



## NORFOLK HOUSING ASSOCIATION

### Community Advisory Group Agenda

**MEETING: 18 January, 2022, 6-8pm**

### Agenda

#### Notes in Blue

1. Meeting Opening (10 minutes)
  - 1.1. Introductions of everyone on the call
  - 1.2. Welcome & Respectful Communication Policy
  - 1.3. Brief overview of agenda
2. Operations & Buildings (20 minutes)
  - 2.1. Building updates
    - 2.1.1. Maintenance is super busy right now, doing a lot of work in the common areas (taking advantage of COVID to do less in-unit work and focus on common areas). Lighting, flooring, ceilings, painting, and those things that brighten and maintain the buildings.
    - 2.1.2. We hired a local muralist named Daniel to help us with the mural in the Norfolk parking lot as well as the Norfolk House lobby. If you haven't seen them yet, stop by! They're beautiful and really brightened up the spaces
    - 2.1.3. Bowen – ongoing issue with mask compliance in common areas – we can carry on with more diligent reminders (newsletter) – can we put the mask signs back up on doors to floors? Maybe change them up as well
  - 2.2. Related questions from residents
3. Communications and Events (30 minutes)
  - 3.1. Mental Health Supports Discussion
    - 3.1.1. There are lots of resources for lots of things and we will focus on one each for now – starting with mental health supports as they're super relevant for the time of year plus general COVID fatigue (and the resurgence)

- 3.1.2. Jon dug deep to figure out what mental health supports are available in our community – and then we had a discussion at Norfolk about what we can do better
- 3.1.3. What can Norfolk do to support residents with their mental health as a landlord? We are here to talk. If you feel comfortable talking to us and just want to talk, you can always call us. We can be your first step. We can also help make connections for you. And we are really involved with how Calgary Dollars responds to residents, what residents can use Calgary Dollars for, and in the overall wellbeing of our residents.
  - 3.1.3.1. Calgary Dollars questions can always go to Fatime. We are currently looking for newsletter delivery in Gayner, Flett, and Riley for delivering. We are looking for sustainable ambassadors at Norfolk and Gayner.
  - 3.1.3.2. Calgary Dollars is also a great resource for networking – whether around shared interests, specific resources, finding company or new friends, and so much more
  - 3.1.3.3. (Alone and free) Text for Hope – Mental Health Moment (video) – Wellbeing Screener Assessment – (Community and With Others) HSCA Virtual Community Nights – Together All website (peer to peer, anonymous) – Help Lines – Courses (psychological first aid – self care – caring for others – Canadian Red Cross)
  - 3.1.3.4. Are these the kinds of resources we want to see NHA supporting residents with?

### 3.2. Related questions from residents

- 4. Resident Led Ideas & Questions (15 minutes)
  - 4.1. Any questions or concerns not of a personal nature
- 5. Closing remarks (15 minutes)
  - 5.1. Items for next CAG meeting
  - 5.2. Thank you for attendance

