

Sylvan Lake Social Master Plan

2016 - 2019 progress report



EXECUTIVE SUMMARY

Developing a community where all people can thrive, requires a coordinated effort from residents, service providers, and government. In 2016, our first Social Master Plan was about creating a community where residents have a healthy quality of life. Individuals contributed their experience and ideas as members of four sub-committees focusing on priorities in the areas of housing, income and employment, health and wellness, transportation, and community safety and engagement. The actions identified by the sub-committees, and included in the Social Master Plan, range from specific tasks that can be completed quickly, to broader strategies that will require a longer period of time to implement. Although the actions vary in scope and complexity, all contribute to an enhanced quality of life for residents of our community.

Eight components of quality of life emerged as the greatest importance to Sylvan Lake. These components are:

- Households are able to meet their basic needs. These include shelter, food, clothing and transportation;
- Residents have supports and services to meet their mental health needs;
- Residents have supports and services to maintain a healthy lifestyle and meet their physical health needs.
- Residents are engaged positively in the community.
- Residents have strong, healthy relationships;
- Residents feel safe in their homes and in the community.
- Residents have a sense of purpose, through their contributions to family, the community, work and/or learning;
- Residents are able to enjoy the lake and the natural surroundings.

As this plan was developed, key principles emerged; collaboration, inclusion, resilience, prevention, responsiveness, and shaping our own future. These principles form the basis of many of the actions contained within the plan.

The 2016 - 2019 Social Master Plan Progress Report - Report Card, identifies action items that are complete and ongoing, and also identifies outstanding goals, that require more work.

Over the past three years, stakeholders have worked diligently to tackle the action items included in the plan. Important to note, is that different organizations, committees, individuals, agencies, have played a role in the accomplishments that have occurred to date.

Key highlights accomplished to date include:

- Subsidized Taxi program implemented;

- Creation of the Sylvan Lake Community Housing Committee;
- Sylvan Lake Sustainable Housing Initiative Study completed;
- 'Stress Busters' program implemented in HJ Cody School
- Arts group established through Culture and Tourism Coordinator;
- Community Garden Committee built community garden planter boxes at the Library and Food Bank;
- 40 Developmental Assets incorporated into all Family and Community Support Services (FCSS), and Parent Link programming;
- Block Parties promoted within the community
- Community Resource Directory updated annually in a variety of formats;
- Community Social Needs discussed at Interagency meetings;
- Community Bus purchase, "CARE-a-Van," completed;
- FCSS Certified Community Support Worker established as Sylvan Lake Housing Support contact through Red Deer Housing Authority and Sylvan Community Housing Society;
- Edible shrubs and trees planted through the Parks Department.




We've completed a lot of our goals; however, we still have work to do. Ongoing, or "still to do" actions include:

- Keep a public transportation system in mind for consideration when community's population approaches 25,000;
- Collect statistics that support Social Master Plan initiatives;
- Sylvan Lake Housing Committee and Town of Sylvan Lake to develop a strategic plan for housing and work with local partners/provincial/federal governments to address low income, affordable, shelters, and transitional housing;
- Implement community bus fundraising plan;
- Community Development Coordinator to work with RCMP and Protective Services in the coordination of public education sessions and discussions surrounding risk factors and strategy development for the prevention of petty crime;
- Expand support and public awareness of family violence, bullying, and healthy relationships through collaborative partnerships with Centre for Positive Relationships and helping agencies;
- Strengthen services and resources to welcome newcomers to Sylvan Lake through coordination of agencies creating new comers packages.

HOUSING, INCOME, AND EMPLOYMENT



Goal One

Integrated planning among organizations with mandates for housing and social development.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Create a Community Housing Committee to continue the work of the Housing, Income and Employment Community Social Master Plan Sub-Committee.			
Investigate models for integrated planning across the housing continuum.			
Update the Sylvan Lake Housing Needs Assessment.			
Implement a model and process for integrated planning across the housing continuum.			 *




Goal Two

Housing and support for individuals and families experiencing short-term homelessness.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Explore options in the community for shelter space and transitional housing and supports.			 *
Develop and implement a plan to address needs in the community for shelter and transitional housing and supports.			 *

Goal Three

Increase supply of housing for households with low income.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Investigate potential funding options to expand the supply of low-income and subsidized housing in the community.			 *
Encourage developers to incorporate rental or ownership components for low-income households in project proposals.			 *
Inform residents about accessing available rent subsidies from the Red Deer Housing Authority.			

*Looking ahead, the Sylvan Lake Sustainable Housing Initiative Study will help guide these actions.

Goal Four

In-person employment and income support services are available in the community.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Work with local agencies and organizations to collect statistics and narrative evidence to inform and influence decisions about employment and income support services.		✓	
Build an awareness of available job banks through Interagency partners to link residents with employers who have job opportunities.		✓	

HEALTH AND WELLNESS

Goal One

An Ambulatory Care Clinic is opened in the community.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Continue to research social needs in the Sylvan Lake area.	✓		
Actively engage in discussions with Alberta Health and Alberta Health Services for an Ambulatory Care Clinic.	✓*		

*Thanks to the efforts of the Sylvan Lake and Area Urgent Care Committee, the Sylvan Lake Ambulatory Care Centre opened in 2018.

Goal Two

Increased availability of free low cost recreational activities.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Build new specialty playgrounds.		✓	
Install bike lock-ups in major business and recreation areas, including near the lake.		✓	

Goal Three

Residents have increased awareness of healthy food choices.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Create edible parks and trails.		✓	
Strengthen programs that encourage healthy eating (revitalize "Growing Green Neighbours").		✓	

Goal Four

Residents have improved access to local mental health supports and services.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Regularly share information about available mental health supports and services in the community at Interagency meetings.		✓	
Hire a Mental Health Professional, through FCSS, to provide short-term subsidized support for residents (Term-certain project completed in 2017).	✓		
Make the “Move your Mood” program available in Sylvan Lake (Term-certain project completed in 2018).	✓		

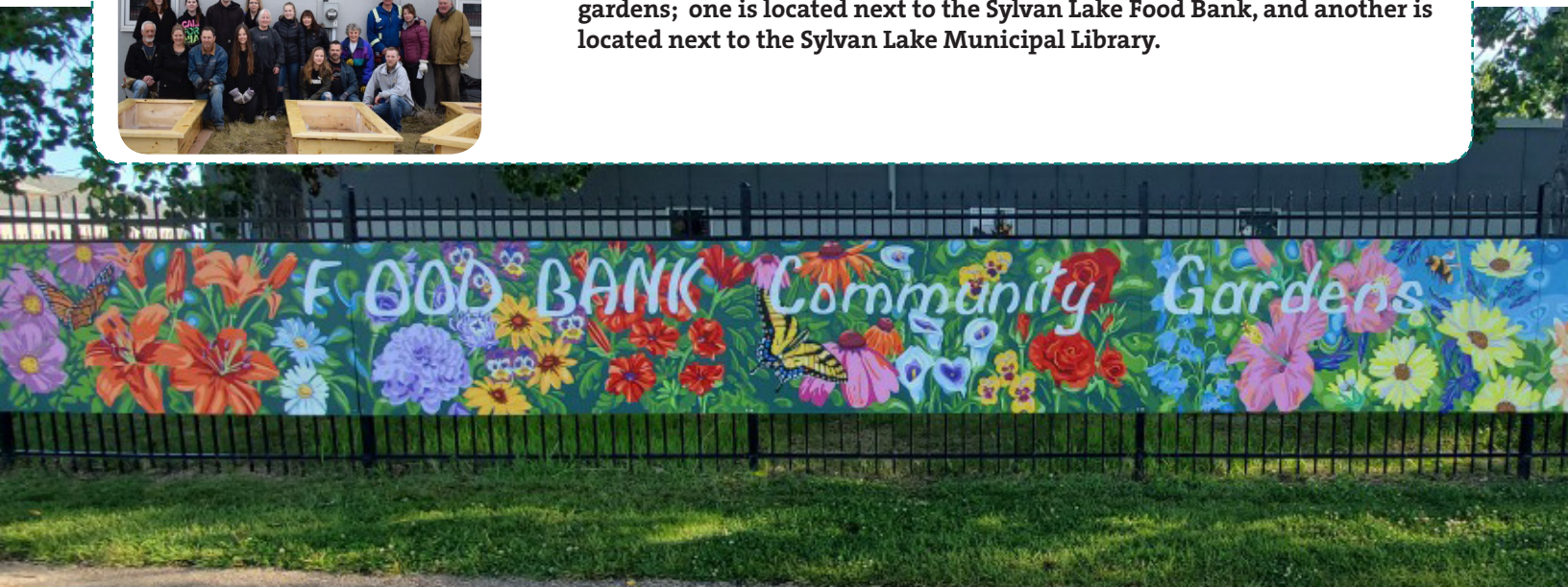
Goal Five

Residents have improved access to local addiction supports and services.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Work with agencies to collect statistics to use in discussions with Alberta Health Services (AHS), for a full-time addictions counsellor in Sylvan Lake (Accomplished through AHS), in 2017.	✓		




>> In spring, 2019, volunteers helped build planters for new community gardens; one is located next to the Sylvan Lake Food Bank, and another is located next to the Sylvan Lake Municipal Library.



TRANSPORTATION




Goal One

Low-income seniors and residents with limited mobility have access to subsidized transportation services.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Conduct a Specialized Transportation Feasibility Study and implement approved recommendations.			

Goal Two

There is a public transportation system in place that includes stops in Sylvan Lake and Red Deer, and is affordable for individuals and families with low-income (considered when the population reaches 25,000).

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Research options for collaboration with other municipalities to provide public transportation services.			
Determine appropriate routes and schedules for a public transportation service.			
Apply for available grants for a public transportation service.			

Goal Three



Community organizations are able to offer affordable group trips, as part of their programming.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Consult with community organizations, that currently use the community bus, about requirements and preferences for a new bus (size, storage, safety features, etc.)			
Replace the community bus (CARE-a-van purchased and in service).			

COMMUNITY SAFETY AND ENGAGEMENT

Goal One

Residents and community organizations have a common understanding of bullying, harassment, and family violence, and know how to respond.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Promote education and a common understanding of bullying, harassment, and family violence.			
Incorporate the 40 Developmental Assets into community programs.			

Goal Two

Incidence of petty crime is reduced.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Raise awareness of crime prevention strategies for residents and business owners.			✓
Raise awareness of risk factors for involvement in petty crime.			✓
Give explicit attention to petty crime prevention and risk reduction approaches in all community development initiatives.			✓

Goal Three

Community response to family violence is strengthened, and a women's emergency shelter is established in Sylvan Lake .

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Offer affordable counselling support for couples experiencing challenges in their relationships.		✓	
Expand services and supports for individuals and families, in Sylvan Lake, experiencing family violence (community education, anger management support).		✓	
Develop, and begin to implement a plan to have a women's emergency shelter in Sylvan Lake to support women at risk of, or experiencing family violence.			✓

Goal Four

Residents have strong, positive, social connections in the community.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Promote block parties.		✓	
Expand opportunities to participate in arts and cultural activities in the community.		✓	
Strengthen services and resources to welcome newcomers in Sylvan Lake.			✓

Goal Five

Residents are actively engaged in the community, through volunteer opportunities.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Create a full-time Volunteer Coordinator position for the community (includes promoting volunteer opportunities, training, and volunteer recruitment/retention).			✓
Increase awareness of, and promote opportunities for parents to volunteer with their children.		✓	

INCREASING OUR POTENTIAL FOR SUCCESS

Goal One

Residents are aware of available programs and services, and how to access them.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Regularly update the Community Services Directory (CSD) of all social programs and services available in the community.		✓	
Make the CSD available in various formats, and available throughout the town.	✓		
Promote the availability of the CSD in the community.		✓	

*Check out our Directory online at www.sylvanlake.ca/CRD, or pick up a copy at either the Family and Community Centre, or Community Partners Association.

Goal Two

Service providers are aware of roles, available programs and services, priorities, and planned initiatives of other organizations addressing social needs in the community.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Encourage participation at Interagency Meetings		✓	
At Interagency Meetings, regularly discuss what organizations are doing, and plan to do, to address social needs in the community.		✓	

Goal Three

Regular monitoring and reporting of progress in implementation of this plan, and movement towards our goals.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Regularly discuss (with stakeholders), whether the actions pursued under this plan, are achieving the intended results, and report progress to Council.		✓	
Regularly review the status of the implementation of this plan, and report to Council.		✓	
Regularly discuss factors and circumstances (with stakeholders), affecting the implementation of this plan, and its effectiveness in addressing social needs.		✓	
Assess alternative strategies and partners that may support our ability to achieve the goals of our Social Master Plan.		✓	

Goal Four

Formal evaluation of this plan in 2019.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Evaluate the implementation of the plan, and the level of success we've had achieving our goals. Identify what worked, what did not and why; use this evaluation as part of our next Social Needs Assessment and plan.		✓	

Goal Five

Ensure collaboration and integrated planning among organizations delivering social programs and services in the community.

PLANNED ACTIONS	Completed	Ongoing	Still work to do
Raise awareness of the potential benefits of integrated planning for social programs, and services in the community.		✓	
Identify programs to strengthen increased collaboration.		✓	
Identify organizations and individuals who may offer similar programs and services that may benefit from joint planning and collaboration.		✓	



>> A subsidized taxi program for low income seniors and adults with long-term disabilities, is just one of the initiatives introduced as a result of our Social Master Plan; the program is implemented through the Sylvan Lake Family and Community Services Department (FCSS).







Want to learn more?
T 403 887 1137 | www.sylvanlake.ca/FCSS