

Community Advisory Group Minutes

MEETING: Tuesday November 14, 2023, 5 pm - 7 pm

1. Meeting Opening

1.1. Introductions

1.2. Welcome and Respectful Communication Policy reminder

2. Suite Inspection Update – Derek Enns, Asset Maintenance Lead

- Derek provided an overview of how suite inspections went for NHA residents. He noted that maintenance concerns are addressed based on health and safety first and then regular maintenance items afterwards. The main items being addressed in the coming months are related to countertop, flooring and cabinet upgrades.
- Overall, residents are taking good care of their units.

A question was asked about what the major maintenance concerns were for 2023?

- Retro-fits for toilets as well as valve replacements were the main focus for the past year. These changes, although small, prevent the likelihood of flooding in units and thus an overall decrease in damage to units.
- A discussion on paint colour was brought up and how this decision is made. Maintenance does their best to choose neutral, Norfolk related colours to ensure continuity across the buildings.
- Upgrades are done with resident opinion in mind when changing items in suites. Health and safety will always be the priority but NHA also seeks to make the current resident happy in their home.

3. Resident Wellness Presentation – Maya Kambeitz, CEO

Maya provided a thorough presentation on the final reporting from the Wellness Strategy. Key points were as follows:

- The Housing Transformation Grant provided \$40K in funding to conduct this study.
- Why did we apply?
 - We are seeing a rise in need for social supports and overall improvement of resident wellbeing
 - We want to be prepared for the future and understand what investments and resources need to be allocated to maintain high satisfaction amongst residents
 - Deepen our understanding of current and future needs of residents
- Objectives of the study were:
 - Increase participation in housing-related decisions and projects
 - Build capacity around housing decisions and responsibilities
 - Increase/promote access to information
- Residents, staff and board members were polled in various forms (interviews, paper surveys, discussion grounds) to discuss wellness at NHA
- What is working:
 - Mixed income model
 - Agency and work culture supports staff and residents
 - Inviting input from residents and communicating
 - Respect for resident autonomy and self-determination
 - Location and quality of buildings
 - Resident engagement – CAG, YYCDollars, events, newsletter
 - NHA community of residents
- What is blocking wellness:
 - Covid impacts – loneliness and separation, fears and differing opinions
 - Interpersonal conflicts
 - Staffing considerations
 - Physical building and safety
 - Events and programming
 - Personal issues
 - Socio-economic barriers
- Recommendations and Opportunities
- Building Retrofits – continue making investments into climate resiliency projects and look at formalizing aging-in-place and accessibility retrofits



- Policies, Operations & Resource Investments – More clarity on policies for residents and make it easily available, formalize indigenous reconciliation commitments, and clarify conflict resolution support or mediation services that are available to residents to address interpersonal conflicts. Create a wellness toolkit for residents and staff and formalize some of the ambassador roles through YYC\$ to include welcoming committee or group for new residents to help integrate folks into the Norfolk community. Invest in additional staffing to implement wellness recommendations, work on setting up collaborations and partnerships to support resident needs, and also access more grants for things like creation of more communal spaces or bike storage or events.
- Community Cohesion – Wellness Supports
 - - Tenant services and sharing of offerings to help residents make connections and support one another
 - - Resident profiles in the newsletter
 - - Community safety groups and building ambassadors that can get people engaged and active
- Community Cohesion – Wellness Programming
 - - Walking groups or those that support both physical and mental wellbeing – this would also help people build connections.
 - - Events, patio parties, potlucks and gatehrings etc.
 - - Resident led classes and art sharing
 - - Group volunteering or advocacy/action committees
 - - Pet programs and groups
- Next steps:
 - Hire a Wellness Coordinator in the new year
 - Develop and implement the plan/toolkit
 - Incorporate recommendations into operational workplans
 - Activate the ‘Quick Wins’ like YYC Dollar initiatives and events
 - Apply for grants!

4. Resident-led Ideas and Questions

- What are the overall accomplishments of CAG over the past few years? Currently staff do not have the capacity to analyse and list all the accomplishments. NHA would be grateful for a volunteer willing to look



at minutes, discuss with staff based on information and compile a list from the past few years.

- A cork board to be placed in the elevator of Norfolk House would provide a place for residents to put information, signs etc instead of using tap in the hallways.
- The backdoor at Bowen is a consistent problem. Maintenance will look into future solutions for potential replacement this winter.
- It was asked that snow removal ensure paths are made for the recycling and garbage. It is difficult to get to the bins if the snow has not been removed. Maintenance will ensure that these paths are done by our contractors.

5. Closing Remarks

