



Social Plan 1996



Department of Planning and Development Services

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ACKNOWLEDGMENTS

CITY OF KELOWNA - SOCIAL PLAN - 1996

- ◆ The City of Kelowna Social Plan was endorsed by City Council resolution on March 18, 1996. This Plan serves as the basis for social planning in the City. On August 30, 1996, changes to the Official Community Plan were approved. Among these changes, policies from the Social Plan were incorporated into the OCP, along with summarized background and introductory materials to form an updated version of Chapter 8, Social Environment to the OCP. This Social Plan will remain as the base document and the social policies for the City will be continually updated as part of the Official Community Plan.
- ◆ This Social Plan was developed with the dedicated assistance of the City of Kelowna Social Planning Board. The Board was newly formed in September of 1995. From its initiation until March of 1996, volunteer members of this Board donated many extra hours to reviewing and revising the document.
- ◆ Recognition is gratefully extended to the members of the community who attended the public workshop and devoted a Saturday in February, 1996, to ensuring that this Plan reflected their vision of community well-being in Kelowna.
- ◆ The 1995 and 1996 Department of Planning and Development Services staff was instrumental in providing comments on the draft document to help bring it to its final version. The Plan was written by Theresa Eichler, Community Planning Manager, for the City of Kelowna. Further information can be obtained by contacting the Department of Planning and Development Services.
- ◆ Development of the City of Kelowna Social Plan was also made possible by a Community Planning Grant from the B. C. Ministry of Municipal Affairs.

1.0 INTRODUCTION:

Consideration of social issues when planning for a community is directly linked to quality of life. A recent article in the Toronto Globe and Mail (September 9, 1995) stated that: "economists identify quality of life as an important measure of a city's ability to attract fast growing, knowledge-intensive industries." The Economic Development Commission for the Central Okanagan also agrees that quality of life is critical to economic development. In fact, Canadian cities place very highly in the list of the most desirable places to live and do business in the world largely because of the high quality of life and desirable social conditions. Confirmation of the success in this approach has been re-affirmed by Fortune magazine's October 1995 rating of Vancouver as the best place in the world to do business. People such as Gordon Price, experienced municipal councillor for Vancouver, would attribute this business success largely to socially responsible planning and decision-making, including what he refers to as building the "cultural density" of a City. In a speech to a group of professional planners in Kamloops in October of 1995, Price emphasized the importance of the cultural and soft qualities, besides the provision of hard services, in making a city work. In support of softer services he used the quotation "If you think education is expensive, try stupidity!". It therefore makes sense, not only from the perspective of social responsibility, but also economically speaking, to address social issues at the municipal level.

Now more than ever, it is critical to take local responsibility and ownership for the well-being of the community. Senior government levels, under the pressures of economic restraint, target social and health programs first in terms of budget cuts and elimination of costs. Elimination and reduction of programs do not remove the problems. If anything, the responsibility for social issues is being down-loaded to the local level, even though such matters have long been considered senior government responsibilities. If local level agencies, including municipalities, fail to acknowledge such facts, social problems, such as unemployment, homelessness, increases in crime and lack of health services will simply intensify, as opposed to taking care of themselves. Quality of life deteriorates and the economic well-being of the community also suffers.

So, what are the appropriate means of addressing social issues at the local level? The City of Kelowna has shown considerable support for approaching social issues from the prevention perspective. By creating a desirable community environment and acting in a socially responsible manner when planning for growth and redevelopment in the community, an investment is made in quality of life. This is seen as preferable to correcting social problems after they occur. Of course, there is much work to be done from this perspective and therein lies the need to develop a social plan. Additionally, the prevention approach alone will not take care of all the social issues in the community. Health services and other senior government level services will still be needed. In such cases, the municipal role will be one of advocating, communicating and liaison with other agencies to ensure that local needs are being addressed in a comprehensive manner.

It makes economic sense to address social issues from the prevention perspective. As one example, crime can often be prevented by the manner in which buildings and communities are designed. This is referred to as crime prevention through

environmental design. Using such an approach should not significantly add to cost of development. However, the reduced costs in police services through crimes that are prevented, result in direct and significant economic savings to the community.

In preparing the Social Plan, the ultimate objective is that the document does not become another library item that is easily forgotten. The aim is to produce direction for the social priorities in the community. To achieve this, the Plan is organized through a strategic planning approach.

The Plan begins by discussing the various population groups that have been identified for the purpose of social planning and describing how they may be differently affected by the various issues. The population groupings are not to be considered as mutually exclusive. It is important to realize that there are many areas of overlap in the community, where people may be fulfilling several roles and are affected differently depending upon which role they performing at the time. For example, a person may be a parent and part of a family, as well as dealing with some sort of disability.

The final section of the plan identifies the issues, then derives goals, objectives and strategies. The strategies are organized according to whether they can be achieved in the short term (one year), long term (2 to 10 years), or are actions which should be continual or on-going. There is also mention of who should be responsible for the action. If the role is not seen as the City's role, then the appropriate action would be for the City to communicate with the correct agency to address the issue. In some instances, the same action or strategy is contained under more than one issue. This is a reflection of the fact that all issues are inter-related in some way and that no one population group or issue can truly be looked at in isolation of all others. In some cases, a specific action may be an appropriate way of dealing with more than one issue.

The Social Planning Board derived a way of describing social issues in the community in the form of a matrix (Figure 1). Populations in the community are identified in the rows of the matrix, while the issues of social significance are contained in the columns of the matrix. The cells serve to describe how different populations are affected by the various issues. The matrix is a useful descriptive tool in attempting to understand where social issues fit in the community. However, it is important that the matrix not be identified as the main component of the Plan.

The Social Planning and Research Council of B.C. (SPARC) has produced several publications regarding social planning at the local, or community level. Several actions are identified by the SPARC documents.

- **Assessing social needs** is the stage which is largely completed for the City. However this information is now at least 2 years old. A critical part of this plan, therefore, will be the input from a public forum to ensure that the issues covered are still considered as current within the community.
- **Policy analysis and development** are the purpose of this document.

Other actions identified by SPARC are reflected in the strategies which are contained in the Plan. These include:

- ***community development;***
- ***coordinating services;***
- ***monitoring and evaluating the social needs interests of the community;***
- ***advocacy and collaboration.***

These are the actions to focus on in dealing with the social needs of the community.

2.0 BACKGROUND:

2.1 HISTORY

Until recently, Kelowna's municipal government did not include a provision for any role in social planning. Over the last decade, the need to address social issues at the local level became more widely recognized, and a social planner was hired by the City in January of 1992. Following the initiation of a social planning role, the first Social Planning Board began work in June of 1992. This Board undertook some very positive work and completed some significant projects on behalf of the City. All this work was driven by the efforts of the social planner, with the guidance of the Board. Examples include:

- the establishment of Community Social Development Grants, targeted at projects with the aim of prevention of social problems;
- the establishment of a community school facility at West Rutland School, which was declared as a success by all of those who were involved;
- the completion of a Social Needs Assessment, which is a requirement of the City's Strategic Plan;
- "Healthy Community" initiatives which provided the City with an award of recognition;
- negotiations with the Gospel Mission;
- communications and networking within the community, including involvement with COIN (Central Okanagan Interagency Network).

Following the departure of the social planner in August of 1993, the Social Planning Board continued to function until late in 1994. The social planning function continued to be important at the City level and an update of the role of the social planner was undertaken.

In the meantime, projects of social significance and events occurred which had impact for the City of Kelowna. The Community Social Development Grants program successfully continued. A Child Care Committee was formed in 1994. Its members were stakeholders in existing child care services in the City and this Committee generated a Child Care Plan which was endorsed by City Council in April of 1995. The exercise of developing the Child Care Plan and the on-going work which continues between the Child Care Committee and the City is an example of a highly successful community initiative of social significance.

Two significant events helped to define the role of social planning for the City of Kelowna. The first was an amendment to the Municipal Act to re-introduce social planning at the municipal level. The second was the adoption of a new Official Community Plan (OCP) for the City in June of 1995. The OCP contains a chapter on social issues. Both of these documents will be discussed later in terms of how they relate the City's Social Plan.

Finally, in September of 1995, a new Social Planning Board was formed and work began on the City's Social Plan. The necessity to prepare a Social Plan was identified in the Strategic Planning process in 1992 and has been an approved action to be undertaken by the City since then. Provincial funding (Ministry of Municipal Affairs) was obtained in 1993 for the purpose of completing a social plan. The renewal for this funding expires in March of 1996. It is therefore timely to work towards completion of a Social Plan that will prove to be more than a document on the shelf. The aim of the Social Planning Board and planning staff is that the Social Plan will provide guidance to the City as to further direction in the area of social issues. It shall also function as a working document to achieve measurable progress in prevention in of social problems. Many of the actions recommended as part of this plan will form components of work programs for the City and its Social Planning Board in years to come.

2.2 DEFINITION AND PURPOSE

Prior to entering into the preparation of a social plan, or discussion regarding the social planning process, it is important to define social planning. Previous work undertaken by the City in order to establish the statistical background for a social plan began looking at social planning from a prevention perspective. There is an important distinction that, while the City need not be duplicating services that are provided by other agencies (such as healing the sick, subsidizing those who are out of work or providing services to those in need), it should be accepted that part of the City's role should be to ensure the provision of the right circumstances to allow for good quality of life and a healthy environment. It is for these types of reasons that the traditional local services, including municipal water supply and sewage disposal, garbage collection, roads and street lighting are undertaken at the municipal level. The need for a clean, reliable water source, proper sewage treatment and good roads is clearly understood. These are usually referred to as "hard" services. "Soft" services and facilities which also contribute to a better quality of life, however, are equally important. These might include, as examples, the design of safe neighbourhoods, proper play areas for children, and addressing the needs of people with disabilities when looking at new development and transportation systems.

In order to assist in gaining a grasp as to what social planning should be about, the following definition of social equity is provided.

- *"Social equity is defined as equal opportunity for all members of the community to meet their basic needs and enjoy a good quality of life. It is achieved through equal access to the decision-making processes affecting the community, education and training, health care, social support services, housing, a quality environment and the opportunity to earn a livelihood."* (Towards a Strategy for

Sustainability, A report to the citizens of British Columbia, January 1992. British Columbia Round Table on the Environment and the Economy)

A suitable way to understand social planning then might be to take a leadership role in ensuring that the circumstances within the community serve to maximize social equity. More specifically, Kelowna City Council identified the following set of social goals for the community in 1993:

“The City of Kelowna will work with the community to encourage the development of policies and programs which provide opportunities for its citizens and their families to:

- 1. Have adequate food, clothing and shelter;*
- 2. Have safe, secure living environments;*
- 3. Develop a sense of well-being and identity with their community;*
- 4. Develop a sense of significance with themselves and with others;*
- 5. Develop an attitude of tolerance, understanding and respect leading to a sense of equality for all its residents;*
- 6. Develop to their emotional, cultural, artistic, spiritual and physical potential.”*

2.3 MUNICIPAL ACT

Until quite recently, municipalities in British Columbia were unclear as to their role in addressing of social needs in the community. There was a perception that, since the provision of health and social needs was largely a provincial responsibility, municipalities should not be delving into this area. A change to the Municipal Act in July of 1994 has now helped to clarify this role. Specifically, a new section to the Act was approved. This section reads as follows:

“698.1 The council may provide for social planning to be undertaken, including research, analysis and coordination relating to social needs, social well-being and social development in the municipality.”

This statement is carried forward, also by amendment in July of 1994, to Section 945 of the Municipal Act, which outlines the content of Official Community Plans. Section 945 (2.2) reads:

“A community plan may include policies of the local government relating to social needs, social well-being and social development.”

These changes to the Municipal Act are not mandatory statements regarding the municipal role in social planning. However, they do provide a context and some guidance which was previously non-existent. In Kelowna, a good proportion of the groundwork for social planning was already in place prior to the 1994 changes to the Municipal Act. The City is now well-positioned to take a leadership role in developing a model for proactive social responsibility at the local level.

2.4 STRATEGIC PLAN

The City of Kelowna went through a formal strategic planning exercise, following a Council resolution to launch into the process, in the summer of 1991. The result was the City's Strategic Plan, which was approved in 1992, and still guides City decision-making today. Updates to the Strategic Plan will be undertaken, as needed, but the document itself is still sound and is used to provide direction. An extensive public consultation process, beginning in 1991 and continuing into 1992, including interviews, surveys (telephone and written), newspaper questionnaires, a planning forum, workshop and open house, was the critical component of the plan. Therefore, the policy direction in the strategic plan is considered to reflect the thoughts and desires of the community.

The final document contains a mission statement for the City, 18 primary goals, specific sections on certain issues and detailed action plans. There are references within the page-long mission statement, to serving the public interest, encouraging community pride, enabling citizens to meet current and future economic, social and cultural needs, ensuring a good lifestyle, and building a healthy and vibrant community. All of these statements have social significance. Of the 18 primary goals, the following have specific social significance:

- “2. *To encourage economic opportunities and prosperity for all residents by maintaining a healthy community and sustainable local economy;*
7. *To grow at a pace that takes into account the ability of government agencies to provide and maintain important public services such as underground utilities, schools, parks and recreation, health facilities, roads and transit and emergency services;*
9. *To support a pattern of integrated urban development which takes full advantage of the existing social and physical infrastructure, including roads, sewer systems, schools, parks and recreation facilities;*
10. *To support a pattern of urban development which ensures there will be a full range of housing types, densities, sizes and prices/rents;*
13. *To encourage and support a vibrant and lively arts community;*
14. *To recognize and support the multi-cultural diversity of our population.”*

At the time the strategic planning process was underway, the City was experiencing a high level and rate of growth. It is apparent that the primary goals reflect a desire to grow in a responsible fashion. Section 7 of the Strategic Plan deals with social issues. This section concentrates on the main issues that were identified in the Community Forum which was a part of the strategic planning process. These issues were limited to: **affordable housing; services for young people and families; unemployment and issues of safety and security.** A brief summary as to the reasons why these issues were determined to be priorities was completed by summer

staff at the City's planning and services department. This is provided in the following discussion:

Social Issues Identified as Priorities for Kelowna

- **Affordable housing** : Primary concerns include the low vacancy rate for rental accommodation, rent increases beyond income increases, and increases in the cost of purchasing a home. Specific groups of concern are first time home buyers, families, seniors, and people with special needs who require assistance. The Strategic Planning Workshop achieved consensus on a policy which advocates indirect intervention through lobbying of senior levels of government, through policy and regulatory changes affecting land use, and through education, rather than direct provision of affordable housing.
- **Services to Youth and Families** : Primary concerns include increases in primary, intermediate, and senior secondary school enrollments, anticipated growth due to the expansion of the College, and subsequent pressure on existing facilities. The City's strategy, as identified by the Strategic Plan, is to work cooperatively with other levels of government, the School District, and community based agencies rather than increasing its present level of activity in this area.
- **Employment** : Primary concerns include persistently high unemployment rates combined with high levels of population growth, the creation of lower paying service sector jobs and the concurrent loss of higher paid industrial jobs, and the indirect impact unemployment has on the local economy and the community as a whole. Consensus was achieved on a strategy whereby the City would work cooperatively with other levels of government and community-based agencies in stimulating economic activity and assisting the unemployed.
- **Safety and Security** : The primary concern in this area is crime and the widely-held perception that the incidence of crime is increasing in Kelowna. Consensus was achieved on a policy which emphasizes crime prevention over policing.

Action plans within the Strategic Plan which relate to social issues are as follows, along with a brief explanation as to the status of each:

R. Prepare Information For Non-Profit Housing Groups

Although planning staff does have some statistical information that would be useful to non-profit housing groups, an information package has not yet been formulated. This might be something that the social planning board and the Social Plan would contribute to in order to assist a City-level Housing Needs Committee (currently proposed).

S. Review and Revise Zoning by-law to Reflect Housing Objectives and Strategies

A zoning by-law review is one of the major projects to be undertaken in 1996, beginning in 1995. Although the proposed Housing Needs Committee would provide the majority of the input necessary to review zoning as it affects

housing, there are specific references to social and special needs housing in the action plan. The Social Plan may provide some guidance on these issues.

T. Prepare Social Needs Assessment

This was completed in April, 1993 and the results will be briefly discussed later.

U. Prepare Social Plan

This is the first direction for the task that is to be undertaken. According to the Strategic Plan action, ***“the Social Plan is to prioritize the social issues identified in the needs assessment, describe how existing needs are addressed by various agencies, identify the gaps and define the role of the City in addressing these gaps”***. The action statement also says that: ***“The Social Plan will more clearly define the role of the City in becoming involved in the implementation of the initiatives identified in the strategic plan.”***

V. Support Community Policing Program

This action encourages the development of store front police stations and the increased involvement of the public in policing. There has been a great deal of success in Kelowna with the training and growth of citizen patrols.

W. Allocation of Police Staff to Crime Prevention

Programs support by this action include Crime Prevention Through Environmental Design (CPTED), Citizen Patrols, Block Parent, Operation Providence and others. Discussions with the RCMP were recommended under this Action. Many of these programs are now in place in various locations around the City.

2.5 OFFICIAL COMMUNITY PLAN (OCP)

Research for the OCP was conducted in the same time frame as the completion of the Social Needs Assessment in 1993. The Assessment then provided much of the basis for Chapter 8 of the OCP, which identifies issues and contains goals, objectives and policies providing direction for social planning in Kelowna. The OCP was approved by City Council in June of 1995 and these are therefore, Council-endorsed statements of intent.

The social policies identified by the OCP are as follows:

- **Social Plan:** to develop and implement a social plan that will address social concerns from a prevention perspective.
- **Child Care:** to develop and maintain a comprehensive, accessible, affordable and quality child care program through cooperation with the community, parents, child care providers, and senior levels of government.

- **Grant Program:** to support the achievement of Kelowna's social objectives through the development of a broad range of community services.
- **Special Needs:** to recognize the special needs of the disadvantaged and consider assistance where possible in improving their situation and enabling them to participate as fully as possible in the mainstream of life.
- **Community Involvement:** to involve Residents' Associations in planning as it addresses social and other aspects of the community.
- **Social Stability:** to enhance social stability by using plans, zoning, and design guidelines to contribute to a coordinated, cohesive community.
- **Safety:** to encourage all developments to adhere to design principles to promote safety and deter crime.
- **Arts and Culture:** to define the role and commitment of the City of Kelowna in arts and culture in the community.
- **Health:** to encourage and support citizens, groups, and agencies to continue initiatives toward sustaining a healthy community in Kelowna
- **Access:** to encourage the creation of accessible facilities to allow those with disabilities to live as independently as possible.



2.6 SOCIAL NEEDS ASSESSMENT

The Social Needs Assessment was conducted in 1993 by a consultant and consisted of a telephone survey of residents to identify which social-oriented services were considered to be most important by the community. There was an emphasis towards the program delivery approach to social needs in the community in the Social Needs Assessment. While the City can advocate to support, improve and continue such programs, it has already been indicated that the City is not in a position to enter into or significantly finance a program delivery approach to social needs in the community. Rather, it is better aligned to make a positive difference through the prevention approach. The 1993 Assessment also endeavoured to isolate issues that were viewed as important to City of Kelowna residents. In total, 800 completed surveys from residents who had resided in Kelowna for a minimum of six months, formed the basis of the needs assessment. Cross tabulations and statistical comparison by age, sex, length of residence and location of residence were included as part of the analysis. The primary issues areas identified by the needs assessment were summarized with the help of summer staff in 1995 as follows:

Social Issues Identified as Priorities for Kelowna (Social Needs Assessment, 1993)

Services organized in order of perceived importance as identified by respondents as a whole. (this first list represents the opinions of the respondents in terms of what they felt were the most important social issues):

- *Temporary accommodations for victims of abuse.*
- *Crime prevention programs,*
- *Job training for youth and unemployed*
- *Affordable rental housing.*
- *Crisis counselling.*
- *Mental health counselling*
- *Services for physically and mentally challenged*
- *Basic food requirements*
- *Basic needs and counselling for street kids*
- *Alcohol and drug counselling.*
- *Legal counselling for youth*
- *Temporary accommodations for homeless.*
- *Adequate clothing*
- *More affordable housing for sale.*
- *Child care and after school care.*
- *Promotion of racial harmony.*
- *Parenting support programs.*
- *Legal advice like legal aid.*
- *Providing family planning information.*

Services in the greatest demand by residents (this second list represents the services that were actually needed or used by the survey respondents to the Social Needs Assessment).

- *Affordable housing 29.4%*
- *Crime prevention programs 25.0%*
- *Affordable rentals 19.8%*
- *Racial harmony 19.1%*
- *Job training 18.1%*
- *Child care 11.6%*
- *Legal advice 8.4%*
- *Parent support 6.0%*
- *Mental health 5.6 %*
- *Food 5.6%*
- *Alcohol and drug counselling 4.5%*
- *Services for the disabled 3.3%*
- *Crisis counselling 2.9%*
- *Family planning 2.6%*
- *Youth law 1.6%*
- *Clothing 1.5%*
- *Street kids 1.5%*
- *Temporary lodging for the homeless 1.4%*
- *Women's shelters 0.8%*



2.7 SOCIAL PLANNING BOARD

As stated previously, the City's first Social Planning Board essentially dissolved towards the end of 1994. The first task in completing a Social Plan was to re-assemble a Social Planning Board. The approach taken was to achieve a group of citizen representatives from the broadest possible spectrum of agencies and other groups in the City. Not only were representatives from social agencies considered, but also, members of the business community, development industry and residential associations were targeted. The idea was to obtain a well-balanced and broad approach to examining social issues at the City level. It would also be of considerable assistance to City Council to know that recommendations from the Social Planning Board are supported by such a wide range of representatives of the community. A 12 member Board is now in place and its members include representatives from the following agencies (some members are affiliated with more than one organization):

Residents' Associations	The Canadian National Institute for the Blind
The Urban Development Institute	The Kelowna Home Builders Association
The Central Okanagan United Way	The Kelowna Downtown Business Association
Kelowna Community Resources	The Central Okanagan Interagency Network
Okanagan University College	The Kelowna & District Child Care Committee
Canada Mortgage & Housing Corporation	Kelowna City Council
Central Okanagan Child Care Society	Mayor's Youth Task Force (former member)
Former Social Planning Board	



3.0 POPULATIONS:

In examining social issues across the City, it is important to remember that different people are affected different ways by the issues. For example, single women might be more acutely affected by the lack of affordable housing than other groups may be, particularly if they are single parents. People with challenges (physical or otherwise) are more severely limited by accessibility issues in the City than any other group. The access issue, however, is still important to other groups, such as seniors or persons with children in strollers or baby carriages, or people using bicycles. Prior to entering into examination of the issues, therefore, it is useful to look at some of the major population groups and consider how they differ from other groups. This exercise is not meant to categorize people and it is not intended to omit any particular sector of the population. It simply serves to recognize how each issue needs to be examined in terms of the people it affects. Also, it is clear that people may fit into more than one category at any one time. In each role that people serve, their needs vary accordingly. The groups are identified and discussed in alphabetical order so as not to prioritize or rank any particular group.

Table 1 - 1991 Population by Age Groups and Sex

**CITY OF KELOWNA
 POPULATION BY AGE GROUP AND SEX
 1991 CENSUS**

AGE GROUP (YEARS)	MALE	FEMALE	TOTAL	%
0-4	2345	2140	4485	5.9
5-9	2400	2315	4715	6.2
10-14	2275	2250	4525	6.0
15-19	2320	2390	4710	6.2
20-24	2520	2420	4940	6.5
25-29	2675	2760	5435	7.2
30-34	2720	2960	5680	7.5
35-39	2635	2885	5520	7.3
40-44	2615	2800	5415	7.1
45-49	2115	2250	4365	5.7
50-54	1830	2025	3855	5.1
55-59	1815	1900	3715	4.9
60-64	1890	2205	4095	5.4
65-74	3565	4520	8085	10.6
75+	2685	3720	6405	8.4
TOTAL	36405	39540	75945	100.0

3.1 CHILDREN:

While children generally form part of a larger household due to the need for supervision, they merit separate consideration due to their special needs. They are dependent upon the correct social conditions to have the safe and secure environment they deserve in order to obtain a good foundation to build their adult lives upon. A healthy childhood should be a right, not a privilege and it is an essential component of a healthy society. Many of the social problems related to mental and physical health and acceptable behaviour (e.g. crime prevention) are largely dependent upon the provision of a proper upbringing for our children. In a very real sense they are our future and provision for the right circumstances for their upbringing is an investment in a positive future for the community. This translates into proper educational opportunities, adequate provision of high quality child care, good parks and recreational opportunities, safe neighbourhoods and prevention of all forms of abuse.

3.2 FAMILIES:

In present times, the traditional concept of the family that was customary in the last few decades no longer reflects reality. Although the family image may still translate into a married couple with children and one primary breadwinner, this is not as common as it once was. Current economic situations mean that one income is often insufficient to maintain a household, in order to cover the basic necessities such as housing and the needs of children. The increase in participation by women in the workforce, not only due to economic necessity, but different social values, creates new realities for families. Many influences, such as economic difficulties and social pressures, mean that households may be composed of groups of people living as a family and yet not meeting stereotypical expectations of family.

A high incidence of divorce means that there are numerous single parents, the majority female, who are looking at new options to meet the needs of their children. Some may live under one roof as one adult with children, while others may take in boarders or live with friends in order to achieve affordable housing situations. Single adults, whether they are younger people, first entering the workforce; never-married, divorced or widowed people; or single seniors, are forming households of just one person or living with other adults for economic or companionship reasons. In addition, there are group home situations where supervision is required, but a group of people may live and function as a family.

Statistics from the 1991 Census for Kelowna reflect some of these points:

- 30 % of all households were considered to be not in census families;
- 24 % of all households were comprised of single persons;
- 39% of all households accommodated only two persons;
- out of a total of 30,375 households, 21,655 (70%) were considered census families; however 11, 910 (55%) of these census families consisted of only two persons;
- 18% of the total population was considered to be non-family persons;

- 19,025 households out of the total were described as husband & wife families, and out of these 1,910 were common-law couples;
- 155 households were classified by the census as economic, as opposed to census, families;
- 4,425 never-married adults (18 and over) were living at home (with parents).

Census Definitions:

Census Family: Refers to a now-married couple (with or without never-married sons and/or daughters of either or both spouses), a couple living common-law (again with or without never-married sons and/or daughters of either or both partners), or a lone parent of any marital status, with at least one never-married son or daughter living in the same dwelling).

Economic Family: Refers to a group of two or more persons who live in the same dwelling and are related to each other by blood, marriage, common-law or adoption.

Non Family Persons: would be those persons who are neither living in Census Families nor Economic Families.

There may be concern within the community that the changing image of the family is a reflection of social breakdown. However, there is also a more positive way to look at it in the sense that there are now options available to people that previously were non-existent. More people, for example, are leaving abusive family situations for a more humane environment. People that were previously institutionalized for health reasons can now live in a more integrated fashion in the community. There is greater social acceptance of alternative lifestyles. Rather than taking the approach of not recognizing atypical living situations as families, it is more appropriate to broaden the concept of family and recognize a full range of living situations as forming the full picture of our present day society. An example of a different form of family living is the commune. While this idea has been sporadically experimented with over the last few decades, in countries such as Sweden, communal living has provided solutions to a wide variety of social needs, including, affordable housing, child care, care for the elderly and a desirable social environment for single adults. Diversity is a present day reality. It also makes for a richer and more interesting society. Planning for our communities in a socially responsible manner means recognizing and accommodating these present realities and re-examining the potential solutions they might offer.

3.3 MEN AND WOMEN

In considering social issues, it frequently becomes evident that men and women are affected in different ways. Crime, for example, has different implications for the genders. Safety is generally a bigger issue for women than it is for men, since crimes against women are more prevalent. Housing availability and affordability affect women and men differently. Income realities are still considerably inequitable, meaning that women on their own still have considerably less disposable income than men and unequal access to employment opportunities. Homelessness is generally

more prevalent among men. Human rights issues can be examined in terms of the effects of gender. Therefore, although it is desirable to strive for equity and understanding between the genders, the realities are still different for men and women. Responsible planning from the social perspective means recognizing these realities.

3.4 PEOPLE WITH SPECIAL NEEDS

When considering people with special needs, it is extremely important to recognize the people before the disability or challenges. Disabilities or challenges may be temporary or permanent. In recognizing the permanent and temporary components of this portion of the population, the numbers are significant. Such people should have the same rights to a high quality lifestyle as the rest of the population. Failure to recognize or plan for these people however, can create unnecessary hardship. Examples include lack of a suitable housing supply, lack of forethought in transportation and building design and failure to recognize the needs of these people in the work environment. By taking a more educated approach, those who have special needs can be productive members of society and the need for additional services can be reduced.

3.5 SENIORS

Seniors are becoming a larger component of society. Not only are we looking at an aging population, where the baby boom generation is now entering its senior years, but Kelowna, in particular, offers a desirable climate and lifestyle for the senior population. As a consequence, the needs of seniors must be a critical part of the planning process. The seniors have different requirements for housing. Safety, for example, is a critical factor in the choice of neighbourhoods for seniors. Although a large component of the senior population is in good health, as the age groups advance, health services will be in greater demand and a proportion of the senior population will also be people with special needs. Planning for the City needs to recognize these realities by accommodating increasing growth in the medical economic sector and providing for the additional transportation, convenience, services and accessibility factors for neighbourhoods with a proportionately high senior population.

3.6 SINGLE ADULTS

This component of the population was mentioned in the discussion regarding men and women. A proportion of the population will be composed of single person households. These people who either desire or need to live on their own, have specific needs. These is an example of where there are people within more than one category. Some singles, for example, may have disabilities, such as mental health limitations, which make it difficult to live with others. Other singles may be seniors who are widowed, while others may be in younger age groups, living alone by choice or due to separation or divorce. Housing affordability is critical for single householders, since it is difficult to afford housing on one income. Single room

occupancy situations, where people are living in hotel rooms, represent a problem specific to this group. Single adult females or seniors may have greater concerns with respect to safety in the neighbourhood than do other groups.

3.7 TRANSIENT POPULATION:

There is a portion of the local population which is considered primarily seasonal. During the warmer seasons, a migration to the City occurs. Some of these people are simply vacationers, while some stay until the Fall. The agricultural employment opportunities attract a significant proportion of these people for fruit picking and other seasonal work. Many of these people are youth from other parts of the country and many do not have accommodations for their stay. Therefore, they camp, open air style, and this raises local concerns when the transient population becomes visible in City parks and various other locations. When traveling plans and employment opportunities go awry, the transient population often ends up placing additional demand on local social services. There is a perception that the transient population represents a problem for the City. They create fear when they are visible in public parks, and there is a perception that if these people are experiencing hardships, they may resort to crime. Other members of the perceived transient population may, in fact, not be transients but may be long term residents of the City who are homeless and who become more visible in the warmer seasons of the year because they cannot afford the shelter that they are forced to seek in the winter. During winter months, these people are living in motels which they can no longer afford in the vacation season due to increased seasonal rates.



3.8 YOUTH

The youth segment of the population captured the attention of many during the Social Needs Assessment conducted in 1993 and is often the focus of media attention. For example, 41.4 % of the people surveyed for the Needs Assessment felt that counselling for youth in trouble with the law was an extremely important service (a total of 800 people responded to the survey). However, only 1.6% of the population surveyed said that they had actually needed or used such a program in the last two years. Programs to provide basic needs and counselling for kids living on the street were also seen as extremely important by 47.1 % of the people surveyed. The Mayor's Youth Task Force, which was assembled in December 1993, also conducted research and produced a report to Council in September of 1994. Dealing specifically with youth issues, this report conducted a survey with 960 respondents. Sixty percent of the respondents were from the youth segment of the population (<12 yrs. to 24 yrs. old). This survey revealed a difference in perception of the critical youth issues between adults 25 and over and youth. For example, "being bored" was the key problem identified by youth (identified by 51% of the youth), whereas peer pressure was considered the greatest youth issue by 77% of the adults. Figure 7 from the report is included for convenience purposes. Perception seems to be a critical component in identifying youth issues for Kelowna. Overall, it seemed that the majority of problems, both experienced by and attributed to youth, were perceived to be due to the fact that there is a lack of involvement for youth in the community, combined with a lack of activities particularly suited the youth component of the population. This would appear to be an area where the City could assist in alleviating the problem. Initiatives, such as Generation Youth Unites (GYU), administered by the City's Parks and Recreation Department, are already in place to help this situation.



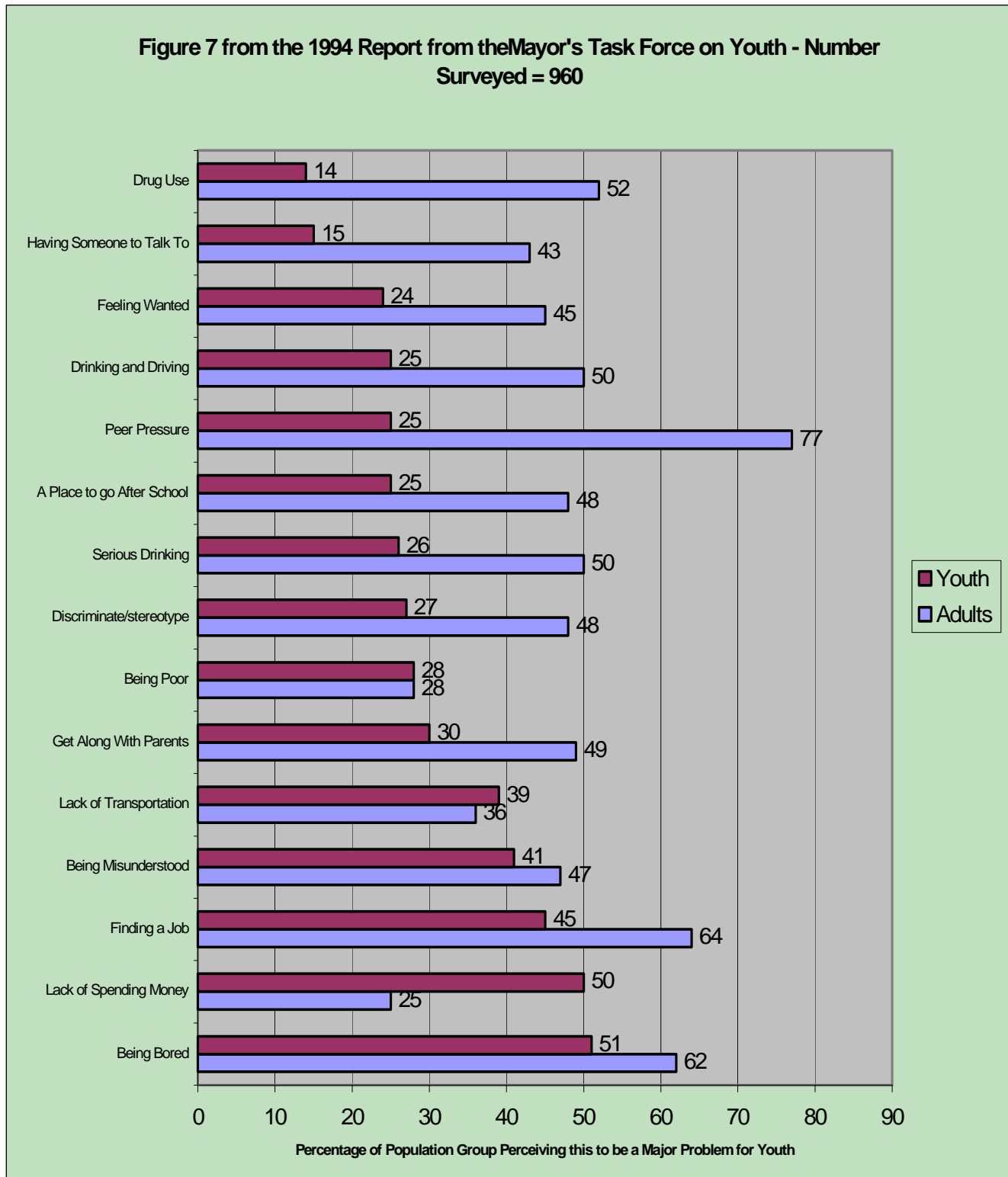


Figure 1 - Perceptions of Youth Problems - 1994 Report from the Mayor's Task Force on Youth

4.0 ISSUES:

This is the policy section of the plan. The issues are addressed in alphabetical order. Each issue is first identified, then goals, objectives and strategies are presented. The strategies are organized according to whether they can be achieved in the short term (one year), long term (2 -10 years), or are actions which should be continual or on-going. There is also mention of who should be responsible for the action. If the role is not seen as the City's role, then the appropriate action would be for the City to advocate to the correct agency to address the issue. In some instances, the same action or strategy may be contained under more than one issue. This is a reflection of the fact that, no matter how the Social Plan is structured, it is important to remember that all issues are inter-related in some way and that no one population group or issue can truly be looked at in isolation of all others. In some cases, a specific action may be an appropriate way of dealing with more than one issue. The various population groups identified in the previous section are discussed or identified under individual strategies depending upon how they are specifically affected by the particular issue.

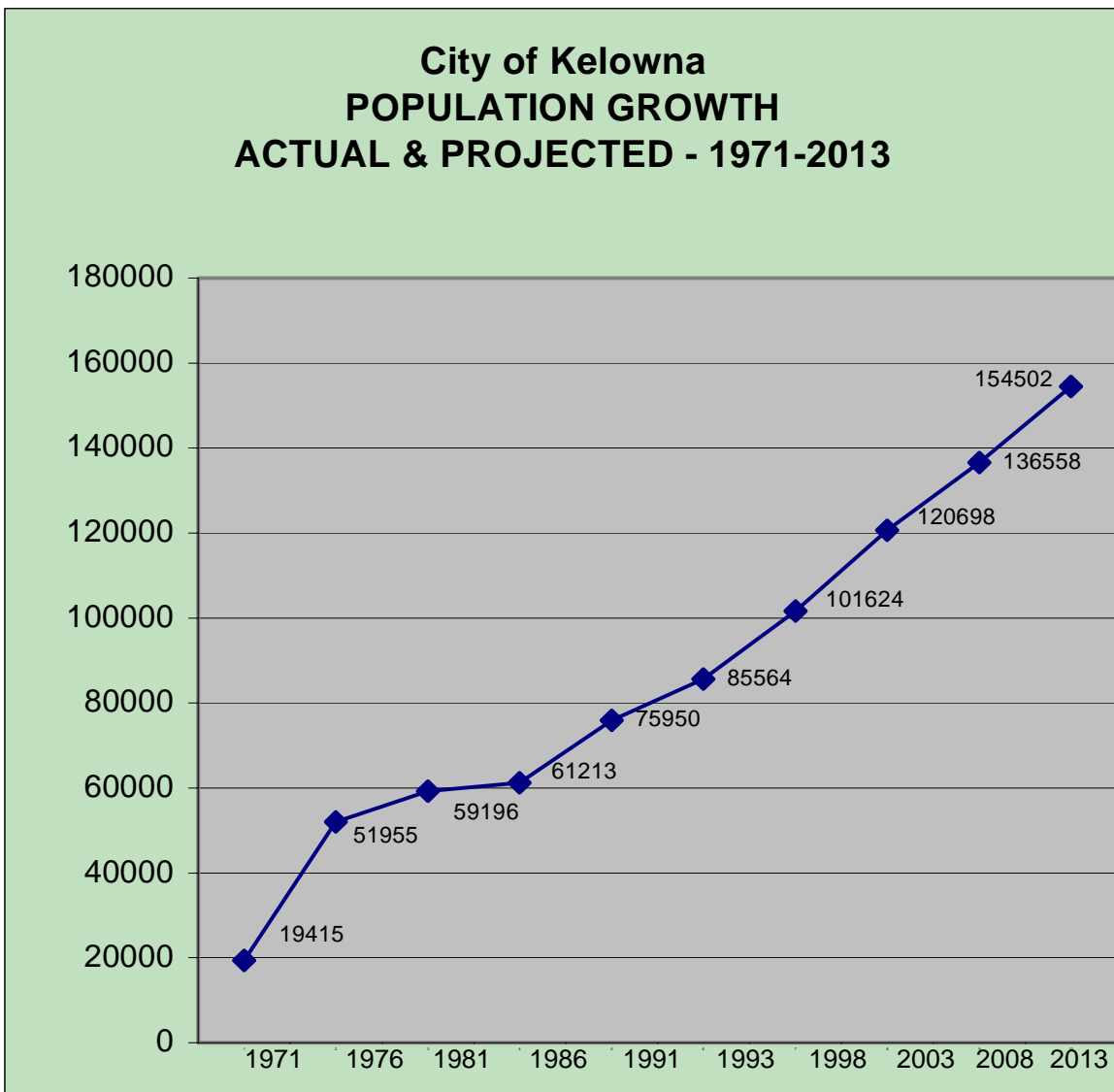
This strategic approach to a Social Plan for the City is not intended to be all-encompassing of the social needs and issues of the community. Rather, it is a direct reflection of what has been identified by the research conducted to date in terms of the priorities that have been identified. Furthermore and perhaps most importantly, the plan is intended to examine areas and means within which the City can truly contribute and make a difference. (In many cases, the City is already involved in such initiatives and where this is the case, the Plan will recognize and support existing programs or actions.) A municipality is not seen as a social service provider in the existing political structure. However, municipal government and its employees have a few distinct advantages over other levels of government. There is no allegiance to any one political party and there is greater continuity in terms of being able to serve at the municipal level for as long as one is willing to run for office and receive the support of the voters. Jobs at the municipal level do not have the same level of transferability as they do at senior government levels. Therefore the potential for continuity is greater.

This translates to greater accountability. Greater accountability has always been a necessity at the municipal level due, for the most part, to the direct accessibility of the population that is being served. Municipalities are best positioned to be aware of local needs and to communicate these needs to the agencies that are responsible. Through the Union of British Columbia Municipalities (UBCM), they also have a powerful vehicle to communicate issues and needs at a broad level. Therefore, a considerable amount can be accomplished from a social planning perspective simply by raising awareness and acting as a lobbyist or advocate to other agencies and levels of government to ensure that the needs of the population are actually being served. This makes sense at all levels. The general population knows that results can be obtained by communicating needs to the local municipality. The municipality benefits by improving the quality of life of its residents, and service providers are compelled to more effectively serve their clientele. The local community becomes more accountable for its own future and senior levels of government will not escape the consequences of decisions that have negative impacts on the local community. Such decisions would not be made without significant input from the municipal level. "Big business" has a lot of political clout at senior government levels since this is a group most frequently heard from at these

government levels and by the media. The municipality has a role to play in ensuring that the residents and businesses in local communities are also heard at all levels.

Finally, there are definite actions that can be carried out at the local municipal level that will make a positive difference to the social fabric of the community. These actions are also part of the strategies that have been identified and may include things such as updating the zoning by-law and other regulations to be more responsive to social needs. Much has already been said regarding the preventative approach to social planning in earlier parts of this report. Two approaches are the focus of the development of strategies in this document: What can the City do and is it preventative?

Figure 2 - Actual & Projected Population for Kelowna 1971 to 2013



4.1 ACCESSIBILITY

4.1.1 IDENTIFICATION:

Accessibility has long been raised as an issue in the City of Kelowna. Referring to accessibility for the purpose of this part of the Social Plan means physical access to the amenities and services in the City. This is a critically important issue for the people with special needs in the community. Physical disabilities can result in limitations in access to amenities which should be everyone's right. For example, adequate transportation around the City, proper provision in public parks and recreational buildings to provide for access to all people, and intelligent design of new development such that the access needs of all are taken into consideration, are but a few of the access issues. In addition, physical access needs are experienced by groups other than those with special needs. People with infants in strollers, cyclists, pedestrians, seniors, children and youth all have particular needs with respect to accessibility in the community. Proper consideration of access needs provides for greater independence and integration in the community. For example, efficient bus services and proper design for cyclists in the transportation system would mean that people who do not have access to automobiles can still effectively travel between destinations for work, shopping, recreation and social needs in the community, without relying on others.

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ adaptive programs, volunteer integration programs and community development administered through the City's Parks & Recreation programs;
- ◇ Development of mobility / accessibility guide by People in Motion
- ◇ The work of the Central Okanagan "Access Awareness" Team (supported by the City through staff and Council representation at meetings).

4.1.2 GOAL:

To maximize the physical accessibility of buildings, amenities, services, parks and transportation systems and facilities in the City so as to allow for maximum independence and integration of all groups in the community.

4.1.3 OBJECTIVES:

1. *To raise awareness of the issue of physical accessibility within the community.*
2. *To ensure that people with special needs are provided for in the design of neighbourhoods and all amenities and services in the community.*

-
3. *To ensure that all City owned and/or managed facilities provide for maximum physical accessibility to all members of the community.*

4.1.4 STRATEGIES:

1 *Short Term (one year)*

- The City shall, in cooperation with the Central Okanagan “Access Awareness” Team and/or other appropriate agencies, develop and administer guidelines for physical accessibility in the design of buildings, residential neighbourhoods, parks and transportation facilities.
- The City shall encourage a suitable local agency or committee, such as the Kelowna Chamber of Commerce or the Central Okanagan “Access Awareness” Team, to develop a mobility (or accessibility) guide for Kelowna and to update the guide on a regular basis.
- The City shall increase enforcement of by-laws governing handicapped parking spaces throughout the City. In cooperation with appropriate agencies, the City shall also ensure that such By-laws are kept current.
- In cooperation with other agencies, the City shall work to advise building and landowners of existing situations where access presents problems and should be improved.

2 *Long Term (2 to 10 years)*

- The City shall improve the level of accessibility of transportation corridors throughout the City. This shall include expansion and improvement of bicycle routes and walkways.
- The City shall undertake a review to ensure that adequate parking is provided in all areas of the City to allow for proper access to facilities and buildings by people with disabilities.
- In cooperation with other agencies, such as the Kelowna Homebuilders Association, the Urban Development Institute and the Kelowna Chamber of Commerce, the City will help to create an award program for any development or re-development which demonstrates outstanding attention to accessibility.

3 *On-Going*

- The City shall continue to support the Central Okanagan “Access Awareness” Team and/or any other appropriate agencies to organize and promote initiatives to raise awareness and improve accessibility in Kelowna.
- The City shall review all development proposals to ensure that accessibility needs have been addressed.
- The City shall advocate to the Province to continue to expand and improve the efficiency of the public transit system so that it more effectively meets local needs.
- The City shall continue to address issues of accessibility when upgrading or renovating existing City facilities .



4.2 ARTS AND CULTURE

4.2.1 IDENTIFICATION:

The City of Kelowna took steps towards increasing the emphasis on arts and culture in the community in 1990 by adopting a set of arts and cultural policy statements. While this resulted in some significant action in the City, including the formation of the Kelowna Arts Foundation, there has not been sufficient implementation of these policies. It is clear that much stronger direction is needed. The hiring of an Arts Development Officer in 1995 was a distinct move in this direction. Many of the policy statements that were made in 1990 still have merit today and will be included as part of the strategies in this document. Working with educational institutions, the business community, heritage groups and arts groups will still be critical in terms of heightening awareness and promoting healthy growth in the arts and cultural elements of the City. The recently approved Official Community Plan contains policies which support the theatre, art gallery and museums in the City. Also, the social policies in the OCP include a directive to prepare an updated arts and cultural policy. The latter will be the priority for the Arts Development Officer in the next year. Work towards developing an arts and cultural vision for the City is already underway.

“Governments must invest in the dignity of their cities. This cultural dimension of the urban experience is too often neglected by local authorities in Canada who are generally more comfortable providing what they consider to be functional services. But the creation and maintenance of museums and universities, great public squares and parks, sports palaces and beautiful streets are functional.....The quality of the natural and built environment is an increasingly important determinant of regional economic health, not only to attract and retain potentially footloose business investment and ‘knowledge workers’, but also to nurture a healthy and socially stable workforce.” (The Toronto Globe and Mail; article (September 9, 1995)). Professor Meric Gertler of the University of Toronto is quoted for his views in terms of some of the softer elements of cities that he claims are key factors in future economic health. Viewpoints such as those of Gertler help to place a different perspective on the investment in arts and culture in the urban environment. No longer should it be regarded as an optional luxury. Gertler is not alone in his support of arts and culture within cities.

Support for arts and culture at all levels increases education and employment opportunities for residents and newcomers to the community and investment in arts and culture has a multiplier effect, economically speaking, for the community (this has yet to be quantified for Kelowna). Examples of economic multiplier effects and employment might include increases in services such as motels and restaurants, business services to the arts and cultural industry, and retail spending.

Serious investment in the artistic and cultural maturity of a city, therefore shows definite benefits in the quality of life, which, in turn increases investment in the community. The

cultural element helps to attract visitors to the community. While this has the potential to improve the tourism industry, it also attracts new business and investment by increasing the desirability of the lifestyle to those who have the ability to invest and improve the local economic climate. The City's Arts Development Officer is now working closely with the arts and business communities to make the benefits of arts and culture in the community a reality.

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ Kelowna and District Arts Council;
- ◇ art exhibition space and display cabinet at Parkinson Recreation Centre and at City Hall;
- ◇ seniors' programs jointly provided by Seniors' Centres and City Parks and Recreation Department ;
- ◇ Arts and cultural policy statements adopted by City council in 1990;
- ◇ Kelowna Arts Foundation;
- ◇ Hiring of Arts Development Officer in 1995;
- ◇ New art gallery in 1995;
- ◇ Policies supporting Arts and Culture in the City's Official community Plan;
- ◇ New Library in 1996;

4.2.2 GOAL:

To continue to improve the cultural and artistic elements of the City so as to build a richer community and broaden opportunities for social and economic growth.

4.2.3 OBJECTIVES:

1. *To create an artistic and cultural vision and identity for the City.*
2. *To raise awareness within the community regarding the social and economic benefits of arts and culture.*
3. *To work cooperatively with arts groups and business agencies in the community to develop the artistic and cultural fabric of the community.*
4. *To develop arts and culture as an element of attraction for tourism to the City of Kelowna.*
5. *To increase the artistic and cultural attractiveness of the City to visitors and potential residential and business immigrants.*
6. *To increase educational opportunities for arts and culture in the City.*
7. *To ensure that arts and culture in the City of Kelowna is accessible to and appreciated by the City's residents.*

4.2.4 STRATEGIES:

1 Short Term (one year)

- The City shall initiate work to develop an arts and cultural vision for Kelowna.
- The City shall initiate, in cooperation with the Arts Development Officer, an arts and cultural policy for the City of Kelowna.
- The City shall work towards providing a venue for concerts and other cultural events of a larger scale to provide entertainment for youth and other groups in the community.
- The City shall increase opportunities for arts instruction for children and youth by working cooperatively with the School Board of School District No. 23, the Boys and Girls Club, the Arts Development Officer, and other agencies to create and provide a wide variety of arts instruction programs.
- The City shall cooperate with other agencies to provide a guide to arts exhibition space throughout the City to be made available to the arts community.

2 Long Term (2 to 10 years)

- The City shall work cooperatively with all other agencies to identify and promote an arts and cultural vision for the City of Kelowna.
- The City shall work cooperatively with the Arts Development Officer, the Chamber of Commerce, the Downtown Business Association, arts and cultural groups, and all other interested agencies to develop a cultural identity for the City of Kelowna.
- The City shall develop a program, in cooperation with other agencies, to increase public art throughout the City. This program shall include a public consultation process.
- The City shall support and assist the Arts Development Officer, the Chamber of Commerce, the Downtown Business Association and all other interested agencies to develop arts and cultural festivals for the City.
- The City shall investigate means of providing venues for cultural events, entertainment facilities and concerts to be provided in Town Centres throughout the City.

- The City shall support new development and redevelopment to meet needs for arts and cultural facilities within the City of Kelowna.

3 *On-Going*

- The City shall continue to expand, in cooperation with the arts and business community, opportunities and programs for seniors to contribute to the artistic and cultural fabric of the community.
- The City will collaborate with the Kelowna and District Arts Council and other agencies to support educational services to the arts community which help artists to market and exhibit their work.
- The City shall support, participate and communicate with the Arts Development Officer in dealing with arts and culture issues in the City.
- The City shall support and cooperate with all efforts by the Arts Development Officer to educate the community regarding the social and economic benefits of artistic and cultural amenities.
- The City shall advocate to agencies such as the Kelowna Chamber of Commerce, the Downtown Business Association and the Central Okanagan Regional District to promote arts and cultural amenities and events in the City for tourism and economic growth purposes.
- The City shall work with the Kelowna and District Arts Council, and all other interested groups to ensure that the heritage of the City, including that of the First Nations, is reflected in local arts and culture.
- The City shall advocate to the Okanagan University College to cooperate with the business community and art groups to address the educational needs of all segments of the community in arts and culture, including, but not limited to the following:
 - ◆ opportunities for continuing education;
 - ◆ career opportunities in arts and culture;
 - ◆ programs for seniors.
- The City, with the assistance of the Arts Development Officer, shall coordinate efforts to promote the growth of arts and culture in the community with those of the Economic Development Commission at the Central Okanagan Regional level, particularly where projects are of an economic development nature.

4.3 CHILD CARE

4.3.1 IDENTIFICATION

While the welfare of children is and should be a high priority in the community, the research that led to the social plan determined that the provision of child care facilities in the community was seen as a key issue by the community. The needs of children are addressed by many agencies, such as the Ministry of Social Services, the Kelowna Boys and Girls Club, the South Okanagan Health Unit, the Central Okanagan Child Development Association and many other organizations that are found in Kelowna. As with any other population group which has been identified in this plan, the City, through the Social Plan, is not in a position to duplicate or provide services already addressed by other agencies. It is important to note that discussion of child care in this Plan concentrates on what can be done to make quality child care services more accessible within the community so as to improve the social and economic well-being of children, families, single parents and any other persons involved in the upbringing of children.

Access to child care was an issue that frequently arose during research conducted by the City towards addressing social needs. Although children are the obvious population group in need of this service, it is also critical for children's immediate family or caregivers to have access to suitable and affordable child care. Families and single parents need to be able to obtain child care in order to support their households and continue with employment. In most cases, it is no longer economically feasible for one parent to stay home and raise children. Where single parents or others may be able to receive social assistance in lieu of employment in order to cover the costs of raising children, alternatives should be maximized such that such people are encouraged to become economically independent and costs of social assistance are reduced. A key component of this independence is access to affordable child care.

Child care was, in fact, considered an important enough issue, that the City took steps to develop and approve a Child Care Plan well in advance of completing the Social Plan. The first initiative to begin the work for the Child Care Plan was to assemble a committee of stakeholders in child care from the community. The Plan was duly prepared and approved in April of 1995. The Child Care Committee continued to meet regularly, since this was one of the directives of the Plan and its members are working on other recommendations contained in the Child Care Plan to this date. While addressing the issue of child care facilities, it is always of critical importance to place the well-being of the children in such facilities as the highest priority.

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

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- ◇ Glenmore after school program assisted by City Parks & Recreation Department;
 - ◇ West Rutland Community School.
 - ◇ Establishment of the Kelowna and District Child Care Committee (KDCCC) (stakeholders of child care, including city staff, in the community).
 - ◇ Attempts to establish a Child Care Coordinator position by KDCCC.
 - ◇ Efforts to provide a child advocacy service by the Community Advisory Council (ministry of Social Services).
 - ◇ Child Care Plan adopted by the City in 1995.

4.3.2 GOAL:

The maximize the efficiency, affordability and availability of quality child care services throughout the City of Kelowna.

4.3.3 OBJECTIVES:

1. *To maximize the choices in terms of location of quality child care facilities.*
2. *To promote communication and cooperation between the various stakeholders in the provision of child care.*
3. *To educate the community on the need for and appropriate allocation of child care services.*
4. *To place the needs of children as a first level priority in the community.*
5. *To lobby on behalf of Kelowna citizens, with the assistance of appropriate agencies in the community, to Provincial and Federal Governments to fiscally support the development of quality services for children., emphasizing principles of enhancement of standards of care.*

4.3.4 STRATEGIES:

1 Short Term (one year)

- The City shall consult with agencies including the Kelowna Child Care Society, to gain access to an integrated data base regarding child care and a corresponding needs assessment. The data base and needs assessment will be developed and maintained by a child care coordinator reporting the Kelowna and District Child Care Committee.
- The City shall examine the zoning regulations for quality child care facilities and revise the zoning by-law so as to maximize options for child care uses. Some of the areas to be considered are as follows:
 - ◆ changes to the zoning by-law regulations to conform with provincial licensing requirements.
 - ◆ provisions for out of -school care

-
- ◆ options for child care facilities in residential areas
 - ◆ commercial and industrial zoning which allows child care facilities
 - ◆ work place child care
- The City shall advocate to the Ministry of Health to ensure that the provincial review procedures for licensed child care facilities conform to the local municipal requirements.
 - The City shall support, in principle, and promote coordination of all efforts by community organizations, government organizations, and institutions to establish a child advocacy service for the City of Kelowna in order to protect the welfare of children.
 - The City will advocate for training programs to meet Regional needs at all levels of delivery in child care instruction (e.g. Okanagan University College, School District # 23, Kelowna Child Care Society - Support Program).
 - The City shall advocate to School District # 23 to expand teen - infant care programs to all Senior Secondary Schools where there is a demonstrated need.

2 *Long Term (2 to 10 years)*

- The City shall work with other agencies and organizations, including the Chamber of Commerce, the Kelowna and District Child Care Committee and the Central Okanagan Regional District to promote and encourage the provision of work place child care facilities.
- The City shall work with the development community and other agencies having an interest in housing to develop housing projects which include communal child care facilities.

3 *On-Going*

- The City shall support the efforts of the Kelowna and District Child Care Committee to provide a coordinated and efficient approach to the provision of child care in the City.
- The City shall advocate to senior government levels, with the assistance of the Kelowna and District Child Care Committee, to achieve positive change in the development and maintenance of a comprehensive child care system.
- The City shall coordinate and collaborate with the Kelowna and District Child Care Committee, the Union of B.C. Municipalities (UBCM), the Federation of Canadian Municipalities (FCM) and other appropriate agencies to advocate to

senior government against funding cuts that will have a detrimental effect on local services and education to children.

- The City shall continue to expand and improve inclusive recreational programs for children.
- The City shall participate in joint ventures with the use of existing staff and resources to provide for child care needs, wherever possible.



4.4 COMMUNITY DEVELOPMENT

4.4.1 IDENTIFICATION:

Community development is a positive way to achieve change in terms improving the social situation in the municipality. It requires joint participation by all agencies and individuals having an interest in developing a positive future for the community. It also requires an attitude of local ownership of the means to identify solutions and alternatives to deal with the needs of the community. This approach is being promoted and encouraged at all government levels throughout this country and others, since it is recognized that a change in overall philosophy is essential. The days when communities looked to outside organizations and senior levels of government to resolve local issues and concerns are coming to an end. Not only is it far too costly to continue to support programs which are administered externally, it has also proved to be an inefficient way of addressing local needs. Furthermore, it removes responsibility at the local level to take ownership for the future of the community. This is not to say that senior government levels can be justified in removing assistance and canceling programs which are needed. Rather, certain levels of government are reorganizing the way in which programs are delivered at the local level by decentralizing administration and seeking greater community involvement and participation. This is a slow process, but the overall approach of local ownership and responsibility has to be the underlying foundation for any positive change. In keeping with the approach of many other agencies, social planning throughout B.C., as confirmed by the work conducted by SPARC, supports and promotes the community development model.

In Kelowna, significant steps have been made towards achievement of positive change through the community development approach. Residents associations have formed in most areas of the City representing various neighbourhoods. The residents association movement is a relatively new phenomenon in Kelowna with most groups only having been in existence for a maximum of five years. These associations were, for the most part, created out of a reaction to growth issues, where people become concerned about the effects of new development on their neighbourhoods. Although the initial formation of residents associations is usually a reactionary measure, positive change in the community can be achieved with these groups by moving the approach closer to a proactive, community development involvement in the future of the neighbourhood. There now exists an umbrella organization for the residents associations which is referred to as the Council of Residents Associations (CORA). These provide for coordination between the groups and a broader approach to City-level issues. Recognition of the efforts of these groups has already been given at the Provincial level through the Healthy Communities Initiative. Although there is much potential for future work through residents associations and CORA, significant progress has already been made. The residents associations have significant involvement in City planning policies including the 1992 Strategic Plan, new Official Community Plan, Sector Plans and Neighbourhood Structure Plans. These associations have also cooperated with the RCMP to create Citizens' Patrols (e.g. Rutland) and Neighbourhood Watch programs.

Aside from this, some residents associations are involved in holding community events and fairs as ways to draw neighbourhoods together and raise money for local causes.

Other examples of community development initiatives in Kelowna include a group that was recently formed and is referred to as Kelowna Organized Against Racism (KOAR). This group includes representatives from many parts of the community including the Multicultural Society, the City of Kelowna, the School Board, various interested citizens and other agencies. It was created in reaction to concern arising from the presence of organized racist groups in the City and is now working to educate the community regarding the characteristics of organized racism groups and the value of understanding diversity in the community. This is being done through a series of seminars in the City.

A holistic approach to community development should include participation and communication between all levels of local agencies, including institutions (i.e. schools, libraries, colleges, hospitals, businesses and churches), citizens associations, government, and individuals. There is a growing recognition that the needs of the community are best addressed at the local level. Ideally, a successful community development approach will result in greater ownership and provision of services, facilities and programs by the community itself.

COMMUNITY INITIATIVES:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ Establishment of Residents' Associations throughout the City;
- ◇ Indian / Native Friendship Centre;
- ◇ Partners in Parks, Community Development Team, Generation Youth Unites (GYU) administered by City Parks & Recreation Department;
- ◇ Citizens' patrol in Rutland;
- ◇ Neighbourhood Watch;
- ◇ Central Okanagan Inter-Agency Network (COIN);
- ◇ Downtown Inter-Agency Network;
- ◇ The City's Leisure Services programs for seniors and coordination with seniors' centres.

4.4.2 GOAL:

To promote, support and increase community development approaches in order to promote and improve personal wellness, community health, balanced lifestyles and quality of life issues as the foundation of effective communities within the City of Kelowna.

4.4.3 OBJECTIVES:

1. *To examine ways of improving the quality of life and preventing social problems in the City of Kelowna at the community level.*
2. *To increase community development approaches to healthy communities and to achieve increased ownership and involvement in social issues with agencies, organizations, institutions and individuals at the community.*

4.4.4 STRATEGIES:

1 *Short Term (one year)*

- The City shall develop a clear policy to effectively facilitate and support communication and cooperation with Residents Associations and other grass root organizations.
- The City shall establish a consistent process for providing comprehensive consideration of the social aspects of all new development proposals.
- The City shall include consideration of the social aspects of community development in the preparation of sector plans, neighbourhood structure plans and concept development plans.
- The City shall, in cooperation with other agencies, endeavour to establish a youth advocacy service in the City of Kelowna to facilitate communication between youth and other groups and services in the community.
- The City shall encourage the identification and development of green spaces and parks as well as, entertainment establishments and facilities within town centres, in order to provide for the needs of the various communities in the City.

2 *Long Term (2 to 10 years)*

- The City shall develop a policy to require new commercial, industrial or high density residential development to provide common meeting space areas for use by the local community and/or areas to be used for the common good of the public.

3 *On-Going*

- The City will continue to encourage the development of joint use of community facilities and services for non-profit purposes.

- The City shall continue to advocate to the School Board of School District No. 23 to provide greater opportunities to use school facilities for after school education and activities to a wide variety of groups in the community.
- The City shall continue to work towards providing a venues for concerts and other cultural events of a larger scale to provide entertainment for youth and other groups in the community.
- With the assistance of other agencies, including Residents' Associations and government services (such as the Ministry of Health and the Ministry Responsible for Seniors), the City shall determine ways to increase the involvement of seniors in the community through voluntary work.
- The City shall communicate, advocate and collaborate with other agencies (i.e. COIN) to ensure that senior government social programs are adequately addressing local needs.
- The City shall endeavour to include youth representation on decision-making and advisory committees having input in planning for the future needs of the community.
- The City shall cooperate with other agencies to make educational seminars and conferences available to community groups, including Residents Associations, in order to achieve greater understanding of issues in the community.
- In cooperation with other agencies the City shall involve all residents in environmental programs and issues in the community. This could include annual clean-up of parks and waterfront areas.
- The City shall continue to ensure that its public facilities are made available and affordable to the public for local community uses.
- The City shall ensure, in consultation with the community (e.g. Residents' Associations), that all new development includes adequate park areas and community services
- The City shall continue to administer Community Social Development Grants on an annual basis to qualifying agencies who submit proposals for projects for social improvements in the community which focus on prevention and are consistent with the provisions of the Social Plan.
- The City shall assist agencies and individuals to access grants or funding from senior levels of government for social needs by providing the information that is necessary and assisting with contacting the right government agency, wherever feasible.

- The City shall continue to work through its Leisure Services Department, to ensure that all areas of the City are adequately served with parks, green spaces, recreational services and community activities.
- The City shall continue to improve its customer service approach to the delivery of services to the community.
- The City shall continue to seek public input and involvement in all matters pertaining to the future of the community.
- With respect to issues resulting from senior government actions and policies which have local significance, the City will work with the community, the Union of B.C. Municipalities (UBCM), and the Federation of Canadian Municipalities (FCM) to present municipal position papers to senior government.
- The City shall develop a process for monitoring, evaluating, maintaining , reviewing and reporting on the implementation of the goals, objectives and strategies in the Social Plan. This process will include effective public input.
- The City shall continue to promote social well-being and quality of life by including and implementing policies and actions that are environmentally sound and sustainable for development and redevelopment within the City.



4.5 CRIME PREVENTION

4.5.1 IDENTIFICATION:

The issue of crime in the community has been consistently raised during the research and discussions that have taken place in development of the City of Kelowna's Strategic Plan, Social Needs Assessment and in the report from the Mayor's Task Force on Youth. Some of the strategies contained in this section are a result of the recommendations of these reports.

VIOLENT CRIME RATES IN KELOWNA 1992-1993

YEAR	TOTAL	ADULT	% OF TOTAL	YOUTH	% OF TOTAL
1992	1048	980	93.5%	63	6.0%
1993	1247	1194	95.7%	53	4.3%
CHANGE '92-'93					
NUMBER	199	214		-10	
%	19.0%	21.8%		-15.9%	

Source: Report from the Mayor's Task Force on Youth

Table 2 - Violent Crime Rates in Kelowna 1992-1993

Incidents of crime raise fear and concern within neighbourhoods. The public perception of the increase and significance of crime in the community is exacerbated by media coverage of crime events and statistics. Reports in the media can be very mis-leading and generate dis-proportionate fear. For example, youth crime is one of the key concerns in the community and is an issue which receives considerable media coverage. However, statistics indicate that in Kelowna in 1993, of all violent crimes, 4.3% were actually committed by youth. Also, Kelowna was ranked in 1994 as 20th in youth crime in 65 B.C. communities. (Mayor's Task Force on Youth). Furthermore, crime statistics collected over the last five years reveal that increases in crime have not been alarming and that, in fact, in some areas, crime incidents have actually been reduced (see tables). In view of the fact that population grew significantly within the same time period, this is commendable. There is a table summarizing crime statistics for Kelowna over the last five years included as an Appendix to this report. It is interesting to note that recent media coverage of crime statistics only looked at increases in the most recent one year period, while ignoring decreases.

CHANGE IN CRIME RATES FOR THE CITY OF KELOWNA
CHANGE IN CRIME RATES FOR THE CITY OF KELOWNA

OVERALL CRIME RATE		SPECIFIC CRIMES FROM 1994-1995		
1990-1991	-4%	THEFT FROM MOTOR VEHICLES >\$5000	NO. -165	% -85%
1991-1992	16%	THEFT FROM MOTOR VEHICLES <\$5000	-20	-1%
1992-1993	-54%	B.&E. BUSINESS	58	9%
1993-1994	3%	B.&E. RESIDENCE	371	43%
1994-1995	-4%	THEFT OF VEHICLES	80	11%
		ROBBERY	2	2%
		ASSAULT LEVEL 1	-131	-14%
		SEXUAL ASSAULT	47	34%
		PROPERTY DAMAGE >\$5,000	-32	-64%
		PROPERTY DAMAGE <\$5,000	52	2%

SOURCE: R.C.M.P.

Table 3 - Change in Crime Rates for Kelowna 1994-1995

It was mentioned in the introduction section of this Plan that steps towards crime prevention can result in significant economic cost savings to the community. This translates to dollars in terms of the need for police staff in the community. However the more intangible benefits of a safer community, where residents can enjoy a high level of security, are the greatest achievable value of measures towards crime prevention. Lowering the incidence of crime in the community can be achieved through numerous avenues. Already, Kelowna's RCMP is receiving recognition for exceptional work in the realm of crime prevention. For their contributions towards crime prevention, the Kelowna Detachment Auxiliary Police were recently awarded the "Award of Merit" at the British Columbia Crime Prevention Symposium held in Kelowna in September, 1995. Rutland and East Kelowna have had active Citizens Patrols for several years. These are citizens which volunteer their time and receive police training to contribute additional "eyes and ears" for the police in their communities. This is an example of an extremely successful initiative which makes the community responsible for improving the safety of its neighbourhoods.

Some final points that are of critical importance identify the relationship between economic and social well-being and incidents of crime. Economic hardships, such as unemployment, and inadequate living conditions are but two of the factors which lead to

increased incidents of crime in the community. Crime, in particular youth crime, is highly correlated with family problems. Support for families, and particularly promoting more effective parenting is essential and will have both short and long-term benefits. It is important to recognize the social determinants to crime, such as poverty, cultural issues, socio-economic factors, gender, age and others. Addressing these determinants requires positive initiatives with a primary prevention perspectives. For example, partnering with existing community resources to educate and promote awareness to all age groups and populations in these areas. Promoting and enabling higher standards of economic and social well-being are therefore of vital importance in creating safer communities by minimizing the reasons for crime.

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ Kelowna has the largest auxiliary constable cadre in Canada
- ◇ Rutland and East Kelowna have had active Citizens Patrols for several years
- ◇ RCMP community programs including:
 - Block Parents
 - Block Watch
 - Counter Attack
 - Operation Provident
 - Operation Identification
 - Fraud Prevention
 - Crime Prevention Through Environmental Design
 - School Liaison Program
 - Neighbourhood Watch
 - Business Watch
 - Senior Fraud
 - Auto Theft Prevention
 - Robbery Prevention
 - Crime Stoppers
- ◇ Community Police Stations

4.5.2 GOAL:

To maximize the safety of the community by preventing and reducing opportunities and social and economic reasons for crime.

4.5.3 OBJECTIVES:

1. *To increase community involvement, communication and collaboration within Kelowna about crime prevention.*
2. *To reduce the incidence of first time offenders and repeat offenders.*

4.5.4 STRATEGIES:

1 Short Term (one year)

- That the City obtain a strategic plan from the RCMP which will indicate ways of increasing crime prevention in the City of Kelowna.
- The City shall advocate to the School Boards of School District No. 23 and cooperate with other agencies to provide and expand instruction to youth on essential life and social skills including:
 - ◆ human rights and respect for diversity;
 - ◆ healthy lifestyle choices;
 - ◆ prevention of drug and alcohol abuse;
 - ◆ conflict resolution;
 - ◆ self esteem;
 - ◆ human sexuality;
 - ◆ budgeting;
 - ◆ career counselling;
 - ◆ legal issues.
- The City shall support and encourage the continuation and expansion of the RCMP Citizens Patrol program to expand beyond East Kelowna and Rutland. Communication with the Residents Associations to promote the Citizens Patrol program will be a means of achieving the growth of this program.

2 Long Term (2 to 10 years)

- The City shall develop design guidelines, with public input, for open space, commercial buildings, and all new development, embracing principles of crime prevention through environmental design.
- The City shall increase streetlighting and the lighting of public areas throughout the City.

3 On-Going

- The City shall implement the principles of crime prevention through environmental design and all development proposals shall be reviewed based on these principles.
- The City shall work with other agencies in the City of Kelowna to develop media events and dates to promote crime prevention in the community.

- Wherever feasible, the City will encourage the involvement of youth in crime prevention programs.
- Residents Associations shall be encouraged to increase their involvement in crime prevention programs.
- The City shall advocate to the Province and appropriate agencies to ensure that legal counselling services are readily accessible to youth in the community.
- The City shall support the RCMP School liaison program.
- The City shall encourage the continuation of the Crime Stoppers Program.
- The continuation, promotion and expansion of RCMP community programs shall be emphasized by the City.

**PER CAPITA CRIME RATES 1993
 RATE/1000 PERSONS**

LOCATION	OVERALL	VIOLENT CRIME AGAINST PERSONS
<i>KELOWNA</i>	185	14.0
KAMLOOPS	155	17.0
PRINCE GEORGE	229	26.5
NANAIMO	213	19.0
VICTORIA	238	27.0
PROVINCE	155	15.4

Source: Mayor's Task Force on Youth Report

Table 4 - Per Capita Crime Rates 1993 – Selected B.C. Centres

4.6 EDUCATION

4.6.1 IDENTIFICATION:

When examining many social issues, the question of education seems to be raised frequently. For example, in considering human rights issues, many of the difficulties seem to stem from ignorance and lack of acceptance of anyone or anything that is different and therefore not understood. It is logical to assume that more education, particularly at the public school level, of different races, cultures and life situations would provide a better understanding and prevent human rights issues from becoming a crisis situation.

Similarly, problems with unemployment and difficulties in finding new jobs for dis-placed workers and other groups, such as youth first entering the job market, may be addressed with more opportunities for education. Education in the form of re-training and programs which are more in tune with a shifting economy, would be ways of alleviating the hardships faced by those who have difficulty finding employment.

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ “Different Paths” Employment Program at the Canadian Mental Health Association;
- ◇ Seminars held by Kelowna Organized Against Racism regarding human rights issues;
- ◇ Volunteer training opportunities and adult education offered through Okanagan University College.

4.6.2 GOAL:

To communicate with other groups to maximize the effectiveness of education in the community to create economic well-being and achieve an informed approach to social issues.

4.6.3 OBJECTIVES:

1. *To ensure that educational institutions and services in the community are meeting the needs of the residents in all age groups.*

-
2. *To endeavour to improve the socio - economic well being and positive integration of youth in the community by providing a comprehensive educational curriculum to deal with the social needs of youth.*
 3. *To coordinate, wherever feasible, education and retraining opportunities with the local employment scenario.*

4.6.4 STRATEGIES:

1 Short Term (one year)

- The City shall increase opportunities for arts instruction for children and youth by working cooperatively with the School Board of School District No. 23, the Council for Business and the Arts and the City to create and provide a wide variety of arts instruction programs.
- The City shall advocate to the School Boards of School District No. 23 and cooperate with other agencies to provide and expand instruction to youth on essential life and social skills including:
 - ◆ human rights and respect for diversity;
 - ◆ healthy lifestyle choices;
 - ◆ prevention of drug and alcohol abuse;
 - ◆ conflict resolution;
 - ◆ self esteem;
 - ◆ human sexuality;
 - ◆ budgeting;
 - ◆ career counselling.

2 Long Term (2 to 10 years)

- The City shall advocate to the School Board of School District No. 23 to introduce human relations programs in the school curriculum.
- The City shall advocate to and cooperate with the School Board of School District No. 23, the Okanagan University College, the Development Bank of Canada, Human Resources Canada and any other pertinent agencies, to expand and increase educational and retraining opportunities to adults who are unable to find work.
- The City shall work with other local agencies (e.g. the Central Okanagan Regional District) to undertake an analysis of the skills and education required by local industries and businesses and shall endeavour to communicate this information to the (local) agencies providing educational and re-training programs.

3 *On-Going*

- The City shall communicate and collaborate with local educational decision-makers, including the School Board of School District No. 23 and Okanagan University College as well as the Union of B.C. Municipalities (UBCM) and the Federation of Canadian Municipalities to lobby senior government levels against funding and program cuts which negatively effect local educational services.
- The City shall continue to advocate to the School Board of School District No. 23 to provide greater opportunities to use school facilities for after school education and activities to a wide variety of groups in the community.
- The City shall cooperate with agencies including the Kelowna Chamber of Commerce and the Central Okanagan Regional District (through the Economic Development Commission) to advocate to the Okanagan University College to provide a comprehensive adult education program in order to maximize opportunities for career changes and development. This should include evening and correspondence education.



4.7 EMPLOYMENT

4.7.1 IDENTIFICATION:

Employment is the key to the well-being of the community. It provides economic independence and self-worth to the individual. It enables families to enjoy a reasonable lifestyle and provide for children and other family members. Without employment, people are forced to seek assistance from government agencies and when this assistance becomes difficult to obtain, social problems in the community increase. There are more homeless people, greater need for emergency shelters, food banks and an increase in the incidence of crime, to name but a few of the issues that can be related directly back to unemployment. Some members of the population may have greater difficulty securing and maintaining employment due to lack of skills or education, or physical, mental or emotional limitations. For these people, it is critically important that the training, education or counselling they require be made available. By helping people to help themselves, independence at a greater level is feasible and the benefits in reducing costs to the community are immeasurable.

An insufficient job supply is a primary factor affecting the unemployment situation in Kelowna. Reasons for this deficiency are not only attributable to local conditions, such as population growth, but have to do with fundamental changes to employment trends which are global in nature. Computer and other modern technologies have redefined the structure of industries and created job growth in new areas where education requirements are different. Companies have drastically down-sized and put able-bodied people out of work. Information technologies create opportunities that the unemployed may not be trained for. These are but some examples of the changes.

Aside from addressing the needs of those who require greater assistance to find employment, any action which results in increased employment opportunities is potentially beneficial to the community. Provided such measures are sustainable, in terms of falling within the municipality's ability to service new growth, and that impacts to the environment and surrounding community are not negative, economic growth should be encouraged and promoted. To this end, the City needs to work with all other agencies having an interest in economic growth to ensure the overall health of the City. Other agencies having an interest include, but need not be limited to the Kelowna Chamber of Commerce, the Central Okanagan Regional District (Economic Development Commission), the Kelowna Downtown Business Association, the Federal Business and Development Bank and Human Resources Development Canada.

Source: Human Resources & Development – Canada
 City of Kelowna employment accounts for about 85% of the Central Okanagan Regional Total

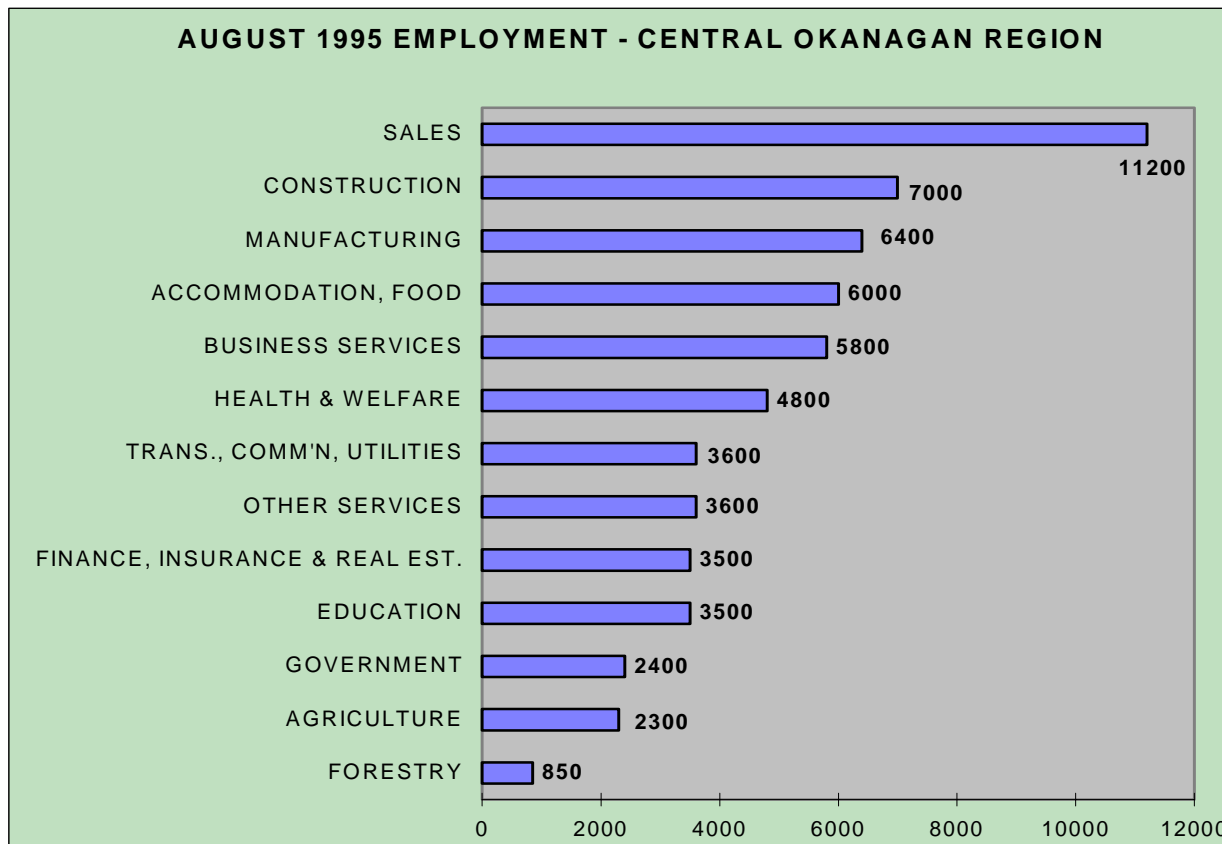


Table 5 - August 1995 Employment - Central Okanagan Region

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ “Different Paths” Employment Program at the Canadian Mental Health Association;
- ◇ Adult (Continuing) education offered through Okanagan University College;
- ◇ School District # 23 training and career development programs;
- ◇ Job information on radio stations, newspapers and other media;
- ◇ job search and career planning assistance provided by Human Resources and Development Canada (HRDC)

4.7.2 GOAL

To continue to improve the economic viability of the City of Kelowna and the social well-being of its inhabitants by maximizing employment opportunities and improving the employment skills of its residents.

4.7.3 OBJECTIVES:

1. *To reduce the level of unemployment and increase job opportunities by every available means.*
2. *To maximize education and re-training opportunities for the residents of Kelowna.*
3. *To take all available steps to enhance employment opportunities for all population groups.*
4. *To ensure that local by-laws and regulations reflect current economic trends so as to maximize the economic viability of the business or industrial community.*
5. *To work in a cooperative manner with all other agencies having an interest in employment and economic issues to the benefit of the City.*

4.7.4 STRATEGIES:

1 Short Term (one year)

- The City shall update zone regulations to maximize employment opportunities by updating industrial and commercial zones and considering a greater mix of uses in the various zones.
- The City shall continue to encourage home-based business through the zoning regulations at the City level. Work with the Kelowna Chamber of Commerce, the Central Okanagan Regional District and other agencies to raise awareness of these opportunities.
- The City will advocate to senior government, in cooperation with other municipalities, the Union of British Columbia Municipalities, and the Federation of Canadian Municipalities to maintain and enhance and not reduce nor eliminate services to the unemployed.
- The City will encourage appropriate agencies, such as the Economic Development Commission, Human Resources and Development Canada, the Chamber of Commerce and others, to develop a comprehensive education plan to be provided to the community regarding the changing labour market using media to communicate information for this purpose.

-
- The City shall work with other local agencies (e.g. the Economic Development Commission of the Central Okanagan Regional District) to undertake an analysis of the skills and education required by local industries and businesses and shall endeavour to communicate this information to the (local) agencies providing educational and re-training programs.

2 *Long Term (2 to 10 years)*

- The City shall advocate to and cooperate with the School Board of School District No. 23, the Okanagan University College, the Federal Business Development Bank, Human Resources Canada and any other pertinent agencies to expand and increase educational and retraining opportunities to those who are unable to find work.
- The City shall work with other agencies, and advocate to senior government, to explore and examine innovative alternatives to unemployment which would promote a healthier home environment as well as create significantly more employment (jobs).
- Following the adoption of an arts and culture policy, the City will cooperate with other agencies to expand growth in the arts and culture industry in order to expand opportunities for economic growth and employment.

3 *On-Going*

- Cooperate with the Central Okanagan Regional District (Economic Development Commission), Kelowna Chamber of Commerce, Downtown Business Association and other groups to increase economic opportunities in the City.
- In cooperation with the Central Okanagan Regional District and the Kelowna Chamber of Commerce, hold regular trade show events promoting local businesses and industries.
- The City shall cooperate and advocate with other agencies to encourage the growth and expansion of “high tech” and particularly health industries in Kelowna in order to maximize employment opportunities in this field and to create a high calibre of health services in the community.
- The City shall ensure that all new economic growth is sustainable within the community in terms of having adequate infrastructure to support the growth and ensure that it is capable of meeting established performance standards.

4.8 HEALTH

4.8.1 IDENTIFICATION:

Health costs within the community are generally manifested in terms of the cost of health services. This is not an area within which a municipal government can normally be of financial assistance. It is the provision of a service which is the responsibility of senior (provincial) government levels. However, the concept of a healthy community, providing environmental conditions which ensure every opportunity for a healthy lifestyle, can significantly reduce health costs through the prevention perspective. It is also a concept which significantly improves the quality of life, an area which has been agreed to be a realm within which a municipal government can have significant influence. The City of Kelowna has already received an award for Healthy Communities work and this effort needs to be continued.

A great deal of investment in health care is focused on treating health problems after they occur. However, the importance of providing the right environment to allow a healthy lifestyle is often overlooked. The prevention approach can be economically as well as morally rewarding. Health care services are extraordinarily expensive. For example, people who are mentally challenged and are unable to find a suitable home environment often resort to the hospital emergency ward after experiencing emotional breakdown. Breakdowns such as these are frequently caused by eviction from a rental dwelling unit due to difficulties in adapting to the community. The cost of hospital accommodation exceeds \$600 per night. Ensuring that an appropriate dwelling is available to such people improves their emotional and mental stability and proper housing costs less on a monthly basis than the daily cost of a hospital bed.

Aside from the prevention aspect of the healthy community approach, the increase in population in Kelowna, the significance of the seniors sector of the population and Kelowna's geographic location as the largest urban centre in the Okanagan Valley indicate that this is a logical growth area for the health services industry. Health care services must be continued and improved in order to serve all areas of needs in the population, including those who require assistance for physical or mental illnesses and support for emotional health purposes (in the form of accessible and high quality counselling services). The hospital has current plans for expansion. A cancer clinic is in the early stages of conception and it makes sense that a broader range of health services should continue to grow in Kelowna, serving not only the existing population, but the wider region surrounding the City. Additionally, the large number of visitors that are received by the City each year will need to access local health services during their stay. It is consequently necessary to view health care services in Kelowna in a context which expands beyond the population of the City.

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ Central Okanagan Interagency Network (COIN) (coordination of services);
- ◇ Downtown Interagency Network (COIN) (coordination of services);
- ◇ Community Advisory Council (Ministry of Social Services);
- ◇ Regional Health Board;
- ◇ Community Health Council;
- ◇ Child and Youth Advocacy services.

4.8.2 GOAL:

To strive towards providing the right conditions to permit the residents of Kelowna to enjoy a healthy lifestyle.

4.8.3 OBJECTIVES:

1. *To assist the community to ensure that no “gaps” are left in the health care system.*
2. *To plan for the future of the City with a “healthy community” oriented mandate.*
3. *To increase communication and coordination in the health care industry.*

4.8.4 STRATEGIES:

1 Short Term (one year)

- The City shall communicate and cooperate with health care agencies in the City, including COIN to lobby senior government levels individually or through the Union of B.C. Municipalities (UBCM), and the Federation of Canadian Municipalities against funding cuts which detrimentally effect local health care services.

2 Long Term (2 to 10 years)

- The City shall advocate and coordinate with other agencies to ensure that air quality throughout the City is kept to an optimum standard.

3 *On-Going*

- The City shall work with other water distribution agencies to ensure that an adequate and high quality water supply is consistently available to all residents.
- The City shall take all necessary steps to maintain and improve the water quality of Okanagan Lake.
- The City shall work with other levels of government, the School Board of School District # 23 and other agencies to ensure that education and information are available to all residents on essential health care issues. These include:
 - ◆ human rights and respect for diversity;
 - ◆ healthy lifestyle choices and prevention of drug and alcohol abuse;
 - ◆ proper nutrition;
 - ◆ exercise programs;
 - ◆ communication and relationships;
 - ◆ local preventative health care services.
- The City will continue to work with the Central Okanagan Inter-agency Network to arrive at coordinated approaches to health services in the community.
- The City shall continue to ensure that all new development meets appropriate health, safety and environmental standards.
- The City shall promote the efforts of Food Banks in the City (e.g. collect donations at City events (sports and other) and facilities).



4.9 HOUSING

4.9.1 IDENTIFICATION:

Housing needs in the City of Kelowna merit consideration for a holistic approach apart from the Social Plan. Housing is and always has been considered a very important issue in the community. Affordability and availability of housing are often seen at the top of the list of community concerns. However, availability of suitable housing is also a social concern. Access to adequate shelter can make the difference between people becoming contributing members of the community or being forced to seek assistance from service providers. It is critical to view access to adequate housing as a basic human right. In the City of Kelowna, there is a component of the population which is considered homeless. Homelessness is unacceptable, particularly in a Canadian climate. Housing is significantly less accessible to the poor and disadvantaged members of the community. For example, the mentally challenged often have excessive difficulty locating and securing acceptable housing.

Many of the problems with a lack of affordable housing have to do with attitudes and perceptions of housing standards in present times. The discussion on populations identified the wide variety of living situations, such as singles, who cannot afford and may not even desire the lifestyle which is offered by a traditional single family home. It is therefore necessary to broaden the range of available housing and encourage a mix of dwelling arrangements to properly meet the needs of all population groups.

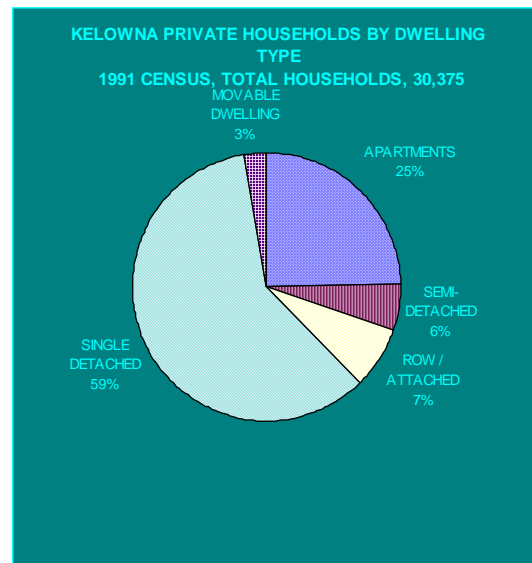


Figure 3 - 1991 Kelowna Households by Dwelling Type

In the earlier part of the century, boarding and lodging houses were common-place and the lifestyle they offered was accepted as part of the social fabric of the community (Franck, K.A. and Ahrentzen, S.; New Households - New Housing, 1991). Such buildings were ideally suited to single people looking to find independence and employment in urban areas. Transient populations, whose lifestyle depended on seasonal work, lived in this type of accommodation. It was affordable and met acceptable standards in those days. There were common areas for dining, cooking and for bathroom facilities. In fact, the Survey of the Homeless, conducted by Rosemary Zelinka for Kelowna in 1993, revealed that a significant proportion of the homeless felt that there is a need for more shelters or boarding houses in Kelowna. Current approaches to resolving problems with homelessness and substandard housing in the United States have included the refurbishing and renovation of older hotels and boarding houses to provide safe and desirable housing for lower income or disadvantaged groups.

Idealization of the single family home in the latter part of the century has contributed to the deterioration and in many cases, destruction of alternative forms of housing. Zoning and other regulations during the same time period have also encouraged this trend. A large proportion of the difficulty with affordability, accessibility and availability of housing can be resolved by changing standards and perceptions of acceptable housing and by increasing the range of housing options that are available.



Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ Habitat for Humanity;
- ◇ Canadian Federation of University Women of Kelowna “Affordable Housing in Kelowna” report and current research on Secondary Suites;
- ◇ Assistance through financial contributions to housing projects from service clubs.

4.9.2 GOAL:

To make every effort to ensure that all members of the community are able to obtain and secure affordable, accessible and adequate housing.

4.9.3 OBJECTIVES:

1. *To ensure that all population groups are accommodated in the provision of housing.*
2. *To broaden the range of housing alternatives available in the community so as to increase affordability, accessibility and availability of secure housing.*
3. *To involve and educate the community to support a broad range of housing alternatives.*

4.9.4 STRATEGIES:

1 Short Term (one year)

- The City shall prepare an information package concerning the City’s development approval process as well as information on Provincial and Federal Government Housing Programs to assist non-profit housing groups in preparing successful proposals. (taken from the Strategic Plan, City of Kelowna, 1992)

**NON-MARKET HOUSING
 BRITISH COLUMBIA HOUSING MANAGEMENT COMMISSION
 DECEMBER 1994 - CITY OF KELOWNA**

HOUSING TYPE	NO. OF UNITS
<i>FAMILY</i>	453
<i>SENIORS</i>	499
<i>SPECIAL NEEDS</i>	277

Table 6 - Non-Market Housing in Kelowna - from Ministry of Housing, Recreation & Consumer Services

- The City shall direct that a housing study be undertaken to quantify the needs for housing in Kelowna. This shall include an overview of the population distribution according to housing needs, based on income, household type and other factors. It shall also provide recommendations regarding the range and quantity of housing that is required.
- The City shall define affordable housing to the satisfaction of Council and the business and local community.

Table 7 - Average Rents - B.C. Centres 1995

**AVERAGE RENTAL RATES BY NUMBER OF BEDROOMS
 PRIVATELY OWNED APARTMENT STRUCTURES
 CMHC - BRITISH COLUMBIA**

CENTRE	NUMBER OF BEDROOMS			
	OCTOBER, 1995			
	BACHELOR	ONE	TWO	THREE OR MORE
KELOWNA	420	522	634	701
KAMLOOPS	437	499	596	707
PRINCE GEORGE	431	493	575	625
VANCOUVER (CMA)	538	640	826	1000
VERNON	383	490	586	628
PENTICTON	364	450	548	599
PROVINCIAL AVERAGE (WEIGHTED)	510	603	725	847

**AVERAGE RENTAL RATES BY NUMBER OF BEDROOMS
 PRIVATELY OWNED ROW STRUCTURES
 CMHC - BRITISH COLUMBIA**

CENTRE	NUMBER OF BEDROOMS			
	OCTOBER, 1995			
	ONE OR LESS	TWO	THREE	FOUR OR MORE
KELOWNA	409	621	698	800
KAMLOOPS	402	669	720	850
PRINCE GEORGE	439	570	637	N/A
VANCOUVER (CMA)	587	880	976	975
VERNON	409	582	666	N/A
PENTICTON	518	591	541	N/A
PROVINCIAL AVERAGE (WEIGHTED)	465	685	826	931

-
- The City shall examine the zoning by-law to determine if innovative ways of increasing housing alternatives can be provided through zoning. Examples include:
 - ◆ accommodation for seasonal agricultural (and other) workers;
 - ◆ encouragement of boarding and lodging housing, by increasing zones which allow such accommodations and by allowing motels or hotels to include a proportion of boarding or lodging house accommodation;
 - ◆ increasing zones which allow secondary suites;
 - ◆ increasing density through infilling;
 - ◆ mixed use zoning (e.g. more residential above commercial);
 - ◆ smaller lot sizes;
 - ◆ townhouses;
 - ◆ manufactured homes;
 - ◆ re-examination of zoning application fees for specific types of housing.
 - The City shall review its policies, procedures, and implementation of such policies and procedures for re-development to derive a procedure whereby low income housing is not removed unless alternate housing is provided for the residents that are displaced. A specific example is a policy for demolition of motels which provide longer term accommodation used by lower income people. A similar policy is in place to deal with the removal of mobile homes.
 - The City shall create and collaborate with a Community Housing Needs Committee which shall report to Council on matters dealing with rental, special needs and affordable housing.
 - Agencies, such as the Downtown Inter-Agency Network and Kelowna Community Resources, shall develop and maintain a list of persons seeking shared accommodation to facilitate the search for affordable housing.
 - The City shall advocate to appropriate agencies to ensure that housing is not denied to those in need due to discriminatory policies (e.g. those which restrict pets or children or on the basis of age).
 - The City shall work to make data and information relevant to housing more available to the community.

- The City will, in consultation with the development community and other interested parties, explore, examine and implement ways to ensure the provision of adequate rental, special needs and affordable housing in the community. examples may include:
 - ◆ density bonusing (text re-ordered);
 - ◆ re-examination of development cost charges and servicing charges by dwelling type or for specific housing developments;
 - ◆ review of development and design standards which increase the cost of housing;
 - ◆ proportion of development to consist of specific housing types;
 - ◆ leasing of municipal land (where feasible).

CITY OF KELOWNA - RESIDENTIAL BUILDING PERMITS IN DWELLING UNITS 1991-1995

YEAR DWELLING TYPE	1991		1992		1993		1994		1995	
	NO.	% DIST.	NO.	% DIST.	NO.	% DIST.	NO.	% DIST.	NO.	% DIST.
SINGLE DETACHED	806	46.4	858	46.5	493	39.7	450	47.0	350	44.8
SEMI-DETACHED	43	2.5	64	3.5	47	3.8	54	5.6	48	6.1
SECONDARY SUITE	25	1.4	30	1.6	21	1.7	49	5.1	25	3.2
ROW/TOWNHOUSE	206	11.9	263	14.2	70	5.6	174	18.2	155	19.8
APARTMENT	644	37.1	615	33.3	595	47.9	211	22.0	201	25.7
MOBILE	12	0.7	16	0.9	15	1.2	19	2.0	3	0.4
TOTAL	1736	100	1846	100	1241	100	957	100	782	100

Table 8 - City of Kelowna - Residential Building Permits 1991-1995

2 Long Term (2 to 10 years)

Note: All strategies in long term were re-located to short-term or on-going as a result of community input.

3 On-Going

- The City shall seek to educate, and raise awareness and increase acceptance of low-income housing and special needs housing situations in the community.
- The City shall advocate to senior government levels to re-examine minimum building and dwelling standards so as to increase the variety of suitable housing alternatives. An example of this is the changes to the Building Code (effective November, 1995) to facilitate alterations required for secondary suites.

- Through the Community Housing Needs Committee and in cooperation with other agencies involved in the provision of housing, the City shall hold biannual public housing forums to educate and inform the community regarding housing needs and issues in the City. A particular focus of these forums will be to counteract local negative reactions (“NIMBYism”) to housing projects in the community.
- The City shall work with the development community, the British Columbia Housing Management Commission, local housing societies and other agencies to ensure that the provision of social housing is meeting local demand.



4.10 HUMAN RIGHTS

4.10.1 IDENTIFICATION:

Many of the social difficulties in communities are a direct result of ignorance or lack of understanding of racial and cultural differences. Discrimination is not a word that most people would want to acknowledge as existing in Canadian work, home or social environments. However, while we may choose to ignore it as a problem, on occasion it arises in terms of conflict or lack of equal access to resources and opportunities in the community. From a prevention perspective, awareness and education are needed in the community in order to counteract inequities and injustices. Diversity is a characteristic of society which should be considered to be beneficial and add enrichment to life. It may be recognized in the form of different races, cultural practices, languages, religions, sexual orientation, physical or mental challenges, age or the differences between the genders. Problems experienced by youth, for example, are often related to misunderstanding, a lack of respect and inadequate opportunities to contribute as part of the community. Traditional viewpoints need to be broadened from every perspective. Otherwise, opportunists, who strive to towards violence and intolerance, based on fear and ignorance, stand a greater chance of succeeding. A more positive approach, which promotes understanding, appreciation and respect for diversity within our communities, needs to be sought.

Community Initiatives:

These are examples of existing initiatives in Kelowna to address this issue:

- ◇ The work of the Multi-cultural Society within Kelowna;
- ◇ Educational seminars held in 1995 and 1996 by Kelowna Organized Against Racism;
- ◇ Rock concerts held by youth in the community to oppose racism (1995).

4.10.2 GOAL:

To maximize the understanding and appreciation of diversity within the community in order to promote social equity and justice.

4.10.3 OBJECTIVES:

1. *To increase educational opportunities so as to promote understanding of diversity in the community.*
2. *To ensure that all City facilities and services are equally available to all.*

-
3. *The city shall recognize that human rights' issues include, but are not mutually exclusive to ethnicity, religion, poverty, age, ability (physical and mental), gender, sexual orientation, minorities, health and marital status.*

4.10.4 STRATEGIES:

1 *Short Term (one year)*

- The City shall take a leadership role in promoting and advocating for human rights, including the formation of a human rights council or committee.
- The city shall develop and adopt a human rights policy.

2 *Long Term (2 to 10 years)*

- The City shall advocate, possibly with the assistance of the Union of B.C. Municipalities (UBCM), to the School Board(s) to introduce and maintain comprehensive human relations programs in the school curriculum.
- The City shall encourage and assist youth to hold events (e.g. concerts) to raise awareness of human rights issues and increase understanding in the community.
- The City shall adopt and proclaim its position that "Kelowna Celebrates Diversity".
- That the City develop a race relations and multi-cultural policy.

3 *On-Going*

- The City shall continue to work with the Multicultural Society and other agencies and organizations to educate the community regarding diversity.
- The City shall cooperate with any agency wishing to educate the community regarding human rights issues and diversity, with the objective of increasing, awareness, appreciation, understanding and respect.
- The City shall maintain its identity as an anti-racist community.

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RE	COMMUNITY DEVELOPMENT	CRIME PREVENTION	EDUCATION	EMPLOYMENT	HEALTH	HOUSING	HUMAN RIGHTS
needs re to of	-parks & play areas for children; needs of children addressed in public & commercial areas; multiple use of schools for children	-safe neighbourhoods for children -safety of children a priority in all situations -education for children & others to increase safety of children	-increase education for social awareness (e.g. anti-racism) , arts & culture -advocate school board	improve job market to improve home environment for children; advocate for education to be more in tune with vocational ability -advocate to senior gov't not to reduce UI or welfare benefits	advocate to senior gov't to maintain good health care for children; ensure planning for safe & healthy communities for children	- ensure provision of adequate housing supply in order to meet the needs of households with children esp. w.r.t. affordability; -neighbourhoods for children	-advocate to senior gov't for equal rights to all children -advocate to school board to teach human rights issues (e.g. racism, discrimination)
with nts can vide for ;	-public spaces in all types of development -Residents' Associations -access to public buildings for family use	-involvement in RCMP crime prevention programs -healthy communities -accessible services to provide healthy family environment	-school system should meet the educational needs of families & provide for community activities outside school hours	-employment opportunities maximized to support families - child care facilities to accommodate working parents- home-based business-advocate for UI & social assistance	-affordable & accessible health care; advocate to senior government levels -information to promote healthy lifestyle	-affordable housing for all families & households; less restrictive housing (i.e. no children, no pets)	-work against discrimination on any basis interfering in family life -work against "NIMBYism"
ize are	-increase involvement in the community e.g. Residents Associations -address NIMBY attitudes	-women at risk for crime; obtain support from men & women for crime prevention -involvement in crime prevention through Residents Associations	-upgrading of skills & education to increase job opportunities -advocate to increase adult education opportunities	-employment equity -advocate to senior gov't for shorter work week & legislation to limit overtime to provide for more jobs and better home environment (see families)	-can be dependent upon access to food and shelter; esp. if mentally ill	-treated differently in terms of housing availability	-equal rights; sexual discrimination; -inform, educate; provide media awareness events
ldren in se with porary respite	-all inclusive approach to addressing community needs e.g. Access Awareness Committee	-at greater risk; more vulnerable; integrate into community; develop support system	-education in life skills, & for ability to work -make educational buildings accessible -inequitable access to education	-limited job opportunities; counselling needed -promote employment of handicapped by concentrating on abilities -education & awareness of community	-need support services -access to adequate food & shelter -provision of right community facilities to maximize independence & minimize need for health care	-may be homeless; unable to live with others in some cases -group homes -low income singles -use hospital simply because no other shelter; -increase housing alternatives	-educate to eliminate discrimination against people with special needs; encourage employment & integration in community
f ld care	-increased involvement in community work -e.g. more volunteering	-vulnerable population; fear of crime; isolated neighbourhoods; help to empower, educate, involve in crime prevention programs	-arts & culture programs -adult & continuing education	-access seniors for volunteer work -health care & service employment opportunities to serve seniors in community	-increasing need for health care in community due to growing number of seniors; (eg. cancer clinic, MRI unit) -better community involvement of seniors as preventative health measure	-walled communities; group homes; seniors homes; nursing homes -ways to make neighbourhoods more suited to seniors as well as other age groups -better integration & support in community	-discrimination against seniors -better integration in community -provision of information to prevent discrimination -seniors as valuable & knowledgeable members of community
arents for ible child m to	-increase opportunities for singles to integrate in community e.g. common public areas in new development	-vulnerability of single women; involve in crime prevention programs -design of safe neighbourhoods; better integration & involvement in community	-job training; adult education programs -advocate to high schools & OUC to be responsive to adult education needs	-unemployment for singles means lack of shelter & food more than other groups;- advocate to senior gov't to improve situation for unemployed (UI, training etc.)	-counselling; food banks for unemployed	-acute problems of housing affordability due to only one income; assist with finding room-mates; housing alternatives; flexible zoning -homelessness -group homes for crisis or emergency situations	-increase opportunities for socializing & contributing in the community -prevent discrimination due to isolation
a factor youth vision of s e.g. is	-youth advocacy service -youth involvement in decision-making through advisory committees -community clean-up -entertainment & recreation for youth	-perceptions of youth as crime perpetrators; change image in media; education & crime prevention programs for youth; education in legal system; better community support for youth	-need education which properly prepares for independence and integration in the community / lifeskills -preventative social education; education which prepares for employment	-career counselling; -better preparation for work-force; advocate to OUC & school board -communicate & coordinate needs of local business & industry with educational programs	-need access to health care services ;-education & access to information to prevent health problems (eg. nutrition, sex education, drug & alcohol abuse, etc.); advocate educational facilities	-homeless street youth -help to explore housing alternatives for youth e.g. boarders , etc	-educate youth regarding human rights issues -prevent discrimination against youth -better integration of youth into the community
care s	-consideration of transient population in commercial areas and community design	-fear associated with perception of crime involvement by transients -support services for transients	-education of community regarding presence of transients; -education & retraining for those who wish to stay	-facilitate seasonal employment opportunities -information coordination	-increase in demand for food banks & health services on seasonal level	-encourage, through zoning & promotion, provision of hostels & accommodation for transients	-work against negative image; educate regarding employment activities of transients; create accommodation to eliminate image of homelessness

Appendix 2 - Summary Report by Consultant on Public Workshop - February, 1996

CITY OF KELOWNA

SUMMARY REPORT ON PUBLIC WORKSHOP

FEBRUARY 24, 1996

Submitted to:

**Ms. Theresa Eichler, Community Planning Manager
Planning and Development Services Department
&
City of Kelowna Social Planning Board**

Submitted by:

**John Lewis
Management Consultant**

1996 March 4

BACKGROUND

In the fall of 1995 the City of Kelowna's Planning and Development Services Department and the City of Kelowna Social Planning Board prepared a draft Social Plan for the City of Kelowna. On January 8, 1996, Kelowna City Council accepted the draft Social Plan as a draft document to be considered at a public workshop where residents, community groups and service providers would be invited to provide comments and suggestions on the draft Social Plan.

John Lewis, a local management consultant, was contracted to work with the Community Planning Manager and the Social Planning Board to organize the public workshop event to be carried out during January and February 1996. Consultant deliverables included:

- Organizing, coordinating and facilitating a public workshop, ensuring appropriate representation from service providers, community associations and groups, service users and the community at large;
- Analyzing the results of the public workshop, and presenting these results to the Social Planning Board for their review.

PURPOSE OF PUBLIC WORKSHOP

The Public Workshop was held to provide an opportunity for feedback from the community on the draft Social Plan. Social issue areas which had been identified by the Social Planning Board included:

- | | |
|--|----------------|
| * Accessibility (physical accessibility) | * Education |
| * Arts and Culture | * Employment |
| * Child Care | * Health |
| * Community Development | * Housing |
| * Crime Prevention | * Human Rights |

The following outcomes for the Public Workshop were established by the Social Planning Board:

- * To suggest changes to the draft Social Plan
- * To Identify specific actions for the strategies
- * To recommend strategies for future public input into the draft Social Plan.

PREVENTION PERSPECTIVE

The draft Social Plan is organized as a strategic planning document, dealing with ten social issues and goals, objectives and strategies for each issue. The document reflects the Social Planning Board's philosophy of prevention and building on community assets and capacities in dealing with social issues. The workshop was organized to reflect this prevention approach.

PLANNING THE PUBLIC WORKSHOP EVENT

The consultant met with the full Social Planning Board on two occasions and its Event Planning subcommittee on a further two occasions to plan the event. Key components of the planning process involved:

Preparation of a Participant Kit. The participant kit included an agenda, brief description of the Social Planning Board, its role and function, highlights of the draft Social Plan, outcomes for the Public Workshop, and a Workshop Evaluation form.

Advertising Strategies: The following strategies were carried out:

- * Notices of the Public Workshop, background information and registration forms were mailed to 180 service providers, community associations and groups, and government departments. This list was compiled by the consultant with input from members of the Social Planning Board.

- * A media database was used to identify the Kelowna media. These media sources were contacted to advertise the event in newspapers and on radio and television as follows:
 - * Display advertisements for the Public Workshop appeared in The Daily Courier and Capital News in early February. The Capital News carried an article by Darashan Lindsay regarding the draft Social Plan on February 12, 1996.
 - * Shaw Cable carried notice of the Public Workshop on its Community Channel during mid-February.
 - * The Community Planning Manager was interviewed by Barry Clarke on CKVO radio station on January 26, 1996.
 - * An invitation to attend the Public Workshop was faxed to all Kelowna media on February 19, 1996.
 - * The Community Planning Manager was interviewed by Blaine Gaffney on February 20, 1996 with 30 seconds of the interview shown on the CHBC News on the same day.
 - * The Community Planning Manager was interviewed by George Richard OV 63 on February 20, 1996.
 - * A fax message was sent to all media on February 22, 1996 inviting the media to attend and cover the event.

-
- * On February 24, 1996 CHBC taped portions of the Public Workshop event, including conducting interviews. A brief portion of the taping appeared on the News.
 - * The Community Planning Manager was interviewed by Matt Shorell, FM 104.7 & OV 63 regarding the Workshop on February 23 and 26, 1996.

Registration Process: Participants when they registered were requested to indicate their three (3) priority social issues they would be most interested in discussing in small task group sessions. Service providers were requested to invite a service user to attend. Four (4) participants were assisted to attend the event through offsetting the costs for transportation.

Venue and Refreshments: Members of the Event Planning subcommittee with the consultant reviewed a number of venues. The Alliance Church, located at Springfield and Cooper, was selected because it was accessible for wheelchairs, available on short notice, had adequate room and good parking. Catering for the Public Workshop event was organized by the consultant. Lunch and refreshments were provided to participants free of charge.

Facilitation and Recording of Workshop: Members of the Social Planning Board and key community members were selected to act as facilitators and recorders. The consultant provided an orientation session for facilitators and recorders which was held at the OUC campus on February 7, 1996. Facilitators were also invited to attend the Social Planning Board meeting of February 21, 1996, many taking the opportunity to be further involved in finalizing planning for the workshop.

HOLDING THE PUBLIC WORKSHOP EVENT

The Public Workshop event was held on Saturday, February 24, 1996 from 9:00 a.m. to 3:00 p.m.

Attendance: One hundred and eight (108) individuals registered for the Public Workshop held on February 24, 1994 of whom 94 attended the event. Of the 94 participants, 23 (or almost 25%) identified themselves as residents. The remaining 71 represented a broad cross-section of service users, community groups, agencies and organizations.

Task Groups: Participants were assigned to Task Groups according to their first choice of social issue area. Of the ten social issues areas, two issues did not have task groups because of lack of adequate registration: education (one registrant) and health (three registrants). These participants were assigned to their second choice Task Groups.

Because of significant registration for community development and housing, two tables for each of these issues were required. In total, there were ten Task Groups tables, each table having between 7-12 participants, including a facilitator and a recorder.

RESULTS OF THE PUBLIC WORKSHOP EVENT

Participant Input: Each Task Group reviewed their specific social issue area of the draft Social Plan. Participant input appeared to substantially support the content and format of the draft Social Plan. Numerous changes were suggested including additions to philosophical and values statements in the identification section, and specific recommendations regarding the content and wording of the goals, objectives and strategies. Recorders documented this input, which was submitted to the consultant for compilation. Facilitators and recorders confirmed that participants provided rich data, from a variety of perspectives. Over 20 participants indicated an interest in being further involved in social planning activities.

Validation Session: The consultant compiled the recordings and incorporated task group suggestions and comments into the draft Social Plan issue areas. Fifteen (15) facilitators and recorders met on March 1, 1996 to review the revised document to ensure that their task group's suggestions, recommendations and comments had been accurately reflected in the document. The document was validated with some minor changes being suggested for consideration by the Social Planning Board.

FOLLOW-UP TO WORKSHOP

Mailing List of Participants: The consultant produced a list of participants and a mailing list for the Community Planning Manager to extend a letter of appreciation to participants regarding the Workshop and invite their future involvement.

EVALUATION OF PUBLIC WORKSHOP EVENT

The Facilitators and Recorders were not requested to complete Workshop Evaluation forms. Of the remaining 74 participants, 54 (or about 73%) completed an evaluation on the Workshop and indicated the following:

- * 87.0% were either very satisfied or satisfied with the day of the workshop (Saturday).
- * 94.4% were very satisfied or satisfied with the overall organization of the workshop. "Well organized." "Great food and continuous coffee, etc."
- * 88.7% were very satisfied or satisfied with the opportunity to participate in task groups. "Facilitators were excellent - people had a chance to speak."
- * 83.3% were very satisfied or satisfied with the quality of the discussion in task groups. "Lots of excellent input and information."
- * 24.1% of participants expressed dissatisfaction with location, finding the acoustics poor and the Alliance Church gym noisy.
- * 11.5% expressed some dissatisfaction with the Social Planning Board background materials, suggesting that additional materials prior to the workshop would have been helpful.

Appendix 3 - Report from February, 1996 Workshop Event Showing Changes Recommended by Workshop Groups

SOCIAL PLANNING BOARD
SOCIAL ISSUE AREAS

REVISED TO REFLECT PUBLIC WORKSHOP INPUT
OF FEBRUARY 24, 1996

***(COMMENTS AND CHANGES FROM THE WORKSHOP
ARE SHOWN IN LARGE TYPE)***

***(DELETIONS SUGGESTED AT THE WORKSHOP ARE
SHOWN IN PARENTHESES)***

MARCH 1, 1996

4.1

ACCESSIBILITY

4.1.1 IDENTIFICATION

- ◇ Physical Access
- ◇ Special needs groups, people with infants in strollers, cyclists, pedestrians, seniors, children and youth. IF WHEELCHAIR ACCESSIBLE, WILL BE ACCESSIBLE TO ALL POPULATIONS.
- ◇ Transportation; eg. public (buses), road design, CURB INDICATORS FOR VISUALLY IMPAIRED, bikes, strollers, wheelchairs, pedestrians
- ◇ Public buildings WITH PUSH BUTTONS ON POSTS, parks (MAY REQUIRE HIGHER BENCHES), recreational buildings and facilities
- ◇ New Developments: commercial, high density residential, institutional, industrial
- ◇ between destinations for work, shopping, recreation and social needs in the community; STREET CROSSING BUTTONS LOWERED AND STANDARD DISTANCE FROM CORNERS

Community Initiatives:

- ◇ Development of accessibility guide by People in Motion
- ◇ Establishment of Central Okanagan "Access Awareness" Team

4.1.2 GOAL

To maximize the physical accessibility of buildings, amenities, services, parks and transportation systems in the City so as to allow for maximum independence and integration of all groups in the community.

4.1.3 OBJECTIVES

1. To ensure that people with special needs are provided for in the design of neighbourhoods and all amenities and services in the community.
2. To ensure that all City owned and/or managed facilities provided for maximum physical accessibility to all members of the community.
3. To raise awareness of the issue of physical accessibility within the community.
WORKSHOP CONSIDERATION: RE-ORDER OBJECTIVES - 1, 2, 3, TO 2, 3, 1.

4.1.4 STRATEGIES

1. Short Term (one to 2 years)
 - The City shall develop guidelines for physical accessibility in the design of buildings, residential neighbourhoods, parks and transportation facilities IN CLOSE COOPERATION WITH ACCESS AWARENESS COMMITTEE OR APPROPRIATE USER-RESPONSIVE AGENCY. THIS COMMITTEE, OR AGENCY, WILL MEET WITH CONTRACTORS REGARDING THE ENFORCEMENT OF CODES.

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- The City shall encourage a suitable local USER-RESPONSIVE agency or committee, such as the Kelowna Chamber of Commerce or the Access Awareness Committee, to develop a mobility (or accessibility) guide for Kelowna and to update the guide on a regular basis. AS WELL, PARKING LIABILITY PERMITS SHOULD BE REVIEWED.
 - The City shall increase enforcement of bylaws governing handicapped parking spaces throughout the City AND TO MINIMIZE THE NUMBER OF PERMITS ISSUED (SEE ATTACHED PROPOSAL).
 - In cooperation with other agencies, the City shall work to advise building and landowners of existing situations where access presents problems and should be improved.
2. Long Term (3 to 10 years)
- The City shall improve the level of accessibility of transportation corridors throughout the City. This shall include expansion and improvement of bicycle routes and walkways TO ENSURE WHEELCHAIR ACCESSIBILITY AND CONTINUOUS ROUTE.
 - The City shall undertake a review to ensure that adequate parking is provided in all areas of the City to allow for proper access to facilities and buildings by people with disabilities.
 - In cooperation with other agencies, such as the Kelowna Homebuilders Association, the Urban Development Institute and the Kelowna Chamber of Commerce, the City will help to create an award program for any development or re-development which demonstrates outstanding attention to accessibility.
3. On-Going
- The City shall (ENSURE THAT) continue to support the Access Awareness Committee (PLAYS AN ACCOUNTABLE ROLE) in organizing and promoting initiatives to raise awareness and improve accessibility in Kelowna.
 - The City shall AGGRESSIVELY review all development proposals to ensure that accessibility needs have been addressed.
 - The City shall advocate to the Province to continue to expand and improve the efficiency of the public transit system so that it more effectively meets local needs.
 - THE CITY SHALL LOOK INTO THE POSSIBILITY OF HIRING AN ACCESSIBILITY OFFICER WHO IS SENSITIVE AND KNOWLEDGEABLE TO ACCESS ISSUES.

SUGGESTION: ESTABLISH A COST-RECOVERY FUND FOR VOLUNTEERS FOR TRANSPORTATION AND TO OFFSET EXPENDITURES FOR CRIMINAL RECORDS CHECKS (\$16.50).

4.2

ARTS AND CULTURE

4.2.1 IDENTIFICATION

- ◇ Heightening awareness and promoting healthy growth in the arts and cultural elements of the City
 - ◇ Working with educational institutions, the business community, heritage groups and arts groups
 - ◇ Arts and cultural vision and policy
 - ◇ Community pride
 - ◇ Investment in community, both from within and from outside directly through arts and culture and through spin-off employment
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- PERCEPTION OF THE PROBLEM: ARTS & CULTURE IS GENERALLY PERCEIVED AS “NARROW”, “ELITIST” AND “COSTLY”; THERE IS A NEED TO BROADEN THIS PERCEPTION TO SHOW THAT ARTS & CULTURE IS ELSEWHERE - (“FROM JEANS TO TUXEDOS”)
 - WANT TO AVOID ADVERSARIAL APPROACH WHICH LEADS TO ARTS & CULTURE VERSUS SPORTS IN KELOWNA
 - THE ARTS & CULTURE COMMUNITY NEEDS TO EXAMINE THE MESSAGE IT IS SENDING OUT
 - MANY NEWCOMERS TO KELOWNA ARRIVE WITH HIGH EXPECTATIONS ABOUT ARTS & CULTURE FROM PREVIOUS EXPERIENCE IN OTHER CITIES
 - AWARENESS THAT DECREASED FUNDING FROM GOVERNMENT; THEREFORE, INCREASES PRESSURE ON COORDINATION, BECOMING MORE SELF-SUFFICIENT
 - DWINDLING INTEREST IN CLASSICS
 - CONCERN ABOUT EDUCATION REGARDING ARTS & CULTURE FOR FUTURE GENERATIONS
 - LOCAL ARTS & CULTURE IS NOT AS VALUED AS OUTSIDE ARTS & CULTURE

Community Initiatives

- ◇ Hiring of Arts Development Officer
- HIRING OF ADO SEEN AS VERY POSITIVE; THERE IS A NEED FOR CONTINUED SUPPORT FOR FUNDING OF THIS POSITION
- ◇ Kelowna and District Arts Council
- ◇ New Art Galley
- ◇ New Library
- ◇ Policies supporting arts and culture in Official Community Plan

- CITY SEEN AS MOVING IN THE RIGHT DIRECTION WITH ITS ARTS & CULTURE POLICIES (E.G., LIBRARY, GALLERY, ADO)

4.2.2 GOAL

To continue to improve the cultural and artistic elements of the City so as to build a richer community and broaden opportunities for social and economic growth.

- CITY'S ROLE IS TO ENCOURAGE AND FACILITATE A THRIVING A & C ENVIRONMENT; TO PROVIDE THE INFRASTRUCTURE AND VENUES
- CITY'S ROLE TO PROVIDE A ROUND TABLE FOR REPRESENTATIVES OF ARTS GROUPS TO DIALOGUE
- CITY'S ROLE - NOT TO ACT AS CENSOR

4.2.3 OBJECTIVES

1. To create an artistic and cultural vision and identity for the City.
 - THE ARTS & CULTURE COMMUNITY WILL DEVELOP THE VISION. A SAMPLE VISION STATEMENT MIGHT BE: "THE ARTS & CULTURE FABRIC OF KELOWNA WILL BE SEEN AS CRUCIAL TO THE HEALTHY DEVELOPMENT OF THE CITY AND THE INFRASTRUCTURE WILL BE IN PLACE TO SUPPORT ALL SECTORS OF THE ARTS & CULTURE COMMUNITY."

ALSO, VISION STATEMENT SHOULD INCLUDE A MULTIPLICITY OF VISIONS, NOT JUST ONE - INCLUDE ALSO BOTH PERFORMING AND VISUAL ARTS
2. To raise awareness within the community regarding the social and economic benefits of arts and culture.
 - ARTS & CULTURE IS ALSO RELATED TO THE HEALTH AND WELL-BEING OF THE COMMUNITY (IMPORTANCE OF SOCIAL SUPPORT AND NETWORKS ASSOCIATED WITH BEING INVOLVED IN COMMUNITY ARTS & CULTURE GROUPS AND ACTIVITIES)
 - ARTS & CULTURE - IS NOT A 'DESSERT'
3. To work cooperatively with arts groups and business agencies in the community to develop the artistic and cultural fabric of the community.
4. To develop arts and culture as an element of attraction for tourism to the City of Kelowna.
 - CULTURAL TOURISM APPROACH IS GOOD, BUT NEED TO BROADEN THIS APPROACH TO ENCOURAGE AND SUPPORT CREATIVITY OF RESIDENTS OF COMMUNITY AS WELL
5. To increase the artistic and cultural attractiveness of the City to visitors and potential residential and business immigrants.
6. To increase educational opportunities for arts and culture in the City.

7. To ensure that arts and culture in the City of Kelowna is accessible and desirable to the City's residents.

4.2.4 STRATEGIES

1. Short Term (one to 2 years)

- The City shall initiate work to develop an arts and cultural vision for Kelowna.
- CITY ROLE TO ENCOURAGE AND SUPPORT ARTS & CULTURE COMMUNITY TO DEVELOP OVERALL VISION, NOT FOR THE CITY TO DEVELOP A VISION ITSELF.
- The City shall initiate, in cooperation with the Arts Development Officer, an arts and cultural policy for the City of Kelowna.
- The City shall work towards providing a venue for concerts and other cultural events of a larger scale to provide entertainment for youth and other groups in the community.
- ENCOURAGE "NON-GALLERY CONCEPT" - HOLD EVENTS EVERYWHERE, MAKE USE OF BAND SHELL, GET A & C COMMUNITY ON THE STREET
- NEED A VARIETY OF EVENTS FOR ALL AGE GROUPS
- STREET PERFORMERS SHOULD BE ENCOURAGED
- The City shall increase opportunities for arts instruction for children and youth by working cooperatively with the School Board of School District No. 23, the Boys and Girls Club, the Arts Development Officer, and other agencies to create and provide a wide variety of arts instruction programs.
- NEED MORE INTERACTION BETWEEN SCHOOLS AND A & C COMMUNITY; E.G., DEVELOP A LIST OF SCHOOL ART TEACHERS TO SEND INFORMATION TO.
- The City shall cooperate with other agencies to provide a guide to arts exhibition space throughout the City to be made available to the arts community.
 - DEVELOPMENT CALENDAR OF EVENTS; CIRCULATE ART DIRECTORY MORE WIDELY
 - MORE COORDINATION AND COOPERATION AMONG ARTS & CULTURE GROUPS E.G. JOINT TRAINING, GROUP MARKETING
 - CARRY OUT A PROPER, SCIENTIFIC COMMUNITY SURVEY ON ATTITUDES TO ARTS & CULTURE; HIT THE PEOPLE WHO DO NOT ATTEND ARTS & CULTURE EVENTS - MAYBE A TELEPHONE SURVEY

2. Long Term (3 to 10 years)

- The City shall work cooperatively with all other agencies to identify and promote an arts and cultural vision for the City of Kelowna.
- The City shall work cooperatively with the Arts Development Officer, the Chamber of Commerce, the Downtown Business Association, arts and cultural groups, and all other interested agencies to develop a cultural identity for the City of Kelowna.
- The City shall develop a program, in cooperation with other agencies, to increase public art throughout the City. This program shall include a public consultation process.
- The City shall support and assist the Arts Development Officer, the Chamber of Commerce, the Downtown Business Association and all other interested agencies to develop arts and cultural festivals for the City.
- DEVELOP CONSISTENT, SEASONAL EVENTS - THAT KELOWNA BECOMES KNOWN FOR
- The City shall support new development and redevelopment to meet needs for arts and cultural facilities within the City of Kelowna.
- CITY SHOULD PROVIDE THE VENUES, MAKE IT EASIER FOR ARTS & CULTURE EVENTS TO OCCUR (E.G. DO CITY BUSKERS NEED A LICENSE? IS COMMERCIAL ART PROHIBITED IN PARK? WHAT LICENSES ARE NEEDED?)

OTHER SUGGESTIONS

- CONSIDER SOME JOINT FUND RAISING WITH BUSINESS SECTOR
- GET RESEARCH & INFORMATION FROM I) CANADIAN INSTITUTE ON PHILANTHROPY AND II) INSTITUTE OF DONATIONS AND PUBLIC AFFAIRS RESEARCH AND DISTRIBUTE TO BUSINESS COMMUNITY AND ARTS GROUPS

3. On-Going

- The City shall continue to expand, in cooperation with the arts and business community, opportunities and programs for seniors to contribute to the artistic and cultural fabric of the community.
- TARGETED MARKETING TO SENIORS, KEEP LINES OF COMMUNICATION OPEN WITH SENIORS GROUPS, ATTENTION TO THE ACTIVE 55-70 YEAR OLD GROUP
- The City will collaborate with the Kelowna and District Arts Council and other agencies to support educational services to the arts community which help artists to market and exhibit their work.
- THE CITY CAN ASSIST ARTS & CULTURE MARKETING STRATEGIES TO THE COMMUNITY BY PROVIDING ASSISTANCE AND EXPERTISE IN MARKETING
- THE CITY CAN HELP ARTS GROUPS DEVELOP TECHNICAL, FINANCIAL MANAGEMENT WORKSHOPS
- The City shall support, participate and communicate with the Arts Development Officer in dealing with arts and culture issues in the City.

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- The City shall support and cooperate with all efforts by the Arts Development Officer to educate the community regarding the social and economic benefits of artistic and cultural amenities.
 - The City shall advocate to agencies such as the Kelowna Chamber of Commerce, the Downtown Business Association and the Central Okanagan Regional District to promote arts and cultural amenities and events in the City for tourism and economic growth purposes.
 - The City shall work with the Kelowna and District Arts Council, and all other interested groups to ensure that the heritage of the City, including that of the First Nations, is reflected in local arts and culture.
 - The City shall advocate to the Okanagan University College to cooperate with the business community and art groups to address the educational needs of all segments of the community in arts and culture, including, but not limited to the following:
 - ◇ opportunities for continuing education;
 - ◇ career opportunities in arts and culture;
 - ◇ programs for seniors

OTHER SUGGESTIONS

- PROMOTE CONSISTENT, SEASONAL EVENTS
- OFFER ARTS & CULTURE PLACEMENTS FOR YOUTH (30 HOUR WORK EXPERIENCE PROGRAM IN HIGH SCHOOLS)
- GET YOUTH INVOLVED IN CITY MURALS/GRAFFITI
- ADO NEEDS AN ASSISTANT TO INITIATE CO-OP ACTIVITIES THAT ART COMMUNITY PICKS UP ON

4.3

CHILD CARE

4.3.1 IDENTIFICATION

VALUE STATEMENT: TO SUPPORT AND PROMOTE FAMILY-CENTRED CHILD-FOCUSED ENVIRONMENTS WHICH NURTURE THE DEVELOPMENT AND GROWTH OF ALL CHILDREN. CHILD CARE SHOULD PROVIDE HEALTHY, SAFE, STIMULATING ENVIRONMENTS, LIFE-COPING, DEVELOPMENT OF APPROPRIATE SKILLS TO LEARN RESPONSIBILITY, ARTS AND CULTURE.

- ◇ THE welfare of children IS A COMMUNITY RESPONSIBILITY, INCLUDING PROTECTION, HEALTH AND RECREATION
- ◇ Support for families and care-givers
- ◇ Coordinate needs of the community with child care services
- ◇ Enable employment for families and single parents
- ◇ Economic independence through access to affordable child care
- ◇ INCLUSIVE ENVIRONMENTS FOR ALL CHILDREN

Community Initiatives

- ◇ Child Care Plan adopted by the City in 1995
- ◇ Establishment of Kelowna and District Child Care Committee (KDCCC) (stakeholders of child care in the community)
- ◇ Attempts to establish a Child Care Coordinator position by KDCCC
- ◇ Efforts to provide a Child Advocacy Service by the Community Advisory Council (MSS)

4.3.2 GOALS

To maximize the efficiency, affordability and availability of QUALITY child care services throughout the City of Kelowna. (WORKSHOP: GOAL NOT BROAD ENOUGH).

4.3.3 OBJECTIVES

1. To maximize the choices in terms of location of QUALITY child care facilities.
2. To improve (PROMOTE) communication and cooperation between the various stakeholders in the provision of child care.
3. To educate the community in terms of (ON) the need for and appropriate allocation of child care services.
4. To place the needs of children as a first level priority in the community.

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5. TO LOBBY ON BEHALF OF KELOWNA CITIZENS THROUGH THE CHILD CARE COMMITTEE TO PROVINCIAL AND FEDERAL GOVERNMENTS TO FISCALLY SUPPORT THE DEVELOPMENT OF QUALITY SERVICES FOR CHILDREN
 6. TO ENSURE THE AVAILABILITY OF QUALITY OF SERVICES IN THE CHILD'S NATURAL ENVIRONMENT.

4.3.4 STRATEGIES

1. Short Term (one to 2 years)
 - The City shall consult with agencies including the Kelowna Child Care Society, to gain access to an integrated data base regarding child care and a corresponding needs assessment. The data base and needs assessment will be developed and maintained by a child care coordinator reporting to the Kelowna and District Child Care Committee.
 - The City shall examine the zoning regulations for QUALITY child care facilities and revise the zoning bylaw so as to maximize options for child care uses. Some of the areas to be considered area as follows:
 - ◇ changes to the zoning bylaw regulations to conform with provincial licensing requirements
 - ◇ provisions for after-school care
 - ◇ options for child care facilities in residential areas
 - ◇ commercial and industrial zoning which allows child care facilities
 - ◇ work place child care
 - ◇ PROMOTE THE ENHANCEMENT OF STANDARDS OF CARE
 - The City shall advocate to the Ministry of Health to ensure that the provincial review procedures for licensed child care facilities conform to the local municipal requirements.
 - The City shall support, in principle, and assist (PROMOTE THE) in coordinating(ION) OF all efforts by community (ORGANIZATIONS) and government organizations (INSTITUTIONS) to establish a child advocacy service for the City of Kelowna in order to protect the welfare of children.
 - The City shall advocate to educational institutions, including School District # 23 and Okanagan University College to continue to improve and expand the curriculum for child care education, OUT OF SCHOOL CARE AND PARENTING COURSES.
 - The City shall advocate to School District #23 to expand teen - infant care programs to all Senior Secondary Schools WHERE THERE IS A DEMONSTRATED NEED.
 - The City shall (PILOT) develop a program to provide (AN) on-site child care facilities to (FOR) City employees so as to set an example for the business community., THEREBY DEMONSTRATING THE FEASIBILITY AND ADVANTAGES OF WORK PLACE CHILD CARE SERVICES.
 - THE CITY SHALL EXPAND THE USE OF PUBLIC FACILITIES AND GROUNDS TO INCLUDE OPPORTUNITIES SUCH AS BICYCLE SAFETY TRAINING, PARENTING COURSES, FIRST AID AND HEALTH, COMMUNITY KITCHEN PROJECTS, BABY-SITTING CORPS.

NOTE: ENVIRONMENTAL SUPPORTS ARE REQUIRED FOR EXISTING AND FUTURE CHILD CARE SERVICES, INCLUDING BIKE PATHS, TAKING INTO CONSIDERATION PRESERVING THE INTEGRITY OF CITY NEIGHBOURHOODS.

2. Long Term (3 to 10 years)

- The City shall work with other agencies and organizations, including the Chamber of Commerce, the Kelowna and District Child Care Committee and the Central Okanagan Regional District to promote and encourage the provision of work place child care facilities.
- The City shall work IN COLLABORATION with THE CHILD CARE SOCIETY AND the development community and other agencies having an interest in housing to develop housing projects which include communal child AND YOUTH care facilities.

3. On-Going

- The City shall support AND PROMOTE the efforts of the Kelowna and District Child Care Committee to provide a coordinated and efficient approach to the provision of child care in the City.
- The City shall advocate to senior government levels, with the assistance of the Kelowna and District Child Care Committee, to achieve positive change in the development and maintenance of a comprehensive child care system.
- The City shall (coordinate and) collaborate with the Kelowna and District Child Care Committee and UBCM to advocate to senior government against funding cuts that will have a detrimental effect on local (child care) services an education TO CHILDREN.
- The City shall continue to provide (and improve) INCLUSIVE recreational programs for children.
- The City shall participate in joint ventures to provide for child care needs, wherever possible.
- The City shall refer development applications and planning issues relating to child care to the Kelowna and District Child Care Committee for its input and comments.
(DELETE THIS ITEM)

RECOMMENDATION

IT IS RECOMMENDED THAT THE CITY MANDATE THE CHILD CARE COMMITTEE TO ACT AS A REFERENCE GROUP TO BOTH THE CITY AND THE COMMUNITY TO MAKE RECOMMENDATIONS ON ALL SERVICES AND ENVIRONMENTS ESSENTIAL TO PROMOTING THE QUALITY OF LIFE APPROPRIATE TO MEET THE NEEDS OF CHILDREN AND YOUTH IN OUR COMMUNITY.

4.4

COMMUNITY DEVELOPMENT

4.4.1 IDENTIFICATION

- ◇ BALANCED AND Joint participation by agencies and individuals
- ◇ Local ownership and responsibility; awareness of local needs and issues followed by action to address these needs and issues.
- ◇ Reduce reliance on senior governments.
- ◇ Decentralization of authority.
- ◇ Grassroots, community organizations.
- ◇ Volunteerism.
- ◇ BETTER Communication IS VITAL and cooperation between institutions, businesses, government, citizens' associations, non-profit groups and individuals.
- ◇ Attitudes and perceptions; e.g. Not in my Back Yard (NIMBY); Locally Unwanted Land Use (LULU); Build Absolutely Nothing Anywhere Near Anyone (BANANA).
- MINIMIZE APATHY AND RESISTANCE OF PUBLIC BY OPEN PROCESSES AND EDUCATION INITIATIVES, THEREBY PROVIDING MORE OPPORTUNITY FOR INPUT, PARTICULARLY BY DISINFRANCHISED GROUPS (INMI - IT'S NOT MY ISSUE).

Community Initiatives

- ◇ Establishment of Residents Associations across the City
- ◇ Citizens' patrol in Rutland
- ◇ Indian Friendship Centre
- ◇ Neighbourhood Watch
- ◇ Central Okanagan Interagency Network (COIN)

4.4.2 GOALS

To promote, support and increase community development approaches in order to improve the social environment of the City of Kelowna.

4.4.3 OBJECTIVES

1. To examine ways of improving the quality of life and preventing social problems in the City of Kelowna at the community level.

2. To work to increase communication and collaboration between (INSTITUTIONS, BUSINESSES, ALL LEVELS OF GOVERNMENT, CITIZENS' ASSOCIATIONS, NON-PROFIT GROUPS, FORMAL AND INFORMAL INTEREST GROUPS, CONSUMERS AND INDIVIDUALS HAVING AN INTEREST IN THE COMMUNITY) all agencies having an interest in the community.
3. To increase public support and involvement in future directions for the City.
4. TO ENSURE THAT CONSUMERS HAVE A DIRECT VOICE IN THE DECISION-MAKING PROCESS THROUGH CONTINUED INPUT AND EVALUATION.

4.4.4 STRATEGIES

1. Short Term (one to 2 years)
 - THE CITY SHALL DEVELOP OPEN AND TIMELY COMMUNICATION WITH THE PUBLIC AND COMMUNITY OF KELOWNA.
 - The City shall develop a clear policy for communication and cooperation with Residents Associations AND GRASS ROOTS ORGANIZATIONS. THE CITY SHALL ASSIST COMMUNITY GROUPS TO SET UP A CENTRAL ACCESS/INFORMATION CENTRE TO FACILITATE ACCESS TO COMMUNITY AND CITY INFORMATION. THIS INITIATIVE WILL INCLUDE SPACE AND EQUIPMENT THAT CAN BE RUN BY VOLUNTEERS. THERE IS A NEED TO INCREASE FUNDING TO GRASS ROOTS ORGANIZATIONS TO PRODUCE NEWSLETTERS AND IMPROVE COMMUNICATION BETWEEN THESE GROUPS AND OTHER STAKEHOLDERS, INCLUDING THE MEDIA. THERE IS ALSO A NEED FOR A CENTRAL LOCATION FOR COMMUNITY UMBRELLA GROUP WITH ACCESS TO A COMPUTER, MAIL BOX, PHONE, ETC. THE POTENTIAL ROLE OF C.O.I.N., K.O.A.R., RESIDENTS' ASSOCIATIONS AND OTHER STAKEHOLDER GROUPS SHOULD BE EXPLORED IN LOOKING AT THIS INITIATIVE.

CITY SUPPORT IS REQUIRED FOR THE MAINTENANCE OF AN UP-TO-DATE DATABASE ON SERVICES, COMMUNITY GROUPS AND GRANTS. THIS DATABASE SHOULD BE ONLINE AND IN PRINT FORMAT. THE CITY SHOULD DEVELOP AN INTERNET HOME PAGE TO COMMUNICATE WITH PUBLIC REGARDING AVAILABLE SERVICES AND RESOURCES.

- The City shall establish a consistent process for providing comprehensive consideration of the social aspects of all new development proposals.
- The City shall include consideration of the social aspects of community development in the preparation of sector plans, neighbourhood structure plans and concept development plans.
- The City shall, in cooperation with other agencies, endeavour to establish a youth advocacy service in the City of Kelowna to facilitate communication between youth and other groups and services in the community.
- The City shall work towards providing a venue for concerts and other cultural events of a larger scale to provide entertainment for (youth and other) groups in the community (THIS ITEM SHOULD BE MOVED TO ARTS AND CULTURE).
- The City shall encourage the IDENTIFICATION AND development of (entertainment) establishments, FACILITIES, GREEN SPACES AND PARKS with town centres, (identified in the Official Community Plan), in order to provide for the needs of the

various communities in the City (THIS ITEM SHOULD BE MOVED TO ARTS AND CULTURE).

- THE CITY SHALL ADVOCATE THAT C.O.I.N. INVITE REPRESENTATIVES FROM BOTH THE CENTRAL OKANAGAN RESIDENTS' ASSOCIATION (CORA) AND THE CENTRAL OKANAGAN PARENT ADVISORY COMMITTEE (COPAC) TO BE MEMBERS OF C.O.I.N.

CONSIDERATIONS:

THERE IS A NEED TO PROMOTE BALANCED RECOGNITION OF ALL POPULATIONS (SENIORS AND YOUTH ARE IDENTIFIED MORE OFTEN THAN OTHER GROUPS).

THE SOCIAL PLANNING BOARD BE PRO-ACTIVE IN PROMOTING INTEGRATED RESOURCES, SERVICES AND FACILITIES AND SERVICES AND WORK WITH EXISTING INITIATIVES IN THIS AREA.

THE SOCIAL PLANNING BOARD SHOULD ALSO FACILITATE REGULAR PUBLIC INPUT/FEEDBACK ON A FORMAL AND INFORMAL BASIS THROUGH AD-HOC COMMITTEES, MALL PRESENTATIONS, ETC.

THE CITY SHOULD REPORT BACK TO THE PUBLIC (ACCOUNTABILITY) REGARDING ACCOMPLISHMENTS REGARDING THE DRAFT SOCIAL PLAN ON A REGULAR BASIS (ANNUAL OR BI-ANNUAL). COMMUNITY GROUPS REQUIRE EDUCATION AND INFORMATION ON THE ROLE THEY CAN PLAY IN IMPLEMENTING THE DRAFT SOCIAL PLAN.

SUBSTITUTE "WILL" FOR "SHALL" IN STRATEGIES.

DEVELOP A PROCESS TO PROMOTE AND SUPPORT SOCIAL ACTIVISM AND OWNERSHIP OF ALL COMMUNITY ISSUES AND VOLUNTEERISM (INMI).

THE CITY SHOULD PROVIDE A ROLE MODEL FOR "CULTURAL COMPETENCY" AND PROMOTE THIS CONCEPT IN THE COMMUNITY ON AN ON-GOING BASIS.

2 Long Term (3 to 10 years)

- The City shall develop a policy to require new commercial, industrial or high density residential development to provide common meeting space areas for use by the local community.
- The City shall advocate to the School Board of School District No. 23 to provide greater opportunities to use school facilities for after school education and activities to a wide variety of groups in the community (THIS ITEM IS A SHORT-TERM STRATEGY).

3 On-Going

- The City will continue to encourage the development of joint use of community facilities and services for non-profit purposes.
- With the assistance of other agencies, including Residents' Associations and VARIOUS government services (such as the Ministry of Health and the Ministry

Responsible for Seniors), determine ways to increase the involvement of (seniors) in the community through voluntary work.

- The City shall communicate, advocate and collaborate with other agencies (i.e. COIN) to ensure that senior government social programs are adequately addressing local needs.
- The City shall endeavour to include youth representation on decision-making and advisory committees having input in planning for the future needs of the community.
- The City shall cooperate with other agencies to make educational seminars and conferences available to community groups, including Residents Associations, in order to achieve greater understanding of issues in the community. (An example might include an educational session to address NIMBY attitudes).
- In cooperation with other agencies, the City shall involve ALL RESIDENTS (youth) in environmental programs and issues in the community. This could include annual clean-up parks and waterfront areas.
- The City shall continue to ensure that its public facilities are made available AND AFFORDABLE to the public for local community uses (at nominal cost).
- The City shall ensure, in consultation with the community (e.g. Residents' Associations), that all new development includes adequate park areas and community services.
- The City shall continue to administer Community Social Development Grants on an annual basis to qualifying agencies who submit proposals for projects for social improvements in the community which focus on prevention AND PRO-ACTIVE INTERVENTION.
- THE CITY SHALL IDENTIFY PRIORITY FUNDING AREA(S) FOR EACH FISCAL YEAR FOR THE COMMUNITY SOCIAL DEVELOPMENT GRANTS.
- The City shall assist agencies and individuals to access grants or funding from senior levels of government for social needs by providing the information that is necessary and assisting with contacting the right government agency, wherever feasible.
- The City shall continue to work through its Leisure Services Department, to ensure that all areas of the City are adequately served with recreational services, (and) community activities, PARKS AND GREEN SPACES - BOTH EXISTING AND NEW.
- The City shall continue to improve its customer service approach to the delivery of services to the community.
- The City shall continue to seek public input and involvement in all matters pertaining to the future of the community.
- With respect to issues resulting from senior government actions and policies which have local significance, the City will work with UBCM AND THE COMMUNITY OF KELOWNA to present municipal position papers to senior government.
- THE CITY SHALL HELP ESTABLISH THE OKANAGAN AS A MODEL OF "GREEN" ECONOMICS BY PROMOTING WETLANDS CONSERVATION, RECREATIONAL

PARKLAND, ENVIRONMENTAL HEALTH, ORGANIC PARKS MAINTENANCE AND FARMING, ETC.

- THE CITY SHALL MONITOR, EVALUATE, MAINTAIN, REVIEW AND REPORT ON ALL GOALS, OBJECTIVES AND STRATEGIES CONTAINED WITHIN THIS SOCIAL PLAN. THE CITY SHALL FACILITATE SEMI-ANNUAL SOCIAL PLANNING WORKSHOPS (LIKE TODAY, FEBRUARY 24, 1996) WHEREBY THE PROGRESS OF THE SOCIAL PLAN CAN BE REPORTED AND DISCUSSED IN "REPORT CARD" FORMAT.

4.5

CRIME PREVENTION

4.5.1 IDENTIFICATION

- ◇ Awareness and education
- ◇ (Reduce opportunities through local) INCREASE communication and cooperation
- ◇ Volunteer assistance
- ◇ (Crime prevention through environmental design) CRIME PREVENTION THROUGH ECONOMIC AND SOCIAL DEVELOPMENT
- ◇ Economic and quality of life benefits of prevention
- ◇ Concept of safe communities

Community Initiatives

- ◇ Neighbourhood watch
- ◇ Citizens' patrol (Rutland)
- ◇ Kelowna has the largest auxiliary constable cadre in Canada
- COMMUNITY POLICING

4.5.2 GOAL

To (maximize) IMPROVE the safety of ALL RESIDENTS IN THE community by preventing and reducing (opportunities for) crime (wherever feasible and by ensuring that the basic needs of all residents are met).

4.5.3 OBJECTIVES

SAME AS GOALS (DELETE 1-4)

1. To create safe living and work environments for all residents of the City.
 2. To increase the safety and security of children throughout the City.
 3. To significantly increase the safety of neighbourhoods for women in the City.
 4. To increase the safety and security of vulnerable populations in the City, including people with disabilities and seniors.
- REDUCE THE INCIDENCE OF FIRST TIME OFFENDERS OF YOUTH AND ADULTS AND REDUCE RECIDIVISM
 - INCREASE COMMUNITY INVESTMENT IN CRIME PREVENTION
 - REDUCE TRAFFIC ACCIDENTS CAUSED BY BREAKING THE LAW
 - INCREASE COMMUNICATION AND COLLABORATION WITHIN KELOWNA ABOUT CRIME PREVENTION

4.5.4 STRATEGIES

1. Short Term (one to 2 years)

- THAT THE CITY CREATE A CRIME PREVENTION COUNCIL THAT WILL REPORT TO CITY COUNCIL FOR THE PURPOSE OF DEVELOPING ON-GOING CRIME PREVENTION STRATEGIES. MEMBERSHIP WILL INCLUDE A REPRESENTATIVE FROM SCHOOL DISTRICT #23.
- (That the City) THAT THE CRIME PREVENTION COUNCIL obtain a strategic plan from the RCMP which will indicate ways of increasing crime prevention in the City, o Kelowna.
- The City shall advocate to the School Boards of School District No. 23 and cooperate with other agencies to provide and expand instruction to youth on essential life and social skills including:
 - ◇ human rights and respect for diversity;
 - ◇ healthy lifestyle choices;
 - ◇ prevention of drug and alcohol abuse;
 - ◇ conflict resolution;
 - ◇ self-esteem;
 - ◇ human sexuality;
 - ◇ budgeting;
 - ◇ career counselling.
- The (City) CRIME PREVENTION COUNCIL shall support and encourage the continuation and expansion of ALL COMMUNITY POLICING FUNCTIONS (the RCMP Citizens Patrol program to expand beyond East Kelowna and Rutland). Communication with the Residents Associations to promote the Citizens Patrol program will be a means of achieving the growth of this program.
- The City shall cooperate and advocate with the RCMP and the School Board of District No. 23 to increase instruction regarding the legal system to youth in the community (DELETE THIS ITEM).

2. Long Term (3 to 10 years)

- The City shall develop design guidelines, with public input, for open space, commercial buildings, and all new development, embracing principles of crime prevention through environmental design, INCLUDING TRAFFIC.
- The City shall increase street lighting and the lighting of public areas throughout the City.
- The CRIME PREVENTION COUNCIL (City) shall work with other agencies in the City of Kelowna to develop media events and dates to promote crime prevention in the community (MOVE TO SHORT TERM).

SUGGESTION: SWITCH TO 2 CATEGORIES - SHORT-TERM ON-GOING, LONG-TERM ON-GOING.

3. (On-Going)

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- The City shall, IN COLLABORATION WITH THE CRIME PREVENTION COUNCIL, implement the principles of crime prevention through environmental design and all development proposals shall be reviewed based on these principles.
 - Wherever feasible, the City will encourage the involvement of youth in crime prevention programs.
 - Residents Associations shall be encouraged to increase their involvement in crime prevention programs.
 - The City shall advocate to the Province and appropriate agencies to ensure that legal counselling services are readily accessible to youth in the community.
 - The City shall support the RCMP School liaison program.
 - The City shall encourage the continuation of the Crime Stoppers Program.
 - The continuation, promotion and expansion of the following RCMP community programs shall be emphasized by the City. The City shall also work towards increasing the awareness of these programs within the community:

Block Parents	Neighbourhood Watch
Block Watch	Business Watch
Counter Attack	Senior Fraud
Operation Provident	Auto Theft Prevention
Operation Identification	Robbery Prevention
Fraud Prevention	Crime Prevention Through Environmental
Design	

SUGGESTION: THE CITY SHOULD MAINTAIN AND INCREASE SUPPORT FOR EXISTING CRIME PREVENTION ACTIVITIES.

COMMENTS:

CRIME, PARTICULARLY YOUTH CRIME, IS HIGHLY CORRELATED WITH FAMILY PROBLEMS. SUPPORT FOR FAMILIES, AND PARTICULARLY PROMOTING MORE EFFECTIVE PARENTING IS ESSENTIAL AND WILL HAVE BOTH SHORT AND LONG-TERM BENEFITS. IT IS IMPORTANT TO RECOGNIZE THE SOCIAL DETERMINANTS TO CRIME; I.E. POVERTY, CULTURAL ISSUES, SOCIO-ECONOMIC FACTORS, GENDER, AGE, ETC. ADDRESSING THESE DETERMINANTS REQUIRES POSITIVE INITIATIVES WITH A PRIMARY PREVENTION PERSPECTIVE; E.G. PARTNERING WITH EXISTING COMMUNITY RESOURCES TO EDUCATE AND PROMOTE AWARENESS TO ALL AGE GROUPS AND POPULATIONS IN THESE AREAS.

4.6

EDUCATION

4.6.1 IDENTIFICATION

- ◇ Education regarding social issues to improve community well-being
- ◇ Life skills education (particularly for youth)
- ◇ Education to provide economic independence and well-being to all population groups
- ◇ Education to enable people to function effectively as members of the community
- ◇ Human rights education

Community Initiatives

- ◇ “Different Paths” Employment Program at the Canadian Mental Health Association
- ◇ Seminars held by Kelowna Organized Against Racism regarding human rights issues
- ◇ Volunteer training opportunities and adult education offered through Okanagan University College

4.6.2 GOAL

To communicate with other groups to maximize the effectiveness of education in the community to create economic well-being and achieve an informed approach to social issues.

4.6.3 OBJECTIVES

1. To ensure that educational institutions and services in the community are meeting the needs of the residents in all age groups.
2. To endeavour to prevent social issues associated with youth in the community by providing the right educational curriculum to deal with the social needs of youth.
3. To coordinate, whenever feasible, education and retraining opportunities with the local employment scenario.

4.6.4 STRATEGIES

1. Short Term (one to 2 years)
 - The City shall increase opportunities for arts instruction for children and youth by working cooperatively with the School Board of School District No. 23, the Council for Business and the Arts and the City to create and provide a wide variety of arts instruction programs.
 - The City shall advocate to the School Boards of School District No. 23 and cooperate with other agencies to provide and expand instruction to youth on essential life and social skills including:
 - ◇ human rights and respect for diversity;
 - ◇ healthy lifestyle choices;
 - ◇ prevention of drug and alcohol abuse;

-
- ◇ conflict resolution;
 - ◇ self-esteem;
 - ◇ human sexuality;
 - ◇ budgeting;
 - ◇ career counselling.

2. Long Term (3 to 10 years)

- The City shall advocate to the School Board of School District No. 23 to provide greater opportunities to use school facilities for after school education to a wide variety of groups in the community.
- The City shall advocate to the School Board of School District No. 23 to introduce human relations programs in the school curriculum.
- The City shall advocate to and cooperate with the School Board of School District No. 23, the Okanagan University College, the Development Bank of Canada, Human Resources Canada and any other pertinent agencies, to expand and increase educational and retraining opportunities to adults who are unable to find work.
- The City shall work with other local agencies (e.g. the Central Okanagan Regional District) to undertake an analysis of the skills and education required by local industries and businesses and shall endeavour to communicate this information to the (local) agencies providing educational and re-training programs.

3. (On-Going)

- The City shall communicate and collaborate with local educational decision-makers, including the School Board of School District No. 23 and Okanagan University College as well as UBCM to lobby senior government levels against funding and program cuts which negatively affect local educational services.
- The City shall cooperate with agencies including the Kelowna Chamber of Commerce and the Central Okanagan Regional District to advocate to the Okanagan University College to provide a comprehensive adult education program in order to maximize opportunities for career changes and development. This should include evening and correspondence education.

4.7

EMPLOYMENT

4.7.1 IDENTIFICATION

PARADIGM SHIFT:

TO EFFECTIVELY ADDRESS EMPLOYMENT ISSUES, THE CITY'S INITIATIVES MUST REFLECT THE MOST RECENT DRAMATIC GLOBAL CHANGES IN EMPLOYMENT TRENDS. SINCE WORLD WAR TWO, CITIZENS HAVE BECOME DEPENDENT ON GOVERNMENT FOR EMPLOYMENT AND TRAINING PROGRAMS. DUE TO FISCAL RESTRAINT IMPERATIVES AND CHANGING PHILOSOPHY, IT IS NOW NECESSARY FOR CITIZENS TO BECOME SELF-RESPONSIBLE IN THESE AREAS. THE CHANGING LABOUR MARKET WILL ULTIMATELY LEAD TO THE DEMISE OF THE FULL-BENEFIT, FULL-YEAR JOB, LEADING TO THE RE-BIRTH AND RE-DEFINITION OF WORK. WITH THESE TRENDS IN MIND, THE CITY HAS A GOLDEN OPPORTUNITY TO FACILITATE THE SHIFT - "MOVING AWAY FROM ARTIFICIAL MAKE-WORK PROGRAMS TO BONA FIDE SUSTAINABLE, LONG-TERM EMPLOYMENT OPPORTUNITIES.

- (Reducing and preventing unemployment) WORKING TO EDUCATE, FOSTER AND SUSTAIN LONG-TERM EMPLOYMENT OPPORTUNITIES as a means of improving quality of life and preventing social problems.
- ◇ Provision of training and skills development aimed at areas of need: e.g. adult unemployed, youth, mentally or physically disabled, etc.
- ◇ Coordination between agencies: e.g. employers, educational institutions, Chamber of Commerce, Economic Development Commission, Federal and Provincial Government agencies and City.

Community Initiatives SHOULD BE FOSTERED AND MAINTAINED WHEREVER POSSIBLE.

- ◇ ("Different Paths" Employment Program at the Canadian Mental Health Association).
- ◇ Job information on radio stations, newspapers and other media AND JOB SEARCH AND CAREER PLANNING ASSISTANCE PROVIDED BY HRDC.
- ◇ Youth Employment Services (YES) program through Human Resources Canada.
- ◇ (Continuing (adult) education offered through) Okanagan University College AND SCHOOL DISTRICT #23 TRAINING AND CAREER DEVELOPMENT PROGRAMS.

4.7.2 GOAL

THE (To) CITY OF KELOWNA WILL continue to improve AND PROMOTE ITS (the) economic viability (of the City of Kelowna) and the social well-being of its inhabitants AS THEY (by) maximizEing employment opportunities and improvEing the employment skills (of its residents).

4.7.3 OBJECTIVES

1. (To reduce the level of unemployment by every available means).
2. 5. To maximize education and re-training opportunities for the residents of Kelowna.
3. 6. To take all available steps to ENHANCE (provide) employment opportunities to all population groups.
4. 1. To ensure that local bylaws and regulations reflect current economic trends so as to maximize the economic viability of the business or industrial community.
5. 2. To work in a cooperative manner with all other agencies having an interest in employment and economic issues to the benefit of the City.
6. 4. TO OBTAIN A COMMITMENT BY EMPLOYERS TO FACILITATE TRAINING AND CAREER DEVELOPMENT, ASSISTING PEOPLE TO BE SELF-RESPONSIBLE AND ACCESSING TRAINING, JOB SEARCH AND EMPLOYMENT OPPORTUNITIES.
7. 3. TO MAINTAIN PRO-ACTIVE COLLABORATION IN ACCESSING INFORMATION SERVICES ALREADY AVAILABLE IN THE COMMUNITY AND EDUCATING EMPLOYERS AND WORKERS ABOUT THE CHANGING LABOUR MARKET.

4.7.4 STRATEGIES

1. Short Term (one to 2 years)
 - The City shall update zone regulations to maximize employment opportunities by updating industrial and commercial zones and considering a greater mix of uses in the various zones.
 - The City shall continue to encourage home-based business through the zoning regulations at the City level. Work with the Kelowna Chamber of Commerce, H.R.D.C., the Central Okanagan Regional District and other agencies to raise awareness of these opportunities.
 - The City will advocate to senior government, in cooperation with other municipalities, through the Union of British Columbia Municipalities, (to maintain and not reduce nor eliminate assistance to the unemployed in the form of employment insurance benefits or welfare) TO ENHANCE SERVICES TO THE UNEMPLOYED.
 - THE CITY WILL DEVELOP A COMPREHENSIVE EDUCATION PLAN TO BE PROVIDED TO THE COMMUNITY REGARDING THE CHANGING LABOUR MARKET USING THE MEDIA TO COMMUNICATE INFORMATION FOR THIS PURPOSE.
2. Long Term (3 to 10 years)
 - The City shall advocate to and cooperate with the School Board of School District No. 23, the Okanagan University College, the Federal Business Development Bank, Human Resources Canada and any other pertinent agencies to expand and increase educational and retraining opportunities to THOSE (adults) who are unable to find work.
 - The City shall work with other local agencies (e.g. the Central Okanagan Regional District) to undertake an analysis of the skills and education required by local industries and businesses and shall endeavour to communicate this information to the (local) agencies providing educational and re-training programs (THIS ITEM SHOULD BE UNDER SHORT-TERM).

- The City shall work with other agencies to examine alternatives to unemployment, including advocating to senior government for a shorter work week (and legislating to limit overtime work). Such alternatives should promote a healthier home environment as well as create significantly more employment (jobs).
- (Following the adoption of an arts and culture policy), THE (the) City will cooperate with other agencies to expand growth in (the arts and culture) industry (IES) in order to expand opportunities for economic growth and employment.

3. On-Going

- Cooperate with the Central Okanagan Regional District (Economic Development Commission), Kelowna Chamber of Commerce, Downtown Business Association and other groups to increase economic opportunities in the City.
- In cooperation with the Central Okanagan Regional District and the Kelowna Chamber of Commerce, hold regular trade show events promoting local businesses and industries.
- The City shall cooperate and advocate with other agencies to encourage the growth and expansion of ALL (health) industries in Kelowna in order to maximize employment opportunities in ALL (this) field and to create a high calibre of (health) services in the community.
- The City shall ensure that all new economic growth is sustainable within the community in terms of having adequate infrastructure to support the growth and ensure that it is capable of meeting established performance standards.

4.8

HEALTH

4.8.1 IDENTIFICATION

- ◇ Healthy communities approach emphasized instead of health services approach
- ◇ Adequate support systems in the community for all population groups
- ◇ Education and prevention regarding health issues
- ◇ Communication and coordination within health services
- ◇ Recognition of health centre role of Kelowna within the Okanagan Valley

Community Initiatives

- ◇ Central Okanagan Inter-Agency Network (COIN) (coordination)
- ◇ Community Advisory Council
- ◇ Child and youth advocacy services

4.8.2 GOAL

To strive towards providing the right conditions to permit the residents of Kelowna to enjoy a healthy lifestyle.

4.8.3 OBJECTIVES

1. To assist the community to ensure that no “gaps” are left in the health care system.
2. To plan for the future of the City with a “healthy community” oriented mandate.
3. To increase communication and coordination in the health care industry.

4.8.4 STRATEGIES

1. Short Term (one to 2 years)
 - The City shall communicate and cooperate with health care agencies in the City, including COIN to lobby senior government levels individually or through UBCM against funding cuts which detrimentally affect local health care services.
2. Long Term (3 to 10 years)
 - The City shall advocate and coordinate with other agencies to ensure that air quality throughout the City is kept to an optimum standard.
3. On-Going
 - The City shall work with other water distribution agencies to ensure that an adequate and high quality water supply is consistently available to all residents.
 - The City shall take all necessary steps to maintain and improve the water quality of Okanagan Lake

- The City shall work with other levels of government, the School Board of School District No. 23 and other agencies to ensure that education and information are available to all residents on essential health care issues. These include:
 - ◇ human rights and respect for diversity;
 - ◇ healthy lifestyle choices and prevention of drug and alcohol abuse;
 - ◇ proper nutrition;
 - ◇ exercise programs;
 - ◇ communication and relationships;
 - ◇ local preventative health care services.
- The City will continue to work with the Central Okanagan Inter-Agency Network to arrive at coordinated approaches to health services in the community.
- The City shall continue to ensure that all new development meets appropriate health, safety and environmental standards.
- The City shall promote the efforts of Food Banks in the City (e.g. collect donations at City facilities).
-

4.9

HOUSING

4.9.1 IDENTIFICATION

- ◇ Housing as a basic human right
- ◇ Availability (and) affordability AND ACCESSIBILITY OF SECURE AND ADEQUATE HOUSING FOR SOCIAL HOUSING (NON-MARKETABLE AS WELL AS MARKETABLE); WITH A PERCENTAGE OF INCOME ADJUSTED TO THE COST OF LIVING IN KELOWNA, SUBJECT TO PERIODIC REVIEW
- ◇ Range of options; expanding beyond NEW single family home ideal
- ◇ Attitudes and perceptions; e.g. Not in my Back Yard (NIMBY); Locally Unwanted Land Use (LULU); Build Absolutely Nothing Anywhere Near Anyone (BANANA). NEED FOR CITY TO HAVE MORE CONTROL TO INCREASE POPULATION DENSITY IN AREAS AND TO CONTROL DEVELOPERS REGARDING PROVIDING AFFORDABLE HOUSING. THERE SHOULD BE A LIMIT TO THE WALLED COMMUNITIES WHICH ARE CONSUMING LARGE AREAS OF THE CITY
- ◇ Needs of different population groups. THERE IS A NEED TO DEFINE WHAT IS DIFFERENT REGARDING POPULATION GROUPS. RECOGNIZE THE GROUPS WHO HAVE RAPIDLY AND SIGNIFICANTLY CHANGED THE DEMOGRAPHIC PROFILE OF THOSE WHO NEED AFFORDABLE HOUSING; SENIORS, SINGLE MOMS, WORKING POOR AND SINGLE MEN, WOMEN AND FAMILIES
- ◇ What is affordable? WHAT DETERMINES AFFORDABILITY?
- ◇ Municipal role
- ◇ Review of housing standards (Building Code, zoning) TO ENSURE THAT BUILDING INSPECTIONS ARE CONSISTENT BETWEEN LOW AND HIGH INCOME HOUSING BEING BUILT; THAT BUILDING INSPECTIONS ARE CONDUCTED AND ENFORCED AND THAT BUILDING REGULATIONS INCLUDE DISABILITY ACCESS IN MOST NEW HOMES

Community Initiatives

- ◇ Canadian Federation of University Women OF KELOWNA “Affordable Housing in Kelowna” current research on secondary suites
- ◇ Habitat for Humanity
- ◇ Assistance through financial contributions to housing projects from service clubs

4.9.2 GOAL

To make every effort to ensure that all members of the community are able to obtain AFFORDABLE (and) secure AND adequate housing.

4.9.3 OBJECTIVES

1. To ensure that (no) ALL population group ARE ACCOMMODATED (is overlooked) in the provision of housing.
2. To broaden the range of housing alternatives available in the community so as to increase THE affordability, (and) availability, AND ACCESSIBILITY of SECURE housing.
3. To involve and educate the community to support a broad range of housing alternatives. PUBLIC AWARENESS IS GREATLY NEEDED; PEOPLE NEED TO BE WELL INFORMED.

4.9.4 STRATEGIES

1. Short Term (one to 2 years)
 - The City shall prepare an information package concerning the City's development approval process as well as information on Provincial and Federal Government Housing Programs, AND BUDGET FOR STAFF TIME, to assist non profit housing groups in preparing SOCIAL HOUSING (successful) proposals. (Strategic Plan, City of Kelowna, 1992)
 - The City shall direct that a housing study be undertaken to ENSURE ALL HOUSING NEEDS ARE IDENTIFIED AND quantify the needs for housing in Kelowna. This shall include an overview of the population distribution according to housing needs, based on income, household type and other factors. It shall also provide recommendations regarding the range and quantity of housing that is required. THIS STUDY SHOULD BE CONDUCTED INDEPENDENTLY TO REMOVE "CITY HALL" BIAS.
 - The City shall define affordable housing to the satisfaction of Council and the business and local community. The consideration of a maximum of 30% (IS 30% AFFORDABLE? of total household income to be used for housing shall be part of the definition that is developed PAYING SPECIFIC ATTENTION TO THE NEEDS OF LOW INCOME PEOPLE IN THE COMMUNITY. (NOTE: ONE GROUP SUGGESTED REMOVING THIS ITEM).
 - The City shall examine the zoning bylaw to determine INNOVATIVE (if) ways of increasing housing alternatives (can be) provided through zoning. Examples include:
 - ◇ Accommodation for seasonal (agricultural (and other) workers
 - ◇ Encouragement of boarding and lodging housing, by increasing zones which allow such accommodations and by allowing motels or hotels to include a proportion of boarding or lodging house accommodation
 - ◇ Increasing zones which allow secondary suites
 - SMALLER LOT SIZES, MIXED ZONING, REVIEW COST OF REZONING APPLICATION FEES WITH RESPECT TO SECONDARY SUITES
 - GRANNY FLATS, FAMILY SUITES, MANUFACTURED HOMES
 - The City shall review AND IMPLEMENT its policies and procedures for re-development to derive a procedure whereby low income housing is not removed unless alternate housing is provided for the residents that are dis-placed. A specific example is a policy for demolition of motels which provide longer term accommodation used by lower income people. A similar policy is in place to deal with the removal of mobile homes. THE CITY SHOULD IMPLEMENT INCENTIVES FOR

DEVELOPERS FOR LOW INCOME HOUSING; I.E. TAX BREAKS TO OFFSET DEVELOPMENT COSTS.

- DEVELOPMENT OF AN AFFORDABLE HOUSING FUND, SPECIFIC TO DEVELOPERS. A SMALL PERCENTAGE OF CITY FUNDS MAY BE ALLOCATED TO THIS AFFORDABLE HOUSING FUND.
- THE CITY SHOULD ACQUIRE LANDS AND LEASE THESE LANDS TO GROUPS FOR LOW INCOME HOUSING.
- The City shall create and collaborate with a Community Housing Needs Committee which shall report to Council on matters dealing with rental, special needs and affordable housing.
- Agencies, SUCH AS (including) Kelowna Community Resources, shall develop and maintain a list of persons seeking shared accommodation to facilitate the search for affordable housing.
- The City shall APPOINT advocates FROM (to) appropriate agencies to ensure that housing is not denied to those in need due to discriminatory policies (e.g. those which restrict pets or children or on the basis of age).
- THE CITY SHALL DESIGNATE A STAFF PERSON TO BE SPECIFICALLY RESPONSIBLE FOR HOUSING.
- THE CITY SHALL PROVIDE AN UP-TO-DATE INFORMATION DATABASE ON HOUSING.
- THE CITY SHALL CREATE A CLIENT-FOCUSED APPROACH TO HOUSING INFORMATION THAT IS CURRENT, OPEN AND ACCESSIBLE.

2. Long Term (3 to 10 years)

- The City will examine AND IMPLEMENT ways (e.g. density bonusing) to ENSURE (encourage) developers to build adequate rental, special needs and affordable housing in the community
- The City SHOULD REQUIRE (shall explore ways of requiring) a percentage of new housing developments to be units designed for people with PHYSICAL CHALLENGES (disabilities) ON THE BASIS OF IDENTIFIED NEEDS.
- ON THE BASIS OF IDENTIFIED NEED, (T)he City shall also require a percentage of all new housing developments to consist of affordable housing, according to the definition of affordability, PERCENTAGE OF INCOME, which will be derived by the City of Kelowna (THIS ITEM SHOULD BE ADDED TO SHORT-TERM AND ONGOING SECTIONS).
- THE CITY SHOULD EXAMINE A WINDFALL TAX INITIATIVE FOR REZONED PROPERTY, THEREBY RE-DIRECTING FUNDS TO A LOW INCOME HOUSING FUND OR COMMUNITY GRANTS AND OTHER INCENTIVES (TAX BREAKS) TO PERMIT RETROFITTING OF EXISTING PROPERTIES TO ACCOMMODATE THE NEEDS OF THE DISABLED.

3. (On-Going)

- The City shall (seek to) educate, through A COMMUNITY HOUSING NEEDS COMMITTEE IN CONSULTATION WITH THE Residents' Associations and other public consultation processes, to raise awareness and increase acceptance of low-income housing and THE DIVERSITY OF special needs housing situations in the community.
- The City shall advocate to senior government levels to re-examine minimum building and dwelling standards so as to increase the variety of suitable housing alternatives. An example of this is the changes to the Building Code (effective November, 1995) to facilitate alterations required for secondary suites.
- Through the Community Housing Needs Committee and in cooperation with other agencies involved in the provision of housing, the City shall hold BI-ANNUAL (periodic) public housing forums to educate and inform the community regarding housing needs and issues in the City. A particular focus of these forums will be to counteract local negative reactions ("NIMBYism") to housing projects in the community.
- The City shall work with the development community, the British Columbia Housing Management Commission, local housing societies and other agencies to ensure that the provision of social housing is meeting local demand.

4.10

HUMAN RIGHTS

4.10.1 IDENTIFICATION

- ◇ Prevention of social problems arising from lack of understanding of diversity in our society
- ◇ Education to prevent discrimination AND RESPECT FOR DIVERSITY
- ◇ Cultural (awareness) AND SUB-CULTURAL AWARENESS
- ◇ Prevent barriers to opportunities arising from attitudes or behaviours based on ignorance or inability to understand differences.

Community Initiatives

- ◇ Seminars held by Kelowna Organized Against Racism regarding human rights issues
- ◇ Rock concerts held by youth in the community (summer, 1995) to oppose racism

4.10.2 GOAL

To maximize understanding of diversity within the community in order to eliminate social inequities and injustices, wherever possible. (DELETE GOAL AND REPLACE).

TO MAXIMIZE THE UNDERSTANDING AND APPRECIATION OF DIVERSITY WITHIN THE COMMUNITY IN ORDER TO PROMOTE SOCIAL EQUITY AND JUSTICE.

4.10.3 OBJECTIVES

1. To increase educational opportunities so as to promote understanding of diversity in the community.
2. To ensure that all City facilities and services are equally available to all.
3. THE CITY SHALL RECOGNIZE THAT HUMAN RIGHTS' ISSUES INCLUDE, BUT ARE NOT MUTUALLY EXCLUSIVE, TO OUT GROUPING BASED ON ETHNICITY, RELIGION, POVERTY, AGE, ABILITY (PHYSICAL AND MENTAL) GENDER, SEXUAL ORIENTATION, HEALTH AND MARITAL STATUS.

4.10.4 STRATEGIES

DELETE "SHORT" AND "LONG TERM" CATEGORIES

1. Short Term (one to 2 years) DELETE
 - The City shall continue to work with Kelowna Against Organized Racism to promote awareness of racial issues and increase cross-cultural understanding by organizing educational events and promoting such issues in the community (DELETE THIS ITEM).
 - The City shall cooperate with any agency wishing to educate the community regarding human rights issues, with the objective of increasing understanding and acceptance (DELETE THIS ITEM).

- THE CITY SHALL TAKE A LEADERSHIP ROLE IN PROMOTING AND ADVOCATING FOR HUMAN RIGHTS WHICH MAY INCLUDE THE FORMATION OF A HUMAN RIGHTS COUNCIL OR COMMITTEE. THE COMMITTEE MUST BE ACCESSIBLE TO ALL MEMBERS OF THE COMMUNITY AND WILL BE MANDATED TO: A. COORDINATE DIFFERENT GROUPS IN WORKING TOGETHER; B. EVALUATE CURRENT RESOURCES (E.G. C.O.I.N.) REPRESENTATION OF THE COMMITTEE SHALL REFLECT THE DIVERSITY OF THE COMMUNITY. AN ALTERNATIVE STRATEGY IS TO ESTABLISH AN OFFICE OF MUNICIPAL OMBUDSMAN TO SPECIFICALLY ADDRESS HUMAN RIGHTS CONCERNS.
2. Long Term (3 to 10 years) DELETE
- The City shall advocate, possibly with the assistance of UBCM, to the School Board(s) to introduce human relations programs in the school curriculum. IN ADDITION, TO REVIEW AND UPDATE THE HETEROSEXIST, PATRIARCHAL, MISOGYNISTIC F.L.E.C.C. PROGRAM
 - The City shall encourage and assist youth to hold events (e.g. concerts) to raise awareness of human rights issues and increase understanding in the community.
 - That the City develop a HUMAN RIGHTS POLICY IN COLLABORATION WITH THE HUMAN RIGHTS COMMITTEE (race relations and multi-cultural policy).
3. On-Going
- The City shall continue to work with the Multi-Cultural Society and other agencies to educate the community regarding cultural diversity (DELETE THIS ITEM).
 - The City shall maintain its identity as an anti-racist community (DELETE THIS ITEM).
 - THE CITY SHALL CONTINUE TO WORK WITH THE MULTI-CULTURAL SOCIETY.
 - THE CITY SHALL SEEK OUT AND SUPPORT INTERESTED PARTIES TO EDUCATE THE COMMUNITY REGARDING HUMAN DIVERSITY.
 - THE CITY SHALL ADOPT AND PROCLAIM ITS POSITION THAT “KELOWNA CELEBRATES DIVERSITY”.

BARRIERS:

1. PERCEPTION THAT THERE IS ONE BODY WHICH SPEAKS FOR ALL IDENTIFIED POPULATIONS (E.G. YOUTH)
2. ASSUMPTION THAT THE COMMUNITY IS COMPRISED OF THE TRADITIONAL GROUPS; E.G. CHRISTIAN, HETEROSEXUAL, W.A.S.P., WORKING, MALE - INCLUDES FEMALE. ASSUMPTION THAT DEMOCRACY MEANS MAJORITY RULES, HUMAN RIGHTS MEANS GRANTING SPECIAL RIGHTS, ETC.
3. LACK OF FACILITIES, FUNDING, FRIENDS, COMMUNITY SPIRIT, COHESION, ACCESS TO POWER “TOWN HALL MEETINGS”
4. ISOLATION: IS CHANGE POSSIBLE?

OPPORTUNITIES:

UNBIASED EDUCATION; INTERAGENCY NETWORKING FACILITATED BY THE CITY (E.G. C.O.I.N.); CENTRAL REGISTRY OF COMMUNITY AGENCIES BY THE CITY

COMMENTS:

OUTREACH TO NATIVE POPULATIONS. THE BOTTOM LINE IS PEOPLE, NOT DOLLARS. DOLLARS SHOULD SERVE PEOPLE NOT MAJORITY CONCERNS.

THERE IS AN ISSUE REGARDING "MINORITY" RIGHTS. IF YOU DEFINE RIGHTS IN TERMS OF DEMOCRATIC OR INTEREST GROUPS, THEN ISSUES OF POWER AND INFLUENCE CAN CLOUD THE ISSUE. HENCE WOMEN ARE CONSIDERED THE 51% MINORITY, SINCE THEY DON'T HAVE A TRUE VOICE. THEREFORE, IF YOU FALL INTO THE DANGER OF THE NUMBERS GAME, THEN "SMALLER" GROUPS SUCH AS THE GAY AND LESBIAN SUPPORT GROUPS ARE SEEN AS REPRESENTING A SMALLER PERCENTAGE OF THE POPULATION (AND HENCE VOTING POWER) AND ARE SEEN AS HIGHLY VOCAL AND NOT NECESSARILY TAKEN SERIOUSLY.

Appendix 4 - Crime Statistics for the City of Kelowna 1990 to 1995

CRIME TYPE	1990	1991	1992	1993	1994	1995	1996
MURDER	3	5	3	1	1	2	0
ATTEMPTED MURDER	0	5	2	3	2	1	2
THEFT FR. MV > \$5000*	194	173	181	184	194	29	17
THEFT FR. MV < \$5000*	2179	1888	2222	2639	2614	2598	2664
B. & E. BUSINESS	269	489	692	711	667	725	563
B. & E. RESIDENCE	404	541	873	930	855	1225	1191
THEFT OF VEHICLES	N/A	N/A	N/A	1040	752	830	1118
ROBBERY	31	42	50	75	102	104	119
ASSAULT LEVEL 1	550	549	690	856	911	789	866
SEXUAL ASSAULT	103	113	140	143	129	186	103
PROP. DAMAGE > \$5000*	32	25	44	59	50	18	5
PROP. DAMAGE < \$5000*	1797	1907	2225	2562	2233	2289	1952
TOTAL CRIMINAL CODE	10095	10573	13438	17001	16663	17236	16346
LIQUOR ACT	2599	2603	1957	2059	2279	2408	2492
MOVING TRAFFIC	13327	16288	9715	10129	9292	6177	7832
TOTAL PROV. TRAFFIC	15844	19333	15333	16297	14982	13772	12659
FATAL COLLISIONS	13	10	6	2	9	9	7
INJURY COLLISIONS	684	646	796	802	837	872	834
TOTAL COLLISIONS	3657	3023	3393	3347	3381	3109	1928
TOTAL CRIMINAL CODE TRAFFIC	530	540	720	739	684	626	616
TOTAL FOR PERIOD	39651	37971	44222	44168	45441	43761	38546

CRIMES AGAINST PEOPLE

CRIME TYPE	1990	1991	1992	1993	1994	1995	1996
MURDER	3	5	3	1	1	2	0
ATTEMPTED MURDER	0	5	2	3	2	1	2

CRIME TYPE	1990	1991	1992	1993	1994	1995	1996
ROBBERY	31	42	50	75	102	104	119
ASSAULT LEVEL 1	550	549	690	856	911	789	866
SEXUAL ASSAULT	103	113	140	143	129	186	103

* Note: the \$5000 figure above was changed from \$1,000 in 1995