

Community Response and Resiliency Division (CRRD)
Meeting Minutes
DRAFT 1

Wednesday, May 6, 2014 - 6:30 p.m. Vendome Café (940 2nd Ave. NW)

Present: Anne McIlwaine (Calgary Family Services), Marcia Dupuis (Community & Neighbourhood Services), Aliusha Benoit (Red Cross), Raija-Liisa Teigan (Samaritan's Purse) Kerri Treherne, Paul Galachiuk, Amanda Palmer & Richard Bolt.

Regrets: Elsaby Johnstone (Alberta Health Services)

1. Community partner updates

Red Cross (Aliusha Benoit)

- Shared a One Year Progress Report that is meant for the agencies they are working with, not for general dissemination.
- Transitioning to the 'Long Term Development' phase, which will carry them through until 2016. This phase is community-oriented, and their new grant program is targeted towards community-led initiatives. Money will be available for two years, and is more structured in terms of accessing it and reporting on it. This phase also includes the launching of a business program to provide support to businesses that were affected
- Preparedness Kits for Hillhurst Sunnyside should be available by early next week. 50 have been ordered for us.
 - o These will be given to Community Leaders Program volunteers and vulnerable populations.
- Ali was able to get a contact with AHS that works specifically with young children (0-5). The lady is super excited to get involved and wants to do work in the community. Ali will send an introductory email to Paul/Kerri/Amanda
- DRP is still thinking about possibly doing a session in Hillhurst Sunnyside like they did in Bowness. Kerri suggests the possibility of combining with CEMA's preparedness session, but it was suggested that the two need to remain separate.

ACTION: Paul, Kerri and Amanda will talk about how first aid kits (Red Cross and those purchased by HSCA) should be distributed at a later date.

ACTION: Paul will follow up with Marta (the AHS young children person) following the introductory email.

ACTION: Kerri will get more information on what the AHS children person/program can do, and share it with the Sunnyside School

ACTION: Amanda will look into making the connection between the AHS children lady and the daycare run out of HSCA.

ACTION: Amanda will work on compiling a list of existing Programs and Services and their contacts that can be shared in the community through the Community Leaders Program

ACTION: Ali will resend the DRP electronic info that can get posted to the website and Facebook pages by Amanda.

Samaritan's Purse (Raija-Liisa Teigan)

- Soft target for wrapping up flood-related work is December 2015
- Currently have three projects going on in Sunnyside

Calgary Family Services (Anne McIlwaine)

2. Community Leaders Program update

- Amanda is currently working on the next draft of the Community Leaders Program after having had discussions with the current volunteers and meetings with CEMA and CNS. This should be finished by the end of the week and shared for input before going through the approvals process
- Brief discussion on Connect Rocket, the communications tool that the Community Leaders Program is looking into using to communicate with volunteers and agencies. Ideally support agencies would be in the database so that they could be included in certain notifications. Marcie mentions potential liability issues around sending messages.
- Discussion around having CLP recruitment at the June 22 Appreciation event and some sort of clothing item – t-shirt? hat? that is meant for volunteers.

ACTION: Amanda will send out next draft of the Community Leaders Program when it is finished

ACTION: If interested in being included on the Connect Rocket distribution, send Paul your phone number and e-mail address. Paul will create a list for support agencies and partners.

ACTION: Amanda will look into or talk to Jessica and Quentin about potential liability issues around communicating with volunteers through Connect Rocket

ACTION: Amanda will talk to Jessica Clark (HSCA Communications Coordinator) about ideas for Community Leaders Program clothing item design

ACTION: Amanda will look into getting shirts/t-shirts made for the Community Leaders Program volunteer and have 20 or so available for the June 22nd event.

ACTION: Amanda will connect with Anne (CFS) later in the summer about the Working with Vulnerable Populations training course and schedule a date to host one in the Fall

3. June 3rd Event wrap-up

- This agenda item was not covered during the meeting

4. Work plan for the Summer

- Work on Community Leaders Program and building community resilience/neighbourliness will continue throughout the summer. All support agencies are continuing their work and engagement and are available for referrals
- Unless something comes up that warrants it, the CRRD will not meet during the summer. Will likely meet up again in the Fall to catch up on what everyone has worked on over the summer and going forward what else needs to be done.

5. Other Business

i. Challenges in residential buildings with emergency preparedness/response:

- Anne (CFS) has tried to get in contact with Norfolk Housing Association before, and been given a run around. Doesn't seem like they have an emergency plan or much in place
- Marcie (CNS) mentions that in some of their buildings, Calgary Housing has a system where floor reps are in place to provide support. May be something that other buildings could look into
- Anne (CFS) mentioned that in some of East Village's community living buildings CFS and AHS worked together to give a presentation on preparing for an emergency. She said it could potentially be something they offer in buildings like Norfolk.

ACTION: Amanda to follow up on presentations/workshops for buildings. Will talk to Mary-Louise Mitchell (CLP Volunteer in one of Norfolk's buildings) about possible starting with Norfolk?

ii. Insurance follow up:

- Kerri mentions that we need to get the Insurance presentation on the website, and make sure that people are reading the fine print of their insurance policies. After renewing hers she learned that despite paying more for sewage backup coverage, they no longer cover that if it is from a flood.

ACTION: Amanda will ask Heather again for her presentation or key slides that can be shared on the website and upload them upon receiving them

ACTION: Kerri or Amanda will post the insurance policy review reminder on East Sunnyside Survivors Facebook page

iii. June 22 Appreciation Event

- Support agencies (e.g. Red Cross, Calgary Family Services, Alberta Health Services, and Samaritan's Purse) are not needed to host tables or anything formal. They are more than welcome to come and have a fun time!
- Volunteers are still needed to help out on the day of and to pick things up and drop things off before and after the event.

ACTION: Amanda will make sure that Mary-Louise knows about the June 22 Appreciation Event, and ask that she let her neighbours know so that we can potentially get some seniors there

iv. Capture post-flood learnings

- Kerri spoke about how we've done a lot of learning since the flood, much of which couldn't be captured in the Community Assessment Report because it ends in December 2013. She suggests that we work on some sort of report to capture these and present them.
- As a group, we talked about some of these learnings:
 - o Bowness was able to get resources in place almost immediately and were miles ahead of us at the start
 - Now Bowness and Hillhurst Sunnyside are used as the examples city-wide
 - o Communities need to be more proactive when there is an issue in the community.
 - A tremendous amount of work was done post-flood, but we've learned that there needs to be work done before something happens so that it doesn't have the same impact
 - Community members need to understand the potential issues, and if they have some knowledge or expertise, get involved to help address them
 - Citizens should be educated in what the risks are and how to prevent those risks
 - o People need to trust others can help and be willing to share their experiences and share their capabilities

ACTION: Amanda will follow up on this idea of capturing flood learnings and make it one of her summer/fall projects

v. Sharing learnings and experiences across the city

- Kerri asked if there was anything happening across the city where communities could talk and share learnings and experiences from the flood response and recovery. Amanda and Marcie talked about the Community Resilience table headed by CNS and United Way. The next meeting is June 19th. Afterwards

Marcie will be asking for another Local Neighbourhoods table meeting to be scheduled to help facilitate this sharing

ACTION: Marcie will let Amanda and Kerri know the status of the Local Neighbourhoods table meeting and any relevant info that comes out of the Community Resiliency meeting

Thank you to everyone for all of their hard work and continued support!