

Community Advisory Group Meeting Minutes

January 17, 2023, 5-7pm

1. Meeting Opening (10 minutes)

- 1.1. Introductions of everyone present.
- 1.2. Welcome & Respectful Communication Policy.
- 1.3. Brief overview of agenda.

2. Resident Wellness Strategy Update

- The Norfolk Wellness Study is now entering the qualitative (interview) research phase.
- In this second phase, Jared is conducting interviews with 30 or more Norfolk residents, staff and partners to further explore and understand resident perceptions of wellness, and existing barriers and supports to wellness at Norfolk.
- Interviews also include questions from the Rural Development Network, in Edmonton, exploring how to support greater community inclusion at Norfolk through shared spaces.
- After conducting all the interviews, Jared will then transcribe and analyze findings, in order to position a concept of wellness at Norfolk within resident and staff perspectives.
- This interview data will be combined with the quantitative research in phase one (investigating best practices and examples of wellness systems in community housing models), and result in a policy and implementation recommendation for enhancing wellness at Norfolk, as well as outline publicly available resources and supports to increase wellness at Norfolk for both residents and staff.
- This project will end with presentations to national housing conferences and networks on our findings.

Once initial findings are identified, Jared would like to share them with the CAG and Norfolk staff, to ensure that he is following the right threads / providing relevant recommendations for Norfolk.

Action Items

- Newsletter and resident communications- provide residents Contact information for Jared and information on incentives for participating

3. Resident-led Ideas & Questions

Feedback on Past Action Items

Bulletin Boards- Signage outlining guidelines for resident use and push pins/ thumb tacks

Riley Park snow removal continues to be an issue. Snow removal should extend to dumpster.



4. Mental Health Resources

Liz provided a presentation on mental health resources (See attached info sheet).

Followed by an open discussion about the many ways mental health can impact the community, how to best navigate discussions with others experiencing mental health struggle and how to access supports for yourself and others.

Action Items-

-Provide more communication around mental health resources at the buildings to help reach those who may be struggling with mental health

-Raise awareness around Naloxone kits availability and training

-Post emergency numbers at the buildings including the DOAP team, Non-emergency line Addiction services and the distress centre

A Conversation about Mental Health



Recognizing a change in yourself and others

Possible Indicators of Mental Health Struggles

- o Reduced interest in things that you once enjoyed.
- o A breakdown of previously healthy relations with family and friends.
- o Irritability emotional outbursts and aggression.
- o Change in sleep and eating habits increased or decreased.
- o Increase in use of Substance or self-destructive behaviour.

Ways to Support Others

- o Start a conversation Ask “How are you doing?” “How can I Help?” “I noticed a shift and it seems like maybe you’re struggling”
- o Listen with empathy and compassion.
- o Be clear around your boundaries and stay within your capacity when offering support.
- o If safety is a concern call 911 or the distress centre.
 - If you do not feel comfortable notify someone who will.

Ways to Access Support For Yourself

- o Share how you are feeling with a supportive friend family member or trusted support person.
- o Speak with your doctor.
- o Call the distress center or addiction services helpline.

Ways Norfolk Can Support

- o Norfolk staff members are not qualified Mental Health Professionals, but we are a friendly face and a safe space to ask for help.
- o A Norfolk staff member can help by providing contact information for available resources and support you in accessing the appropriate mental health resources if you are facing barriers.

Programs and Services

- o Talk to your physician about available counseling services and mental health programs for your specific needs.



- o Group therapy and support programs such as Alcoholics Anonymous and AL Anon family groups.
- o Resource Workers can support in connecting individuals to the appropriate supports specific to their situation. You can visit a resource worker through many support agencies such as the Women's Centre, Kerby Centre, or Alberta Family resource Network.

Emergency Mental Health Resources

Crisis lines

- o Distress Centre- 1-877-303-2642 (Mobile response team)
- o Seniors connect 403-266-4357
- o Addictions services Help Line 1-866-332-2322

