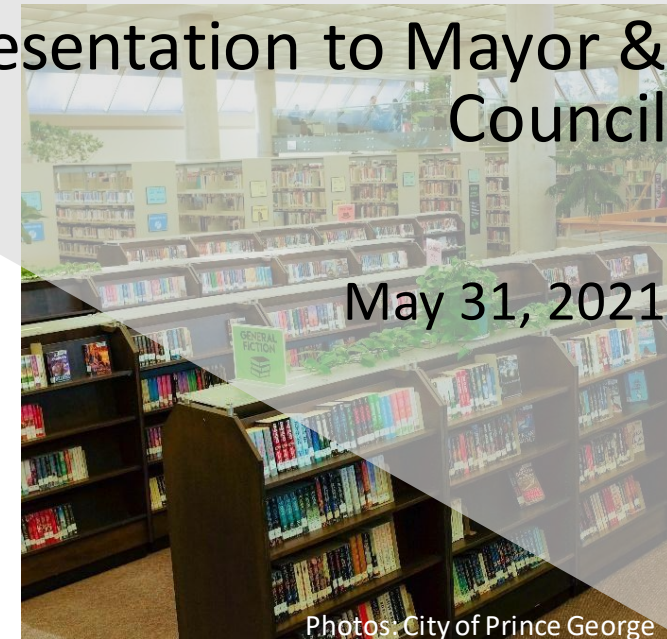


City of Prince George Community Recreation, Social Health & Well-being Service Delivery Plan



Presentation to Mayor &
Council



Photos: City of Prince George



LevelUp

Planning &
Consulting

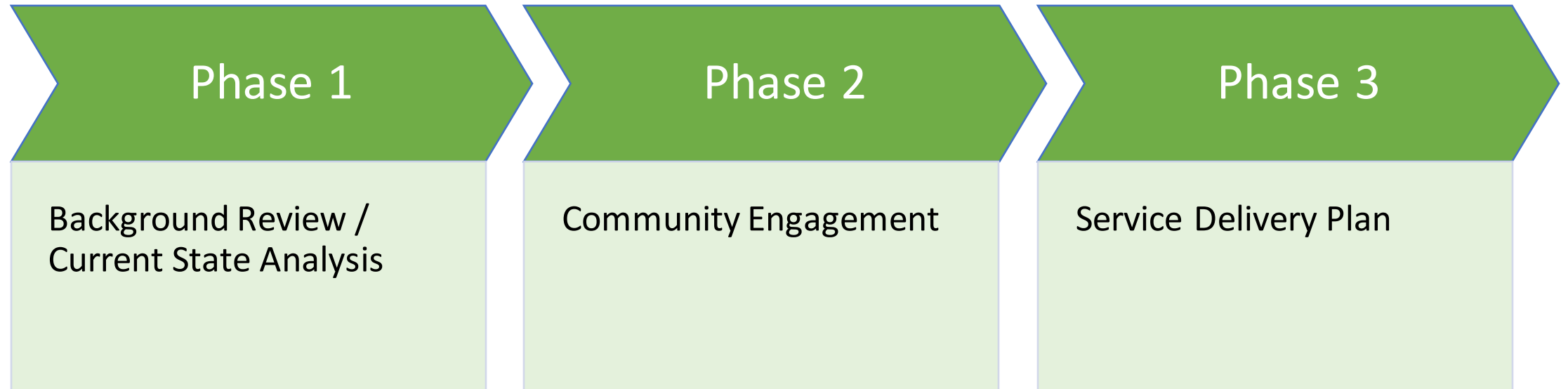


Project Overview

Assess current community recreation, social health and well-being service delivery in relation to trends, emerging needs, and best practices

Consider how to be responsive, equitable, and sustainable in meeting diverse community recreation, social health and well-being program and service delivery needs

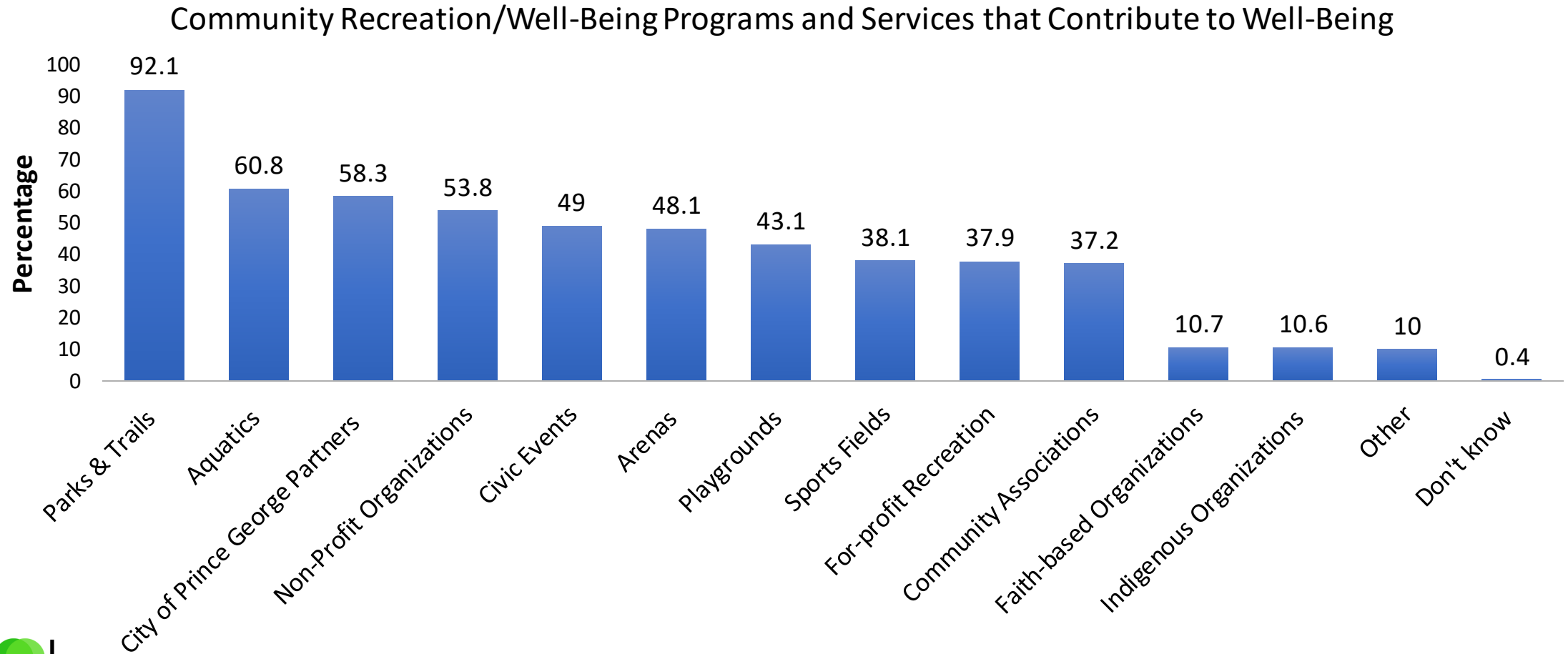
Methodology



Current Service Delivery Model

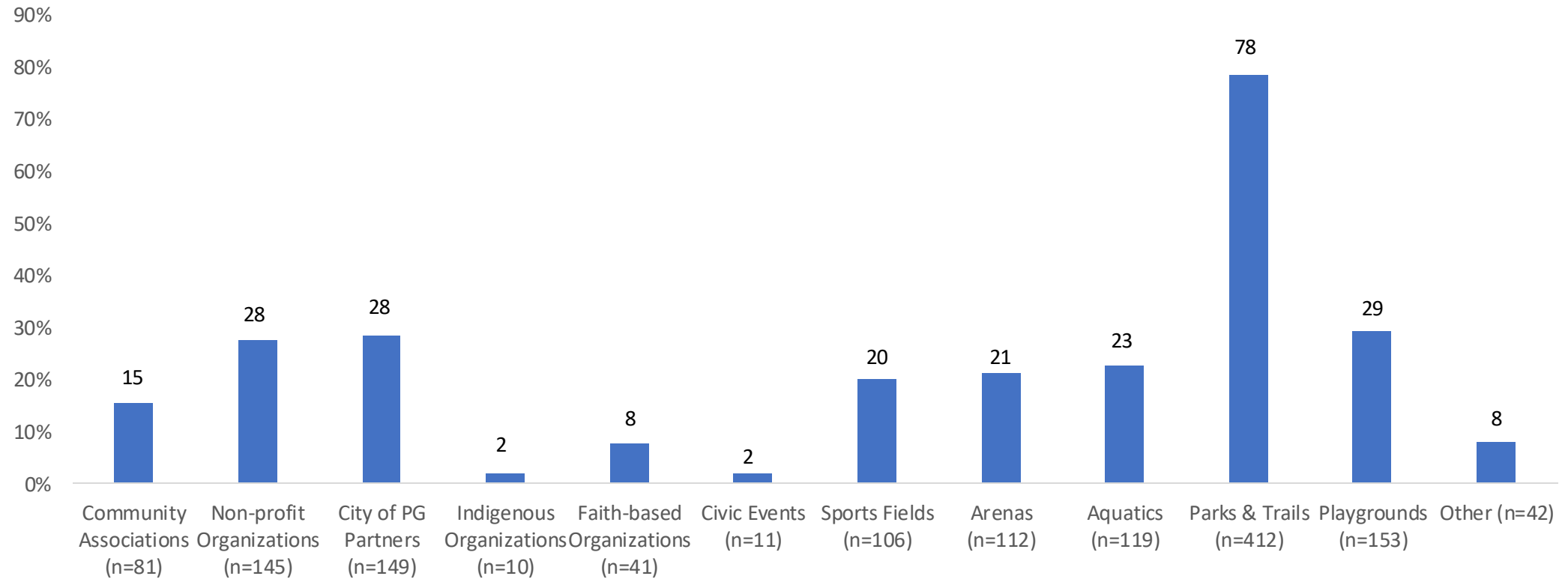


What we heard: Survey



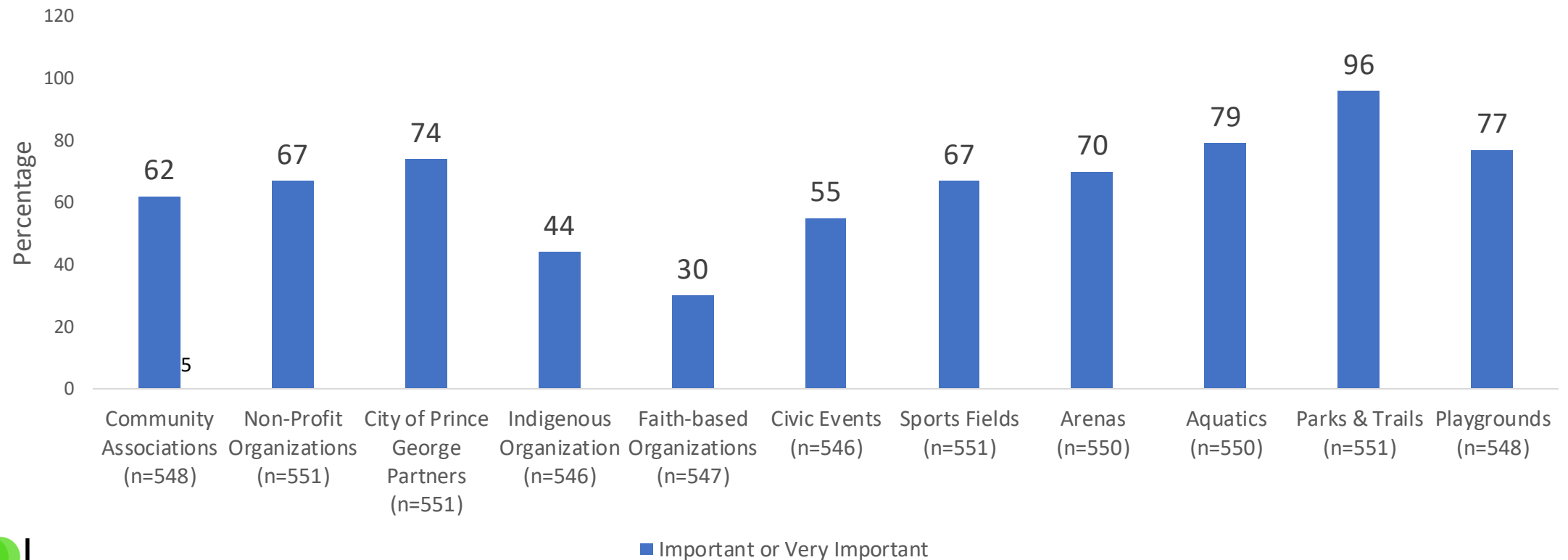
What we heard: Survey

Frequency of Service Access (at least weekly)



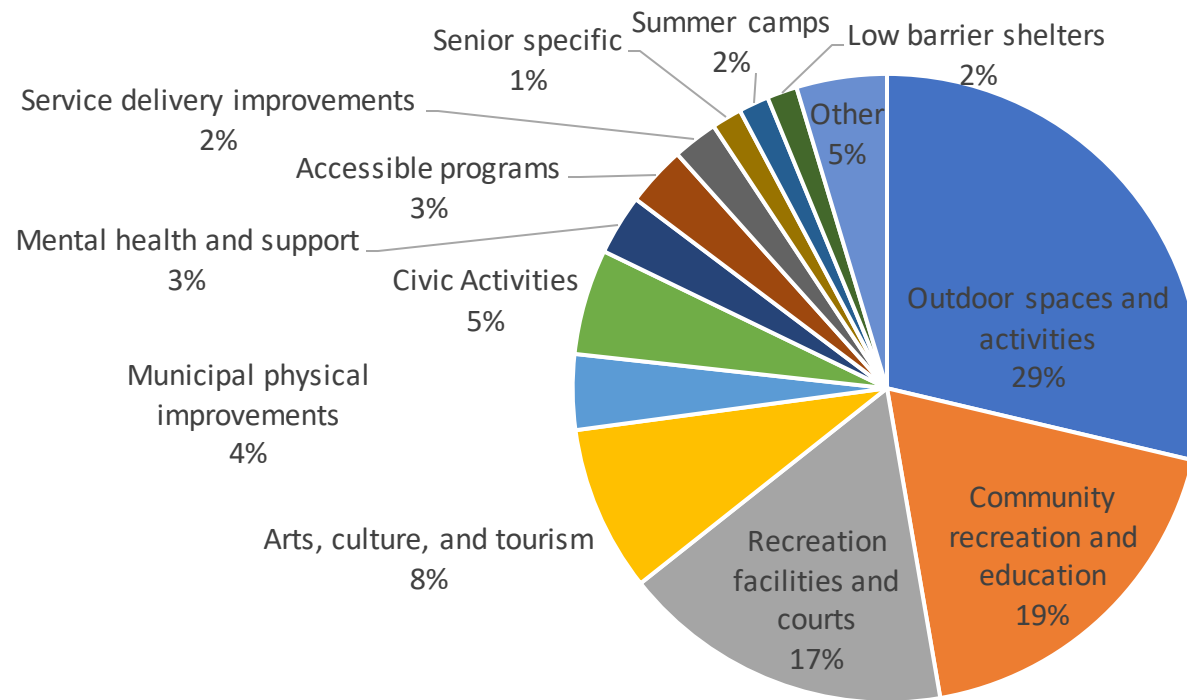
What we heard: Survey

Importance of City Investment to Community Recreation/Well-Being Programs & Services



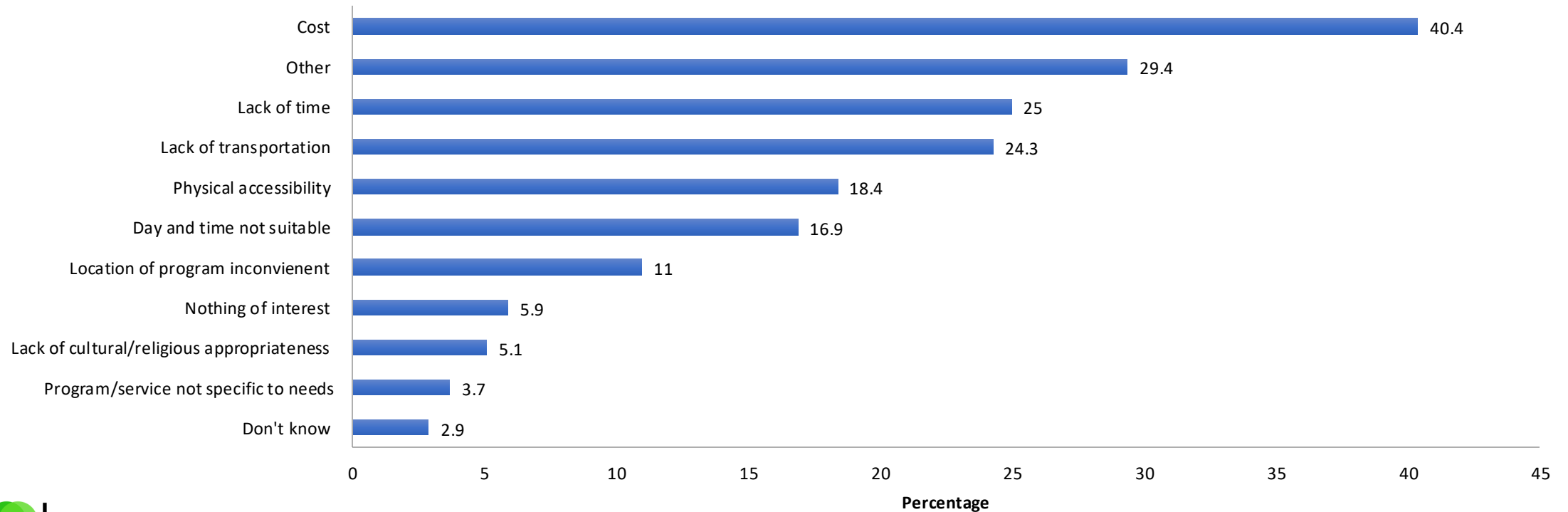
What we heard: Survey

Other Community Recreation/Well-being Programs and Services to Benefit Prince George Residents
(n=129)



What we heard: Survey

Barriers Preventing Access to Community Recreation & Well-being Services in Prince George



What we heard: Better coordination & less fragmentation

“There is a lack of attention to longer term solutions and how to come together and have a coordinated system in the community so services aren’t duplicated or clients aren’t accessing services at two different places. City doesn’t have the capacity to do this work right now.”

– Service Provider Interviewee

Focus Area 1: Coordination

Key Action Item / Initiative	Time-frame (short, medium, long-term)
Clearly define the City's desired role in community recreation and social health and well-being program and service delivery (and also define what SHWB includes)	Short
Establish an organizational structure that supports fulfillment of the City's desired role in community recreation, social health and well-being, and arts and culture.	Short
Establish coordinator/liaison position(s) at the City to be a point-person for community recreation and/or social health and well-being third-party service providers (our suggestion is to separate them though - one position for recreation, one for SHWB)*	Medium
Form a cross-functional working group for community recreation and social health and well-being program and service delivery	Short-medium
Ensure the Community Recreation and Social Health and Well-being plan aligns with other initiatives at the City (e.g. the Poverty Reduction Plan, Parks Strategy, Economic Development Strategy, Climate Change Mitigation Plan, etc.)*	Medium

What we heard: Partnerships & Collaboration

"Having a go-to City staff person is invaluable when operating a city-owned facility."

- Survey Respondent

"We have a good relationship with the Mayor, Council and staff, including Chris. I feel like the whole team is approachable, a phone call away, responsive."

- Service Provider Interviewee

"[The] City are good to work with, more of a challenge within the City structure itself in terms of adhering to building codes, following policies in place."

- Focus Group Participant

"I would like to sit down and meet with [the City] and come up with how to collaborate to work better for the year ahead."

- Service Provider Interviewee

Focus Area 2: Partnerships & Collaboration

Key Action Item / Initiative	Time-frame (short, medium, long-term)
Form a Joint Advisory Committee, and meet regularly (e.g. monthly, quarterly) with social health and well-being third party organizations/not-for profits to address complex community well-being issues together* <ul style="list-style-type: none"><input type="checkbox"/> Opportunity for networking and capacity building<input type="checkbox"/> Develop Terms of Reference which includes purpose of committee, who will be represented and how often to meet	Short-medium
Establish a position at the City who acts as a liaison between the City and third-party programs/organizations:* <ul style="list-style-type: none"><input type="checkbox"/> A way to partner with experts/champions<input type="checkbox"/> City able to play advocacy role	Short
Partner with the service providers to identify social health and well-being needs of patrons and support alignment with adequate resources <ul style="list-style-type: none"><input type="checkbox"/> Revisit and revise service/partnership agreements to better allow for innovation and flexibility through funding<input type="checkbox"/> Provide training opportunities for staff to better meet social health and well-being related needs (e.g. safety, stigma, cultural competency)	Medium-long

What we heard: Communication, promotion & engagement

Focus Group Participants:

“Would be awesome if they would get on board with being more active in promoting these organizations. If people don’t know about it, they won’t access them.”

“The City could provide help with advertising. If can’t get program information out there, I can’t help as many people.”

“Having links on [the City of Prince George] website would be huge and a great help.”

I find it hard to find out what all is being offered in the community for different age groups. I find that I am going to multiple places to find what I want and sometimes not finding them.”

– Survey Respondent

Focus Area 3: Communication, Promotion & Engagement

Key Action Item / Initiative	Time-frame (short, medium, long-term)
<p>The City of PG website hosts a page which promotes community recreation and social health and well-being programs and services offered by third-party organizations (separate sections for community recreation and social health and well-being)</p> <ul style="list-style-type: none"><input type="checkbox"/> Host a registration calendar on the website<input type="checkbox"/> Host a calendar of programs for Community Associations <p>OR</p> <p>The City of PG reorganizes website to include a comprehensive, user-friendly, categorized community recreation directory and a separate social health and well-being directory (or link to BC 211)</p> <ul style="list-style-type: none"><input type="checkbox"/> Host a registration calendar on the website<input type="checkbox"/> Host a calendar of programs for Community Associations	Medium
Evaluate current facility rental booking system and improve/expand to offer service providers and community members a more efficient service*	Long
<p>The City leverages partnerships with third-party organizations to engage with the broader community to ensure adequate Representation for all and on-going needs assessment in the area of social health and well-being</p> <ul style="list-style-type: none"><input type="checkbox"/> Enlist third-party organizations to assist with City engagement opportunities	Medium-long
City staff liaison designated as key point person for service providers and third party organizations and the community*	Short

What we heard: Sustainability

Funding

"These organizations should be funded better." -Survey Respondent

"Deficit from COVID this year means it will be much harder moving forward, so I hope the City looks at what needs to be done better and what can be managed in a different way. Sometimes that means changing the model." - Survey Respondent

Volunteering

"I know that other municipalities really do run a lot of programs in conjunction with volunteers as opposed to a reliance on volunteers to do everything."

"If we don't have volunteers and coaches to look after the program, it doesn't exist." - Focus Group Participants

What we heard: Facilities & Infrastructure

“Poor maintenance on PG parks and facility access to fields restricted”

- Survey Respondent

“We need some investment in the facility. It was allowed to degrade over the years. People who maintain grass do an excellent job but we don’t have bathrooms, so we bring a rented port-o-potty but there’s no running water. Bring facility up to a minimum standard. Far behind Quesnel in standards.”

- Focus Group Participant

Focus Area 4: Sustainability

Key Action Item / Initiative	Time-frame (short, medium, long-term)
Update or revise facility service use agreements with partner organizations to reflect current context	Medium
More in-kind services/programs from the City for grant recipients (staff time in setting up events, facility use, small-scale rental equipment such as tables, chairs, tents, etc.).	Short-medium
Explore a longer-term model of funding for third-party organizations instead of an annual grant; especially organizations that the City already has a partnership with to deliver programs and services	Medium-long
Work with existing partners to promote volunteer opportunities across communication channels	Medium
City coordinates volunteer support/training for third-party organizations (such as through Volunteer PG) <ul style="list-style-type: none">• Offer centralized training opportunities for board members, non-profits, coaches, and Community Associations	Long

What we heard: Health and well-being considerations

- inequities among population groups and between different neighbourhoods
- stigma associated with poverty
- opioid crisis
- racism
- access and inclusion

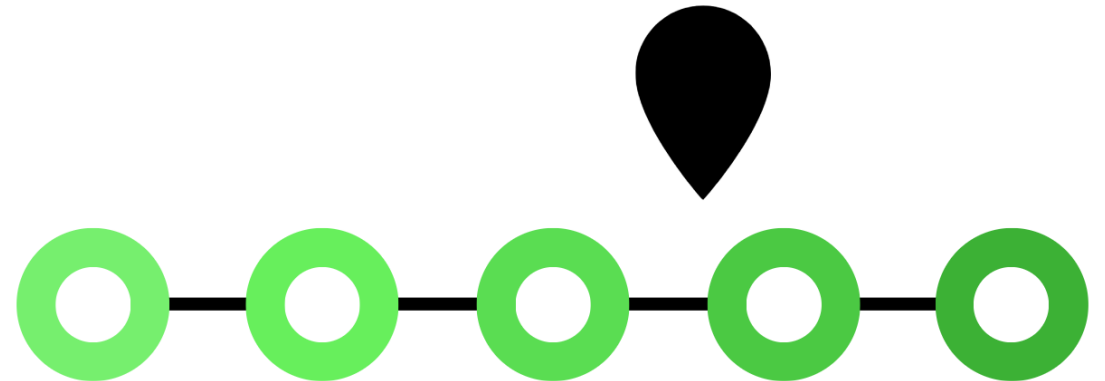


Focus Area 5: Equity

Key Action Item / Initiative	Time-frame (short, medium, long-term)
Enhance access to services and programs in currently underserved neighbourhoods and populations, by supporting the redistribution of resources <ul style="list-style-type: none"> <input type="checkbox"/> build partnerships and relationships to identify need <input type="checkbox"/> Support more programming opportunities in lower income neighbourhoods 	Long
Evaluate current facility rental booking system and improve/expand to offer service providers and community members a more efficient service along with a coordinated booking option*	Medium
Embed an equity lens into the community recreation and social health and well-being program and service delivery model <ul style="list-style-type: none"> <input type="checkbox"/> Address inequities related to service delivery that exist at a neighbourhood level (e.g. geographical, transportation, cost, timing, cultural relevance) <input type="checkbox"/> Ensure the needs of people with diverse abilities are heard and integrated into program and service planning 	Long
Ensure the Community Recreation and Social Health and Well-being Service Delivery Plan objectives and actions are aligned with other priority initiatives in the City (e.g. the Poverty Reduction Plan, Parks Strategy, Economic Development Strategy, Climate Change Mitigation Plan, etc.)*	Medium

What we found: Evaluation

- Evidence-based practice
- Needs assessments

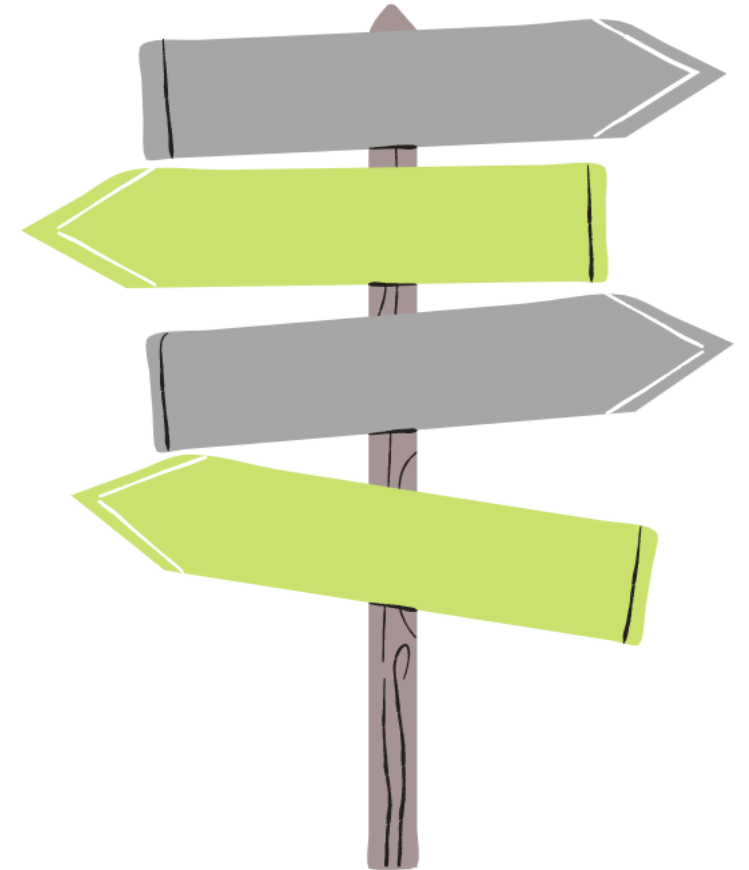


Focus Area 6: Performance Monitoring

Key Action Item / Initiative	Time-frame (short, medium, long-term)
Evaluate programs and services offered by Community Associations annually using standardized measures <ul style="list-style-type: none">Consider surveying staff, program users, and residents	Medium
Ensure all aspects of the community recreation and social health and well-being program and service delivery model are regularly	Long

Next Steps

- Broader review/reorganization of community recreation, social health and well-being service delivery system



Questions?