



## NORFOLK HOUSING ASSOCIATION

### Community Advisory Group Minutes

MEETING: Tuesday August 15<sup>th</sup>, 2023, 5-7 pm

1. Meeting Opening
  - Welcome and Introductions
  - Reminder of Respectful Communication Policy
2. Resident Wellness Study Update from Calgary Dollars staff
  - Jared gave an overview of the structure of the wellness report that is in progress noting the goal to define what wellness means to Norfolk residents with the completion of the four part study
  - Toolkit and report to come
  - Priorities
    - Focus on mental and emotional health tied to community connections
    - Resident independence and empowerment
3. Calgary Dollars Discussion
  - Focus on utilizing C\$ while increasing community connections
  - Would like to try events at or around other buildings but a common community space is needed to accommodate social activities while being able to use the space safely without insurance or staffing issues
    - Possibly using a coffee shop, container park or the Norfolk terrace
    - Partnering with other organizations who are already holding social events
    - Suggestion to put free entertainment opportunities in the newsletter such as Cathedral Church of the Redeemer is used for free music events Wednesdays from 12-1
  - Trading C\$ with neighbours such as picking up groceries
  - Neighbourhood map of businesses who participate in C\$
  - C\$ can be earned through referrals to C\$
  - C\$ has an app that is easy to use
4. Resident-led Ideas and Questions
  - A concern was raised about rent increases
    - Norfolk staff explained that it is Norfolk's priority to keep rents as low as we can and still maintain the Norfolk buildings during a time of rising costs
  - A resident indicated that Norfolk rents are still far below what is available in the market
  - Norfolk staff indicated that they would like people who are struggling to contact the office so that staff can offer assistance and refer residents to appropriate supports
5. It was discussed that a resource for free food opportunities would be helpful to residents
6. A live camera on top of building to generate income for Norfolk was suggested



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7. There was a discussion around laundry, cost, the service being provided from Coinamatic, and a suggestion to remind residents not to overload machines
8. A discussion around security cameras for the main entrances occurred and it was communicated by Norfolk staff that we have researched this previously and consulted with police and it was determined that the cost and issues outweigh the benefits of this  
Concerns for resident privacy were also discussed in regard to security cameras
9. It was brought up that it would be beneficial to have areas to socialize that were smoke free

Thank you to everyone who input ideas for the CAG or attended with us!  
Next CAG meeting will be held Tuesday, November 14<sup>th</sup> from 5 – 7 pm.

