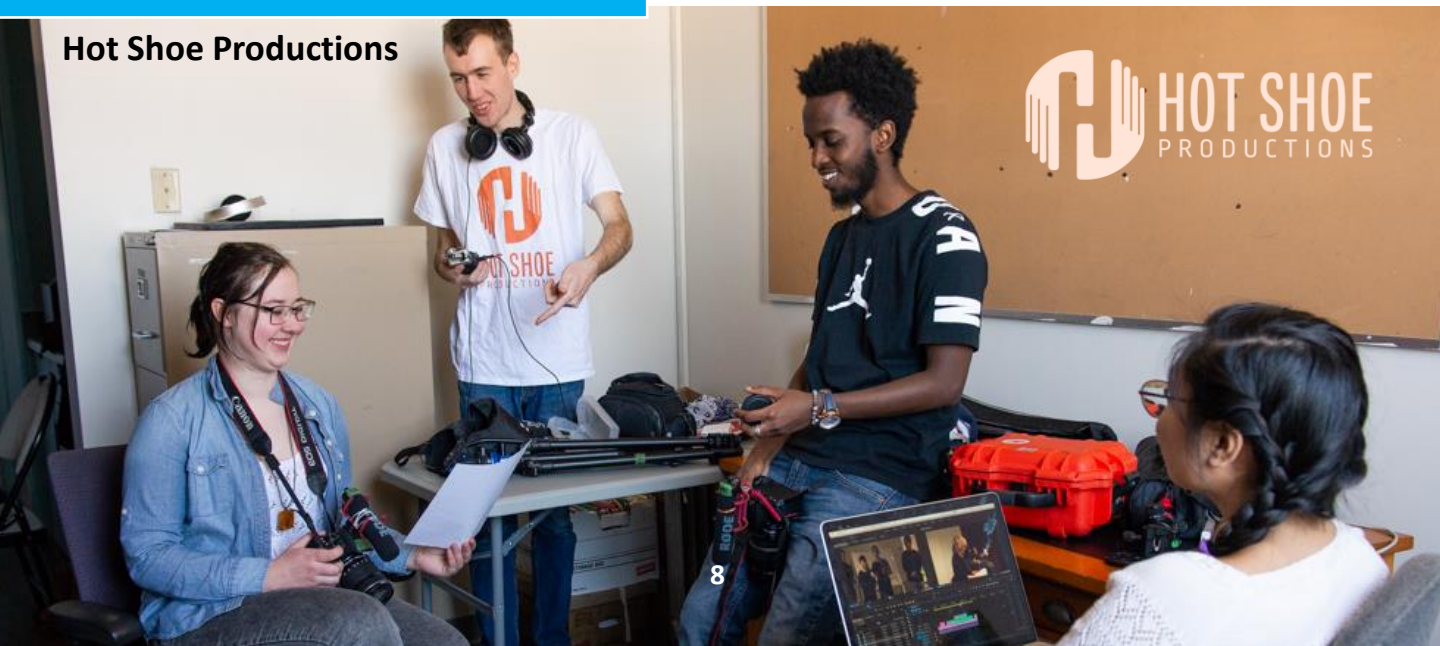
CURRENT PROJECTS

Hot Shoe Productions: A social enterprise employing talented youth to create compelling video products

Hot Shoe Productions has continued to grow the production skills of its youth staff while creating powerful video products clients. The social enterprise has helped the youth staff succeed at their own goals in the media and entertainment industries. 17 Youth Staff were employed by Hot Shoe this year, while over 20 different video projects were produced, leading to over \$20,000 in revenue. Clients this year included the Ottawa Network For Education, Youth+, the Council on Aging of Ottawa, YourCasting Academy, Startup Garage, Cuts For Kids, Interactive Ontario, Rideau Rockcliffe Community Resource Center, and more.

Hot Shoe Productions is delivered in partnership with Youth Ottawa. We are grateful for the financial support of the Canada Summer Jobs program (Government of Canada), Cooperators, the Ottawa Community Foundation and United Way of Eastern Ontario and the in-kind support from the private sector, including MediaStyle and Adobe. See: www.hotshoe.ca

Hot Shoe Productions





Community Economic Development Projects (continued)

Cowan Coding Club (CCC)

Youth learning tech - Helping non-profits - Leading change

Cowan Coding Club (CCC) builds the Information and Communications Technology (ICT) skills of young people from low income neighbourhoods, where there are fewer job opportunities. Youth learn a range of critical soft and hard digital skills essential for success in the jobs of today and tomorrow—particularly ICT roles within diverse economic sectors from health to business. Through hands-on activities, youth work on their own projects and on ICT projects for non-profit organizations in Ottawa.

CCC creates pathways for youth to connect to meaningful education and economic opportunities in Ottawa including access to career oriented mentors. Delivered in the GenerationeXt Incubators, it brings technology to bear on equity issues in the City— for groups facing barriers in the labour market and between neighbourhoods. Cowan Coding Club is a partnership with Britannia Woods Community House, Daryeel A Youth A Seniors Serving Agency and the Association of South Sudanese Nuer Languages Institute. It includes a fledgling social enterprise called “Technology, Research and Communications” supporting the voluntary sector. We are grateful for the support of The Cowan Foundation, the Cooperators and the Royal Bank Foundation. We sincerely thank the 20 professionals who volunteered as mentors, coaches, trainers and advisors. Special thanks to Jeyananthan Sivakumaran, a volunteer referred by ISisters Technology Mentoring, who developed our first custom curriculum.

GenerationeXt Youth Economic Incubator Spaces

2019-2020 was another active year for the “**GenerationeXt-Youth Incubation Spaces**”. The incubators are youth-focused economic development spaces in three low income neighbourhoods: Ledbury-Albion-Heatherington-Forbes, Forbes and Britannia Woods. Through training programs and on-going “meet-ups”, young adults learn and share skills, build an entrepreneurial skillset and create career-oriented connections. The incubators provide a space for young people to be active change-makers, developing the skills and connections to advance their own career path, while bringing a fresh perspective to help drive a more sustainable and inclusive local economy. We are grateful for the support of The Cooperators.

GenerationeXt
YOUTH BUSINESS INCUBATOR

Creating Inclusion

Highlight: Healthy Aging-In-Community for Ethno-cultural Seniors and Caregivers

The SPCO works in collaboration with a growing number of volunteer grassroots ethno-cultural groups to improve outcomes for ethno-cultural seniors. Ethno-cultural seniors are disproportionately at risk of isolation and face multiple barriers in accessing appropriate services. Grassroots groups are critical to supporting healthy aging, providing the essential foundation of support which is complemented by the professional health and community services. Currently we are working with 26 groups who engage thousands of seniors living in the Ottawa area. These groups rely primarily on volunteers, and despite growing demands, have very limited budgets. This year we worked together on numerous projects, listed below. Our collaborative model has demonstrated the effectiveness of enhancing the capacity of grassroots groups and working through them in order to increase their ability to support healthy aging in community.



GOAL

- Increase access to resources and opportunities for individuals, families and communities experiencing exclusion;
- Support the capacity of community change-makers;
- Build inclusive environments - create systemic change.



IMPACT

- ✓ 1,516 unique seniors participated in social activities, information sessions and volunteering in over 50 types of social activities customized to diverse interests and needs
- ✓ 2,300 interactions with seniors through home visits and telephone reassurance
- ✓ 400 community members received culturally responsive home visiting training resources
- ✓ Reduced isolation, increased social connections, seniors feeling more valued
- ✓ Innovative programming for seniors with dementia and their caregivers
- ✓ \$694,500 in-kind support was received from the grassroots groups.



CURRENT PROJECTS

Creating Community for Isolated Ethno-Cultural Seniors

This project reduces social isolation for immigrant and ethno-cultural minority seniors. Funded by Employment and Social Development Canada, New Horizons for Seniors, it concluded its three and a half year funding with many successes based on collaboration and partnerships with 26 ethno-cultural groups. The project met and exceeded its program level objectives and has made significant contributions in reducing social isolation largely through the hard work and dedication of the leaders and volunteers by reaching and supporting some of the most isolated and vulnerable seniors in their communities. Some of the highlights of the project included:

- Seniors participated in over 50 different types of activities.
- The groups hosted presentations, lectures, seminars and information session on 44 topics
- Eighty special outlining were offered.
- Organized the 2nd Annual Walk-A-Thon during Seniors Week, raising over one two dollars for space rental to host social and recreational activities.
- The groups made over 2,300 interactions with seniors through home visits and telephone reassurance.

We are grateful for three years of funding from the Government of Canada (New Horizons for Seniors Program), which ended in 2019. The groups will continue to meet on a monthly basis and will develop terms of reference for the work they will be doing in the future.

Creating Inclusion Projects (continued)

Keeping Ottawa Seniors Connected (KOSC)

“Creating Community for Isolated Ethno-Cultural Seniors” (see previous page) was one of six projects funded within a broader initiative called “Keeping Ottawa Seniors Connected” (KOSC). KOSC is a collective impact initiative to reduce seniors’ isolation in Ottawa over three years. It brings together seven community partners who have received close to \$3 million in funding over three years from Employment and Social Development Canada to execute activities, measure results, leverage resources and build momentum to reduce seniors’ isolation.

The Council on Aging serves as the backbone organization for the broader KOSC initiative, and host a Social Inclusion Committee. Six agencies, including the SPCO, run funded projects which address specific groups at increased risk of isolation: South-east Ottawa Centre for a Healthy Community, Nepean-Rideau-Osgoode Community Resource Centre, Western Ottawa Community Resource Centre, Catholic Centre for Immigrants Ottawa, Ottawa West Community Support. Visit <http://kosc.ca/>

Culturally Responsive Community Based Supports for Seniors with Dementia and Caregivers

The Brain Health Program is a culturally responsive community-based adult dementia support program piloted by the Social Planning Council of Ottawa (SPCO) in collaboration with the Indo-Canadian Community Centre (ICCC), the Kanata Chinese Seniors Support Centre and the Champlain Community Support Network (CCSN). The Brain Health program is a social innovation model built on asset based community development. The innovation is in the service delivery models, which are public, non-profit, community partnership approaches providing viable evidence-based models that supports healthy aging in place. The project began in 2019 with the Indo-Canadian Community Centre and Kanata Chinese Seniors Support service each running weekly adult day programs. In 2020, two additional communities actively joined the project in delivering their own unique model of support to their community members with dementia – Daryeel A Seniors and Youth Serving Centre and the Ottawa Valley Filipino Canadian Senior Citizens Association. We are grateful for the generous support of the Centre for Aging and Brain Health Innovation (CABHI), Innoweave (McConnell Foundation) and the Ontario Trillium Foundation.

Ethno-Cultural Seniors Home Visitors Training Project

Six groups helped to provide input in this training guide and translated the guide in 6 languages, French, Punjabi, Spanish, Simplified Chinese Tagalo and Vietnamese. This practical volunteer training and support guide was created to help ethno-cultural seniors’ groups develop and conduct formal culturally appropriate volunteer training and support. The guide is also intended to help increase the capacity and sustainability of existing ethno-cultural groups in Ottawa who provide volunteer services. It is also meant to act as a resource to mentor young people from different cultural backgrounds who want to volunteer in their own community, to help them learn and practice their language skills, and to increase knowledge of their own cultures of origin. The guide was introduced to approximately 400 leaders and volunteers. We are grateful for funding from the Government of Canada (New Horizons for Seniors Program) and United Way of Eastern Ontario.





Creating Inclusion Projects (continued)

Sharing Dance

Stemming from a successful partnership in Years One and Two, the SPCO is continued to work with Canada's National Ballet School (NBS) on their Sharing Dance for Seniors project, which is also in collaboration with Baycrest Health Sciences. This project is a safe and accessible dance program that engages older adults in meaningful dance activity that benefits physical, cognitive, and overall health. Baycrest and NBS provide a weekly video dance class and funding for space, a facilitator (who provide assistance and interpretation), transportation, and refreshments. As of January, 2019, 8 ethno-cultural groups have taken part in the program, the feedback has been very positive from the participants and many shared that they appreciate the opportunity to dance, exercise, and socialize. Sharing Dance is supported by Baycrest Health Sciences and Canada's National Ballet School.

Ridgemont Intergenerational Project

Ten seniors took part in the Ridgemont High School's intergenerational program. Working with 30 Grade 10 Communication Technology Students, the students helped seniors to share and tell their stories through a common theme connecting youth who are newcomers to Canada with seniors who immigrated to Canada for a comparison, and using video as the means to tell the story. The youth gained knowledge, skills and attitudes necessary for employment – generally and specifically as videographers. The final videos will be showcased in the new year.

Collectively We Care – Collectively We Help – Elder Abuse and Neglect in Ethno-Cultural Communities

In October, 2019 a very successful forum was hosted in part of a broader project developed by the Social Planning Council of Ottawa (SPCO) that wanted to empower, inform and educate ethnocultural seniors on what constitutes elder abuse and neglect, their rights when abuse occurs and available support services.



The project began as a response to the needs of 26 grassroots ethnocultural seniors' groups that support ethnocultural seniors in Ottawa. Many of these ethnocultural seniors' groups work together to prevent social isolation and address several needs of ethnocultural seniors. The idea of a forum became apparent after grassroots ethnocultural seniors' groups showed immense interest in focus group discussions and presentations organized in collaboration with the SPCO. Many of the leaders of grassroots seniors' groups were involved from the conception of the ideas that shaped the forum to its actual organization and delivery. A simple language information sheet was created and translated into 10 languages along with 3 videos developed on financial and emotional abuse. These resources will be used as part of the education campaign on elder abuse and neglect. Funding has been provided by United Way of Eastern Ontario.

Access to Basics

Access to Basics focuses on people's capacity to access the things they need most: food, shelter, employment, education, safety, health and well-being. This year our focus was on neighbourhood equity, planning for culturally appropriate community based supports for dementia and mental wellness and healthy food.



GOAL

Ensure an adequate standard of living for individuals and families facing exclusion and to ensure a solid foundation of community infrastructure to address key points of distress in specific communities



IMPACT

- ✓ Neighbourhood Equity Index launched as a powerful tool to address inequity
- ✓ Raised over \$240,000 in 2019 for activities in neighbourhoods for youth employment, success at school, social activities, food-based programming, mental health and other priority activities.
- ✓ Community Based mental health plan developed with agency partners
- ✓ Engagement with marginalized youth to frame mental wellness from the perspective of immigrant youth



CURRENT PROJECTS

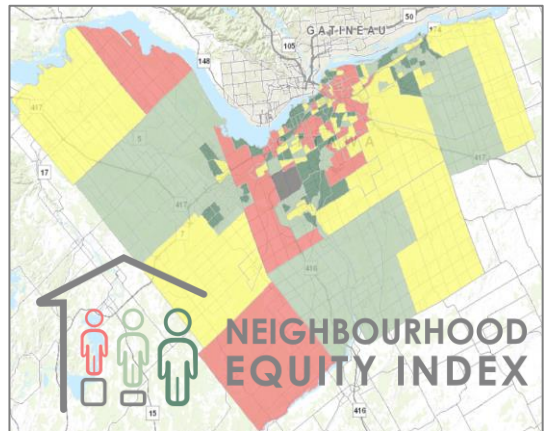
Neighbourhood Equity Index (NEI)

The NEI is a powerful resource to build momentum and action for access to resources and opportunities to thrive in every neighbourhood. Across Ottawa neighbourhoods, there is significant inequity, affecting quality of life in the present as well as long term social, economic and health outcomes for residents. Based on the World Health Organization's **Urban HEART** (Health Equity Assessment and Response Tool), the NEI provides an evidence-based framework to tackle this geographically-based inequity through:

- **Assessment:** The index assesses and compares inequities at a neighbourhood level, providing an overall equity score for each neighbourhood as well as an equity score for five domains: health, physical environment, economy, social development, community and belonging.
- **Response:** The NEI focuses action around key cross-neighbourhood themes impacting neighbourhood equity (such as economic opportunity, mental wellness and safety). It is intended to mobilize partnerships and resources to address inequity in the geographic distribution of resource and the existence of inequitable opportunities to thrive.

SPCO leads and manages the NEI, which is co-facilitated and supported by the United Way of Eastern Ontario and City of Ottawa. The NEI was supported by United Way of Eastern Ontario, the City of Ottawa, the Ottawa Community Foundation and the Canada Summer Jobs program.

See: www.neighbourhoodequity.ca



Access to Basics Projects (continued)

Supporting Vibrant Neighbourhoods: Backbone support to the “Ottawa Neighbourhoods Social Capital Forum” and the “Community Development Framework”

The Ottawa Neighbourhoods Social Capital Forum (ONSCF) was established in 2011, and works in partnership with the Community Development Framework to build strong and vibrant neighbourhoods. Through a community development approach, we advance four building blocks for strong and vibrant neighbourhoods:

- Residents participating, volunteering and leading
- More resources around priority issues
- Diverse sectors involved and making best use of existing resources
- Concrete improvements on priority issues



The Social Planning Council serves the backbone function for the ONSCF including supporting a monthly “Community of Practice”, managing the common evaluation across 20 agencies, and convening partners to develop collaborative action plans around priority issues (such as mental wellness and youth employment). An important part of the SPC’s role in the ONSCF/CDF is to support cross-neighbourhood programming, including Youth Active Media’s workshops for youth in priority neighbourhoods, the three youth economic incubators, social activities for those experiencing exclusion and neighbourhood social activities to reduce isolation and increase access to healthy food. We are grateful to United Way Ottawa for supporting our ONSCF work. Visit: www.onscf.ca.

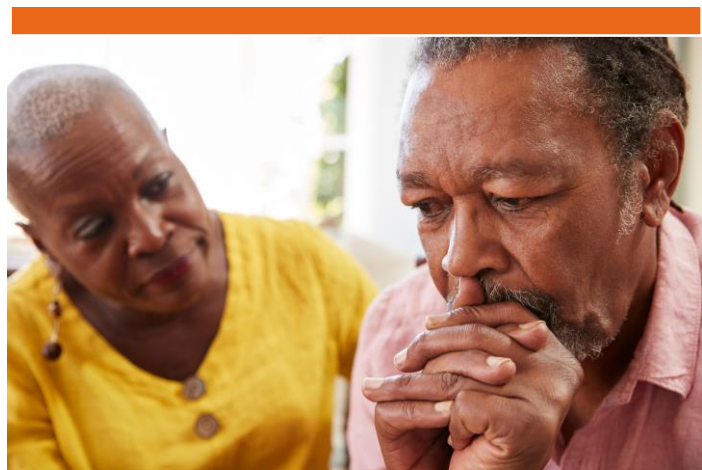
Developing A Place-Based, Community Development Strategy to Improve Mental Wellness

The SPCO and the Community Development Framework led a multi-agency planning initiative to develop a framework for collaboration to better support mental well-being in priority neighbourhoods through community development approaches. Disadvantaged communities are disproportionately impacted by poverty, social isolation & marginalization. Priority neighbourhoods and communities identified an urgent priority to better address mental wellness and mental health. Over the course of one year, agency partners developed a common agenda, a roadmap and an action plan for enhancing the reach and support for residents along the mental health spectrum (from stress to clinical mental health issues). This initiative was supported by Innoweave, an initiative of the McConnell Foundation.

Advancing Better Models of Community Care for Residents with Dementia and Caregivers

This is an exciting ten month knowledge translation and capacity building project to disseminate innovative practices and build capacity for culturally responsive and community based approaches for ethno-cultural minority seniors with dementia and their caregivers.

The project provides opportunities for partnership development for inter-organizational and cross-sector collaboration. It is founded on the experience of ethno-cultural minority seniors but will highlight strategies that apply to other groups with distinct needs – leading to a better system of support for seniors. Resources for this project have been generously provided by the Centre for Aging and Brain Health Innovation.





Access to Basics Projects (continued)

My Voice, Our Wellness : A newcomer youth wellness advocacy photovoice project

This is a mental wellness promoting, capacity building and advocacy photography program for newcomer youth. Youth learn about mental wellness and coping, stigma reduction and help-seeking while enhancing their lifeskills, breaking social isolation and advocating to inform policy makers and community services providers on the means to promote wellness of newcomers. The program is a partnership with Catholic Immigration and launched in May 2020 with a showcase planned for the summer of 2020. The project has created a program manual and train-the trainer materials which will be shared with other organizations and be used to repeat the program. This program is resourced solely through fundraised donations to the Social Planning Council of Ottawa.

Access to Healthy Food: Youth Cooking Integration with the Association of South Sudanese Nuer Languages Institute

Youth Cooking Integration (YCI) helps youth from different cultural backgrounds by addressing a variety of issues that are challenging youth in the new immigrant and refugee communities such as loneliness and isolation, cultural barriers, and healthy food.

Providing opportunities for youth to connect has been the main goal. In addition, youth are learning valuable skills on how to prepare healthy meals. Over three years of providing and facilitating the cooking classes for youth, we have been receiving inspiring stories both from parents and students who have participated in the activities.

In other words, there have been some progress as children become aware of their food choices and prepared their own meals in their respective communities. The majority of the parents are single parents who work two jobs or go to school full time and work part-time. They do not have enough time to teach their children basic cooking skills, and they appreciate the social and learning aspects of the program.

The program operates with a great group of 15 volunteers and a SPARK grant from the United Way of Eastern Ontario.

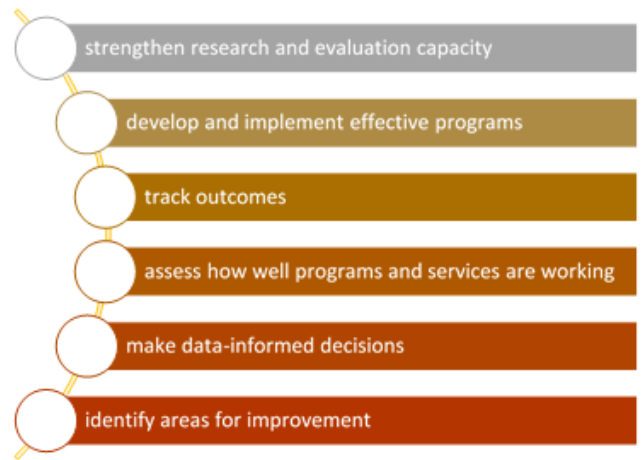



Youth Cooking Integration - Cooking Classes


Effective Measures


Effective Measures is the SPCO's social enterprise that provides research and evaluation services in support of community programs and initiatives aimed at improving the lives of all Ottawans. Guided by our core values, we ensure that our practice is grounded in: *Competency, Integrity, and Accountability*. We put the community first and our research and evaluation processes are rooted in community needs and knowledge. We work with our clients to assist them achieve better results, innovate, and evolve. In the last one year, the Effective Measure's team conducted developmental, formative, and summative evaluations and:

We assist non-profits in their efforts to:



 developed logical frameworks & evaluation tools

 collected and analyzed data

 produced reports

Effective Measures assisted non-profits in their multi-stakeholder and multidisciplinary programs including collective impact initiatives, in a wide spectrum of social issues such as:

- essential skills and employment for newcomers;
- social isolation of seniors and keeping them connected;
- Smart Aging program for life transition in senior years;
- culturally responsive dementia and Healthy Brain programs;
- employment programs for immigrants;
- violence against women;
- upskilling newcomer women in IT;
- neighbourhood community development.

We also contributed to non-profit organizations to develop their programs by providing consult and advice on evaluation aspects of their program proposals. Effective Measures is a self-financing social enterprise unit within the SPCO. See <https://effectivemeasures.ca>

Trades Talent Link

Effective Measures is working with the Trades Talent Link (TTL) program at the YMCA-YWCA of the National Capital Region (Ottawa Y) to evaluate some of the Y's programs for newcomers' employment in the skilled trades, then sharing the findings with Y staff as well as relevant stakeholders and policy-makers. Trades Talent Link is a 3-year Service Delivery Improvement initiative.

The evaluation strategy for TTL is focused towards the ultimate outcome of improving the understanding of systemic barriers to newcomers' employment in the skilled trades, and improving or adding programs to overcome those barriers. The strategy includes extensive surveys of trades employers to better understand their needs, the collection and analysis of feedback on all Y trades employment programs, and a formative evaluation of a pilot program for mentorship in the skilled trades in collaboration with a community partner. Evaluation and research results can immediately be used to improve existing programs as well as to guide the implementation of new projects.

Supporting the Voluntary Sector (continued)

Social Data Through the Ottawa and Region Community Data Consortium

The Social Planning Council of Ottawa is the host for the Ottawa chapter of a national Community Data Program, a partnership between the Canadian Community Economic Development Network (CCEDNet) and Statistics Canada. This exciting initiative enables community based organizations and municipalities to access data from Statistics Canada and other institutions to identify and better understand the social and economic trends within their individual communities.

During 2019/2020, the resources available at Ottawa and Region Data Consortium played a vital role in the implementation of a number of SPCO projects, such as:

1. Multi - Year Data Project, in partnership with the Coalition of Community Health and Resource Centres, Year One.
2. Ottawa Neighbourhood Equity Index.
3. Neighbourhood Equity Index based work planning and outcomes evaluation for the Integrated Neighbourhood Services Team, City of Ottawa.



In addition, the Data Consortium supported many non-profit organisations, groups and communities with data and information on important socio-economic issues for their research, planning and evaluation:

- To City of Ottawa, Community Safety and Wellbeing Plan - on a number of topics, including health, safety, various social and economic aspects.
- To Ethnocultural groups and Community organizations - on the characteristics of immigrant and senior immigrant population, such as age distribution, knowledge of languages, education, employment, income.
- To Crime Prevention Ottawa – on the characteristics of neighbourhoods where safety is a concern.
- To Eastern Ottawa Community Centre – on refugees and Syrian refugees with regards to employment.
- To all Community Health and Resource Centres – on various statistics describing the population and environment of their catchment areas.
- To FedDev Ontario – on a number of indicators addressing Ottawa community and social strengths and challenges.

During Covid19 crisis, the consortium data was used to support community planning:

- To identify where most vulnerable populations in Ottawa are - living alone seniors, seniors with disabilities, low income population, youth with mental health issues;
- To aid in decisions related to essential services: food delivery, location of WiFi; location of emergency daycare for front-line workers.

Visit: <https://communitydata.ca/>

Increasing the Capacity of Voluntary Sector Agencies to Effectively Use Data For Planning

This is a multi-year project to develop and implement a cross-agency model of collaboration to enable effective use of primary and secondary data to support program planning. The project supports under-employed young people with social research ability from equity seeking groups or priority neighbourhoods to produce research reports and turnkey documents for agency networks to support effective service delivery. The project benefits voluntary sector agencies and their clients, while increasing the marketability of the young people for social research positions in Ottawa. In this first year of the project, we worked with the Coalition of Community Health and Resource Centres to respond to their data needs. Funding for this project has been generously provided by the Ottawa Community Foundation.

Supporting the Voluntary Sector - Civic Engagement

The SPCO sees civic engagement as a means and an end in a democratic society. We support civic engagement and activity along a full spectrum which includes:

- Civic activity (volunteering, informal helping, establishing and supporting community structures, involvement in groups, donating, etc)
- Electoral activity (participating in electoral campaigns and running for political office)
- Political voice (participating in decision-making processes and communicating with those in power).

We are privileged to sponsor three great civic engagement initiatives:

Ethno-Cultural Seniors – Access and Equity Advocacy Committee (AEAC)

The Access and Equity Committee was formed to address systemic barriers and develop culturally appropriate service models to meet the needs of ethno-cultural seniors with the vision that all ethno-cultural seniors have access to services and resources to live meaningful and productive lives in Ottawa. As part of this project, SPCO in partnership with Carleton University was successful in securing a grant from Social Sciences and Humanities Research Council (SSHRC) to complete a research project to advance the understanding of the health care needs of ethnic minority seniors living in Ottawa and promote a more equitable health system for seniors. The 'Equity and Access Advocacy Committee' is also advancing the collective voice of the grassroots ethno-cultural groups in policy discussions and decision-making in Ottawa, particularly with the City.

Youth Action Now

Over the past year Youth Action Now has supported hundreds of Ottawa's youth through our Grants and Mentorship Programs. We disbursed over 50 grants ranging from \$300 to \$1000 to a variety of diverse youth-led groups working to make change in their community. These groups are creating new recreation activities, supporting youth mental health, increasing awareness of Indigenous youth, leading Black History Month initiatives in high schools, building understanding of LGBTQ+ issues, facilitating youth employment, engaging in advocacy at Carleton University and the University of Ottawa, and much more. Through monthly mentorship workshops, Youth Action Now has helped youth build new skills around communication, grant writing and community building. Quarterly networking meetings provided a space for youth to discuss their issues, explore ways to advocate for change and support each other. Staff at Youth Action Now promoted resilient and responsive youth leadership by linking resources and expertise and by presenting Youth Action Now's programs to groups across the National Capital Region.

Fundraising activities included a 'Movers & Shakers' dance party and a 'Celebrate & Commemorate' event honouring our founder Paul Dewar. Three volunteer committees have been established to oversee programs and overall strategy, each of which is made up of at least 50% youth and aims to direct the organization based on the needs identified by youth for youth in our communities. Youth Action Now is resourced through donations and a Canada Summer Jobs grant. See: <http://youthactionnow.ca/>



Supporting the Voluntary Sector - Civic Engagement (continued)

Synapcity

Connecting Community

As an intermediary broker and agent for change within the non-profit, small business and public sectors, Synapcity supports individuals and organizations across the city who want to take action to make Ottawa a better place to live, work and play. The results demonstrate that an engaged citizenry can often create magic.

Our largest single investment to transform the City of Ottawa by connecting people and institutions has been Civics Boot Camp - or City Lab as it is now known as an offering at Saint Paul University's School for Social Innovation. Delivered by Synapcity, this unique 12-week elective course entitled Local Governance and Applied CityMaking, brought together students, city staff and a diversity of residents, business owners and non-profit leaders from around Ottawa to reflect, brainstorm and collaborate on real-life civic issues. We also vested significant resources encouraging and facilitating community conversations through variations of Civics/Public Spaces Talks. We also learned, on short notice, how to conduct such conversations online in ways that complement other existing civics education, leadership development and consultation mechanisms in Ottawa.

Broadening the Conversation

Our leadership in convening a discussion of 21st Century Civic Infrastructure was the first step toward creating an inclusive culture of participation and civic purpose across the public, private, and third sectors. To this end, Synapcity brought together the Ottawa Community Foundation, the City of Ottawa, and a number of agencies engaged in social innovation, advocacy, physical infrastructure research, Ottawa's priority neighbourhoods, and civics curriculum. We confirmed that we work more efficiently when we have a clearer understanding of each other's roles and that partnerships have stronger outcomes when missions and visions are shared. Many opportunities were identified to create new avenues for outreach, to learn from one another's approaches, and to explore new partnerships and new ways of collaborating so that Ottawa remains a leader in social capital.



The evaluators of our programs found that:

- There is an ongoing need for Synapcity's programs to provide unique spaces and opportunities to engage in respectful civil dialogues.
- Synapcity reaches and engages a more diverse cross-section of citizens than other community consultations). They reported important impacts on their civic life, including:
 - Higher levels of citizen empowerment;
 - More open mindsets;
 - New connections;
 - Creating safe and neutral spaces where participants could engage in problem-solving with people unlike themselves.
- These spaces facilitated renewed social trust by carefully structuring and facilitating reflection on issues that are difficult, values-laden and often controversial.

The evaluators further recommended that Synapcity capitalize on these strengths by broadening our targets beyond local government to include other levels of government and other sectors.

We thank all the funders and volunteers who have contributed to our work, in particular the Metcalf Foundation, the MATT Foundation and the Ottawa Community Foundation. A very special thank you to the Ontario Trillium Foundation. As we continue to evolve from a model with a heavy reliance on government grants to one which operates more intentionally as a fee-for-service, their support over the last three years has been immeasurable. For more information, see: <https://synapcity.ca/>

A Sincere Thanks to our Funders



We offer sincere thanks for the generous support of the **City of Ottawa** for:

- Our core operations
- a Social Services Relief Fund grant for COVID-19 emergency food and ICT
- the Neighbourhood Equity Index website
- a Community Economic Development grant for under-employed youth to support the COVID response of voluntary sector agencies



United Way Eastern Ontario for its generous funding of:

- The Neighbourhood Equity Index
- Ottawa Neighbourhoods Social Capital Forum
- Hot Shoe Productions
- Healthy Aging in Community for Ethno-cultural Seniors and Caregivers
- SPARK grants for our sponsored initiatives: Youth Cooking Integration (with Association of South Sudanese Nuer Languages Institute).



The **Ontario Trillium Foundation** for its generous support of our dementia day programming in collaboration with grassroots ethno-cultural groups

The project “Creating Community for Ethno-cultural Seniors” is funded in part by the **Government of Canada’s New Horizons for Seniors Program (NHSP)**. The NHSP also provided resources for an ethno-cultural seniors home visitors training program and for emergency food for seniors affected by COVID-19.



Employment and Social Development Canada for its support of our summer students (via Canada Summer Jobs).



The **Ottawa Community Foundation**, for its generous support of :

- Youth Active Media
- The Neighbourhood Equity Index
- Supports for neighbourhood activities
- Our project to build agency capacity to use data
- Synapcity
- Co-operative Enesignant(e)s Pas-a-Pas



The **Centre for Aging and Brain Health Innovation** for its’ generous support of our dementia day program with the Indo-Canadian Community Centre and the knowledge mobilization project to advance better models of community care for residents with dementia and caregivers.



RBC Foundation for support of Partnering for Success in Youth Employment, including the GenerationeXt Youth Incubators



The **Cowan Foundation** for its support of the Cowan Coding Club, nested in our GenerationeXt Youth Economic Incubators.

Thanks to our funders - continued



The **Co-operators**, for its support of our youth economic development initiatives: Building Greener Futures Together, HotShoe Productions, GenerationeXT Youth Economic Incubators and the Cowan Coding Club.



Innoweave (McConnell Foundation for supporting community based mental health planning and evaluation of our dementia supports with grassroots ethno-cultural groups.

The **Metcalf Foundation** and the **Matt Foundation** for their support of Synapcity.

Baycrest Health Sciences and the **National Ballet School** for their support of Sharing Dance, for ethno-cultural seniors.

Revenue

Total Revenues 2019 (audited)

For more details, please see the audited financial statements.

