
OCEANSIDE HEALTH AND WELLNESS NETWORK MEMBER SURVEY RESULTS

February 15, 2022

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TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
INTRODUCTION	3
SURVEY OVERVIEW AND METHODOLOGY	3
SURVEY RESPONDENTS: DEMOGRAPHIC PROFILE.....	4
ORGANIZATION TYPE	4
GEOGRAPHIC SERVICE REACH.....	5
INVOLVEMENT IN OHWN.....	5
ANALYSIS.....	7
COMMUNITY HEALTH AND WELLNESS PRIORITIES	7
NETWORK EFFECTIVENESS	10
PREVIOUS STRATEGIC PLANNING GOALS	12
OTHER STRATEGIC PLANNING GOALS	14
BENEFITS OF A NETWORK APPROACH	15
SUPPORT FOR COLLABORATIVE ACTION.....	16
ACTION GROUPS.....	17
SYSTEMIC ISSUES	20
FINAL THOUGHTS.....	25
IMPLICATIONS OF FINDINGS FOR LONG-RANGE PLANNING	26

EXECUTIVE SUMMARY

The Oceanside Health and Wellness Network (OHWN) undertook a member survey to inform the development of its long-range plan for the next five years. The survey was sent to 111 network members and completed by 29 respondents – a 26% response rate – and captured both quantitative and qualitative responses.

Most responses came from those working in social service organizations (31.8%), followed by education (22%), recreation (18%) and health (13.5%). There were no responses for six organization types (faith groups, co-operatives, environmental organizations, Indigenous organizations, multicultural, or cultural organizations). 40% of respondents serve the entire Oceanside area. The remainder of responses were distributed across the major urban centres, rural communities, and First Nations' reserves.

The highest number of responses came from members of Action Groups (55%) and Circle of Partner members (35%).

The Circle of Partners should review the questions raised in the “Discussion” in each of the demographic profile sections below to address any issues with the survey's reach.

Existing and Emerging Priorities

Respondents continue to give moderate to strong support for the existing goals. Achieving improvements for specific populations (seniors, children, and youth) are among the top goals that respondents want the Network to continue to prioritize. Strengthening internal, organizational aspects of the Network, including building networks, supporting the Action Groups, and improving the Circle of Partners' operations, score relatively lower but continue to be important goals.

While addressing the needs of particular populations (seniors, youth, early childhood, and families) continue to resonate, respondents also identified programs and services that need to be focused on – specifically mental health, housing, access to primary care, and access to services and supports. Except for mental health, these issues are not specifically identified in the existing goals. Respondents also stressed the need for more emphasis on various structural issues, including community development (e.g., growing membership, working collaboratively across organizations) and in governance (e.g., engaging with municipalities, and “creative modern governance”).

Network Effectiveness

Even though respondents think OHWN has not been particularly effective, they do recognize that many of the events and other activities organized by OHWN have been effective, and that OHWN's effectiveness has been hampered by the pandemic. The comments also identified a communication issue, in that many respondents don't seem to have a full understanding of OHWN's activities. This could indicate a disconnect between the members of the organization and the work of the organization.

Similarly, respondents expressed significant ambivalence about whether OHWN provides the benefits of operating as a network. While OHWN scored reasonably well on bringing people

together, keeping members informed, and building relationships with community partners, with ratings of between 52% and 60%, it scored 50% or lower on all four other benefits. These responses do, however, need to be understood in light of the large number of respondents who indicated that they didn't have enough information to properly judge.

Collaborative Action

Respondents identified improved connection, communication, and networking as important to achieving collaborative action. Respondents clearly feel that the success of the Action Groups, or lack thereof, hinges on action – having clear plans of action and making the action described in those plans happen. The activity and commitment of Action Group members is clearly also very important, as is having clear organizational structures and processes for the Action Groups and undertaking meetings in ways that support accomplishing the actions being undertaken.

Systemic Issues

Respondents were asked to consider how OHWN would address challenges related to COVID impacts and recovery, the climate crisis, and Truth and Reconciliation.

Providing education and training opportunities around the COVID-19 pandemic and convening community are seen as ways that the Network could work on this issue.

Respondents feel the Network could address the climate crisis by providing the community with opportunities for education and action, learning from other organizations already doing this work, creating opportunities to learn from and with community, and advocating with higher levels of government.

Respondents feel strongly that aligning the Network's activities with the priorities of First Nations and providing educational and cultural safety training opportunities, both internally and for community, bringing First Nations representatives around the table, and conducting advocacy with higher levels of government are important ways that the Network could address Truth and Reconciliation.

Implications of Findings

The survey findings illuminate several questions that could be addressed in the long-range planning workshops. These questions are listed on page 28.

INTRODUCTION

The Oceanside Health and Wellness Network (OHWN) Circle of Partners (CoP) is in the process of updating its long-range plan. The previous plan ended in 2021.

The approach involves surveying OHWN members and conducting CoP planning workshops to identify the vision, values, mandate and mission and priority goals and objectives to guide OHWN over the next five years.

The purpose of the survey is to help identify emerging priorities and satisfaction with the current capacity to do the work. Respondents were also asked to consider the context of pressing contemporary issues including Truth and Reconciliation, the climate crisis, and the pandemic.

The survey results will be used to inform the planning process.

SURVEY OVERVIEW AND METHODOLOGY

The survey was sent to 111 network members and was open from January 14th to 31st, 2022. Twenty-nine people responded -- a 26% response rate.

The survey covered the following topic areas:

- Setting priorities for the next five years
- Assessing the continued relevance of goals and overall Network performance in the 2019-2021 strategic plan period
- CoP and Action Group effectiveness
- Addressing systemic issues: Truth and Reconciliation, the climate crisis and COVID impacts
- Capturing information about the types of organizations responding and their service areas.

The survey captured both quantitative and qualitative responses.

It is recommended that the quantitative data be reviewed against current Community Health Service Area (CHSA) data to understand if perceptions of health needs are supported by population data.

The qualitative data was analysed by identifying common themes as well as outlier perspectives.

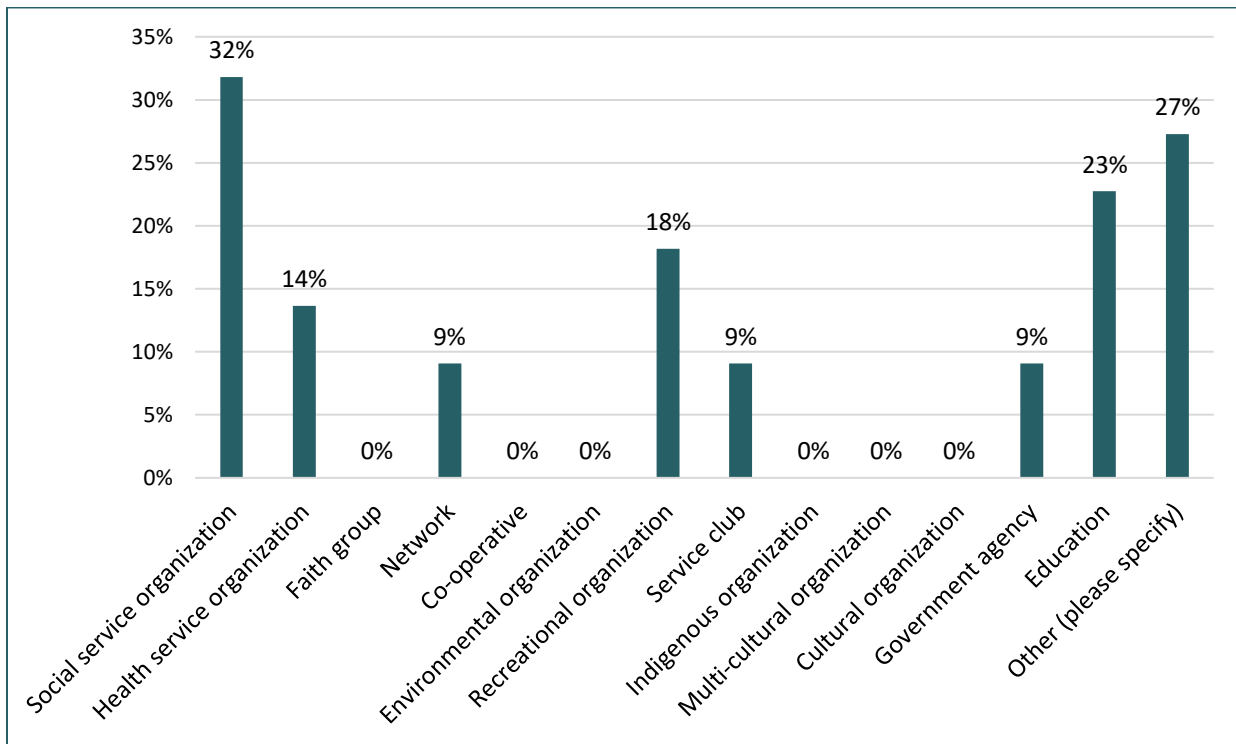
SURVEY RESPONDENTS: DEMOGRAPHIC PROFILE

Respondents were asked to indicate the type of organization they were associated with, the geographic areas they provided service in, and the nature of their involvement in the Oceanside Health and Wellness Network (OHWN).

ORGANIZATION TYPE

QUESTION 13 asked respondents to describe the type of organization they are involved in.

22 respondents answered this question. 7 respondents skipped this question.



Almost one-third (31.8%) of respondents represent social service organizations, followed by 22% in the education sector, 18% in recreation, and 13.5% in health. Networks, service clubs and government agencies each accounted for 9% of the respondents. Comments suggest that those who identified as 'other' were individuals (4) or likely part of the social service cohort.

There were no responses from faith groups, co-operatives, environmental organizations, Indigenous organizations, multicultural, or cultural organizations.

DISCUSSION

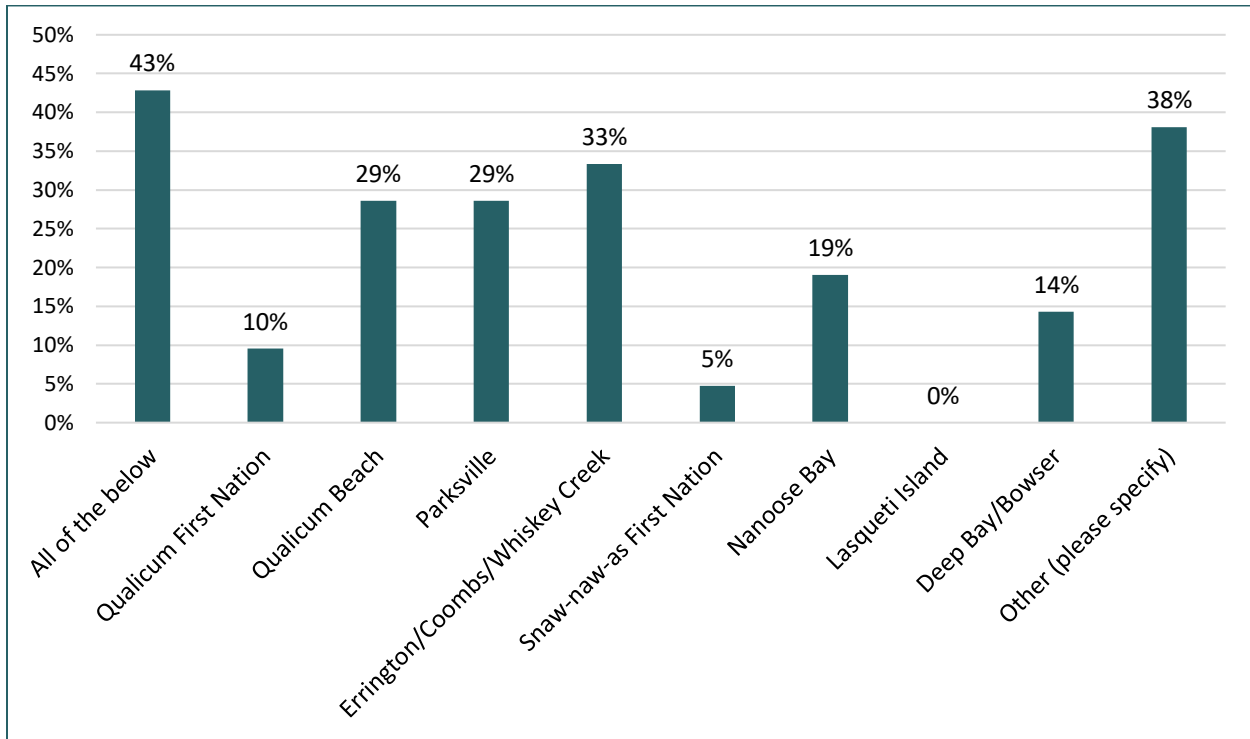
Is this an accurate representation of the membership?

Should steps be taken to engage with the missing sectors in the next phase of the project?

GEOGRAPHIC SERVICE REACH

QUESTION 14 asked respondents to indicate what areas of Oceanside they served.

21 respondents answered this question. 8 respondents skipped this question.



Over 40% of respondents indicated that they served the entire Oceanside area.

The other major service areas in descending order are Errington/Coombs/Whiskey Creek (33%), Qualicum Beach (28.5%), Parksville (28.5%), Nanoose Bay (19.5%), Deep Bay/Bowser (14%), Qualicum First Nation (9.5%) and Snaw-naw-as First Nation (4.6%).

Three respondents indicated that they provide service beyond the Oceanside catchment area and two respondents indicated they offered service in Meadowood and Dashwood.

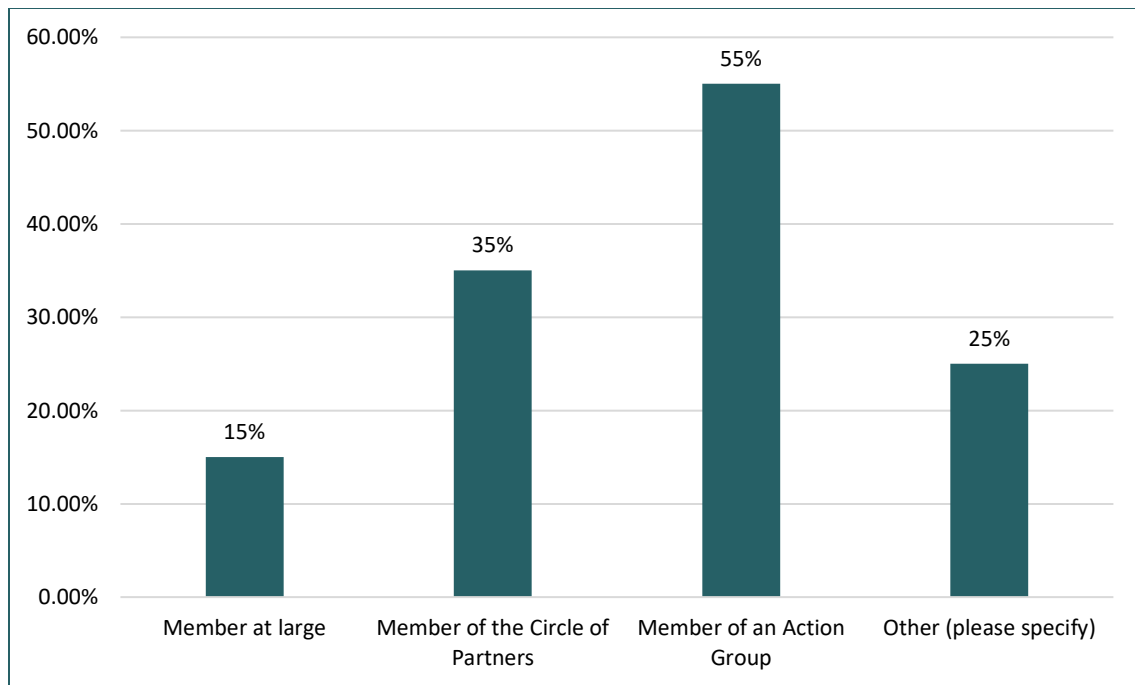
DISCUSSION

Are Meadowood and Dashwood discrete communities or are they part of an area described above?

INVOLVEMENT IN OHWN

QUESTION 15 asked respondents to indicate the nature of their involvement with OHWN.

Responses came from members at large (15%), members of the Circle of Partners (35%), and members of Actions Groups (55%), as well as those who identified as "Other" (25%).



The five “other” respondents indicated that they are either unsure of their involvement, have recently stopped being involved, or have limited participation in OHWN.

DISCUSSION

Is this an accurate or reasonably representative breakdown of OHWN membership’s involvement?

Are there issues about the number of “other” respondents that should be addressed?

ANALYSIS

12 questions were posed related to OHWN's future priorities, mandate, effectiveness, and ways in which it could or should respond to larger systemic issues.

COMMUNITY HEALTH AND WELLNESS PRIORITIES

QUESTION 1 asked respondents to identify the five most important issues affecting community health and wellness in Oceanside that the Network should tackle over the next five years.

27 responses were received. 2 respondents skipped this question. There were 128 comments.

The table below groups the responses to this question into three themes. *Priority Needs* includes comments that primarily identified specific programs or service needs. *Structural Issues* includes comments that primarily identified specific approaches to building capacity to address needs. *Priority Populations* includes comments that primarily identified specific groups that should be targeted for support. The Total Comments column indicates the number of times each priority was mentioned, while the Rank column indicates the relative importance of each priority (1=high).

Priorities	Total Comments	Rank
<i>Priority Needs</i>		
Mental health	25	1
Housing	20	2
Access to primary care	17	3
Access to services and supports	11	4
Addressing income disparities	7	5
Addictions	7	5
Food security	4	6
Environment	3	7
Transportation	1	8
<i>Structural Issues</i>		
Community development	6	1
Governance	5	2
Health promotion	3	3
Indigenous relations	2	4
Emergency management	1	5
<i>Priority Populations</i>		
Seniors	9	1
Youth services	2	2
Early childhood	2	2
Family support	1	3

The comments below are grouped by theme. A representational sample of comments has been chosen from the 128 comments.

Priority Needs

The highest ranked priorities are for mental health services (25), housing (20) and access to primary care, generally described as doctors (17). When including addiction services, mental health is prioritized 32 times. The next highest ranked priority is for access to services and supports (11) and generally related to a range of services from diagnostic services, specialist services, emergency response, community health resources, and aging in place supports. In combination with primary care this represents 28 responses.

The following comments from respondents address the four highest priority areas:

Mental Health

- Mental health (particularly in the aftermath of COVID)
- Re-establishing social connections for residents
- Mental health rehab programs
- Lack of psychiatric care providers in Oceanside
- Secure mental health facility units properly staffed with 24 7 supports and psychiatric nurse staff with RCMP
- Bringing qualified mental health support into public school and fund through the Ministry of Health
- Trauma-informed community
- Mental health in home care for dementia and mental illness
- Social-emotional resiliency
- Need for more community awareness and understanding of causes of mental health and addiction along with homelessness
- Help people live more meaningful lives especially those who feel lonely

Access to Primary Care

- Access to doctors for all community members
- Need for more family physicians and nurse practitioners as there are hundreds to thousands of residents without a primary care provider
- Retention of health care providers via respectful treatment.
- Healthcare workers shortages, many staff are burnt out or retiring earlier

Homelessness:

- Homelessness and near homelessness and lack of actual affordable housing for many including workers that are essential for retail.
- Low barrier youth housing
- Promoting low-income housing options
- All homeless people have a warm place to live
- Sub-standard housing
- Supported housing
- Stop high housing development projects until the other 4 priorities can be addressed and have programs in place

Access to Supports and Services

- Timely emergency medical and mental health services
- Helping to connect citizens to community health resources
- Quick access to radiological testing, surgery, hospitalization
- A much larger health centre for having blood and tests taken, standing for hours outside on a cold and windy day for those of us who have trouble with bad backs and limbs is not good.
- The availability of the resources for those to stay local and age in place
- overlooked health issues because of limited access to appointments, cancelled procedures etc.
- Establishing a network of health advocates that individuals can access
- Empower seniors to plan ahead for later years

Structural Issues

Community development and governance are most frequently cited followed by health promotion, Indigenous relations, and emergency management.

Community Development

- Community collaboration and development
- Broadening membership
- Find ways of utilizing established organizations and businesses to meet the purposes of OHWN
- Better relationships with relative sections of Island Health
- Create a sustainable community
- Collaboration with those working with addiction and mental health
- Less non accountable non-profit agency delivering detox, supportive housing and mental health temp housing. More credentials required
- Mental health networks/hubs
- Gap analysis of health needs/wants of the community

Governance

- Engagement with municipalities on discussing urban growth and health impacts
- Engagement with municipalities on GP recruitment--i.e., provision of space to attract new to practice docs
- Local taxation for healthcare within Oceanside not Nanaimo
- Creative modern governance
- Firing administrators and managers who exhibit corporate, top-down, non-collaborative approaches
- The need for a different method of providing health care

Health Promotion

- Preventative Health Care – Education
- Increasing education of social prescribing needs

Indigenous Relations

- Acknowledging and consulting with First Nations about land use and occupancy
- Social justice including Indigenous reconciliation

Emergency Management

- Emergency management

Priority Populations

Seniors received the most mentions. However, population needs should be examined against CHSA data, for instance, income and housing to determine those populations that have acute unmet needs.

- Need a place where us older folks can go to learn how to get the use of these new electronic machines when the[y] make upgrade and we do not understand all the new things
- Seniors' isolation
- the availability of the resources for those to stay local and age in place
- A need for people to pick up older folks for appointment in our area (like SOS had at one time).
- Encouraging initiatives to create inter-generational relationships
- No children go hungry
- Improved youth outreach supports including safe house
- Lack of flexible daycare options
- Early childhood programs, affordable daycare and before and after school care
- Family supports

Addressing the needs of particular populations that were identified in the previous plan (i.e., seniors, youth, early childhood, and families) continues to resonate. However, respondents also identified individual programs and services that need to be focused on – specifically mental health, housing, access to primary care, and access to services and supports. Except for mental health, these service needs are not specifically addressed in the existing goals.

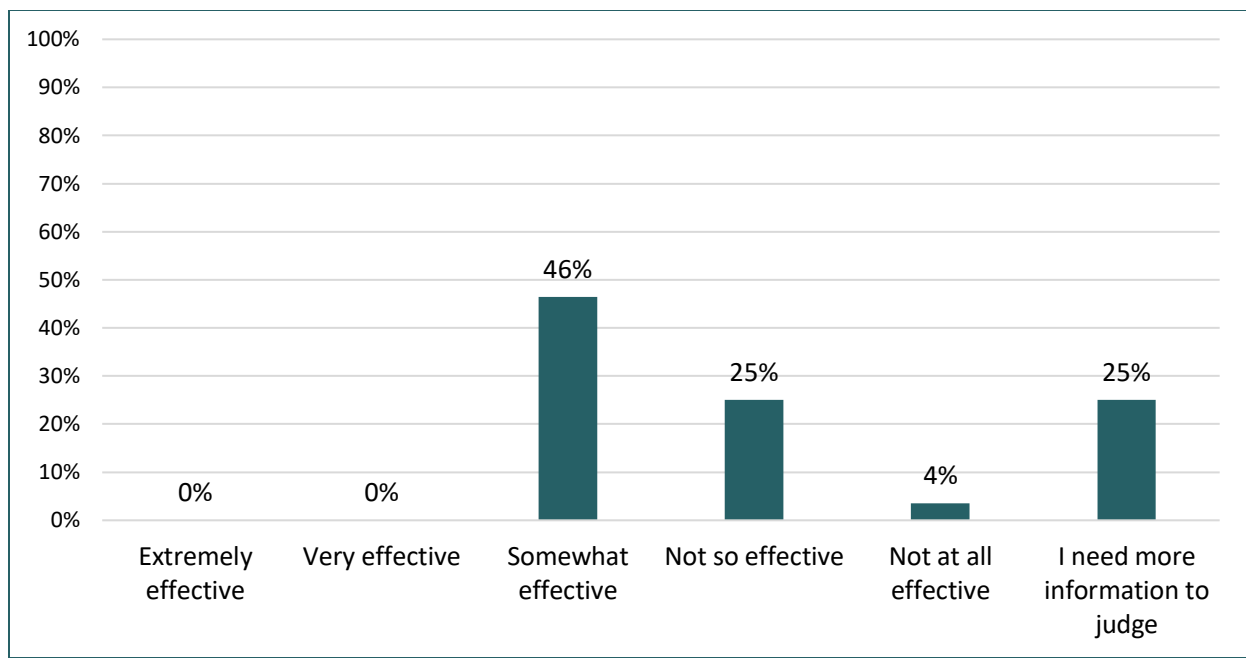
Respondents also stressed the need for more emphasis on various structural issues, including community development (e.g., growing membership, working collaboratively across organizations) and in governance (e.g., engaging with municipalities, and “creative modern governance”).

NETWORK EFFECTIVENESS

QUESTION 2 asked respondents how effective they think the Network has been at achieving OHWN's purpose.

28 responses were received. 1 respondent skipped this question.

The purpose of OHWN is: "To respectfully work together to advance the health and well being of Oceanside residents by addressing factors that influence health and other complex issues that groups cannot effectively address on their own, and to speak with one voice on these issues".



Generally, the Network is not seen to have been particularly effective at achieving its purpose. While 46% of respondents indicated the Network has been “somewhat effective”, a full quarter of respondents indicated that they needed more information to judge. Another quarter of respondents indicated the Network has been “not so effective” and 4% said it has been “not at all effective”. No respondents answered “extremely effective” or “very effective”.

Space was provided for respondents to comment on this question, and 13 comments were received. The comments are listed below, grouped into themes.

- **EVENTS / ACTION / OUTREACH:** Four respondents raised events or outreach as areas where OHWN was either doing good work or could do more.
 - Events that were organized were great - need participation from the broader community
 - The forums and more recent online learnings are well done but have they had any real impact on the pressing health and social needs in Oceanside
 - We have provided some community education, but we need more action items
 - Needs more outreach.
- **COVID-19:** Four respondents raised the COVID-19 pandemic as either an obstacle to effectiveness or an opportunity that has only recently been taken advantage of.
 - The pandemic has certainly affected this
 - It's hard to be effective during a 2 year long pandemic. More 'buy' in by the municipal government would be helpful
 - Greatly handicapped by the inability to meet in person with many groups because of Covid restrictions
 - Covid-19 was an opportunity to connect community that OWHN began to seize at the end of 2021.

- **UNSURE / NEED MORE INFORMATION:** Four respondents indicated they didn't know or didn't have enough information about what OHWN does.
 - Brand new to the network and to this community
 - I don't know what you have done so far
 - Still cannot understand what this group does in the community
 - Hard to tell as I am new to this group, but the conversation and commitment of the people I have worked with is admirable.
- **OTHER:** One other response was received.
 - Without the numbers of physicians and NPs required, it is impossible to address any complex issues.

Even though respondents think OHWN has not been particularly effective, they do recognize that many of the events and other activities organized by OHWN have been effective, and that OHWN's effectiveness has been hampered by the pandemic. The comments also identified a communication issue, in that many respondents don't seem to have a full understanding of OHWN's activities. This could indicate a disconnect between the members of the organization and the work of the organization.

PREVIOUS STRATEGIC PLANNING GOALS

QUESTION 3 listed six goals from the OHWN 2019-2021 Strategic Plan and asked respondents whether the goals were important to keep in the next five-year strategic plan.

28 people responded, although not all 28 evaluated each of the goals. One to two people indicated they needed more information in order to judge.

The six goals are listed in the table below in ranked order with percentage responses for each. The ranking is based on the number of respondents indicating that these goals were either "very important" or "somewhat important", which indicates which of the goals respondents felt were most important to keep in the next strategic plan.

	Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Unimportant	I need more information to judge	Rank
Support shared understanding and collaborative action among organizations serving seniors and advocates in Oceanside	63%	30%	4%	0%	0%	4%	1
Strengthen understanding, collaborative action and impacts that improve early childhood outcomes in Oceanside	64%	25%	0%	4%	0%	7%	2
Continue to strengthen the diversity, connections, and shared knowledge of the Network	68%	18%	4%	4%	4%	4%	3
Continue to build understanding of the issues, engage youth and young adults as agents of change and improve access to mental health services in Oceanside	71%	14%	7%	4%	0%	4%	4
Support the effective operations and impacts of the Action Groups	52%	22%	19%	0%	4%	4%	5
Continue to structure the membership and roles of the CoP (Circle of Partners) to provide stewardship for collective action and improved outcomes in health	52%	11%	22%	4%	4%	7%	6

Activities focused on achieving improvements for specific populations (seniors, children, and youth) are among the top goals that respondents want the Network to continue to prioritize. Strengthening internal, organizational aspects of the Network, including building networks, supporting the Action Groups, and improving the Circle of Partners' operations, score relatively lower but, when the *Very Important* and *Somewhat Important* responses are combined, continue to be important goals.

OTHER STRATEGIC PLANNING GOALS

QUESTION 4 asked respondents for other specific goals that the Network should include in its next five-year plan.

14 responses were received. 18 respondents skipped the question. The responses are listed below, grouped into themes.

OTHER STRATEGIC PLANNING GOALS	
Housing, Homelessness, and Related Supports	4
Organizational Issues	3
Mental Health and Addictions	2
Other	2
Indigenous Relations	1
Poverty Reduction	1
Climate Change	1

- Youth housing
- Homelessness and affordable housing
- Homelessness
- Stop pouring money into housing without mental health and addiction supports.
- Building on success and strengthening the COP should be a top priority
- More communication to the broad community so they know what is happening, where to get assistance
- Be more visual in the community about what the group does and accomplishes.
- Mental health of the population
- Substance use issues.
- I think the questions and response is pretty inclusive, but other aspects may be revealed as we come out of the Pandemic
- Attract and retain doctors.
- Indigenous relationships and learning about Truth and Reconciliation.
- Poverty reduction
- Climate change impacts on health.

A wide variety of ideas for priorities for the next strategic plan were offered, the vast majority focused on issues affecting the health and wellbeing of the community and fewer focused on internal organizational issues.

BENEFITS OF A NETWORK APPROACH

QUESTION 5 asked respondents to evaluate how satisfied they are that OHWN is providing the benefits of a network approach that were identified in 2017.

25 people responded, although not all 25 evaluated each benefit. Many indicated that they needed more information to judge whether OHWN is providing these benefits.

The benefits are listed below in ranked order with percentage responses for each. The ranking is based on the numbers of respondents indicating that they are either “very satisfied” or “somewhat satisfied”.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	I need more information to judge	Rank
Bring people together to share information and find solutions	8%	52%	12%	0%	4%	24%	1
Develop and share common messages, communicating to the public and keeping Network members informed of local data and key issues	8%	46%	17%	4%	8%	17%	2
Identify and build relationships with community partners leading to better services, stronger connections and wise actions	12%	40%	16%	8%	8%	16%	3
Create community-based solutions that bring the community together and enable stronger community representation of key issues	0%	50%	13%	13%	8%	17%	4
Emphasize prevention focusing on the social determinants of health	8%	33%	21%	8%	8%	21%	5
Break down silos, reduce duplication and fill gaps	8%	33%	13%	13%	8%	25%	6
Identify health issues that need attention	8%	29%	25%	13%	4%	21%	7

Respondents expressed significant ambivalence about whether OHWN provides the benefits of operating as a network, as demonstrated in the value of the combined *Very satisfied* / *Somewhat satisfied* responses. While OHWN scored reasonably well on bringing people together, keeping members informed, and building relationships with community partners, with ratings of between 52% and 60%, it scored 50% or lower on all four other benefits. These responses do, however, need to be understood in light of the large number of respondents who indicated that they didn't have enough information to properly judge.

SUPPORT FOR COLLABORATIVE ACTION

QUESTION 6 asked respondents to indicate what they would like the CoP to do to support collaborative action across the Network.

17 responses were received, although two are “not sure” and three responded with “yes”. The remaining 12 responses are listed below, grouped into themes.

HOW CoP CAN SUPPORT COLLABORATIVE ACTION	
Connection / Networking / Communication	7
Organizational Attributes	4
Events	1
Other	1

- **CONNECTION / NETWORKING / COMMUNICATION:** Seven comments raised making connections and communicating with and between individuals and groups:
 - Perhaps do a check-in periodically with specific members or groups
 - Besides the action groups, it is hard to know what the network could do with other members to promote collaboration...how connected are they to the various groups and individuals that may be signed up
 - More networking which has been challenging during the pandemic
 - Bring circles of people together to share lived experience and be listened to
 - Tamarack style of removing barriers and building trust
 - Connect with network more - take more visible initiatives
 - I would like to hear more about what the CoP is currently accomplishing.
- **ORGANIZATIONAL ATTRIBUTES:** Four comments raised specific issues related to OHWN’s relationships in community and/or internal structures and processes:
 - Identify and engage key resources and their representatives. Lobby for health funding
 - Focus needed. We need clear action plans for our restructured action tables. Lots of work to do on contracts etc.
 - Develop more comprehensive contact networks. Expand the present collaboration to more prospective members
 - Have network partners who want to visit the COP as a guest be able to rotate through as a succession strategy.
- **EVENTS:** One comment highlighted the importance of hosting more community events:
 - More joint community events.
- **OTHER:** One additional comment was received:
 - You can't build anything without medical accountability for people and the NP model does not do this. Having a doctor in the Canadian health system is a right or allow privatization.

Building connections and improving communication are a priority for respondents, as are making changes to or improving several important organizational structures.

ACTION GROUPS

Three questions asked respondents, who self-selected as Action Group members, to comment on the Network's Action Groups.

QUESTION 7 asked respondents to indicate what makes for a successful Action Group by providing a comment rather than selecting from a prepared list.

14 responses were received, although one is "I am not sure". The remaining 13 responses are listed below, grouped into themes.

ASPECTS OF SUCCESSFUL ACTION GROUPS	
Taking Action	5
Membership Attributes	4
Organizational Attributes	4

- **TAKING ACTION:** Five responses focused on the importance of action in the success of the Action Groups:
 - Getting goals or objectives accomplished. Not talking and spinning wheels
 - Working collaboratively and with a common vision, help to support and initiate actions for positive impact
 - Action
 - Action - we tend to go around in circles. We need more decisive action / decision making
 - Ability to move things forward, building a workplan off of the strategy of the COP.
- **MEMBERSHIP ATTRIBUTES:** Four responses focused on the importance of individual Action Group member qualities in the success of the Action Groups:
 - Dedicated and committed group members
 - Trust, relationships, common interests, passion
 - Tenacity. Respectful leadership
 - Common purpose and positive collaboration.
- **ORGANIZATIONAL ATTRIBUTES:** Four responses focused on the importance of specific internal organizational attributes in the success of the Action Groups:
 - You need the right members for the action to be brought to life. The "action" and the "members" need to align and change together. If one changes without the other (what has been happening) then you can't move forward effectively. The right people at the table is crucial at the Action group
 - Diversity in life-lived experience
 - Regular meetings where safe space is created for all to participate; when all group members participate (not just the same few); lots of lead time when asked to do things
 - Connections and an organizer (Jane) who keeps us on track.

QUESTION 8 asked respondents to indicate what hinders Action Group success by providing a comment.

14 responses were received, many of which raised multiple issues. One response is “I don’t know not sure”. The remaining 13 responses are listed below, grouped into themes, with one response listed in two different themes.

ISSUES THAT HINDER ACTION GROUP SUCCESS	
Lack of Clear Goals / Actions	6
COVID-19	4
Meeting Procedures	3

- **LACK OF CLEAR GOALS / ACTIONS:** Six responses focused on a lack of goals and actions as hindering success, along with other structural issues like changing membership and lack of participation by all:
 - Changing members. Not clearly defined goals that attract and retain the right action group members. The tasks might change based on changing environment or lessons learned but the goals should remain stable
 - Lack of focus and improper goals
 - Lack of a core focus, lack of shared values or relevance, lack of action and attainable goals
 - Uncertain commitments by members. Lack of stated goals/missions. Methodological differences
 - Not everyone participating; not having clear goals and achievable actions
 - Ability to act or see results.
- **COVID-19:** Four responses focused on the COVID-19 pandemic / “outside factors” or “unusual conditions” as hindering success:
 - Outside factors such as Covid
 - Pandemic has limited action/s
 - Progress has not been hindered by the group itself but by unusual conditions of the last while
 - Covid and time and funding.
- **MEETING PROCEDURES:** Three responses focused on specific issues that occur within the context of meetings as hindering success:
 - Too much talk, not enough action
 - Too much attention and time on minute details that slow down the momentum and passion
 - Not pinning down next steps and goals for next meetings.

QUESTION 9 asked respondents what the Circle of Partners could do to better support the Action Groups.

12 responses were received, although two responses indicated they are not sure or didn't know. The remaining 10 responses are listed below, grouped into themes.

HOW CoP CAN SUPPORT ACTION GROUPS	
Organizational Attributes	3
No Change	3
Communication	2
CoP / Action Group Meetings	2

- **ORGANIZATIONAL ATTRIBUTES:** Three responses raised specific organizational issues, with one reiterating the importance of internal communication:
 - Clearly defined actions, planning and direction. Strong communication back and forth
 - Support structures and practical supports (i.e., funding / coordinator support) to facilitate engagement
 - Ask more questions to help encourage progress.
- **NO CHANGE:** Three responses indicated that the Action Groups are doing fairly well as they are:
 - I can't think of anything right now
 - Presently we are doing the best we can given the resources we have
 - Not sure. Action groups report to CoP and are very much supported in principle.
- **COMMUNICATION:** Two responses highlighted the importance of communicating what actions are being taken, whether externally or between elements of the Network:
 - Publicize what they are doing and what they accomplish
 - Continue to build contact networks, assess resources available in the networks and communicate strategically with action groups.
- **CoP / ACTION GROUP MEETINGS:** Two responses indicated that regular joint CoP and Action Group meetings would be helpful:
 - The support is quite good I feel, having access to some funds is beneficial, having the action groups and CoP meet once or twice a year might promote more cohesiveness and increase understanding of each other's goals or structure
 - The whole COP should all attend an Action Group meeting once a year

Respondents clearly feel that success of the Action Groups, or lack thereof, hinges on action – having clear plans of action and making the action described in those plans happen. The activity and commitment of Action Group members is clearly also very important, as is having clear organizational structures and processes for the Action Groups and undertaking meetings in ways that support accomplishing the actions being undertaken.

SYSTEMIC ISSUES

Three questions asked respondents to comment on how the Network can address three major systemic / structural issues currently facing the community: the COVID-19 pandemic, the climate crisis, and Truth and Reconciliation.

QUESTION 10 asked respondents for their ideas for how the Network could address the challenge of the **COVID-19 pandemic** by providing a comment.

20 responses were received, although one response is "I do not". The remaining 19 responses are listed below, grouped into themes:

COVID-19 PANDEMIC	
Education / Training	9
Convening Community	5
No Action	2
Other	4

- **EDUCATION / TRAINING:** Nine responses provided a variety of suggestions centred on the importance of community education or training:
 - More workshops on the impact of COVID on mental health and strategies to help
 - Empower individuals to be responsible regarding their health
 - Look for new ways to educate and interact with our increasingly polarized society and political leader...what can we offer that is common ground for our citizens in terms of productive supportive conversation and learning to "see" what is actually going on in front of us
 - Foster encouragement via solid information. Offer stress reducing, confidence building information that fosters perspective and that can buffer folks from the hyperbolic, negative news reporting and nut bar misinformation
 - More community conversations and relationship building
 - I appreciate the opportunity for educational/training opportunities - even those that outline the services available by local providers
 - Perhaps inviting guests from special areas to share their specific concerns and suggestions, and utilizing Zoom meetings more, according to time available
 - Monthly zoom learning sessions on a range of accessible topics, with access to these recorded talks through the OHWN website and publicize the topics and access
 - Continuing use of zoom for ever bigger conferences.
- **CONVENING COMMUNITY:** Five responses suggested ways to bring community members together to address the issues:
 - We could organize activities that promote togetherness, virtually and in person when appropriate
 - I would like to see a comprehensive community survey done to see if the community can identify what they need

- Ongoing collaboration and advocacy
- We are in the process of addressing the issues of disconnectedness and resilience
- Yes. Organize neighbourhood contact networks/hubs maybe in concert with block watch. Encourage the development of innovative mental health services in our community.
- **NO ACTION:** Two responses indicated that responding to this issue is outside the purview of OHWN or that no action by OHWN is necessary:
 - Not their job. These are provincial mandates for service delivery. The more branching out to local coordination the less accountability. More client centered care required, properly funded.
 - The Local and Provincial Governments are doing a fine job.
- **OTHER:** Four other responses were provided:
 - Speak out against mandates that are making vulnerable and isolated families that are currently suffering under unprecedented negative judgment and blaming language by the Prime Minister and some government officials. Stand up against such language and offer the government's own statistics to prove that the mandates are not creating safety but are actually creating a volatile environment of blaming and shaming. People are capable of judging their own health and safety plans and do not need to have further rules inflicted.
 - Create clear goals for the network that are issue based. Advocate for improvements.
 - Talk about the need for effective mental health and substance use supports for everyone, not just the poor people in our society.
 - Social prescribing grant funding?

Providing education and training opportunities around the COVID-19 pandemic are seen by respondents as ways that the Network could work on this issue. Convening community, which is a related idea, is another important area that respondents suggested.

QUESTION 11 asked respondents for their ideas for how the Network could address the challenge of the **climate crisis**, by providing a comment.

20 responses were received, although one response is "I do not". The remaining 19 responses are listed below, grouped into themes:

CLIMATE CRISIS	
Community Education / Action	7
Coordinate With / Learn from Others	3
Community Involvement	2
Higher Levels of Government	2
No Action	2
Encourage Local Business	1
Other	2

- **COMMUNITY EDUCATION / ACTION:** Seven responses focused on various kinds of educational or outreach actions that OHWN could consider undertaking:
 - Education and resources are huge in bridging the gap here for many people
 - By providing empowering information, e.g., how to conserve water, be safely active outdoors in more intense weather, develop the confidence of the population to counter needless anxiety. To normalize the thoughts and feelings people are having about what is before us all. Encouraged balanced thinking
 - Offer tree planting days where the community comes together to plant trees together. (this is best very soon and not after the rains subside) and plant community gardens, public fruit and nut trees and hold canning, preserving, culturing and cooking classes to be enjoyed together with meals to be shared as a result of the work and care together
 - Encouragement of the use of public transit if people can not walk or ride a bicycle
 - Define "climate crisis"; how is it impacting our community; what are the needs of local residents as a result of climate crisis?
 - Define what a healthy community looks like and work to attain it
 - I don't know - probably education.
- **COORDINATE WITH / LEARN FROM OTHERS:** Three responses suggested connecting with other groups or organizations to learn from and coordinate with them, with one suggesting connecting people with funding as well:
 - Such a big question ...liaise with emergency groups who will be dealing with our vulnerable sectors already experiencing the effects of climate change. Do we have sister towns in BC...can we proactively learn from towns like Merritt and Princeton (floods), landslides Kootenays, fires Kamloops Lytton; emergency centres for climate refugees, how do we prepare for that
 - The school district has a major initiative through the climate action task force. Let's start by working with them
 - Link people to any financial support (? govt) or local groups (like rotary etc.) to improve home environment especially for hot weather issues...maybe connect with local Emergency preparedness personal to brainstorm how to get information out to vulnerable people, help local communities improve their connections within neighbourhoods to develop local support response during severe weather.
- **COMMUNITY INVOLVEMENT:** Two responses suggested connecting with community for ideas for how to respond to the climate crisis:
 - Provide forum for community to generate ideas to help
 - We need leadership in this regard. Ask questions of residents: What can we do locally to prevent and mitigate climate change effects? What are some positive strategies for citizen engagement on climate issues? How should we organize so that we have comprehensive buy in to local climate change initiatives?

- **HIGHER LEVELS OF GOVERNMENT:** Two responses suggested that higher levels of government should act or that OHWN should learn more about their actions:
 - Lobby local, provincial, and federal governments to make changes to the way that development happens
 - Have a better idea of what various forms of government are specifically doing to mitigate these challenges.
- **NO ACTION:** Two responses suggested this issue is not within the purview of OHWN:
 - Not your responsibility - keep you focus on health
 - I do not feel that we are ready or have the capacity to become involved in climate crises at this time.
- **ENCOURAGE LOCAL BUSINESS:** One response suggested encouraging local businesses to take action to address the climate crisis:
 - Getting businesses to sign a pledge that they will make efforts to address climate change.
- **OTHER:** Two other responses were received:
 - If doctors were available, the community would attract and retain for diverse economic contributors and have higher ability to mitigate climate change
 - It is so hard to go down this road without getting political. I would hope that the Network could post stats or information on their website, allowing for both sides of an issue.

Respondents offered a wide variety of comments on how the Network could address the climate crisis, with most suggestions revolving around providing the community with opportunities for education and action. Learning from other organizations who are already doing this work is another important step that respondents suggested, as is creating opportunities to learn from and with community. Advocating with higher levels of government is also a suggestion.

QUESTION 12 asked respondents for their ideas for how the Network could address the commitment to **Truth and Reconciliation**, by providing a comment.

20 responses were received, although one is “I am not sure”, a second is “Unfortunately, I do not. I do appreciate that this is a question” and a third is “I haven’t any ideas on this”. The remaining 17 responses (with one listed twice) are below, grouped into themes.

TRUTH AND RECONCILIATION	
Align with First Nations’ priorities	5
Education / Cultural safety training	5
Ensure better representation within OHWN	4
Encourage higher levels of government to act	2
Help individuals	2

- **ALIGN WITH FIRST NATIONS' PRIORITIES:** Five responses suggested asking local First Nations how OHWN can be helpful:
 - Continue to reach out to local first nations to inquire if there are ways in which we can support their communities and the process of reconciliation
 - Invite different representatives of these communities as a guest to a CoP meeting to share with us their own feelings and concerns and asked to offer suggestions on what they would like to see
 - Do local First Nations feel the Network can be of help?
 - Invite input from local First Nations on how to improve engagement; how can we make a difference without waiting for federal/provincial/local governments
 - This can only be addressed by the Elders and families effected. We must listen, believe and honour those emotions and experiences. Offer gratitude and appreciation for the strength and courage and learn from the past so as never to repeat any disrespect to any peoples.

- **EDUCATION / CULTURAL SAFETY TRAINING:** Five responses focused on the importance of providing educational opportunities or increasing knowledge about the issues, with better connections built with local First Nations:
 - Having a representative from the local band on the network; having cultural safety training available to local businesses and partners
 - Another big question. Understanding the history of this place and this island would offer us lots of learning opportunities to move toward reconciliation acts. Understanding the reconciliation work our local churches (previously involved in residential schools) are undertaking (Catholic Churches come to mind for me)
 - It needs to start with learning about Truth and Reconciliation - however that is - maybe posting regularly some facts "Did you know..." that helps us gain information and education
 - Respectful acknowledgements and figuring out ways to engage that are based on their values (not our way of doing things)
 - First of all, we need to become much more closely involved with our Indigenous neighbors. Secondly, we need to educate our communities with the Truth and what this process is all about.

- **ENSURE BETTER REPRESENTATION WITHIN OHWN:** Four responses suggested bringing local First Nation representatives to OHWN tables:
 - Having a representative from the local band on the network; having cultural safety training available to local businesses and partners
 - Ensure more FN representation on committee work and respectfully ask what they need from us locally
 - Involve Indigenous peoples who are not on reserve as well as the 2 nations here
 - Asking for an Elder to sit at the table from the local communities; asking if the Metis Nation of BC or FNHA would like to sit at the table.

- **ENCOURAGE HIGHER LEVELS OF GOVERNMENT TO ACT:** Two responses suggested taking action to encourage the fulfillment of promises by higher governments:
 - Encourage and respect there to be progress to provide (e.g.) safe drinking water. Do not just talk, get something done. Reconciliation has done little so far - only words and again re-injuring Indigenous people via another exposure to the harm done that is met by no concrete action or change
 - Hold our Prime Minister accountable to his promises.
- **HELP INDIVIDUALS:** Two responses indicated that this issue is best dealt with individually rather than systemically:
 - Stay away from the politics. Help individuals as needed
 - To segregate because of lack of resources is wrong. Highest need comes first or allow privatization and first nations gets full funding for private.

Respondents feel strongly that aligning the Network's activities with the priorities of First Nations and providing educational and cultural safety training opportunities, both internally and for community, are important ways that the Network could address Truth and Reconciliation. Bringing First Nations representatives around the table is another suggestion, as is conducting advocacy with higher levels of government. Helping individuals rather than addressing Truth and Reconciliation systemically is also suggested.

FINAL THOUGHTS

QUESTION 16 asked respondents to provide any final thoughts. 11 responded and 18 skipped the question. Five responses address specific organizational issues while another five relate to a variety of other issues.

- **Organizational Considerations**
 - Seeing the effectiveness and impact of having the expertise and leadership like Jane Vinet cannot be underestimated. This work cannot be done off the sides of everyone's desks. Opportunities to work in diverse multi-generational groups is energizing
 - Your scope is all encompassing and way too large. Pick one or two areas to focus on, put words into action, and then broadcast your success far and wide
 - I appreciate what is offered and expect that work will continue to improve and make more responsive all aspects of the services provided. Thanks
 - The OHWN Coordinator is doing a very good job
 - It is tough to do anything with 14 hours of staff time.
- **Other**
 - Questions were very inclusive
 - I am sorry. I didn't feel that I contributed much
 - As identified in this survey, we have some key issues impacting the health and wellness of our community. I look forward to seeing what OHWN prioritizes in the year to come
 - Thanks for this survey
 - Great work.

IMPLICATIONS OF FINDINGS FOR LONG-RANGE PLANNING

The survey findings illuminate several questions that could be addressed in the long-range planning workshops. For instance:

- Does the CoP have the right people at the table to implement the long-range plan?
 - Is there a way to ensure the voices of all geographic communities are reflected?
 - Do the CoP members have the necessary knowledge, skills, and capacities?
 - Has the CoP developed the necessary relationships?
- Does the current OHWN membership represent the organizations and geographies needed to achieve systemic change?
- Are the identified priorities supported by Community Health Service Area (CHSA) data?
- What needs to be done to improve Network effectiveness and improve collaboration?
- How can Action Group successes be built upon?
- Do members adequately understand the long-term impacts of COVID on the social determinants of health and how it may impact Oceanside health outcomes?
- Do members adequately understand the potential impacts of the climate crisis on Oceanside health outcomes?
- Is the Network adequately prepared to engage in Indigenous relationship-building?
- Is the Network and the community at large appropriately informed about the Network's purpose, activities and achievements?

Circle of Partners members could consider these questions – in light of the survey findings as indicated above – in advance of the long-range planning workshops.