



# **SALT SPRING ISLAND**

## **COMMUNITY SERVICES NEEDS SURVEY**

### **REPORT**

**May 2008**

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*The Salt Spring Island Foundation  
acknowledges the financial contribution of  
an anonymous donor to cover the costs of this survey*

# **SALT SPRING ISLAND COMMUNITY SERVICES NEEDS SURVEY**

## **Executive Summary**

### **Background:**

In 2007 the Salt Spring Island Foundation convened a Steering Committee to develop a process to provide

- the Foundation and other granting organizations with information for making responsible granting decisions
- Island community service organizations with information for planning programs and services

### **Methodology:**

The Committee designed a questionnaire which was distributed to sixty non-profit organizations. Twenty-four responses were received. A wealth of information was provided, reflecting the opinions of individuals working or volunteering in organizations in all aspects of the Salt Spring service-providing community.

### **Conclusion:**

Eight critical service issues emerged. In priority order they are:

1. affordable housing
2. mental health
3. children, youth and family
4. poverty
5. transportation
6. alcohol and drug
7. homelessness
8. recreation.

### **Steering Committee Recommendations:**

1. To investigate ways and means to learn more about, and to address the eight most critical service issues identified
2. To develop and maintain an inventory/directory of community services
3. To initiate collaborative planning and co-ordination of service delivery by such means as round tables, councils, etc.
4. To build capacity by developing resources such as shared program space and volunteer development services

### **Next Steps:**

After sharing its findings with survey respondents on May 6<sup>th</sup> (see Appendix I), and with the broader community on May 27<sup>th</sup>, 2008, the Steering Committee will encourage organizations to use information in the Report as a tool for future goal setting and program planning.

It is hoped that the Report will initiate discussion and action to address the identified critical issues and recommendations for community service providers on Salt Spring Island.

## **Background**

In 2007 the trustees of the Salt Spring Island Foundation (SSIF), acting as convener, joined with other interested organizations and individuals in a process to look at community service issues and needs on the island.

The intention of this process was to assist the Foundation and other organizations to make informed, responsible decisions when making grants. In addition, it was intended to provide island community service organizations with helpful information for planning effective programs and services.

A Steering Committee was formed, chaired by Carol Biely of the SSIF, to develop a process. Members represented the Grants Advisory Committee of the SSIF, other island organizations and interested individuals. A committee list is at Appendix A.

## **Methodology**

The Committee agreed that the first step in the process would be to design and distribute a questionnaire (see Appendix B). The questionnaire was distributed to sixty service providers, organizations and funders on Salt Spring Island and twenty-four responses were received.

The responses are summarized in this Report, which is presented as a Draft. The intent is to discuss the results, summary and recommendations with service providers on Salt Spring to identify any further issues and major changes in service since the questionnaire was circulated. An example will be how the new bus service has affected the transportation and accessibility issues. A summary of the input from these discussions will be added to the Report before it is released to the community at large.

It should be noted that the questionnaire was sent to community service providers (charities and non-profit groups) only, and reflects the views of that community. Businesses, government and the general public have not had input to this report.

To facilitate reporting, after having read the responses to the questionnaire, Steering Committee members agreed on 22 categories of the most critical service needs, as listed in Section 2. If a particular topic fit obviously in two categories, it was listed in both.

A special note is made regarding the use of the word “partner” in this report. The committee had made an assumption that partnering would mean working together with another organization in an ongoing relationship, but it became obvious that perceptions differed considerably. This would need to be clarified in future questionnaires.

## Respondent Categories

Twenty four responses were received. Of these the following categories were represented:

Children and Youth	3
Community	3
Arts	2
Education	2
Recreation	2
Women	2
Housing	2
Health	2
Community Living	1
Disabilities	1
Environment	1
Historical	1
Seniors organizations	1
Service Clubs	1

# Questionnaire Responses

## 1. Services Currently Being Well Addressed

Question 1 asked responders to name three community service needs being well addressed on Salt Spring Island.

Responses were as follows:

Seniors Services/Activities (incl. Meals on Wheels)	11
Food Bank and free food	5
Health Care/Medical (incl. hospital and natural alternatives)	5
Seniors Housing	4
Education/Schools	4
Arts – general/performing arts	4
Youth Services	4
Recreation (incl. new pool and Camp Colossal)	4
Sports (incl. skate park, soccer fields, summer sports)	3
Services for disabled and special needs (incl. Copper Kettle)	3
Early Childhood Education	2
Addiction Services	2
Counselling	2
Community Services	2
Volunteer support	2
Clothing and back to school supplies	1
Emergency response	1
Fire Service	1
Shelter Housing	1
Healthy Environment	1
Library	1
Literacy	1
Policing	1
Recycling	1
Small grants for non-profit groups	1

## 2. Most Critical Community Services Needs

Question 2 responses reflected the responders' opinions regarding current critical community service needs on the island. They broke down as follows:

Affordable housing	18
Mental health services	16
Children, youth and family	16
Poverty	11
Transportation	11
Alcohol and drug services	11
Homelessness	9
Recreation	7
Environmental protection, including safe water supply, energy conservation	5
Seniors services	4
Pedestrian/road safety	4
Arts	3
Community cohesion	3
Food security	3
Education	2
Crime prevention	2
Emergency preparedness/response	2
Caregiver support and respite	2
Multicultural integration	1
Physical disability access	1
Employment services	1
Community safety	1

### 3. Issues and Services

Question 3 asked “What are the five most critical community issues associated with the services your organization provides?”

Question 4 asked “Which of the issues you have identified as critical does your organization address?”

Using the categories established from responses to question 2, issues associated with responders are listed below, together with organizations identified as addressing those issues.

**It is noted that this has created an incomplete list, and only relates to information provided by responders who were representatives of community service providers.** More work needs to be done if an inventory of services is to be prepared.

#### **a) Affordable Housing (18 responses)**

Issues:

- Supportive housing for seniors
- Second stage housing for women
- Lack of suitable rental housing
- Special needs housing
- Youth housing/foster homes

Organizations identified as currently addressing affordable housing issues included:

- Meadowbrook - 37 unit supportive living residence – worker housing
- Salt Spring Island Lions – Pioneer Village, Croftonbrook
- Salt Spring Island Community Services (SSICS) – Our House for youth, Mental Health Housing subsidies, Murakami Gardens
- Salt Spring Land Bank Soc. – Dean Road House/Homeless Transition House

#### **b) Mental Health Services (16 responses)**

Issues:

- Mediation of disputes (often mental health related)
- Free counselling services
- Mental health services
- Mental health information
- Co-ordination and case management
- Youth mental health

Organizations identified as currently addressing mental health issues included:

- Victoria Human Exchange Society (VHES) – Building a model of care around the needs of the individual. “Family of Friends” empowering people to solve their own problems.
- Canadian Mental Health Association (CMHA) – Public education nights and special speakers series

- School District 64 – indirectly address mental health issues
- Community Living within SSICS– Day and summer programs
- SSICS – Yellow Submarine

### **c) Children, Youth, Family (16 responses)**

Issues:

- Keeping children healthy with active lifestyles in family-type environments and busy doing healthy activities
- Family counselling services
- Literacy
- Youth groups, drop ins
- Education/resources/referral for prevention of violence
- Daycare for social need
- Foster homes/emergency respite
- Emergency shelter for youth
- Co-ordination and case management
- Volunteer opportunities for teens, adults, seniors
- Healthy respectful relationship education
- Family supports

Organizations identified as currently addressing children, youth and family issues included:

- SSICS - Family Place, Family Resource Program, Core Inn, Alcohol and Drug counselor, mental health outreach therapist, engaging resistant youth, school and outreach youth workers
- PARC (Skate Park, pool, soccer fields, summer recreation programs)
- Salt Spring Island Aquatic Society – competitive summer swim team, training programs
- Salt Spring Literacy Society – helping students improve low level literacy skills, support for childhood and family literacy
- Salt Spring Island Lions – Portlock Park, Kanaka Skateboard Park and sports groups
- Island Women Against Violence( IWAV) – Stopping the Violence Counselling for Women, Children who witness abuse counseling, women's outreach services, Transition House.
- School District 64
- Salt Spring Women Opposed to Violence & Abuse (SWOVA) – Respectful Relationships Programs, widening R+R Circle Program

### **d) Poverty (11 responses)**

Issues:

- Unemployment, under-employment
- Lack of free counselling services

Organizations identified as currently addressing poverty issues included:

- SSICS – Food Bank, Community garden
- Salt Spring Island Lions – Food Bank donations, Christmas hampers, kindling
- Salt Spring Land Bank Soc. – Dean Road House/Homeless Transition House

### **e) Transportation (11 responses)**

Issues:

- Accessible, convenient and affordable transportation
- Medical transportation for the handicapped
- Lack of transportation causes many to keep cars too long, face difficulty shopping and attending community events
- Difficult up-hill gravel path to GVM limits easy access
- Transportation to agency programs

Organizations identified as currently addressing transportation issues included:

- Salt Spring Island Lions – off-island medical transportation
- School District 64 – Affordable transportation for children
- SSICS, Family Place – Transportation to programs
- SSICS, Community Living – Transportation for day and summer programs
- SSICS – Seniors transportation

### **f) Alcohol and Drug Services (11 responses)**

Issue:

- Lack of drug and alcohol counseling services

Organizations identified as currently addressing alcohol and drug services included:

- School District 64 – prevention education
- AA/NA programs
- Core Inn – Alcohol and drug counselor for youth
- SSICS – Adult addictions counselors

### **g) Homelessness (9 responses)**

Issue:

- Lack of emergency shelter options for the whole community

Organizations identified as currently addressing homelessness issues included:

- VHES – temporary housing
- SSICS – Cold weather shelter

### **h) Recreation (7 responses)**

Issues:

- Keeping children healthy and busy with healthy lifestyles
- Preserving community history
- Helping families preserve roots and offer recorded history
- Shut-in library services and materials for disabled/visually impaired
- Opportunities for people with special needs to socialize
- Escalating facility and park maintenance and operating costs
- Meeting needs of smaller groups wanting to provide education and recreation opportunities

Organizations identified as currently addressing recreation issues:

- Library – free internet classes, personal research help, interlibrary loan, story programs for children and parents, book bags, children's French collection, book and tape CD kits, computers
- PARC – maintenance and operation of parks, making parks accessible, vandalism, funding for small group programs
- SSICS - Climbing wall

**i) Environmental Protection, including an adequate and safe water supply and energy conservation (5 responses)**

Issues:

- Energy conservation (heat and light)
- Water conservation

Organizations identified as currently addressing environmental protection issues:

- Salt Spring Island Conservancy – education programs, permanent protection of land by purchase
- Recycling Program
- Meadowbrook – moving towards more energy efficient fixtures

**j) Seniors Services (4 responses)**

Issues:

- Aging population with emerging needs
- More awareness of available services
- Outreach to seniors for information exchange

Organizations identified as currently addressing seniors services:

- Home Support
- Hospital
- SSICS – Senior peer counseling, friendly visitors, transportation
- Meals on Wheels

**k) Pedestrian and Road Safety (4 responses)**

Issue:

- Traffic enforcement

Organizations identified as currently addressing pedestrian and road safety issues:

- RCMP – traffic enforcement
- Salt Spring Island Lions – crosswalk signal

**l) Arts (3 responses)**

Issues:

- Development of artistic, literary and other gifts of marginal community
- Theatre resources
- Performing arts instruction studio

Organizations identified as currently addressing arts issues

- Stagecoach – theatre resources
- Salt Spring Community Theatre – theatre arts experience

### **m) Community Cohesion (3 responses)**

Issues:

- Difficulty reaching the entire island (unable to obtain list of addresses for whole island, many islanders don't accept bulk mail or buy the Driftwood)
- Maintaining communications with many socio-economic groups and diverse lifestyles
- Community cohesion through developing community plan
- Communications
- Co-ordination, case management

Organizations identified as currently addressing community cohesion issues:

- Salt Spring Island Conservancy – participating in regulatory framework via discussion with decision makers
- PARC – Addressing diverse opinions and support
- Core Inn – Integrated service delivery, participation in community forums
- SSICS – Community worker, referral to off-island resources

### **n) Food Security (3 responses)**

Issue:

- Teaching healthy eating habits

Organizations identified as currently addressing food security issues:

- Meadowbrook – moving toward more use of locally produced food
- SSICS – Food Bank, lunch program, community garden

### **o) Education (2 responses)**

Issues:

- Literacy for children, adults and seniors
- Helping families preserve roots and offer recorded history

Organizations identified as currently addressing (community services) education issues:

- Salt Spring Island Aquatic Society – teaching healthy nutrition and expectation of sportsmanlike behaviors, swimming
- Salt Spring Island Conservancy – Free monthly environmental education presentations to community, outdoor education for students, info and land management services for landowners
- Salt Spring Literacy Society – Community literacy inventory, tutor literacy training program
- Salt Spring Archives – programs for children, youth and seniors
- Library – provision of materials, support for SS Literacy Society
- SSICS – Community garden

**p) Crime Prevention (2 responses)**

Issues:

- Vandalism in parks and public spaces
- Property and persons crimes
- Unlawful drug use

Organizations identified as currently addressing crime prevention issues:

- RCMP – Persons and property crimes, unlawful drug use, mediating disputes and disturbances

**q) Emergency Preparedness/Response (2 responses)**

Issue:

- Emergency shelters for whole community

No organizations were identified as currently providing emergency preparedness or response services.

**r) Caregiver Support (2 responses)**

Issues:

- Emotional, psychological spiritual support for dying patients
- Caregiver support and respite
- Bereavement support

Organization identified as currently addressing caregiver support issues:

- Bessie Dane Foundation – emotional, psychological, spiritual support for terminal patients and caregivers, education for volunteers, clients and public through resource library, vigil sitting at home and in care facilities, equipment loan service

**s) Multicultural Integration (1 response)**

Issue:

- Encouraging multicultural acceptance and mutual respect

Organization identified as currently addressing multicultural integration issues:

- Salt Spring Archives – providing resources and encouragement

**t) Physical Disability Access (1 response)**

Issues:

- Accessibility to public spaces and buildings
- Making parks and amenities accessible to people with special needs

Organizations identified as currently addressing physical disability access issues:

- Tetra Society – resolution of day to day difficulties for disabled
- Library – shut-ins, disabled, visually impaired services
- Community Living, SSICS – transportation for day and summer programs

#### **u) Employment Services (1 response)**

Issue:

- Unemployment, underemployment

No organizations were identified as currently addressing employment service issues

#### **v) Community Safety (1 response)**

Issue:

- Community safety awareness

No organizations were identified as currently addressing community safety issues

### **Summary of Issues and Services Section:**

The survey responses point to a number of critical needs on Salt Spring. Affordable housing is overwhelming—mentioned by almost every organization surveyed, and there is obvious overlap and association among some of these categories (for example between affordable housing and poverty). Although respondents were asked to identify what they believed to be the top 5 needs, 8 needs were most frequently referenced.

It should be noted that the responses do not provide a complete or comprehensive inventory of community services on Salt Spring Island, and it is recognized that there are other ways than a questionnaire to identify current service providers. This report does however reflect the opinions and perceptions of the 24 individuals who took the time to respond to this questionnaire. In most cases responders indicated that they had consulted with others within their organization when completing the questionnaire.

### **Recommendation:**

1. The responses to questions 3 and 4 strongly indicate a need to develop and maintain a comprehensive inventory of community services available to Salt Spring Island residents.

Steering Committee members are aware of two inventories currently available, a Literacy Inventory and a Collaborative Directory of Children's Services.

## 4. Barriers and Enablers

Question 5 asked “What are the barriers and enablers to your organization providing effective services?” The answers were specific to each organization but most fell into one of the following categories (see Appendix D for detail):

Barriers:

1. Resources (people, dollars, space)
2. Accessibility
3. Lack of communicating vision and strategy

Enablers:

1. Community support
2. Skilled people
3. Media to get message out
4. Co-operation
5. Funding

### Summary of Barriers and Enablers Section:

Respondents identified a number of enablers and barriers to providing effective service on Salt Spring Island. The report generalized these within three main categories:

- Resources
- Accessibility
- Communication of vision and strategy

In the resources category we included people, dollars and space. Accessibility focused on the ability of either service provider or the recipient being able to access the service including transportation and accessible buildings, etc. Under communication we included responses that focused on the ability or inability of organizations to work together, to get their message out and early identification of needs and joint visioning and planning.

Several community strengths were identified as enablers to effective service. These were community support, skilled people (both volunteer and professional), a media that attempts to get the message out, a largely co-operative community and funding from various sources.

Long-term, sustainable funding; limited or inadequate facilities; and, not enough skilled volunteers all appear to be major barriers. The cost of suitable space either for rent or purchase was a key barrier identified.

Accessibility appears to be a significant barrier as well as getting the message out. In spite of the positive view respondents had of the island media, there appeared to be an underlying concern about the lack of community awareness about the services available.

The lack of a community strategy and a community vision was cited as a barrier. In spite of some respondents citing good/excellent working relationships among service providers, it was reported that some services are working in isolation and vulnerable residents are falling between the cracks.

Longer-term sustainable funding, limited or inadequate facilities along with not enough skilled volunteers appears to be a real barrier. The cost of suitable space, either rental or for purchase was identified 10 times in the responses.

**Recommendations:**

1. Clearer identification of the space/facilities issue, i.e. who needs what for what purpose/function.
2. Explore possible strategies for collaborative planning and coordinating of community service delivery. This could result in an effective vehicle for sharing information about community resources, identifying emerging needs, joint planning and synergies etc
3. Increased emphasis on volunteer recruitment and education
4. Prepare a community directory of services that is updated regularly and that will be readily available to everyone on Salt Spring Island.

## 5. Community Partnerships

Question 6 asked “Which other organizations do you work/partner with to provide these services?”

The chart (Appendix E) shows the frequency of work/partners mentioned.

- 124 entries were listed
- 2 community partners (SD 64, SSICS) are cited by many organizations
- 16 other organizations are perceived as working/partnering with more than one group
- 18 funding partners are listed, in that they have a history of granting funds (eg. PARC & SSIF)
- 32 entries refer to Social Services work/partnering
- 25 entries refer to Health/Wellness work/partnering
- 22 entries refer to Environmental Issues work/partnering

Question 7 asked “How does partnering help you do your job better?”

The most common responses were:

- Do a better job/ improve services: 20  
(Includes improved resources, more resources, better funding, expertise)
- Worker support 9
- Explore larger issues/ broaden scope: 7
- Less duplication of services: 6
- Larger social network and/or client base: 5
- Improved communication: 5

Question 8 asked “Which networks/groups do you participate with to plan and share information?”

A complete list is at Appendix F.

The organizations listed more than once for planning purposes were:

- School District 64 7
- SSI Conservancy 4
- SSICS 4
- Early Childhood Education Coalition 3
- Salt Spring Literacy 3
- Islands Trust 2
- Islands Trust Fund 2
- Lady Minto Hospital 2
- Library 2
- Ministry of Children and Families 2
- Seniors Wellness (SSICS) 2
- Salt Spring Land Bank Society 2
- Youth at Risk 2

In regards to sharing, six responders said they shared resources, and one mentioned skills and information.

- Most (23) said they shared information with community groups,
- 15 with government, 14 with individuals,
- 10 with non-profit organizations, 2 with media,
- 2 with service organizations
- 1 with businesses.

The methods of sharing were newsletters, member updates, websites, meetings and word of mouth.

### **Summary of Community Partnerships Section:**

In the collation of the responses to questions regarding partnering and networks, it is clear that organizations had very different interpretations of the word “partner”. In some cases funders would be included, in others partners might be organizations providing space for meetings, etc.

Partnering happens at a great number of levels, but questionnaire responses did not identify exactly how organizations work together.

Organizations are for the most part planning on an organizational, rather than on a joint community-wide basis, and there is limited evidence of them working together and sharing information regularly.

## Recommendation

1. Develop a vehicle for joint planning and information sharing.

## 6. Improving Services

Question 9 asked “If your organization had the necessary supports/resources, what could you do to make more of a difference to the quality of life on SSI?”

Not surprisingly, most responses indicated that they would increase or improve the services they currently provide. Some responses also included identifying other top priority community concerns.

Current Services: Some recurring actions emerged for the improvement of current services:

- More group activities, support groups
- Increased involvement of volunteers, mentors
- Increased public awareness, community education
- Increased or improved space/locations
- Improved access to services (transportation to, hours of availability)
- Better coordination of services and assistance in helping people connect with services

New services: Areas that were identified by multiple respondents as being priority areas to address to make a difference to SSI quality of life (i.e. these items appeared to transcend the current services of organizations and indicated suggestions):

- Housing
- Transportation
- Services for homeless
- Youth services and youth development
- Counseling and support services

This list is consistent with the main issues identified by responses to question 2.

Question 10 asked “What other suggestions do you have “To improve the provision of community services on Salt Spring Island?”

The following are the areas identified for improvement:

- |   |   |
|---|---|
| • Affordable Housing  | 3 |
| • Mental Health   | 1 |
| • Children and Youth  | 2 |
| • Poverty   | 1 |
| • Transportation/Accessibility<br>(Includes bus, bike lanes, inclusion of ministry staff on island) | 9 |
| • Arts & recreation   | 2 |

- Homelessness 4
- Seniors Services 1
- Pedestrian and road safety 2
- Community Cohesion 11  
(i.e. collaboration, information sharing)
- Crime Prevention 1
- Volunteerism 1

A total of 24 responses were received to the questionnaire, however, one responder did not answer Question 10.

Further detail is provided in Appendix G.

**Summary of Improving Services Section:**

The two key issues identified were accessibility and collaboration.

The question arises regarding how to begin to define and address “community cohesion”. This is a more abstract issue and one that will require a more long-term and process-oriented approach. Some key questions emerge when thinking about this:

**Recommendations**

1. There is a need to build a common understanding of how we operate cohesively to serve the needs of the community
2. There is a need to identify values as a community in looking for common ground.

## Conclusion

In conclusion, twenty four community service providers responded with a wealth of information about what services are available, how organizations work together, gaps in service, and suggestions for improvement.

Community services were grouped into twenty-two categories for the purposes of the report, and all comments provided by responders are noted either in the report itself or in Appendices.

Eight issues currently appear to take priority in terms of needs. They are: affordable housing; mental health services; children, youth and family services; poverty; transportation; alcohol and drug services; homelessness; and recreation.

Feedback is required to ensure that these are in fact current, given changes over the winter such as the introduction of a bus service. More information is needed on each issue in order to develop strategies for program development and improvement of service. As one service changes, it is recognized that many others are affected.

Throughout the responses there was a significant amount of discussion around the process of doing things together, such as developing vision, planning, and sharing information to benefit the whole community. Organizations appear willing to come together, but are restrained by lack of resources, time and personnel.

It was clear from the responses that many responders had limited knowledge of other community services and their roles. Not all organizations are equal, and some are better able to research and work with other services to benefit their clients.

It was significant that lack of funding was not addressed frequently by responders. Rather, the focus was on knowing, taking advantage of and working with other community resources in a meaningful and co-operative manner.

The interpretation of the words "community cohesion" differed, but this did become a theme throughout the responses in terms of service providers coming together to address issues deemed of priority importance to all Salt Spring Island residents.

## Final Recommendations

1. To investigate ways and means to learn more about, and to address the eight most critical issues identified.
2. To develop and maintain an inventory/directory of community services.
3. To initiate collaborative planning and co-ordination of service delivery by such means as round tables, councils, etc .
4. To build capacity by developing resources such as shared program space and volunteer development services.

## APPENDIX A

### Steering Committee Members:

Carol Biely (Chair)	Chair, Board of Trustees Salt Spring Island Foundation (SSIF)
Barb Aust	Salt Spring Archives
Nancy Boyce	Island Women Against Violence (IWAV)
Gladys Campbell	Grants Advisory Committee Salt Spring Island Foundation (SSIF)
Judi Frances	Salt Spring Island Community Education Society
Rob Grant	Salt Spring Island Community Services (SSICS)
Emily Hepburn	Grants Advisory Committee, Salt Spring Island Foundation (SSIF)
Pam Miskey	
Ruth Pepin	Island Women Against Violence (IWAV)
Bob Rush	Grants Advisory Committee, Salt Spring Island Foundation (SSIF)
Pat Spencer	Salt Spring Island Lions Club
Jacquie Stevulak	Salt Spring Island Community Services (SSICS)
Administrative Support:	
Lizzy Rowe	Salt Spring Island Foundation (SSIF)

## APPENDIX B

# Salt Spring Island Community Services Needs Survey Questionnaire

The trustees of the Salt Spring Island Foundation have joined with other interested organizations and individuals in a process to look at community service issues and needs on the island. We are hoping that this process will assist us in making informed, responsible decisions when making grants. In addition, other organizations will find the information helpful in planning effective programs and services.

We hope that you, as a member of an organization providing a community service on Salt Spring Island, will take time to complete this questionnaire and return it to us by **September 30th**. When we have collated the information, we will host several meetings of organizations addressing similar issues, to discuss the findings and possible strategies to address them.

We hope to have a final report early in 2008, which will be shared with anyone interested.

We very much appreciate your participation in this process. Thank you in advance.

### **1. Name 3 community service needs being well addressed on Salt Spring Island**

- 1.
- 2.
- 3.

### **2. In your opinion, what are the 5 most critical community service needs on Salt Spring Island?**

- 1.
- 2.
- 3.
- 4.
- 5.

### **3. What are the 5 most critical community issues associated with the services your organization provides?**

- 1.
- 2.
- 3.

- 4.
- 5.

**4. Which of the issues you have identified as critical does your organization address?**

Issue	Your Organization's Service/Program

**5. What are the barriers and enablers to your organization providing effective services?**

Barriers	Enablers

**6. Which other organizations do you work/partner with to provide these services?**

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**7. How does partnering help you do your job better?**

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**8. Which networks/groups do you participate with to plan and share information?**

Plan	Share

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**9. If your organization had the necessary supports/resources, what could you do to make more of a difference to the quality of life on SSI?**

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**10. What other suggestions do you have to improve the provision of community services on SSI?**

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**11. Who was consulted within your organization when completing this questionnaire?**

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**About You /Your Organization**

Name/Role \_\_\_\_\_ E-mail \_\_\_\_\_  
Organization's Name \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_

When we receive the results of this survey, we would like to discuss them with various groups within the community for further clarification.

Would you or your organization be interested in participating?

YES  NO

**Please return the questionnaire by September 30 2007 to:**

email: [ssifoundation@saltspring.com](mailto:ssifoundation@saltspring.com)

fax: 537-8369

mail: Box 244 Ganges PO, Salt Spring Island, V8K 2V9.

**Thank you for your participation!**

## APPENDIX C

### *Issues and Services*

Question 3 asked “What are the 5 most critical community issues associated with the services your organization provides?”  
 Question 4 asked “Which of the issues you have identified as critical does your organization address?”

The following chart summarizes responses from questions 3 and 4 relating back to question 2 on the 8 most critical issues.

<b>Most Critical Issues</b>	<b># of Responses</b>	<b>Critical Issues Associated with Responders</b>	<b>Issues Addressed by Organizations</b>
<b>1. Affordable housing</b>	18	Supportive housing for seniors 2 <sup>nd</sup> stage housing for women Lack of suitable rental housing Special Needs housing Youth housing/foster homes	Meadowbrook – 37 unit supportive living residence, worker housing SSI Lions – Pioneer Village, Croftonbrook SSICS –Our House for youth, MH Housing subsidies, Murakami Gardens Land Bank – Dean Road House
<b>2. Mental health services</b>	16 (tied)	Mediation of disputes (often mental health related) Free counselling services Mental health services Mental health information Co-ordination and case mgt. Youth mental health	VHES – Building a model of care around the needs of the individual, “Family of Friends”, empowering people to solve their own problems CMHA – Public education nights and special speakers series SD 64 – indirectly address MH issues Community Living –Day and summer programs SSICS – Yellow Sub drop in support services, MH House, Emergency Mental Health Supports

Most Critical Issues	# of Responses	Critical Needs Associated with Responders	Issues Addressed by Organizations
<b>3. Children, youth, family</b> <i>(see also “Arts and recreation”)</i>	16 (tied)	Keeping children healthy with active lifestyles in family-type environments and busy doing healthy activities Family counselling services Literacy Youth groups, drop ins Education/resources/referral for prevention of violence Daycare for social need Foster homes/emergency respite Emergency shelter for youth Co-ordination and case management Volunteer opportunities for teens, adults, seniors Healthy respectful relationships education Family supports	Family Place, Core Inn Skate Park, pool, soccer fields Summer rec. programs SSI Aquatic Society – competitive summer swim team, training programs SS Literacy Society – helping student improve low level literacy skills, support for childhood & family literacy SSI Lions – Porlock park, Kananka skateboard park & sports groups IWAV – Stopping the Violence Counseling for Women, Children who witness abuse counseling, Women’s Outreach services, Transition House SD 64 SWOVA – Respectful Relationships Programs, widening R+R Circle Program Family Place Core Inn – A&D Counselor, Mental Health Outreach, therapist, engaging resistance youth SSICS (Youth Team) – School and Outreach youth workers SSICS Family Place –Family Resource Program
<b>4. Poverty</b>	11 (tied)	Unemployment, under-employment Lack of free counseling services	SSICS - Food Bank & Community Garden SSI Lions – Food bank donations, Christmas hampers, kindling Land Bank – Dean Road House

Most Critical Issues	# of Responses	Critical Issues Associated with Responders	Issues Addressed by Organizations
<b>5. Transportation</b>	11 (tied)	<p>Accessible, convenient, and affordable transportation</p> <p>Medical transportation for the handicapped</p> <p>The lack of transportation causes many to keep cars too long, face difficulty shopping, and attending community events</p> <p>Difficult up-hill gravel path to GVM limits easy access</p> <p>Transportation to agency programs</p>	<p>SSI Lions – Off island medical transportation</p> <p>SD 64 – Affordable transportation for children</p> <p>Family Place – Transportation to Program</p> <p>Community Living – Transportation for day and summer programs</p> <p>SSICS – Seniors Transportation</p>
<b>6. Alcohol and drug services</b>	11 (tied)	Lack of drug and alcohol counseling services	<p>Excellent AA/NA program</p> <p>SD64 – prevention education</p> <p>Core Inn – A&amp;D Counselor for Youth</p> <p>SSICS – Adult Addictions Counsellors</p>
<b>7. Arts and recreation</b>	10	<p>Keeping children healthy and busy with healthy lifestyles</p> <p>Dev. Of artistic, literary and other gifts of marginal community</p> <p>Preserving community history</p> <p>Shut/in library services &amp; material for disabled/visually impaired</p> <p>Theatre resources</p> <p>Performing arts instruction studio</p> <p>Opportunities for people with special needs to socialize</p> <p>Escalating maintenance and operating costs</p> <p>Meeting needs of smaller groups wanting to provide education and recreation opportunities</p> <p>Affordable theater and rehearsal space for small groups</p>	<p>Library – Free internet classes, personal research help, interlibrary loan, story programs for children and parents, book bags, children’s French collection, book &amp; tape/CD kits, computers</p> <p>PARC – Maintenance and operation of parks, making parks accessibility, vandalism, funding for small group programs</p> <p>Stagecoach – Theatre resources</p> <p>SSICS – Climbing Wall</p> <p>SS Community Theater – Theatre Arts experience</p>

Most Critical Issues	# of Responses	Critical Issues Associated with Responders	Issues Addressed by Organizations
<b>8. Homelessness</b>	9	Lack of emergency shelter options for the whole community	VHES – Temporary housing SSICS – Cold weather shelter

Other Critical Issues:

Critical Issues	# of Responses	Critical Issues Associated with Responders	Issues Being Addressed By Organizations
<b>9. Environmental protection, including an adequate and safe water supply and energy conservation</b>	6	Energy conservation (heat and Light) Water conservation	SSI Conservancy – education programs, permanent protection of land by purchase Recycling program Meadowbrook – Moving towards more energy efficient fixtures
<b>10. Seniors services</b>	4	Aging population with emerging needs More awareness of available services Outreach to seniors for info. exchange	Home support Medical access, great hospital SSICS Meals on Wheels SSICS – Senior peer counseling/friendly visitor/ transportation
<b>11. Pedestrian and road safety</b>	4	Traffic enforcement	RCMP – traffic enforcement SSI Lions – Cross walk signal
<b>12. Community cohesion</b>	3	Difficulty reaching the entire island (can't obtain list of addresses for whole island, many islanders don't accept bulk mail or buy the Driftwood) Maintaining communication with many socio-economic groups and diverse lifestyles Community cohesion through developing community plan Communications Co-ordination, case mgt.	SSI Conservancy – Participate in regulatory framework via discussions with decision makers PARC – Addressing diverse opinions and support Core Inn – Integrated Service Delivery, participation in community forum SSICS – Community Worker, Referral to off island resources

<b>Critical Issues</b>	<b># of Responses</b>	<b>Critical Issues Associated with Responders</b>	<b>Issues Being Addressed By Organizations</b>
<b>13. Food security</b>	3	Teaching healthy eating habits	Meadowbrook – Moving toward more use of locally produced food SSICS – Food bank, lunch program, community garden
<b>14. Education</b>	2	Literacy for children, adults, and seniors Helping families preserve roots and offer recorded history	SSI Aquatic Society – teach healthy nutrition & expectation of sportsman like behaviors and swimming SSI Conservancy - Free mnthly environmental education presentations to community, Outdoor education for students, info and land management services for landowners SS Literacy Society – Community literacy inventory, tutor literacy training program SS Archives – Programs for children, youth & seniors Library – Provision of materials support for SSI Literacy Society, SSICS – Community Garden
<b>15. Crime Prevention</b>	2	Vandalism in parks and public spaces Property and persons crimes Unlawful drug use	RCMP – Persons & property crimes, unlawful drug use, mediating disputed and disturbances
<b>16. Emergency preparedness/response</b>	2	Emergency shelters for whole community	

<b>Critical Issues</b>	<b># of Responses</b>	<b>Critical Issues Associated with Responders</b>	<b>Issues Being Addressed By Organizations</b>
<b>17. Caregiver Support</b>	2	Emotional, psychological spiritual support for dying patients Caregiver support and respite Bereavement support	Bessie Dane Foundation - Emotional, psychological spiritual support for terminal patients and caregivers, education for volunteers, clients and public through resource library, vigil sitting at home and in care facilities, equipment loan service
<b>18. Multicultural integration</b>	1	Encouraging multicultural acceptance and mutual respect	SS Archives – Providing resources and encouraging multicultural acceptance and mutual respect
<b>19. Physical disability access</b>	1	Accessibility to public spaces and buildings Making parks and amenities accessible to people with special needs	Tetra Society – Resolution of day to day difficulties for disabled Library – shut-ins, disabled, visually impaired services Community Living – Transportation for day and summer programs
<b>20. Employment services</b>	1	Unemployment/ underemployment	
<b>21. Community safety</b>	1	Community safety awareness	

## APPENDIX D

### Question 5; Barriers and Enablers

BARRIERS		ENABLERS	
Category	Specific Comments	Category	Specific Comments
<b>Resources (people, dollars, space)</b>	Money is always a barrier for non-profits	<b>Community Support</b>	Funding raising throughout the community
	Difficulty in recruiting volunteers/not enough volunteers/not skills		Donors, SSIF, local benefactors
	Funding not adequate for long term needs		Working other groups
	Limited`facilities ie working/planning space for educ. programs		Strong community support
	Suitable houses to rent		Some good community partnerships
	Lack resources/places to refer problems		Very accepting community helps with natural community integration
	High cost property to develop professional spaces or 2nd stage housing	VIHA subsidies for low income seniors and grocery delivery	
	small space	<b>Skilled people</b>	Competent and compatible staff
	Technology advances - frequent equipment upgrades		Staff and directors
	No home		Volunteers provide a sense of community and wealth of knowledge
	Rapidly expanding mandate with unchanged resources		High quality staff
	Sustained funding		Professional qualifies instructore
	More staff hours more funding		Staff continuity
Lack of resources for basics (food and shelter)		Stable long term caring staff	
<b>Accessibility</b>	Lack of transportation		Ability to attract staff with experience and expertise
	Difficult uphill gravel path to GVM		Prompt and efficient medical and ambulance services

BARRIERS		ENABLERS	
Category	Specific Comments	Category	Specific Comments
	Difficulty reaching entire island (no address list, advertising expensive, )	<b>Media to get message out</b>	Driftwood, Island Tides, Welcome wagon
	Lack disabled access spaces for counselling	<b>Co-operation</b>	Cop-operation with schools, SSICS, library etc
	Lack of community awareness of what we can provide (more print info, centralize accessible resource space)		Feedback provides by service network
	Good timely communication among all relevant services for clients		Excellent working relationships with most groups and individuals on SSI
	Difficult accessing what is available	<b>Funding</b>	Special Grants
	Space and access		Donations by appreciative families
	Some support services are in Victoria		Core funding from province
	Difficulty in contacting new islanders		Strong fund raising to support short falls
	Activities/services occur 9-3 M to F		Gifts cash or in kind from the community
	Low literacy levels		SSIF
<b>Lack of Communicat ing vision and strategy</b>	Territorialism		Provincial or federal funding
	Lack community vision and strategy for community/human services (families/children/youth/vulnerable individuals)		Other foundations
	Lack island folk getting act together		Telus/BC hydro
	Lack involvement of off island orgs/govt. to join us in planning		
	Some services groups work in isolation or turf mentality		
	Early identification of services that may/are needed		

## APPENDIX E

### Question 6:

#### *Which other organizations do you work/partner with to provide these services?*

SD # 64 (SCHOOLS)	11	ISLAND FILM FESTIVAL	1
SSICS	6	ISLAND NATURAL GROWERS	1
FARMERS INSTITUTE	3	ISLAND PATHWAYS	1
LADY MINTO HOSPITAL	3	ISLAND VIDEO	1
LOCAL BUSINESSES (BUSINESSES)	3	ISLANDS TRUST, ISLANDS TRUST FUND	1
MINISTRY OF CHILDREN AND FAMILIES	3	IWAVE	1
ARTSPRING	2	LIONS CLUB	1
CAMOSUN COLLEGE	2	LIONS CLUB DIRECTORY	1
CHOICES AND GIFTS	2	LITERACY NOW	1
COMMUNITY EDUCATION	2	MALASPINA COLLEGE	1
GREENWOODS	2	MCFD CHILD PROTECTION	1
GVM	2	MDS	1
LEGION	2	NSS WATER DISTRICT	1
PUBLIC HEALTH	2	OPTIONS FOR SEXUAL HEALTH	1
RCMP	2	OTHER INFORMAL PARTNERS	1
SSI FOUNDATION	2	PARC	1
SALMON ENHANCEMENT	2	PROVINCE GAMING GRANT	1
THRIFTY'S	2	PROVINCE HR DEPARTMENT	1
ADULT AND YOUTH PROBATION	1	PUBLIC LIBRARY SERVICES BRANCH	1
ANGLICAN CHURCH	1	RESTORATIVE JUSTICE	1
BC AMBULANCE	1	ROTARY	1
BC PARKS	1	SEARCH AND RESCUE	1
BC SCHIZOPHRENIA SOCIETY	1	SHINE PROGRAM	1
		SOCIAL SERVICES AND HEALTH PROFESSIONALS	1
BOOKS FOR BABIES	1	SS LAND BANK SOCIETY	1
BRAEHAVEN	1	SS LITERACY SOCIETY	1
CANADIAN COUNCIL FOR LEARNING	1	SS SENIORS VOLUNTEER DRIVERS PROGRAMS	1
CHURCHES	1	SSI FIRE DEPARTMENT	1
COMMUNITY JUSTICE PROGRAM	1	SSI PROTECTED AREAS COUNCIL	1
COMMUNITY LIVING BC	1	SSI PUBLIC LIBRARY (Sadie Hawkins Library)	1
COPPER KETTLE	1	THE LAND CONSERVANCY OF BC	1
CORE INN	1	THE NATURE TRUST	1
CRD WATER COUNCIL	1		
CUSHEON LK STEWARDSHIP STEERING CMTTEE	1	THERAPEUTIC RIDING ASSOCIATION	1
EARTH FESTIVAL SOCIETY	1	TRANSITION HOUSE	1
ENERGY STRATEGY TASK FORCE	1	UBC	1
FOOD SECURITY COMMITTEE	1	UNITED CHURCH "IN FROM THE COLD"	1
FOUNDATIONS	1	UNITED WAY	1
GIAPWID	1	UVIC	1
		VARIOUS YOUTH AND ATHLETIC ASSOCIATIONS	1
GOVERNMENT AGENTS OFFICE	1	VICTORIA LITERACY PROJECT	1
HOME CARE NURSING	1	VIHA	1
HOSPITAL AUXILIARY THRIFT STORE	1	VIHA MENTAL HEALTH	1
HRDC	1	WRITER'S TRUST	1
I-SEA	1	YELLOW SUBMARINE	1

## Appendix F

### QUESTION 8.

Which networks/groups do you participate with to plan and share information?

<b>PLAN</b>	
<b>LISTED BY FREQUENCY:</b>	
School District 64	7
SSI Conservancy	4
SSICS	4
ECE Coalition	3
SS Literacy	3
Islands Trust	2
Islands Trust Fund	2
Lady Minto Hospital	2
Library	2
Ministry of Children and Families	2
SSICS (Wellness)	2
SSLBS	2
Youth at Risk	2
Artspring	1
BC Ambulance	1
BC Parks	1
BC Summer Swimming Assn.	1
Books for Babies	1
Camosun College	1
Capital Regional District	1
CHOICES Day Program	1
CLBC	1
Community Education	1
Community groups	1
Community Living Committee. Local	1
Core Inn Steering Committee	1
Crime Prevention Association	1
GI Centre for Ecological Learning	1
GIFTS Day Program	1
Government orgs., prov. & fed.	1
Historical society	1
Human Exchange	1
Inter Island Exchange	1
Lady Minto Hospital Palliative Care Program	1
Legion	1
Literacy Now Legacies 2010	1
Mental Health services	1
Nature Trust of BC, The	1
PARC and Recreation Excellence	1
Physicians and psychiatrists	1
PLSB	1
Probation, Adult & Youth	1

Rotary	1
Search and Rescue	1
SSI Fire	1
SSI Health Advisory Committee	1
SS Foundation	1
Stakeholders, a variety of	1
SWOVA	1
Thrifty Foods	1
Victoria Literacy Project	1
VIHA	1
Writers/researchers, various	1

<b><u>SHARE</u></b>	
<b>WHAT:</b>	
Skills & information	1
Resources	6
<b>WITH WHO:</b>	
Individuals	14
Community Groups	23
Government	15
Media	2
Service organizations	2
Businesses	1
Non-profit organizations	10
<b>HOW:</b>	
Newsletters	1
Word of mouth	1
Member updates	1
Websites	1
Meetings	1

## APPENDIX G

10. What other suggestions do you have to improve the provision of community services on SSI?

Critical Issues	# of Responses	Specific Responses
<b>1. Affordable Housing</b>	3	Concerted attention and action for affordable housing and public transportation Some kind of housing, seasonal shelter for homeless Group to focus on proactive housing measures
<b>2. Mental Health Services</b>	1	Mental health services seriously lacking
<b>3. Children and Youth</b>	2	Social services for youth, seniors as mentors Big Brothers and Sisters for youth at risk Put library with leisure pool and ice rink/recreation centre to better serve children's needs
<b>4. Poverty</b>	1	Access to telephone and public showers
<b>5. Transportation/ Accessibility</b>	9	Public transportation More services to come together to share spaces and costs Bicycle paths Part-time local access to services of various B.C. ministries – now people must travel to Victoria Public bus transportation at very low cost Real bike lanes Transportation vouchers More community based services so families don't have to go to Victoria Transportation for individuals to use services Bike lanes
<b>6. Alcohol and Drug</b>	Nil	
<b>7. Arts and Recreation</b>	2	Develop artistic, literacy gifts of marginalized persons Build the leisure pool and an ice rink/recreation centre Put library with these facilities to better service children's needs
<b>8. Homelessness</b>	4	Means of dialogue with homeless Encourage exchange of gifts, clothing, laundry Access to phone and public showers Some kind of housing, seasonal shelter for homeless Availability of central phone/fax and small office/sitting area for clients and lockers for transient homeless

Critical Issues	# of Responses	Specific Responses
<b>9. Seniors Services</b>	1	Social services for youth, seniors as mentors
<b>10. Pedestrian and road safety</b>	2	Bicycle paths Real bike lanes
<b>11. Community Cohesion</b>	11	<p>More services to come together to share spaces and costs</p> <p>Anything that strengthens the SSIF will quickly be converted to community betterment</p> <p>Eliminate perception SSI is argument surrounded by water</p> <p>Town hall forum with all service providers</p> <p>Less complicated form of governance</p> <p>One resource of what is available and how to contact</p> <p>Improved communication among ALL services, especially those responding to crisis situations</p> <p>More partnering with other health care provides to provide continuity and stop duplication of service</p> <p>Your creation of working group to address issues is a very good one and a way for diverse people and organizations to come together</p> <p>Regular "summit" meeting (maybe twice a year) of community service providers to talk about vision and set joint goals</p> <p>We could apply for grants together when we don't qualify alone</p> <p>Work closely together; share information; streamline services to avoid duplication; try to foster a community attitude of cooperation rather than adversity; confrontation on every new issue can never be productive</p> <p>Better cooperation among services; less territorialism</p> <p>Less territorialism</p> <p>Social planning council/community roundtable; stronger relationship with off-island funders</p>
<b>12, Crime prevention</b>	1	Island Watch Society
<b>13. Volunteerism</b>	1	Recognition for volunteers to encourage more involvement

## **APPENDIX H:**

### **Initials commonly used for organizations throughout the Report.**

CMHA	Canadian Mental Health Association
IWAV	Island Women Against Violence Society
PARC	Parks and Recreation Commission
SD64	School District #64
SSICS	Salt Spring Island Community Services Society
SSIF	Salt Spring Island Foundation
SWOVA	Salt Spring Women Opposed to Violence & Abuse Community Development and Research Society
VHES	Victoria Human Exchange Society

## APPENDIX I:

# COMMUNITY SERVICE NEEDS SURVEY PRESENTATION

May 6, 2008    Lions Hall    Salt Spring Island

## WHAT HAVE WE MISSED?

- Emergency services
- How to help people who don't want to be helped?
- What are people leaving the island to find? (ie. Services)
- Client input – from seniors, homeless, addicted – need to find a way to hear from them
- Predicting future needs – analyzing demographics, looking at special needs for increasing seniors population
- Senior's advocate at the hospital
- Resources – Marketplace free newspaper
- How do people off-island see us?
- Sidewalk issues – input from ad hoc groups
- Archive of Seniors' Services
- Community capacity building
- Employment services

## WHAT HAS CHANGED?

- Bus service started
- Pool opening "soon"
- Rise in ferry charge
- Change to plastic ferry tickets
- Murakami Gardens housing project to open
- SWOVA receives grant for mentorship program - older girls helping younger girls
- Pathways construction started
- Gas prices rise sharply
- Demographic change continues – service sector affected by lack of lower cost housing
- Health & mental health services show increased collaboration

## **ARE THERE ISSUES NEW SINCE THE SURVEY?**

- Ferries schedule & location change result of labour/housing problems on island
- Physicians are leaving
- Affordable middle-income housing continues to decline
- Increase in age of island population continues
- Need to find ways to communicate with youth, adapt to new technologies, find out what makes young people “tick”.
- Need for increased awareness & respect for challenges faced by disabled population

## **NETWORKS THAT WE KNOW OF**

- Early Childhood Coalition
- Affordable Housing Advocacy Group
- GI Association for People with Disabilities
- Emergency Social Services
- Copper Kettle Community Partners
- Community Health Committee SSI & Gulf Islands
- Mental Health Planning Committee SSI & Gulf Islands
- Child & Youth Committee
- Food in the Park
- Inter-ministerial committee
- United Church Outreach Committee
- Community Living Services
- CAC Gulf Islands Community Arts Council