

CLARESHOLM SOCIAL NEEDS ASSESSMENT

Town of Claresholm

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Executive Summary

The Town of Claresholm Town Council, Administration and Family and Community Support Services (FCSS) engaged the Rural Development Network (RDN) to conduct a social needs assessment to better understand the quality of life of its residents and areas to focus on for support services.

The Social Needs Assessment outlines the social needs of Claresholm as they currently stand and how they may change in the future. The components undertaken to complete the social needs analysis were: a review of Claresholm's demographics and community health data, resident and youth online surveys, and four community engagement sessions (three in-person and one virtual).

The data from sources such as Statistics Canada and Alberta Health Services showed that the town is an older community with lower incomes than the rest of Alberta, which may be skewed by the higher levels of seniors. There is also an issue with housing, where long time existing homeowners have low housing costs but renters are finding a lack of supply and high prices.

Community interviews and surveys confirmed that many residents and service providers feel that there lack of housing supply, a perceived increase in drug and alcohol abuse, increasing amounts of visible homelessness, and some residents not being able to meet basic needs.

Based on these findings, there needs to be a focus on these issues through educating the community about resources, acknowledging how issues feed into each other, a focus on prevention, and more integration within the community for services.

Introduction

The Town of Claresholm Town Council, Administration and Family and Community Support Services (FCSS) engaged the Rural Development Network (RDN) to conduct a social needs assessment and housing strategy to better understand the quality of life of its residents. The Town of Claresholm has numerous initiatives and entities to contribute to a high quality of life.

The Social Needs Assessment outlines the social needs of the Town, and considers the current social programming available in the community to meet those needs. Research was conducted by analyzing data from various secondary sources and primary research into what services are available in the community. It also pulls from community and stakeholder engagement. The available preliminary data was then used to create a holistic viewpoint of the community's social needs. The components undertaken to complete the social needs analysis were: a review of Claresholm's demographics and community health data, resident and youth online surveys, and four community engagement sessions (three in-person and one virtual).

About Claresholm

Claresholm is located in Southwestern Alberta, approximately 104 kilometers south of Calgary and 90 kilometers northwest of Lethbridge. Claresholm's location provides access to the foothills and to many recreational opportunities.

Claresholm is predominantly English-speaking, with a growing immigrant population that has added to its diversity.

Residents of Claresholm have access to a variety of indoor and outdoor recreational activities, such as the indoor pool, golf, rodeo and archery. The variety of recreational activities will be able to accommodate multi-demographic groups to participate and learn together. Claresholm's Fair Day is held annually in August and brings the surrounding community together to celebrate the diversity and collaboration of community groups to show the best of Claresholm.

Claresholm has various social services available for residents to utilize. The services are listed in Appendix A.

School-age children are serviced by the Livingstone Range School Division. The West Meadow Elementary School and the Willow Creek Composite School are sources of pride for the community for the high level of education and community orientation the students receive. Claresholm Learn-a-lot Playschool offers programming for 3 and 4 year old children. Willow Creek Community Adult Learning Society offers classes to adults in the community. The Claresholm General Hospital is a source of health care in the community.

and is supported by other health and wellness services in the town. The Claresholm Centre for Mental Health & Addictions is a facility that provides community-based psychiatric facilities providing treatment, educational and supportive services on a doctor referral basis only. This facility is operated by Alberta Health Services.

Town of Claresholm 2022-2026 Strategic Plan Review

In December 2021, the municipality developed the 2022-2026 Town of Claresholm Strategic Plan, which solidified the town council's vision for the town for the next four years and provides direction to the town administration to realize the vision.

The social needs assessment aligns with the one of the five strategic priority areas identified by the plan: Ensure Claresholm is a "***Livable Community for a Vibrant, Healthy Quality of Life***". This assessment is meant to be used in conjunction with the Housing Needs Assessment and Affordable Housing Strategy to provide background information and a road map for future actions.

Social Determinants of Health

According to Health Canada, Determinants of health are the broad range of personal, social, economic and environmental factors that determine individual and population health. The main determinants of health include:

- Income and social status
- Employment and working conditions
- Education and literacy
- Childhood experiences
- Physical environments
- Social supports and coping skills
- Healthy behaviors
- Access to health services
- Biology and genetic endowment
- Gender
- Culture
- Race/Racism

The Social determinants of health refer to a specific group of social and economic factors within the broader determinants of health. These relate to an individual's place in society, such as income, education, housing, and employment. These can be both positive and negative influences.

As part of the overall portrait of Claresholm's social needs, it is important to take a look at quantitative data regarding how local residents compare to other Albertans. It can provide insight into what areas the town should focus on regarding their social needs.

Table 2.1 Indigenous and Minority Population, 2021

	Claresholm	Alberta
Percentage (Number of) Indigenous Residents	4.5% (160)	6.8% (284,470)
Percent (Number of) non-Indigenous Visible Minority Residents	5.8% (205)	27.8% (1,161,420)

Due to historical and current social inequalities in Canada, being someone identified as Indigenous or a visible minority may be associated with poorer social and health outcomes than the general population. The extent of this is highly dependent on the individual community and other factors.

While Claresholm currently has a small number of residents who fit into these categories, as the town seeks to grow, it is likely this number will also increase. It is important that service providers ensure that they are inclusive to all residents within Claresholm and mitigate any potential biases that may arise with assisting minority residents.

Table 2.2 Educational Attainment, 2021		
	Claresholm	Alberta
Percent (Number of) with No High School Graduation Certificate	18.3% (620)	13.3% (522,835)
Percent (Number of) with only High School Graduation Certificate	28.3% (960)	24.7% (972,110)
Percent (Number of) with Apprenticeship, Trades Certificate or Diploma	9.3% (315)	7.5% (295,285)
Percent (Number of) with College, Other Non-University Certificate, or Diploma	20.9% (710)	15.6% (612,690)
Percent (Number of) with University Certificate, Diploma or Degree	12.5% (425)	24.7% (972,210)

Lower educational attainment can correlate with lower income and poorer health status. However, Claresholm residents have a wide range of education levels that is likely heavily influenced by the job market and older population of the town. This means that there is a higher percentage of people with no high school certificate (which was not as necessary/available for older generations) and a lower percentage with a university degree. However, there are high levels of people with trade certificates, apprenticeships, non-university diplomas and college education.

Table 2.3 Family Composition, 2021

	Claresholm	Alberta
Percent (Number of) Male Lone-Parent Families	1.9% (20)	3.6% (42,125)
Percent (Number of) Female Lone-Parent Families	9.7% (100)	11.6% (135,065)
Percent (Number of) Lone-Parent Census Families (≥3 Children) 2016 Data	8.3% (15)	11.5% (18,425)
Percent (Number of) residents who are 65 to 74 Years of Age Who Are Primary Household Maintainers	25.4% (435)	13.6% (222,825)
Percent (Number of) residents who are 75 to 84 Years of Age Who Are Primary Household Maintainers	14.0% (240)	6.5% (105,505)
Percent (Number of) residents who are 85+ Years of Age Who Are Primary Household Maintainers	2.9% (50)	2.2% (35,775)
Average Number of Persons per Census Family	2.6	3.0

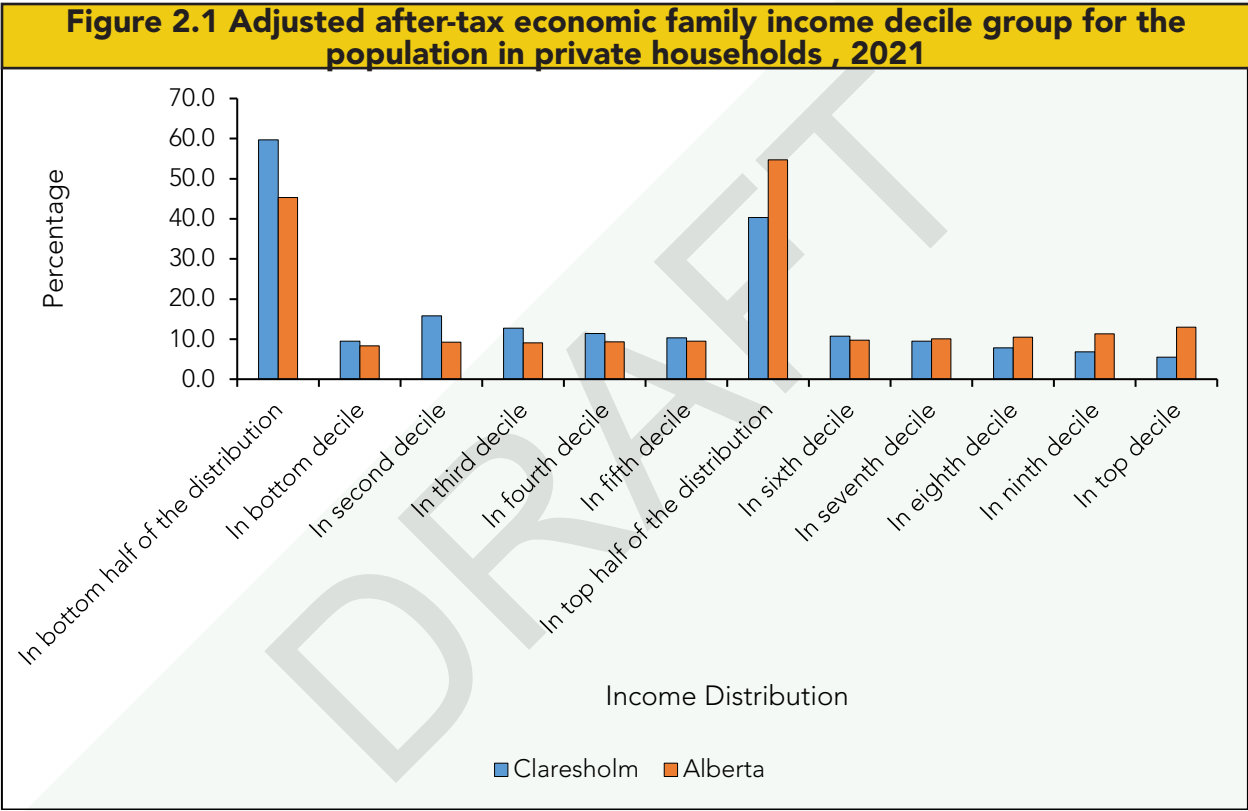
Single parent and older adult households can often be left dealing with greater socioeconomic challenges than other households. For Claresholm, it appears that there are more two person families than Alberta as a whole. However, the town does have a significantly higher percentage of households maintained by seniors over the age of 65. This can present a challenge for many residents, as many people begin to develop greater health issues as they age and retire, meaning a greater likelihood of needing services and healthcare assistance.

Table 2.4 Ownership Housing, 2021		
	Claresholm	Alberta
Percent (Number of) Living in Owned Dwellings	76.6% (1,310)	70.9% (1,157,495)
Percent (Number of) Where Greater Than 30% of Income Is Spent on Housing for Homeowners	10.7% (140)	16.0% (185,200)
Percent (Number of) Homeowners Who Are In Core Need	1.6% (20)	5.6% (64,820)
Average Value of Dwellings	\$270,400	\$448,800
Average Shelter Costs for Owned Dwellings	\$1,109	\$1,678
Median Shelter Costs for Owned Dwellings	\$940	\$1,600

Table 2.5 Rental Housing, 2021		
	Claresholm	Alberta
Percent (Number of) Living in Rented Dwellings	23.4% (400)	28.5% (465,220)
Percent (Number of) Where Greater Than 30% of Income Is Spent on Housing for Tenant Households	38.8% (155)	34.0% (62,900)
Percent (Number of) Tenant Households Who Are In Core Need	3.8% (15)	20.7% (96,300)
Percent (Number of) Tenant Households in Subsidized Housing	12.5% (50)	9.1% (42,335)
Average Shelter Costs for Rented Dwellings	\$948	\$1,332
Median Shelter Costs for Rented Dwellings	\$870	\$1,280

Housing unaffordability and instability can be one of the largest single causes for a family needing social support. While more information can be found in the housing assessment, 2021 Census data is showing that there is a gap between homeowners and renters within Claresholm. Homeowners are more likely to be spending less than 30% of their gross income on housing, and are less likely to be in “Core Need”, meaning that they are stuck in housing that is too expensive, crowded, or in need of major repairs and unable to afford alternative housing in the community. Tenant Households, on the other hand, are more likely to be overpaying in rent than tenants elsewhere in Alberta, and to be in subsidized housing. This means that rental households are more likely to be needing community supports than homeowners.

Table 2.6 Low Income, 2021		
	Claresholm	Alberta
In low income based on the Low-income measure, after tax (LIM-AT)	12.4% (435)	9.2% (382,820)
0 to 17 years	10.8% (65)	11.2% (1107,130)
0 to 5 years	14.0 (25)	12.0% (36,250)
18 to 64 years	11.2 (200)	8.1% (213,795)
65 years and over	14.9% (175)	10.6% (61,890)



Income inequality is a larger concern in Claresholm than in the rest of the province. Although it has slightly lower rates of low income for those aged 0-17, it has higher rates for residents in all other categories, most notably for seniors aged 65+. The entire community also has more people making less than the median income than what is seen the rest of Alberta. This means that there are more families that may not qualify as “low income”, but still make less than the median family in town.

Table 2.7 Healthcare Indicators, 2021		
	Claresholm LGA	Alberta
Number of Family Physicians (per 1,000 Population), 2020/2021	1.6	1.2
ED Visits Related to Mood and Anxiety Disorders - Age-Standardized Rate (per 100,000 population), 2020/2021	1,903.1	1,095.0
ED Visits Related to Substance Abuse - Age-Standardized Rate (per 100,000 population), 2020/2021	1,117.4	1,316.1
Age-Standardized Rate of People with Three or more Chronic Diseases (per 100 population), 2020/2021	4.3	4.1

The Claresholm Local Geographic Area is an amalgamation of Claresholm and the communities of Granum, Stavely, Parkland, and rural areas for Alberta Health Services for healthcare demographic research and mapping. It shows that Claresholm LGA has a slightly higher proportion of doctors than the province, but also has proportionately more emergency department visits due to mood and anxiety disorders and people with three or more chronic conditions. This may be affected by the presence of a mental health facility in the town. Claresholm also has fewer visits to the emergency department for substance abuse issues than Alberta, but they are still occurring.

Table 2.7 Age Group Percentage, 2021		
	Claresholm	Alberta
0 to 14 years	12.6%	19.0%
15 to 64 years	51.4%	66.2%
65 years and over	36.0%	14.8%
85 years and over	5.1%	1.7%
Median Age	56.8	38.4

Claresholm is currently an older town when compared to the rest of the province, with a median age of 56.8 compared to 38.4. The amount of people ages 65+ is nearly double Alberta’s percentage, and those aged 85+ are nearly four times the province’s rate. This means that the town may need to expend more resources in ensuring there are more services accessible to older residents.

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Summary

Based on a quantitative overview of a selection of Claresholm's Social Determinants of Health in comparison to Alberta as a whole, there is a mix of positive and negatives. Claresholm residents are more likely to come from the ethnocultural majority group of the province, more likely to be homeowners, and are more likely to have two parent families. They are also less likely to need emergency department help for drugs/alcohol. However, these issues still exist in the community and lack of emergency department use doesn't necessarily mean that chronic usage is not a problem. These factors are often associated with needing less support from social service organizations such as FCSS.

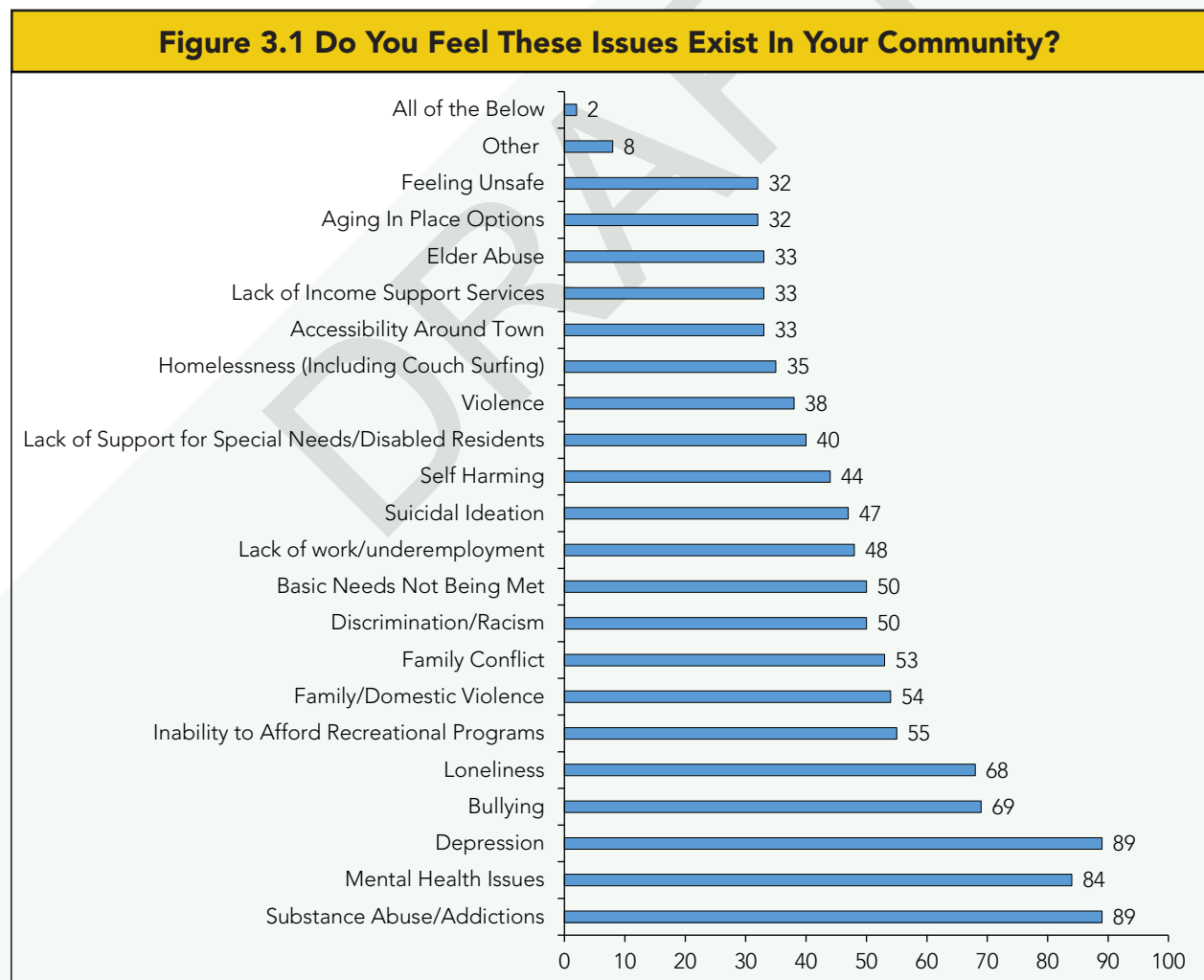
Based on the town demographics, there are a few areas that may need more focus on from service providers. There is a high rate of renters who struggle with expensive and substandard housing, which can be exacerbated by low housing supply. There are also a significant number of household maintainers over the age of 65. This can mean residents may need more focused and in-person outreach. Income levels are also lower in the town, which may be a result of the higher retired population. There are also higher rates of people living with 3 or more chronic illnesses and people using the emergency department for mental health issues.

Overall, based on data from Statistics Canada and Alberta Health Services, the biggest concerns for the community for social services providers appear to be issues related to housing, aging, mental health, and income inequality.

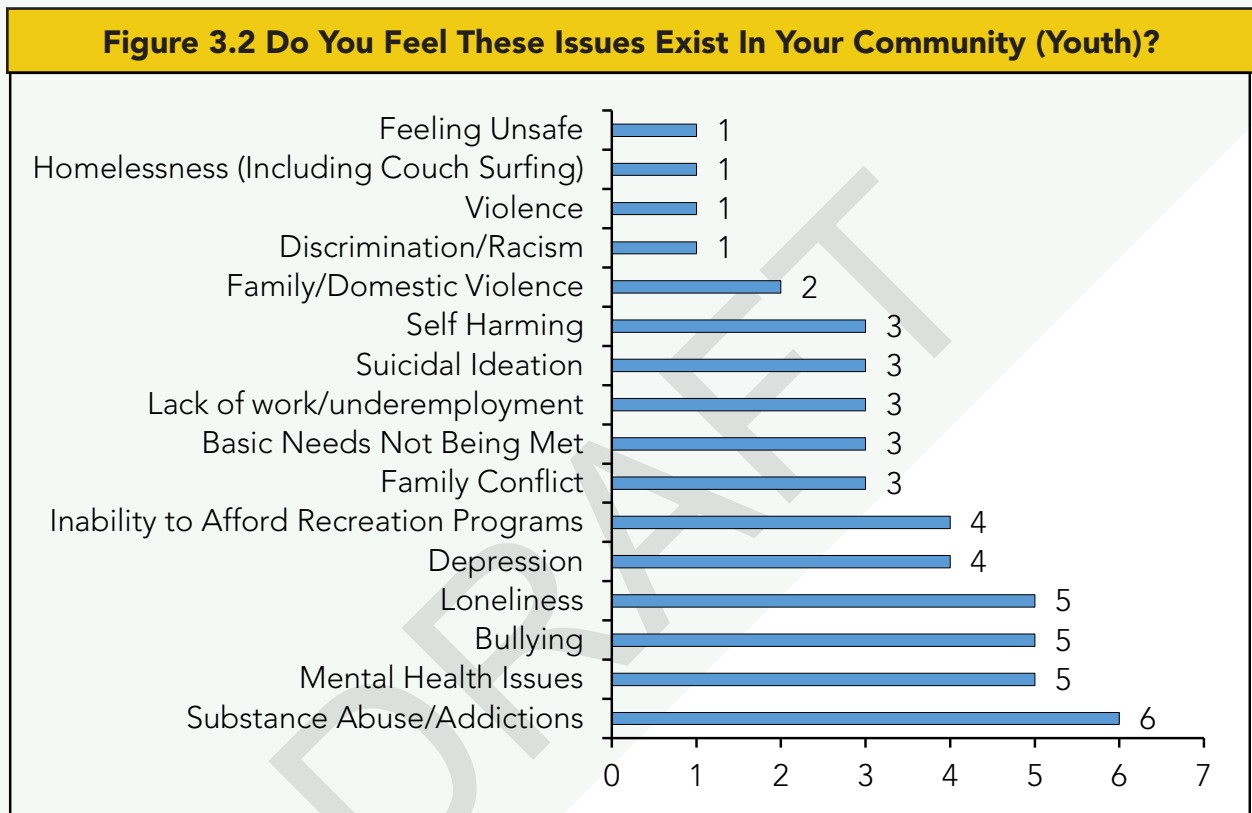
Survey Summary

Survey Findings

In the summer of 2022, an online and paper survey was promoted online and in person to residents of Claresholm and the community of Granum by FCSS. Respondents were provided with a series of social issues and asked whether they exist in Claresholm. Summaries results from 100 responses are depicted below. The top five social issues identified are: (1) substance abuse/addictions – 89%; (2) mental health issues – 84%; (3) depression – 79%; (4) bullying – 69%; and (5) loneliness – 68%.

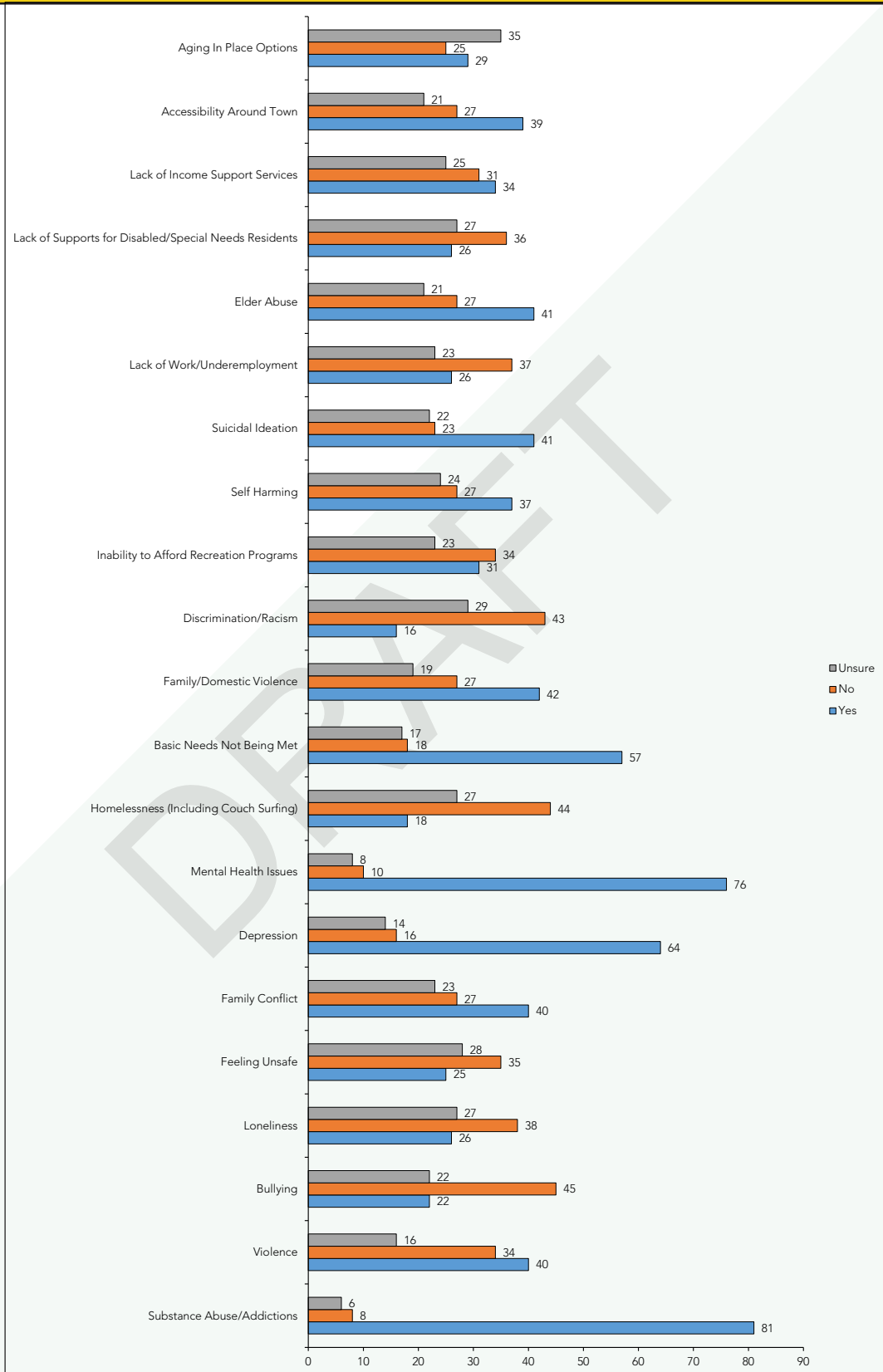


Youth were asked to indicate whether social issues exist in the youth population. There were 6 responses, with the results illustrated in Figure 2 below. The top five identified are: (1) substance abuse/addictions - 100%; (2) bullying - 83.3%; (3) loneliness - 83.3%; (4) mental health issues - 83.3%; and tied for (5) depression and inability to afford recreation - 66.7%.



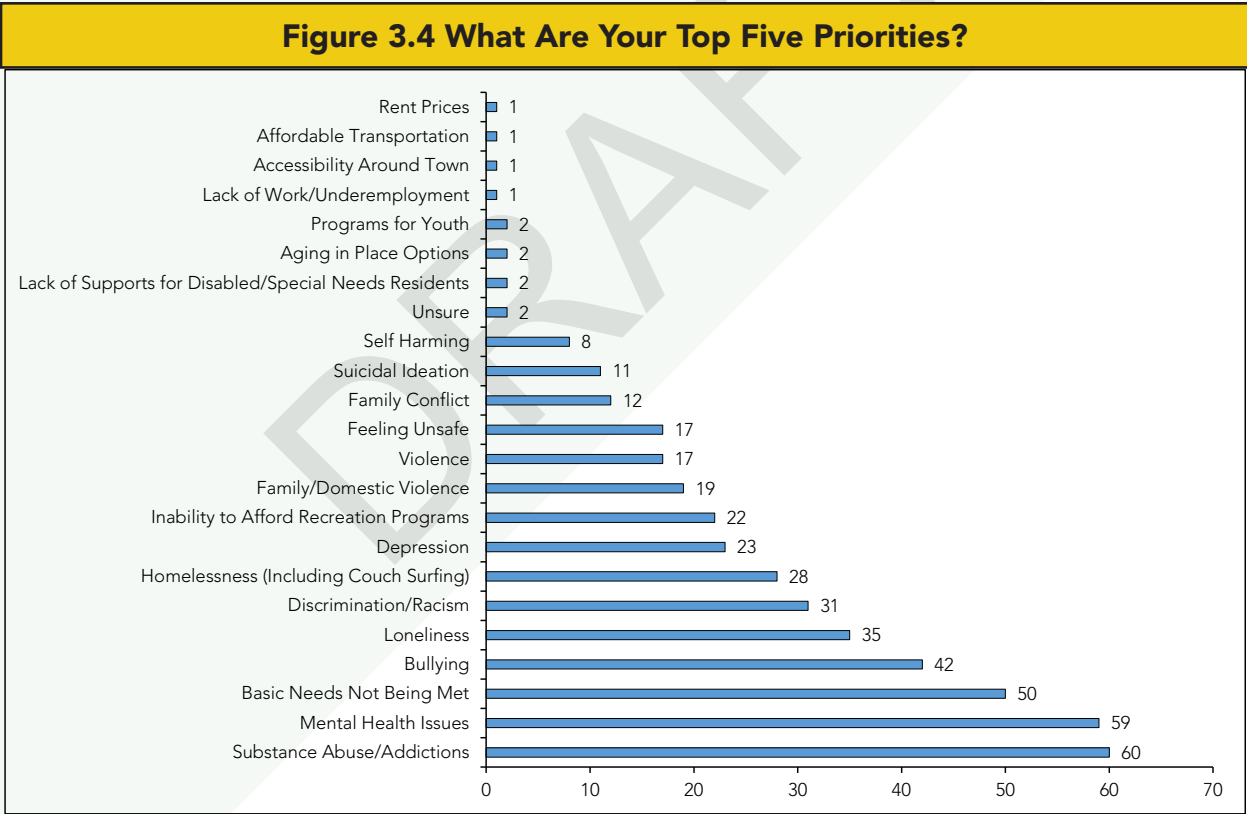
Respondents were asked if they are aware of local programs or services that address the issues identified above. Figure 3 depicts the responses, with a mix of people being aware, unaware, and unsure of what resources the community has.

Figure 3.3 Are you aware of local programs or services that address these issues?



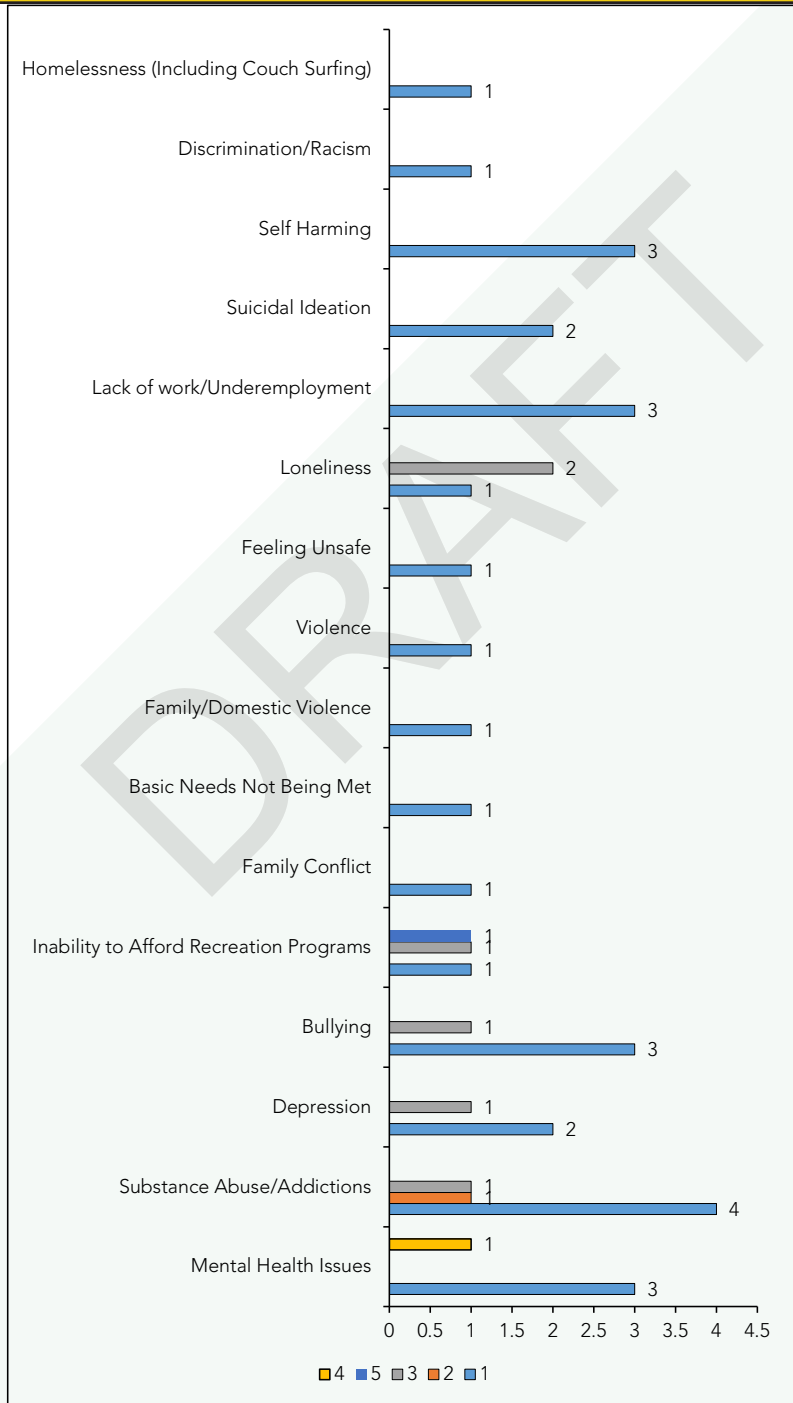
Social Needs Priorities

Respondents were then asked to identify what the priority of the social needs to be addressed were. Figure 5 illustrates the results. The top five priorities they identified are: (1) substance abuse/addictions – 60%; (2) mental health issues – 59%; (3) basic needs not being met – 46.7%; (4) lack of work/underemployed – 41.1%; and (5) bullying – 39.3%. Youth respondents were asked to rate the top five priorities they think should be addressed in their community. They identified the number one priority to be substance abuse/addictions, and the second priorities self-harming, lack of work, mental health, and bullying.



Youth respondents were asked to rate the top five priorities they think should be addressed in their community. They identified the number one priority to be substance abuse/addictions, and the second priorities self-harming, lack of work, mental health, and bullying.

Figure 3.5 What Are Your Top Five Priorities (Youth)?



General Comments

Respondents were able to provide their comments about future planning for Claresholm. A selection of the wide variety of comments shared were:

- We have an awesome Mayor who is a people-first person.
- We have wonderful festivities throughout the year.
- Great volunteer base.
- We have a lot to celebrate and some very good programs and facilities in place.
- Excellent facilities - pool, rink, baseball diamonds, football field, track (skate-board park in the works), Kintrail, frog creek ponds
- Mixed use housing.
- I'd also like to see our town get a better appearance (beautification) along the highway.
- We have a community centre. How about a community dance with live entertainment, concerts? Something to draw people out of their homes and into the community. Do appreciate the downtown Christmas event and look forward to the Canada Day events.
- Community App for Claresholm to welcome visitors and newcomers. Like a community profile book, but an interactive app instead of with all the info listed in one place. Linked to services and businesses and accessible for folks with any impairments or disabilities.
- I appreciate FCSS making connections within the community and developing programs with community organizations.
- This survey suggests that it will take more than FCSS to make Claresholm a better place to live. How do you mobilize a community? How do you promote and foster caring? How do you get a community to work together and not in isolation?

Stakeholder Interviews

Findings

Three engagement sessions were conducted that saw audiences of Town Council members, administration, staff, service providers, and the general public. For the safety and anonymity of the stakeholders, all comments and questions have been grouped together.

We asked the following questions to the audiences to do a deeper dive of the community surveys responses. All of the responses have been analyzed and grouped together to maintain the anonymity of the audience members.

Mental Health and Depression

There was a lot of discussion of what supports the community needs to best support identified issues in the community. There was consensus that the health care system is struggling and those experiencing mental health breakdowns need to leave the community for treatment and follow up. There is no quick access for anyone and it is deemed frustrating and sometimes financially unacceptable for people having to leave the community for access.

More options need to be explored to support all demographics of the community. Support groups are a resource that could be explored further. They help people while helping themselves. The stigma around mental health is a barrier for the community and is unhelpful. A community campaign to educate the community about mental health would benefit all.

The pandemic of COVID-19 has had a widespread impact. The level of depression and loneliness has impacted all populations. Activities and programs that are cost-effective and best for individuals are needed to support those who may be struggling. Activities to make a connection are more beneficial. Activities can be created and undertaken by a variety of people and organizations in the community. A youth group could create chalk drawings on the sidewalks around town, and a men's group could visit the senior's lodge for coffee and conversation.

Substance Abuse

There was a general consensus that the Town of Claresholm is experiencing a substance abuse problem which is evident among the some of the youth and adult populations. It wasn't suggested that an underlying culture exists where the use of illicit drugs and underage drinking is ok. It was suggested that youth know exactly whom to go to purchase illicit drugs. It is also known who the drug dealers are and where they reside. This is a culture of acceptance that needs to be disrupted. Careful collaboration and community buy-in are key to the disruption.

Basic Needs Not Being Met

The discussion around basic needs not being met saw robust conversations occurring. The town has one grocery store and has lost the thrift store due to the pandemic. Having only one grocery store creates a monopoly for that store but also potentially puts it in a position to create programs to give back to the community. This could be programs such as donations of day-old or close-to-expiration items donated to the local food bank. It was also noted that the local food program was losing its funding at the end of September. This would be an

opportunity for another group to start a food program to best meet the needs of the community.

Housing

Homelessness is becoming an issue in Claresholm and requires attention.

The physical location of Claresholm along Highway #2 and close to two major centres of Calgary and Lethbridge creates a problem of homelessness and other issues. The highway allows individuals to reside there and commute to work and be economically feasible.

The median age of Claresholm residents is 56.8 years. This is a population that is stable with their careers and employment and becoming empty nesters. Individuals are looking towards retirement and have their mortgages paid off. Given this, they would be remiss to move and potentially start anew. Seniors are encouraged to age in place and want to live their lives where they know their neighbours and have peace of mind about the surroundings.

Claresholm has a house-poor population now. This population buys or rents a house quickly because the house has come onto the market, not because it meets their needs. Individuals may be paying more than 30% for their housing. Affordable housing is not available in Claresholm. The awareness of what affordable housing is varies between respondents. Affordable housing is appropriate housing for a person's needs that costs less than 30% of their gross income.

Each of these factors contributes to a perfect storm of housing unaffordability and homelessness in Claresholm.

Recommendations

Based on the information (demographics, resident and youth survey, engagement sessions and other communities with similar needs), several recommendations can be drawn. This assessment will be reviewed by the Town Council, administration and FCSS and a plan for action can be developed.

Educating The Community About Resources (Awareness)

Educating the community about the resources found at a community level is an ongoing process. There needs to be a community champion to take on this task to ensure that service providers are knowledgeable about each other and in turn, the public can be educated on the resources available. The community champion could be the FCSS, as this is a natural choice, but the FCSS cannot do this alone. A coalition of service providers and community members would be able to concentrate on the topics at hand and not have to work on them from the sides of their desks.

Issues Are Intertwined With Each Other

Each of the issues that were brought up and discussed at the engagement sessions and surveys were found to intertwine with each other. There is homelessness because rent is too expensive and there is a limited housing supply that becomes interwoven with mental health issues. If food scarcity is impacting a family, the effects will reach out to the school, as the hungry student may start to have behavioral issues, have increased absenteeism, or fall behind in their grades due to hunger and the inability to pay attention because of being hungry. Programs that are created cannot fix all of the issues, nor should they. Programming needs to concentrate on one area and affected areas will naturally subside.

Prevention Is Paramount

Prevention is paramount. Creating the necessary resources to support the community will alleviate the pressure on the social needs of the community. The resources should focus on the health and well-being of individuals, not just physical health. A holistic approach to meet the individual's needs of where they are at is best. This is a difficult task to do alone, nor should it be one organization's responsibility. It is the community's responsibility. Seek community partners as much as possible to share the workload.

Reduce The Silos Within The Community

The silos of the community need to be reduced and brought together to create an opportunity for equal learning and sharing. During the engagement sessions, it was mentioned numerous times that key players were invited to the sessions, yet did not attend. This is an unfortunate occurrence. It is difficult to bring unwilling participants to a conversation in which they may not want to participate in. If they do not see their worth in the community or larger picture, it may take the above mentioned community champion to support them in seeing their worth.

There is a well-established interagency group that regularly meets to share information and communicate among service providers. This help individuals access services as they can be properly directed to the right access point at the right time. A coordinated access model can create a leveraged approach to issues in the community. If a community member is seeking services about housing and is at their mental health appointment, the counselor could advise them with confidence about the steps that are needing to be taken and what service provider is the correct one. The information is consistent with all service providers and the same message is given to the community members. No door is the wrong door.

Community Engagement

It is beneficial to keep the community informed of each step that will be taken toward affordable housing in Claresholm, no matter how insignificant the step may be. Keeping the community informed step by step will mitigate the thoughts and actions towards 'Not In My Neighborhood' (NIMBY). Continue the conversation going forward with mechanisms of communication that work for the community, whether it is face to face meetings, posters, phone calls or social media. If the community is left out of the conversation, this will leave residents feeling negative towards affordable housing. The Town Council, Administration, FCSS and others have invested too much for this slippage to occur.

Continued Roles for the Town of Claresholm

As with other communities that are struggling with affordable housing, the following are steps that are recommended to ensure success.

- Planning, research implementation, and policy development
- Advocacy and education
- Proactive leadership
- Creating, updating, and enforcing regulations
- Monitoring and evaluating community needs
- Supporting and organizing the initiatives of partners
- Ensuring the successful implementation of the Affordable Housing Strategy

Conclusion

It is with absolute confidence and pleasure that RDN creates and shares this document with the Town and community of Claresholm. The Town is heading in the correct direction for an affordable housing strategy. The strategy is not a single trajectory document heading in just one direction. The strategy is multi-faceted and multi-leveled. It has many players to work and with input gathered from the community, Claresholm will be the better for it.

The social needs assessment is just one part of the strategy to seek the services, needs, and gaps of the community. From the social needs assessment, some areas of focus have been identified to follow up on. The areas of focus include the following:

- Substance abuse
- Mental health issues/depression
- Homelessness
- Affordable housing
- Basic needs not being met

Even with areas of focus to follow up on, the respondents had positive ratings and comments to say about their community of Claresholm. The majority feel safe in their community and feel they have a high quality of life. Again this shows that Claresholm is heading in the right direction.

Appendix A

FCSS

Family and Community Support Services (FCSS) is an organization operated by the Town that works to address preventative social needs in the community. This can occur through the delivery of direct services or through the support of other organizations in the community.

In the programming year of 2021-2022, Claresholm FCSS programming had 14 partnerships and 31 community programs and events. The total number of participants in the programs was 9010 with 71 volunteers with a total of 880 hours of volunteering!

In addition, unique grant funding is offered to the community that falls within the FCSS guidelines, providing preventative social services programming. The programming offered is able to show a positive change in the community through surveys after the completion of the programs.

Town of Claresholm Community Groups

Source: Claresholm and District FCSS | Family & Community Support Services
(claresholmfcss.ca)

Food

- Claresholm Good Food Box
- Claresholm Meals On Wheels
- Claresholm Food Bank

Child and Youth

- Claresholm Day Care
- Kidz Zone: School Age Care & Summer Fun
- Claresholm Child Care Society
- 4-H Beef Club (Claresholm)
- 4-H Multi Club
- Girl Guides of Canada (Sparks, Brownies)
- Scouts of Canada (1st Claresholm Troop)
- Scouts of Canada/ Venturers Club (3rd Claresholm Troop)
- Learn-A-Lot Playschool
- MOPS-Mothers of Preschoolers
- Porcupine Hills Early Childhood Coalition (PHECC)

Schools

- West Meadows Elementary
- Willow Creek Composite High School
- Stavely Elementary School

- Granum School
- Livingstone Range School Division
- Chamber of Commerce (Claresholm & District)

Community Organizations

- Claresholm Animal Rescue Society – CARES
- Claresholm and District Fair Board
- Ducks Unlimited
- Farmers Market (Claresholm)
- Fish & Game Association
- Kinettes (Claresholm)
- Kinsmen (Claresholm)
- Knights of Columbus
- L.D.S. Relief Society
- Lions Club (Claresholm)
- Ministerial Association (Claresholm)
- Porcupine Hills Classic Cruisers
- Royal Canadian Legion Branch #41
- Rug Hookers Club
- Sons of Norway

Facilities

- Agricultural Society/Agriplex
- Claresholm Aquatic Centre
- Claresholm Arena

- Claresholm Ball Diamond Complex
- Claresholm Centennial Park Campground
- Claresholm & District Museum
- Claresholm Public Library
- Claresholm Social Centre
- Community Centre Association
- Curling Club
- Golf Course (The Bridges at Claresholm)
- Willow Creek Recycling & Bottle Depot
- Willow Creek Regional Landfill Facility

Hospitals and Health Care

- Claresholm Mental Health Clinic
- Claresholm & District Health Foundation
- Claresholm & District Transportation Society
- Claresholm Centre for Mental Health & Addictions (Alberta Mental Health)
- Willow Creek Continuing Care Center
- Claresholm General Hospital
- Claresholm Clinical Nutrition
- Claresholm Physiotherapy
- Claresholm Public Health Unit
- Claresholm Spiritual Care

Churches

- Anglican Church
- Baptist Church
- Catholic Church
- Christian Reformed Church (Granum)
- Church of Jesus Christ of Latter-Day Saints
- Church of the Nazarene
- Jehovah's Witnesses Kingdom Hall (Claresholm, Stavely, Nanton)
- Lutheran Church
- Lutheran Church (Granum)
- Pentecostal Assembly
- Ranchers Church
- United Church (Claresholm, Granum & Stavely)
- My Victory Claresholm

Appendix B

Information Sources

Community Engagement Sessions

September 7, 2022 In-Person Sessions

10:00 a.m. - 12:00 p.m. Town of Claresholm Town Council, Administration and FCSS

2:00 p.m. - 4:00 p.m. Service Providers

6:00 p.m. - 8:00 p.m. Community Members

Sep 13, 2022 Virtual Session

6:00-8:00pm Community Members

Online Survey

128 Responses

Census Profile, 2021 Census of Population: Claresholm and Alberta

Alberta Health Primary Care Network Operations Community Profile: Claresholm Health Data and Summary 5th Edition, August 2021

Social determinants of health and health inequalities, Government of Canada. <https://www.canada.ca/en/public-health/services/health-promotion/population-health/what-determines-health.html>

Appendix C

Community Engagement Session Questionnaire

1) What supports would you like to see in your community for those experiencing:

- a. Substance Abuse
- b. Family Conflict
- c. Depression
- d. Mental Health
- e. Basic needs not being met

2) What if nothing is done?

3) What does homelessness in your community look like to you?

4) What resources do you currently have to support homelessness?

5) Have you noticed any negative or positive trends when it comes to housing?

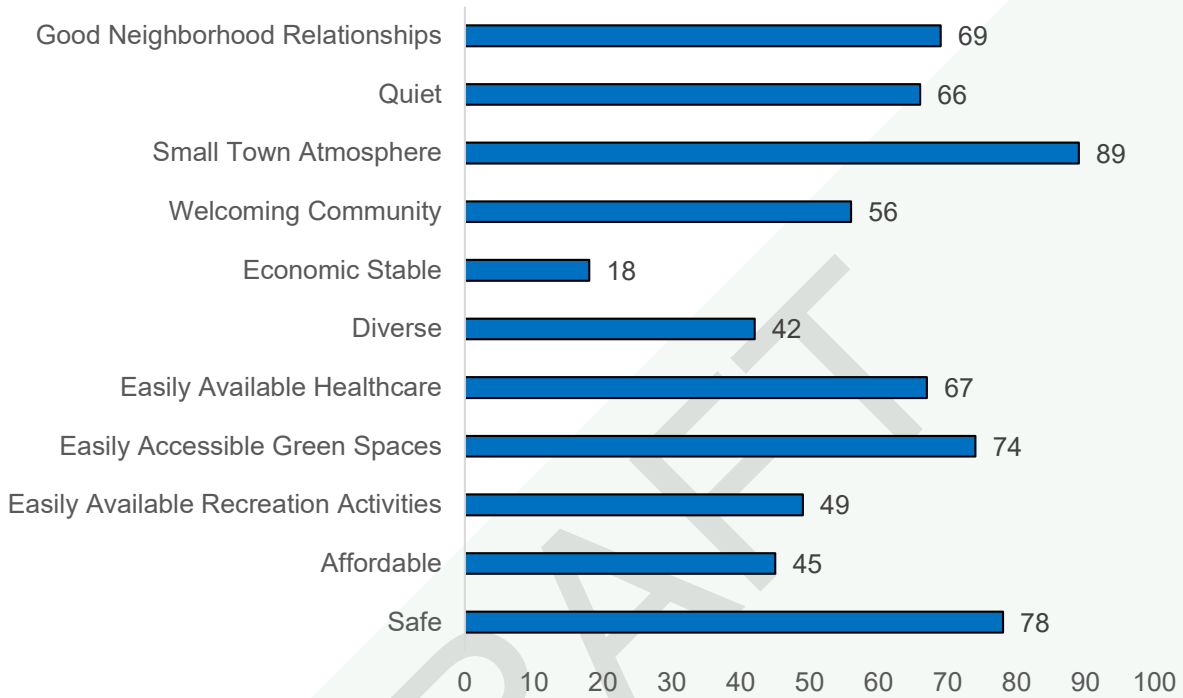
6) Have you noticed any negative or positive trends when it comes to housing?

7) What is the biggest housing challenge for Clareholm?

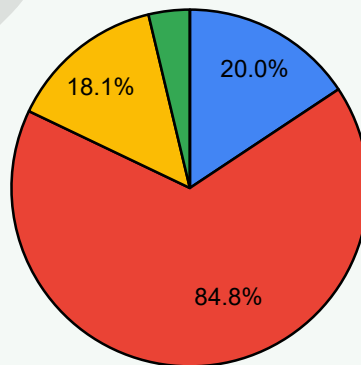
Appendix D

Claresholm Community Survey Responses

Question 1. Describe Your Community

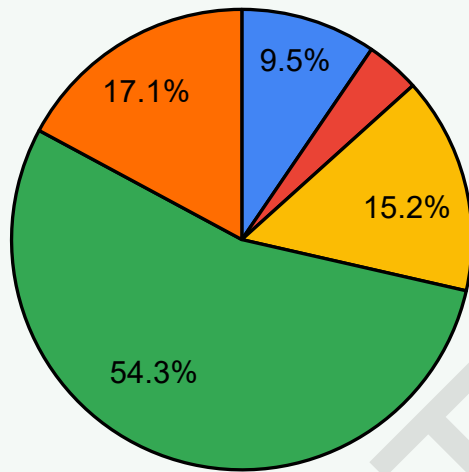


Question 2. How happy are you with the quality of life in Claresholm and nearby areas?



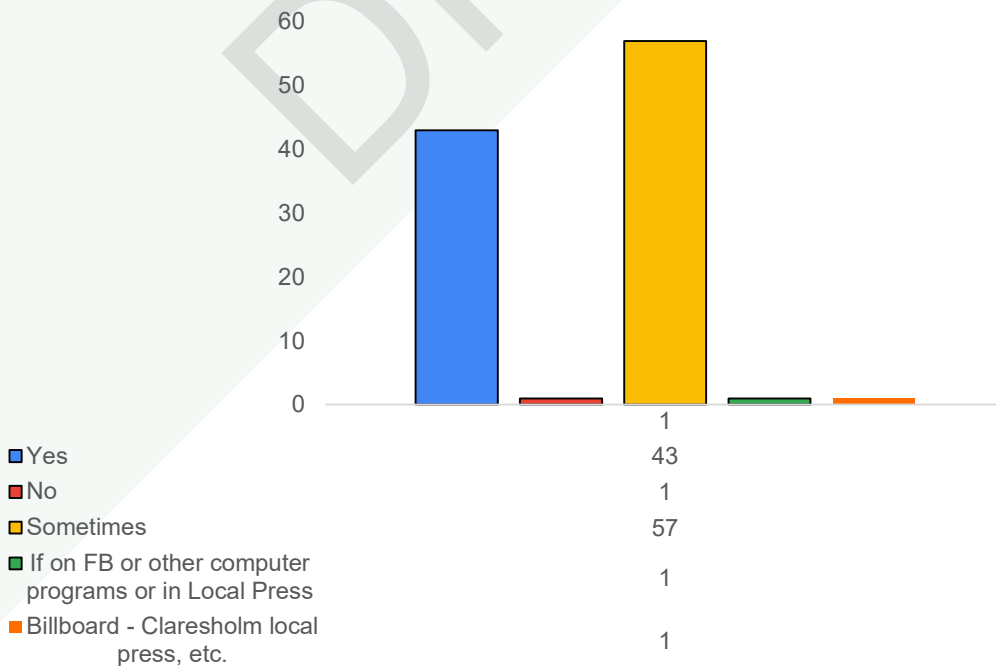
■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied ■ Very Unsatisfied

Question 3. I feel safe in my community



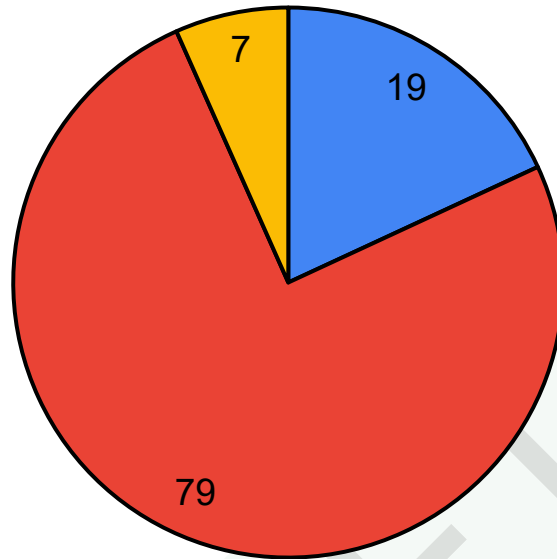
■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree

Question 4. I am aware of the events and activities that happen in my community



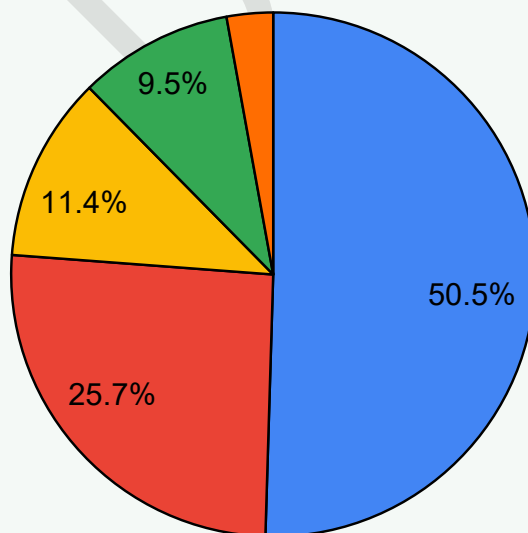
■ Yes
■ No
■ Sometimes
■ If on FB or other computer programs or in Local Press
■ Billboard - Claresholm local press, etc.

Question 5. Have you experienced racism or discrimination in your community?



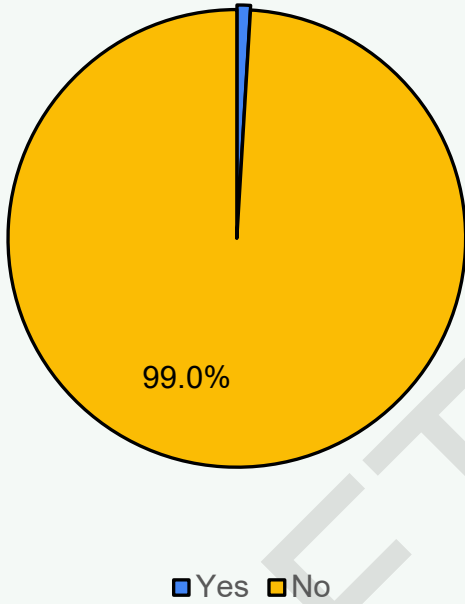
■ Yes ■ No ■ Other

Question 6. Sometimes I worry about when I will have my next meal.

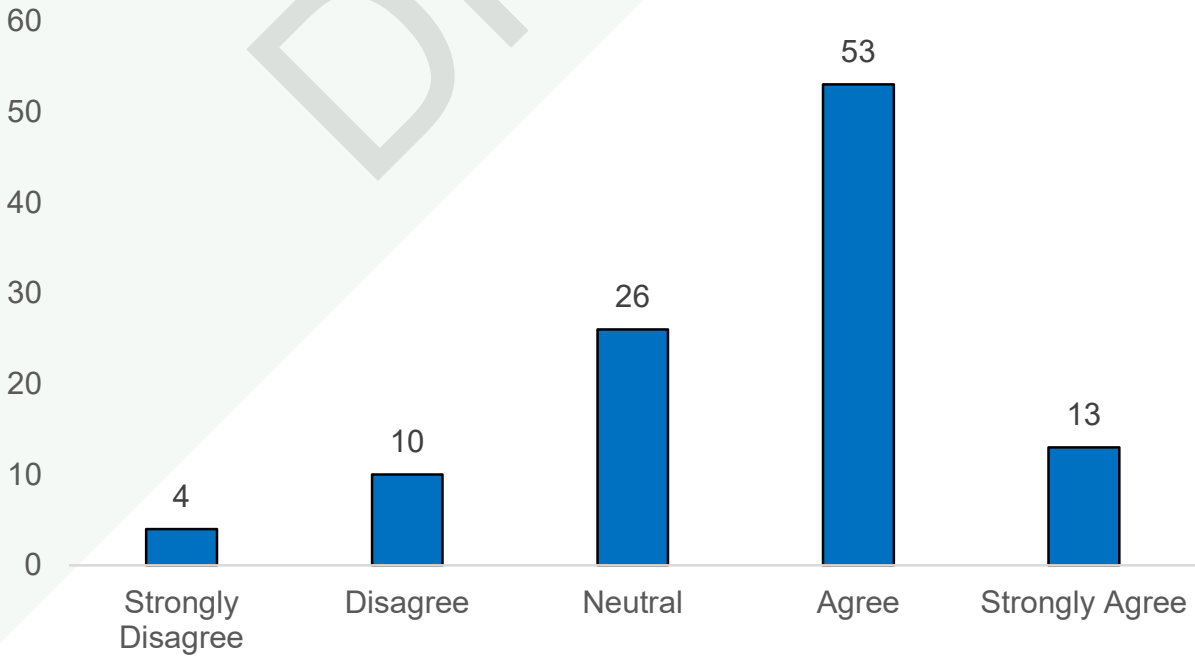


■ Strongly Disagree
■ Disagree
■ Neutral
■ Agree
■ Strongly Agree

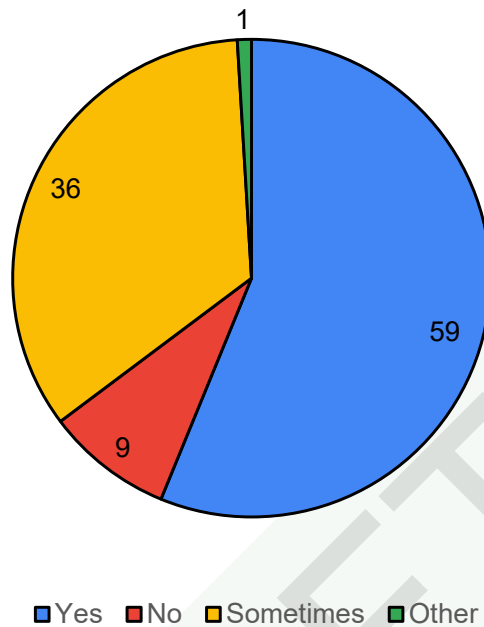
Question 7. I have experienced homelessness or "couch surfed" within the last year.



Question 8. I feel like I belong in my community.



Question 9. Do you feel that you are able to access services/ resources that you need within your community?



Question 10. If you have responded "No" or "Sometimes" to this question, please share with us what resources or services you are not able to access within your community.

Note: Comments may have been edited for content, clarity, and spelling. They reflect the individual responses of those surveyed.

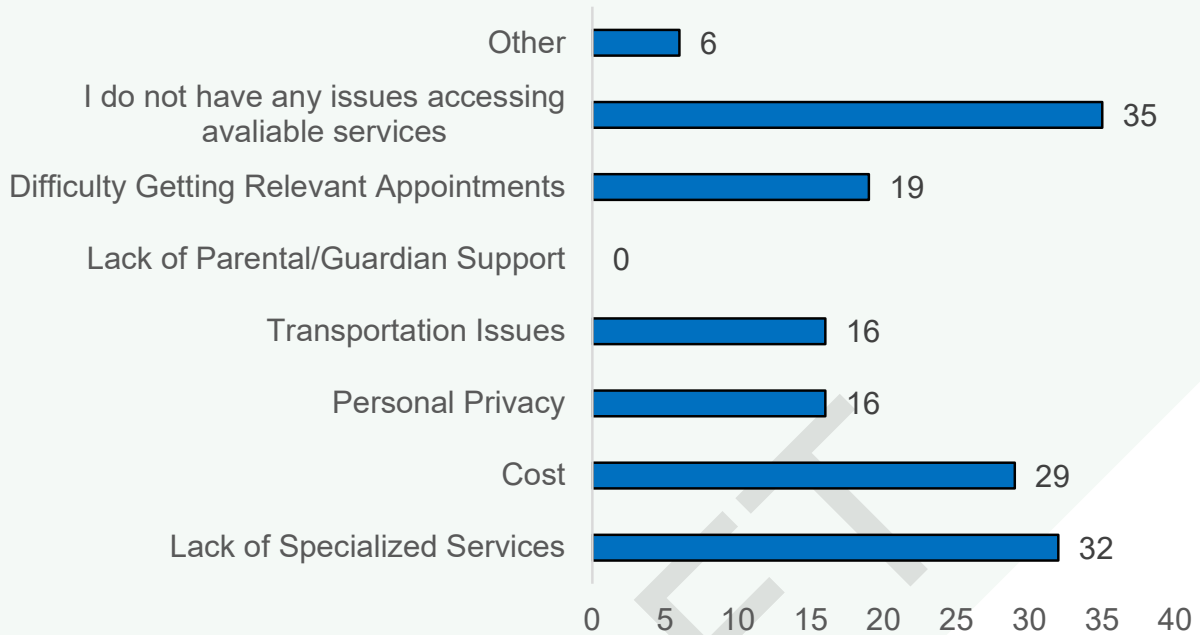
- Mental health services for community members are very limited which seems odd given we have a large mental health facility.
- I have a mental illness and not welcome at [local supportive group], I am not a senior yet, I am quite isolated and have no socializing opportunities that I can afford
- Some health services, hit and miss for products in stores on regular frequency, high prices.
- Medical, recreational, educational, and economic voids have been in our community forever.
- Mental health, counselling, seniors care.

- Recreational opportunities that aren't organized group sports. Even the pool is barely accessible given the very poor public swimming schedule.
- Not able to always get my granddaughter to play groups due to where they are held.
- We don't know what activities, events or resources there are or how to access them because there is a lack of information and advertising.
- Healthcare, Shopping (quality of produce available).
- Variety of healthy food options. We arrange and travel for appointments in order to access better options for groceries.
- Require walker due to mobility issues and can't always get to the services, eg Town Hall for taxi chits.
- Medical family doctor not available.
- Long wait to get in to see the doctor. Only one dentist and prices are very high. The grocery store is expensive.
- There is a need for more respite services, so caregivers can get a break occasionally.
- Youth clinic is needed.
- Postpartum and prenatal care and classes.
- From a business point of view, yes, we can access services, but we don't seem to walk on the side of progress for small businesses to set up and stay here comfortably.
- I'm as comfortable here as I likely would be in some other small towns, and I adore the people - that's why I stay.
- Full time jobs, adult adventures/groups, health benefits, access to personal items.
- Mental health counseling is needed.
- We have just have so many services available to people of all incomes, and medical resources available that so many are just not aware of. For instance when my father was dying, there was wonderful access to palliative care at

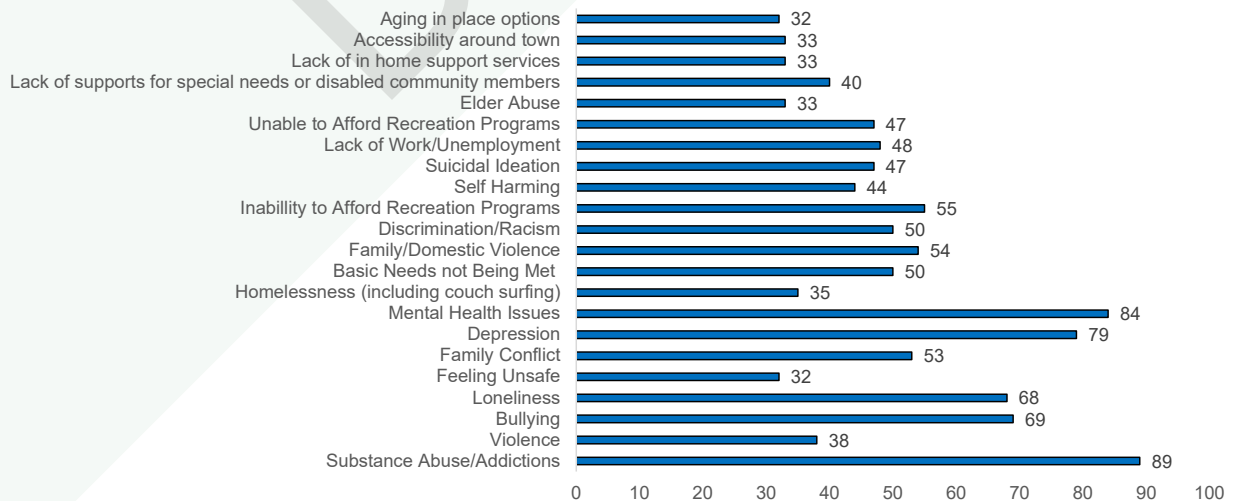
home. So many people are not aware of how many of these services are available to them. They help with sick and elderly people at home and we have such a large elderly population, as well as wonderful healthcare people to help. It made such a difference to all of us.

- I've had two doctors leave so currently do not have a doctor in town. One was in Claresholm one was in Fort MacLeod.
- Some services are inadequate such as tutoring, so we must go to another town. Many services are overpriced such as groceries, so we shop elsewhere. Recreational activities for children do not align with work schedules so have to take out of town, such as swimming lesson during the day when both parents work. The Physiotherapy in this town does not accept insurance/WCB, so must go to another town for this service. When you have to leave for so many things it is just easier and often cheaper to do all business elsewhere.
- For a single guy 40+ I feel that our community doesn't support us what so ever.
- Pelvic health physiotherapy.
- Mental health services .
- Developmental services like behaviour therapy and OT, specialists, animal therapy, respite workers have been hard to find.
- Have mobility issues. If I cannot get a ride I don't go as I can't afford the taxi on a regular basis.
- Medical - either go to Calgary or Lethbridge.
- Taxi is expensive I cannot afford and walk everywhere I have to go or I need to go throughout.
- Because of my balance and health problems most places I can't go to.
- We need affordable housing, affordable groceries, and a thrift store.
- It is a lack of knowing about these resources and/or services which prevents me from accessing them. Also, I have no transportation.
- Specific healthcare, certain training courses.
- Bus service to Calgary.

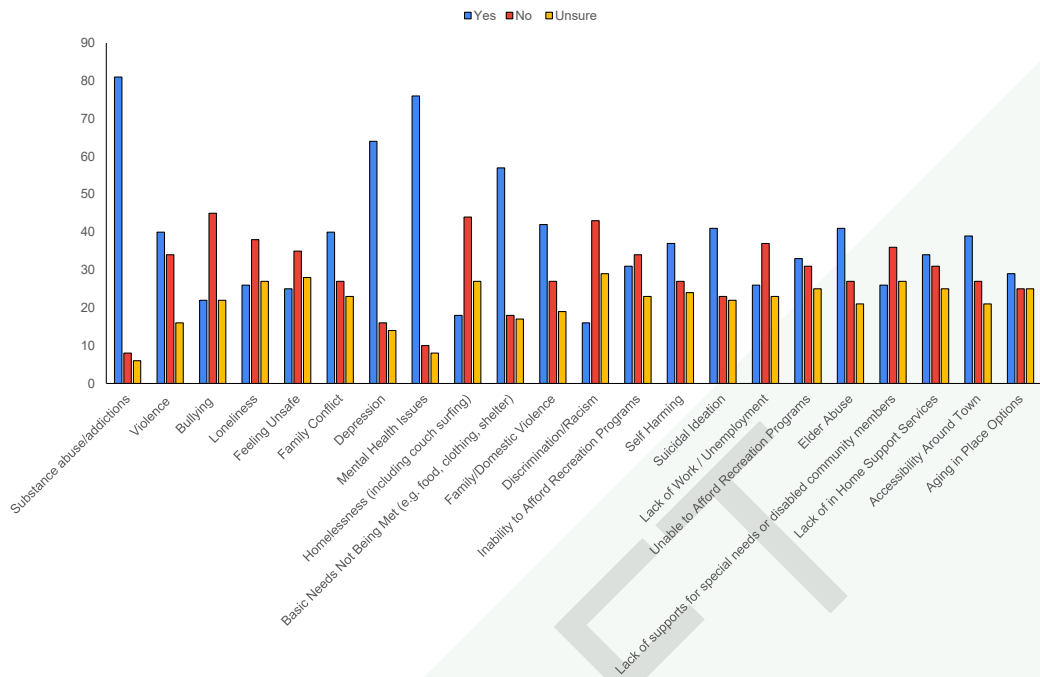
Question 11. What prevents you from accessing services that are available?



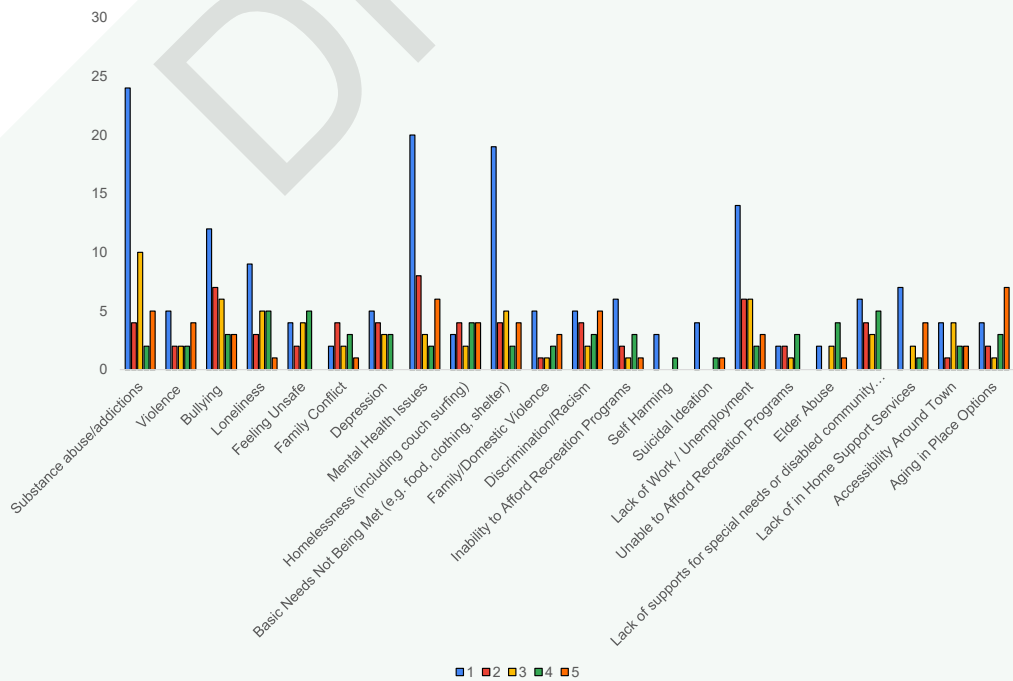
Question 12. Do you feel that these social issues exist in your community?



Question 13. Are you aware of local programs or services that address these issues? [Substance abuse/addictions]



Question 14. What community priorities do you think should be addressed? Please only select your top five answers in order of importance. [Substance abuse/addictions]



Question 15. What recreation activities would you like to see in your community?

Note: Comments may have been edited for content, clarity, and spelling. They reflect the individual responses of those surveyed.

- Something for middle aged single people.
- Low-cost adult recreation leagues.
- Bowling.
- A walking path on 5 Street East.
- Drive In Theatre.
- Bowling, multi activity rec centre.
- They are all available.
- Better swim times for the public.
- Possibly more group activities?
- More groups for little kids in each town.
- Dance, choir, arcade, movie theater, more places to do things.
- More social/recreational activities for single seniors. More choices for something more upbeat for newly retired relocating to small towns. Only offerings seems to be adult slo-pitch or crib, coffee house at Seniors Centre.
- Lacrosse.
- Adult dance classes, cooking classes, community group gardening.
- There are rarely things to do for young adults without children. I don't know what activities that would include but it would be nice.
- N/A but bowling if I could still bowl.
- Social dancing, musical entertainment, movies, creative activities, gentle movement/fitness, games, seniors paired with youth, social choir.

- More family activities with no cost attached.
- Less expensive necessities.
- More for youth such as a skate park.
- Programs for children, youth and families are very important, Holly does a great job. The Seniors Center is regrouping and providing some wonderful programming now.
- Skate park, Water park/outdoor pool.
- Bowling, bingo.
- Female only group walks/ hikes.
- Free activities for youth and young adults in the community and the schools.
- Movie Theatre.
- Skatepark .
- Crafting open to the public for woman or men not just kids, game night again not just for kids.
- Theme park.
- Decent public swim hours.
- Maybe a drive in for the summer?
- Tai Chi , Social dancing.
- Perhaps a permanent drive in theater. There is no tourist draw to bring people to town. Nanton has the airplane and antiques. Ft Mcleod has the fort and old buildings. Our town needs something that will make people come on a Saturday and spend money.
- Team sports, off leash and on leash dog parks, day camps for children and adults
- More stuff for teens to do. Movie theaters, bowling alley, etc.
- A bowling place and a movie theatre! An outdoor pool would be amazing. My students say "laser tag and go-carts".

- The agriplex has all the activities I am interested in, so I'm fine.
- Walking groups, with various times for various demographics.
- Movie Theatre.
- Pop up roller skating, lawn bowling.
- More options for kids.... Besides hockey.
- Indoor rec center that includes a walking track for the winter. Also a multi sport kids program. Finish off the walking paths around town.
- A pool hall/ bowling alley, a movie theatre.
- More playgrounds for children.
- Affordable swimming rates/passes.
- Bowling.
- Bowling, adult learning.
- Parent and tot dance, go cart racing.
- A pro rodeo.
- Bowling, theatre, rodeo, outdoor drive in.
- Painting more often perform.
- Pickleball court.
- Bingo.
- Christian based social program/activities - where I could be with other Christians.
- Being a senior- there are activities that I am not familiar with re: children. For myself - the legion has darts and fellowship. There are existing activities for me, I wish to partake.
- 1) lawn bowling 2) Bocci ball/croquet 3) horseshoe tournament.
- Archery, bowling and Tai Chi.

Question 16. What social programs would you like to see offered in your community?

Note: Comments may have been edited for content, clarity, and spelling. They reflect the individual responses of those surveyed.

- Home care for seniors.
- Something for middle-aged single people.
- Social supports for LGBTQI individuals, racialized individuals, and mentorship programs.
- We have several excellent programs with FCSS.
- Programs on life skills.
- Direct mental health access, social work connections without delay.
- Possibly a program for single people to meet? I've heard it said many times it's hard for singles to meet people here.
- More groups for people who have chronic pain.
- Kids, youth and young adult programs and activities.
- More adult events.
- Meet and greet - opportunities to meet new people; coffee/tea social; welcome wagon type program - list of services, businesses, social programs, recreation etc.
- I hope they make good use of the drop in centre.
- Youth programming.
- Community BBQ facilities, Community Greenhouse/Garden - food growing initiative.
- Job resource.
- Youth clinic.
- Basic needs as per above - food, clothing, shelter.

- Cultural activities.
- Senior & children combined events. Eg. school kids adopting a senior or even daycare combined activities with seniors. Story time reading, singing, dancing etc.
- Community gardening and yard support for those in need of help with their yards. Maybe volunteers who are willing to help out seniors or those with disabilities to help maintain their homes. Same with snow removal.
- Programs that promote intergenerational support, respect and connections.
- Housing, and education resources.
- More community-focused groups and activities.
- I like the idea of mixing older and younger populations together - FCSS offered a games night where older people taught younger ones how to play games! That kind of thing would be great to see happen regularly - also a 'fix it fair' where people offer their skills to repair clothing/electronics and teach others how to do these things.
- Police control over properties with drug sellers and users.
- Adult day support.
- Support groups that offer caregivers respite, ie Adult Day Program - are offered in most other rural communities but not Claresholm. More options for community members with mental health and disabilities who do not attend work for social connection.
- Helping low income people.
- More events to attend and meet people.
- Isolated elderly visiting program. Elder focused program that helps with things like groceries, taking out the garbage, driving downtown for errands. More youth programs.
- Walk in Counseling and medical doctor.
- Better options for single +40 individuals.
- I think we're pretty well covered in this respect.

- Life skills counselling.
- Senior daycare.
- Second hand store, more food bank resources.
- Women in business.
- I think we have a good variety of social programs.
- How to deal with being isolated knowing few people.
- performance of persons to play guitar etc.
- We have them all.
- FCSS is truly creative with the extras they provide for kids, family, seniors. Our library also tries to engage families, but could improve.
- Friendly visiting service for seniors who live alone (non-medical based).
- Mental health help for seniors.
- Public information seminars with regard to accessing benefits, ect.

Question 17. Do you have some suggestions for creating a safer community?

Note: Comments may have been edited for content, clarity, and spelling. They reflect the individual responses of those surveyed.

- Better police presence after 5 pm.
- Increased social supports and safe consumption options to deter property crimes.
- Get speeding controlled on 8 Street.
- Continue with neighborhood watch.
- Call police when you see something happening.
- RCMP do an excellent job patrolling.
- Get rid of drug houses.
- Bring back block parent program.
- Early intervention on bullying.
- More work with RCMP to increase crack down on hard drugs. Also more supports and programs for teens to help them have some health drive and focus in their lives.
- More police patrols
- People getting to know neighbors better.
- Lighting in streets.
- 1) Citizens On Patrol (COP) group. 2) Some sort of 'Get to Know your Neighbours' initiative to help each other. .
- A more diligent RCMP presence. For the most part, this issue seems to be more of a provincial issue than municipal. With cuts to the judicial system backlog and over burdened courts let offenders off 'the hook' and they continue to create unsafe situations for the communities they return to.
- Our law enforcement and bylaw officers are great! If possible, I think a more

visible presence would be great - regular patrols/drive by/officers on bicycles riding around town.

- We really desperately need to address the bullying at the schools and the way that parents can feed into the situation.
- Additional police officers
- More work with RCMP. We have a lot of theft.
- I feel safe in our community.
- Inclusive signage, IDEA Pictographic Signage. Education.
- Self defense or safety training classes
- Police patrol more and lock up or penalties
- Increased funding to RCMP.
- Better police presence.
- Community and citizen watches.
- Remove drug dealers.
- Make friends with neighbors, Organize neighborhood safety efforts, Keep up your yard, Improve lighting on your street, Install a security system, If you see something, say something
- Not really - just more vigilance to stop things from happening (theft/violence/homelessness).
- Remove drug sellers from the community. Deal with criminal activities within the town.
- I feel our community is quite safe.
- Fix the mental health and substance abuse issues, you fix the thefts and other crimes..
- A traffic light at the shell intersection.
- A neighborhood block party to promote sense of community and belonging.

- More visible policing.
- Citizens on patrol.
- Street lights, more and in darker areas
- Tougher punishments for repeat offenders.
- More RCMP on patrol.
- Bylaw officer changed to peace officer or someone to catch speeders on highway.
- Keep RCMP in town. Install photo radar catch speeders and money goes back to town revenue.
- Information for the community about scams (weekly paper?), more patrols for people speeding through town and the hospital zone (including town workers).
- Address public drug usage.
- Common sense - there are bad/desperate people out there looking for easy access to whatever. Lock it up. Safety in numbers - know where your children are. We have - if we wish - open dialogue with our local RCMP.
- Better street lights at night (very dark)
- Need neighbor hood watch program. With more homeowner contact and every home has a contact number to call for info or to leave a message.
- Pedestrian overpass, north of the lights.

Question 18. What would you like to see happen to make your community a better place to live?

Note: Comments may have been edited for content, clarity, and spelling. They reflect the individual responses of those surveyed.

- More businesses and more doctors.
- For it to develop that you don't have to go to other cities to buy necessities that you can't get in it.
- Affordable housing and childhood intervention programs.
- Get another grocery store ie. no frills
- Walking path on 5 street East .
- Movie theatre or drive in theatre.
- Stronger bylaw enforcement, better development policies, better recreation activities.
- Keep homecare in place. They do an excellent job.
- Affordable housing.
- Affordable access to housing and expanded new home construction. The town can't get businesses without staff, staff can't get better paying jobs without expansion.
- Increased jobs. Better quality health care (we have doctors, not enough though, and should be more engaged). More aggressive / better mental health support as so many are falling through cracks. (We have mental health doctors, they are also too few). Better bylaw management; free roaming cats are out of control again, derelict trucks parked for years in public view, etc.
- More supports for the physically disabled as well as for chronic pain.
- More things to do and places people can go to for activities.
- More social events.
- Lower grocery store prices. It affects the elderly who can't go to the city for cheaper groceries.

- We need more healthy options. Bridges out of Poverty, a program designed to create better understanding of generational poverty, says to look at the businesses in your community in order to understand the true economic standing. Fast food, convenience stores, minimal access to affordable food, dollar stores, liquor stores, second hand stores- these are the businesses that thrive and grow in communities that experience poverty. As yet another fast food chain opens in this community- I think that it's apparent what the health education and level of our community is.
- I know our drop in center is starting to add some of the above ideas. I also know our FCSS programs are excellent. If more of the above recreation/social activities were added, I think that would be great!
- Address the bullying, provide education to the community so that they understand the reasons people access services and why it is important to maintain those services.
- Less expensive necessities.
- More education on bullying and discrimination.
- Programs for youth.
- Claresholm is a wonderful place to live, most people need to get out and become part of the community to know what is available instead of waiting for people to come to them.
- I feel that drugs and alcohol are an issue particularly in the high school.
- "Upgraded drop-in Centre to include family and youth programming and reduced fees to use the facility. Transit service/shuttle in Claresholm, especially in winter, that can be used by students and adults.
- Full access to recognized college courses through rural campuses (facility/ physical class to avoid loneliness and isolation), to eliminate travel costs and transportation issues and young adults leaving their community.
- Another grocery store.
- More group activities / meetups for 25-45 age group.
- More controlled light intersections, especially one by the shell gas station.
- No empty buildings downtown, fewer liquor stores.

- More businesses.
- Our community coming together.
- Affordable housing and make it more available in town.
- Better retail & grocery shopping.
- Lower the taxes.
- Better support of police and people trying to make it a better place.
- There needs to be opportunities for community conversations to address social issues. I believe there is good work being done but don't know about these programs or services unless I read about them in the Claresholm Local Press.
- Groups and organizations need to include the community in conversations to help us become aware of the issues, prioritize them and then develop creative solutions and programs. Then Claresholm will be a Caring Community.
- Something for youth and adults to do.
- More activities for both children and adults to do throughout the whole year
- More businesses in town.
- Attracting more businesses that will create the possibility of job opportunities and community growth.
- I like that the parks are well maintained here and that we do have opportunities for kids to play outside.
- Another grocery store.
- Reduce street drug accessibility.
- More affordable housing. There's nothing to rent and what is out there is way too expensive for this town
- Compost bins/bin pick up service.
- Skateboard Park.
- Increased housing options.

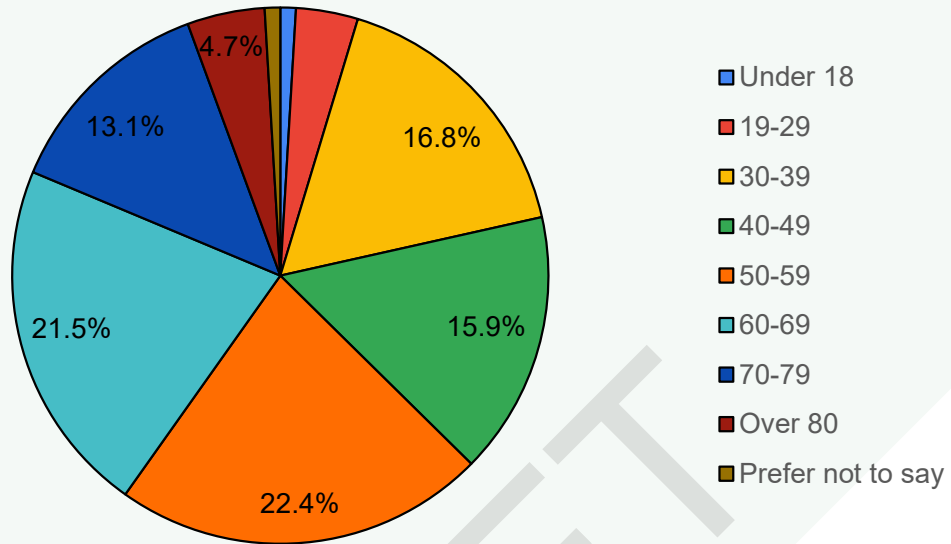
- It's already pretty good, more policing to deal with drugs and theft would be nice.
- More police presence.
- Another grocery store to give a variety of groceries.
- Another grocery store, prices too high with no competition.
- Not allow drug house across the field from the schools.
- People to be more tolerant of immigrants, refugees. Another grocery store. More reasonably priced taxi service.
- Another grocery store - wholesale foods
- Sitting around the fire place and look into the fire and roasting marshmallows.
- Economic development more development.
- More stores brought in. Food store for sure.
- Better ambulance service, another grocery store, a clothing store and shoe store.
- More affordable/cheaper and more widely available housing. The town has really worked hard at attracting immigrants to Claresholm, without expanding available housing to accommodate all of us.
- True - there is always room for improvement - but I'll leave that in better minds. At this time - for my needs- Claresholm is ideal. A call to FCSS and a question - of any kind- they'll try to find answers.
- I would like to see all the sidewalks in Claresholm evenly paved & well-maintained.
- Photo radar on the highway to make the downtown area safer, along the highway, too many speeding trucks.
- Make public transportation affordable. Second hand store and/or clothing and household items swap events year round local food and craft market.
- I do not know. Claresholm is a great place to reside.

Question 19. Is there anything else you would like us to know or suggest?

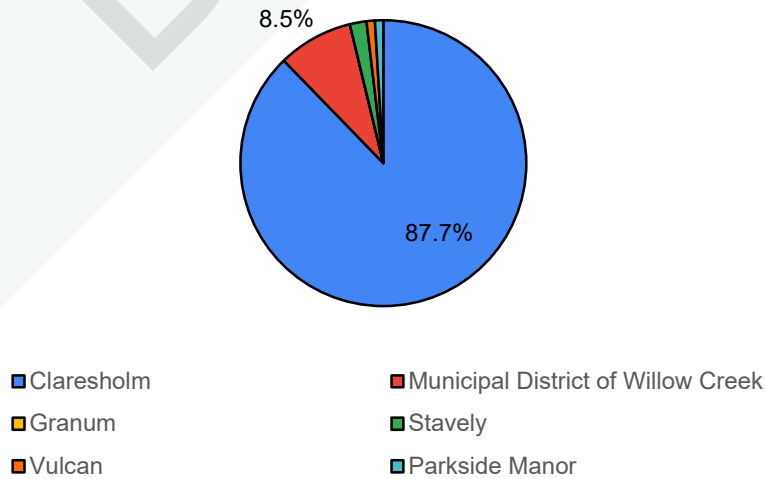
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- More businesses and more doctors.
- For it to develop that you don't have to go to other cities to buy necessities that you can't get in it.
- Affordable housing and childhood intervention programs.
- Get another grocery store ie. no frills
- Walking path on 5 street East .
- Movie theatre or drive in theatre.
- Stronger bylaw enforcement, better development policies, better recreation activities.
- Keep homecare in place. They do an excellent job.
- Affordable housing.
- Affordable access to housing and expanded new home construction. The town can't get businesses without staff, staff can't get better paying jobs without expansion.
- Increased jobs. Better quality health care (we have doctors, not enough though, and should be more engaged). More aggressive / better mental health support as so many are falling through cracks. (We have mental health doctors, they are also too few). Better bylaw management; free roaming cats are out of control again, derelict trucks parked for years in public view, etc.
- More supports for the physically disabled as well as for chronic pain.
- More things to do and places people can go to for activities.
- More social events.
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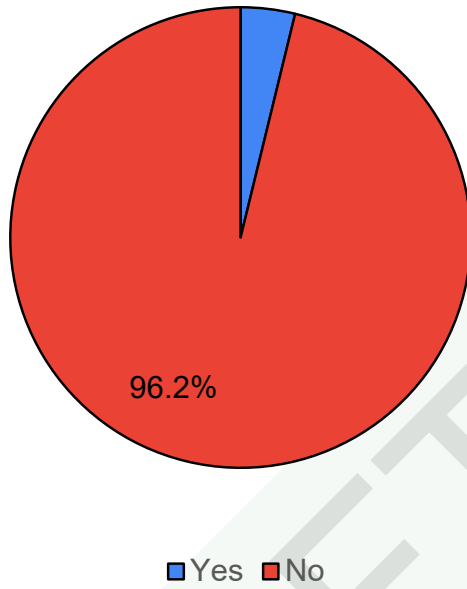
Question 20. What is your age?



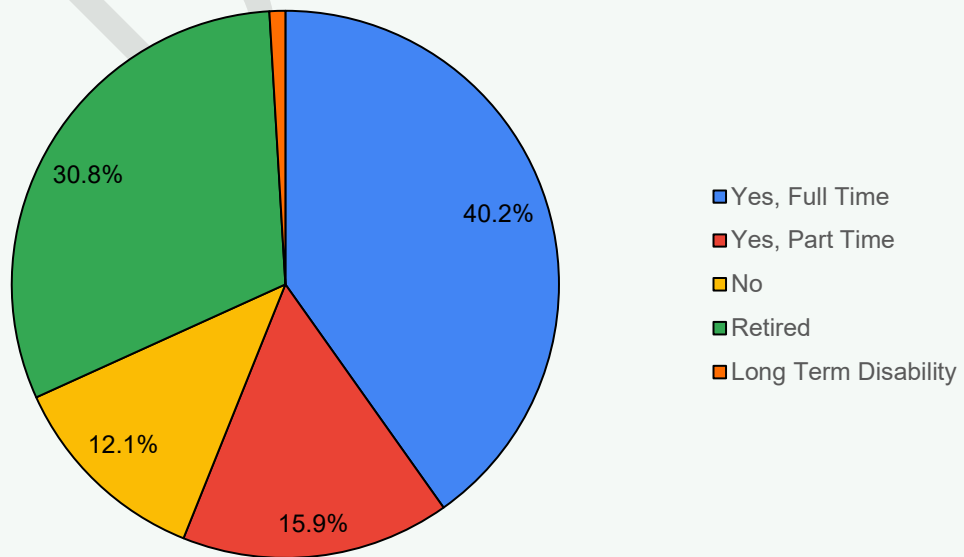
Question 21. What is your gender?



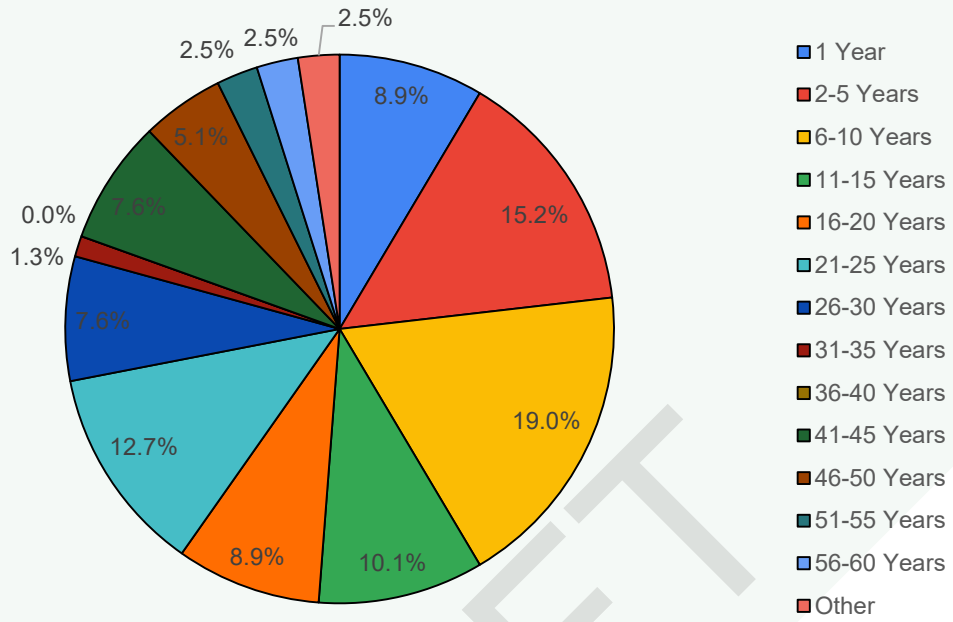
Question 20. Are you a Student?



Question 21. What is your employment status?



Question 21. How long have you lived in your community?

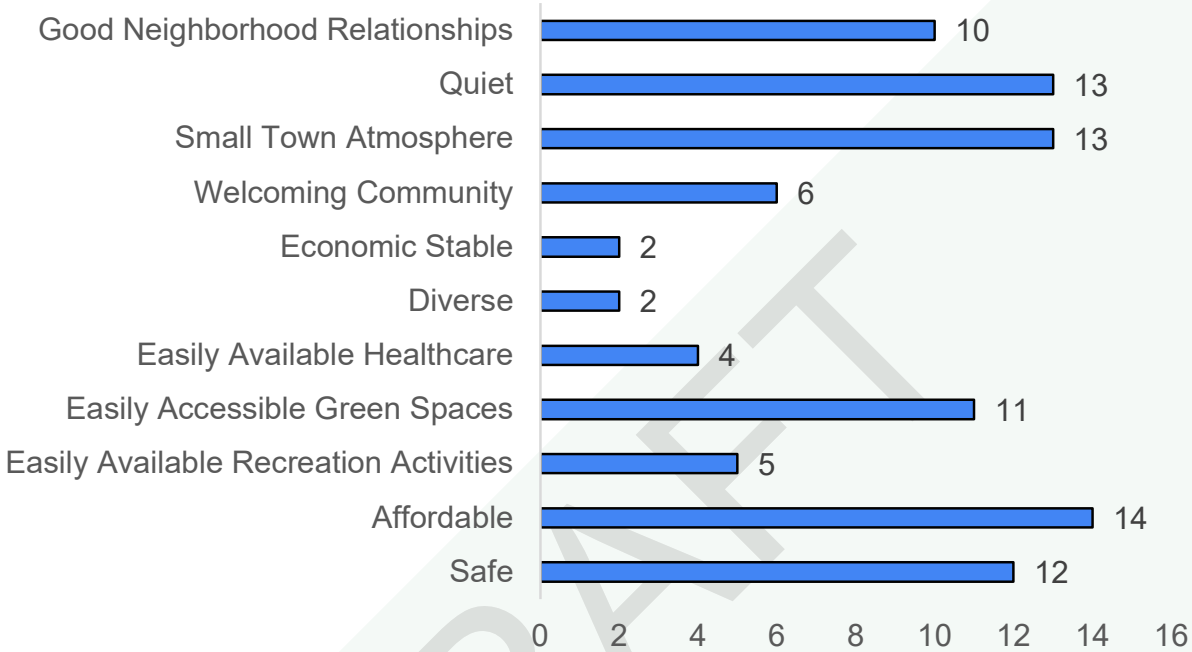


DRAFT

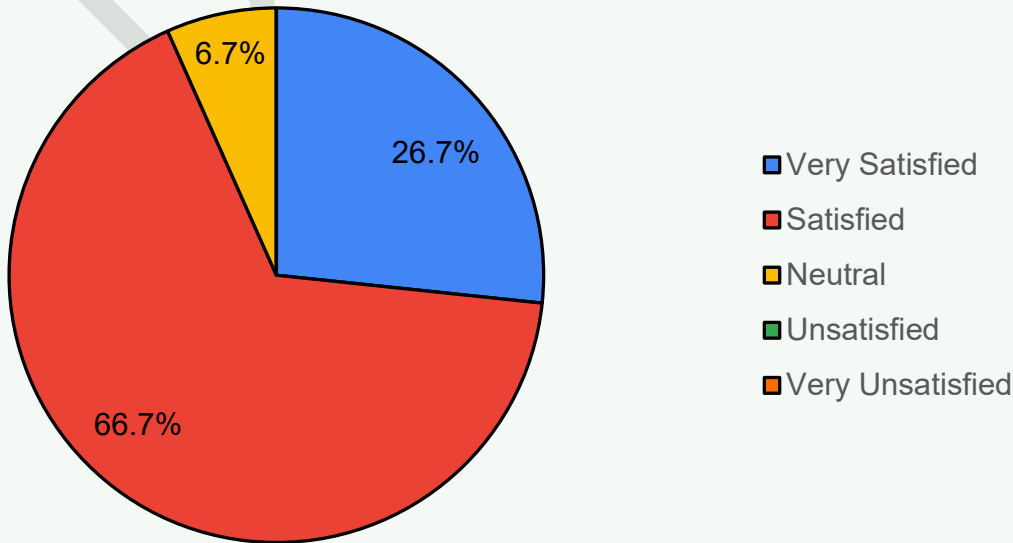
Appendix E

Granum Community Survey Responses

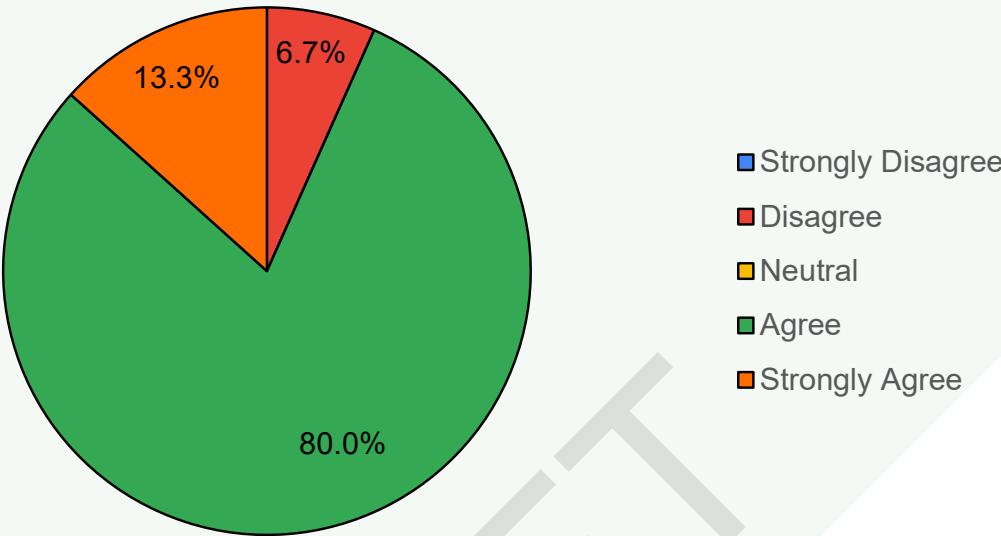
Question 1. Describe Your Community



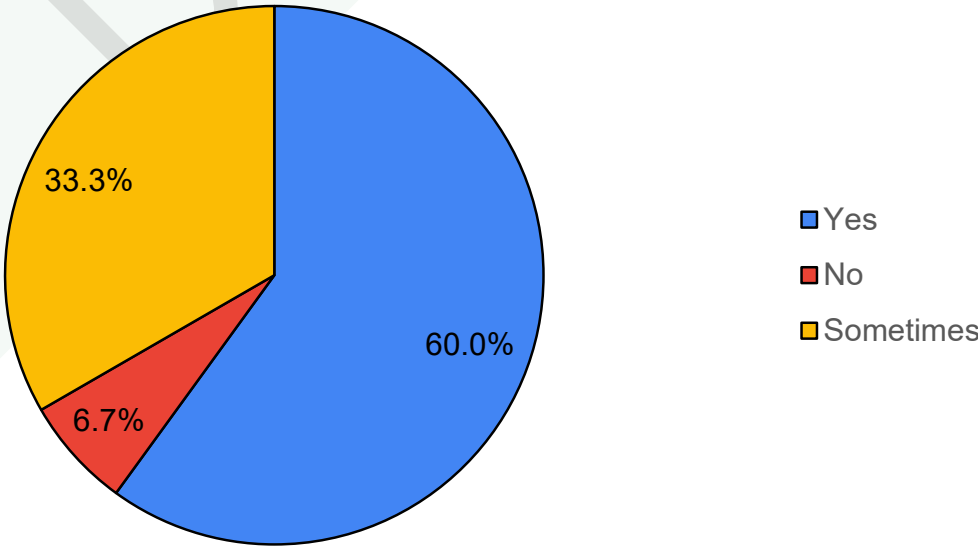
Question 2. How happy are you with the quality of life in Claresholm and nearby areas?



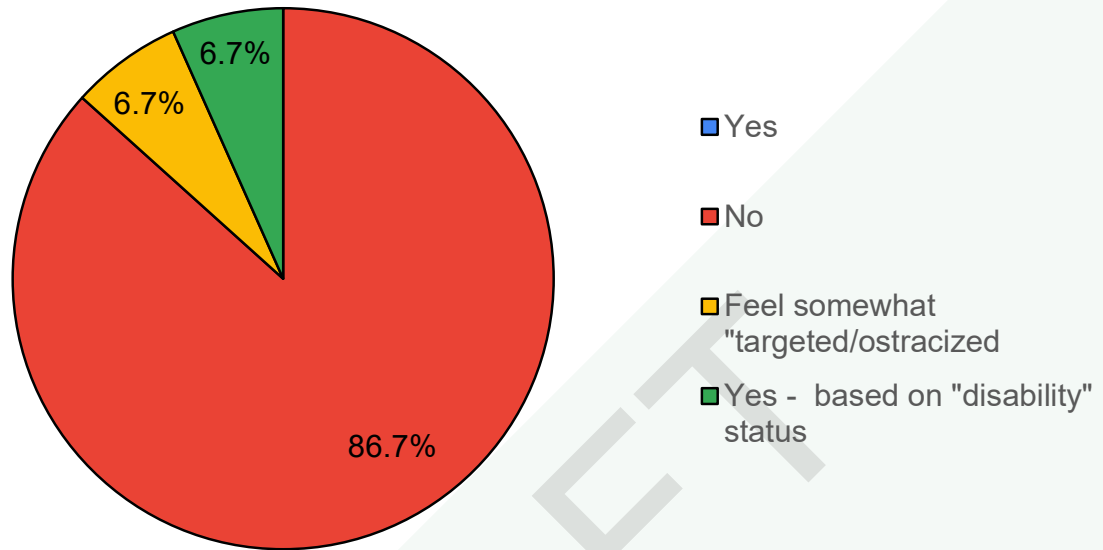
Question 3. I feel safe in my community



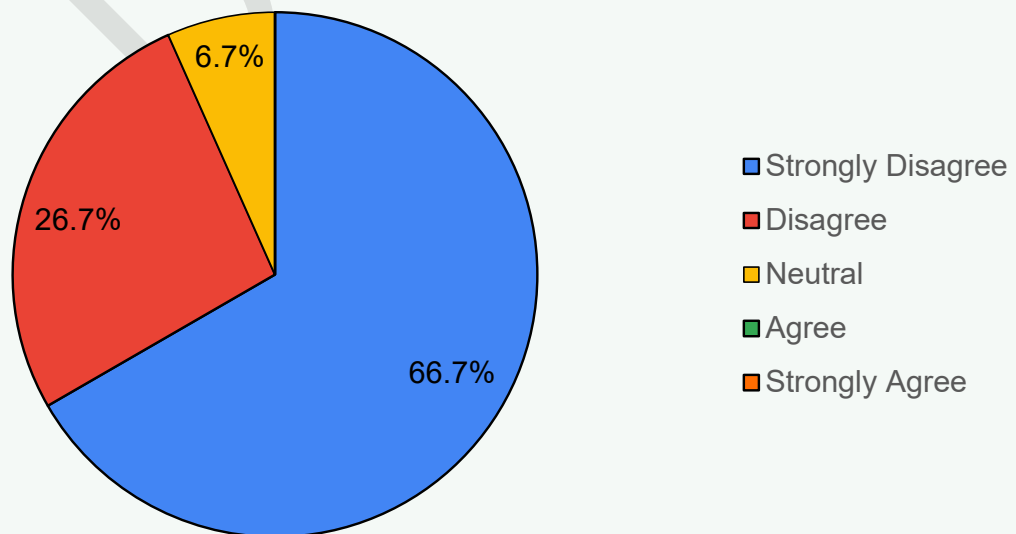
Question 4. I am aware of the events and activities that happen in my community



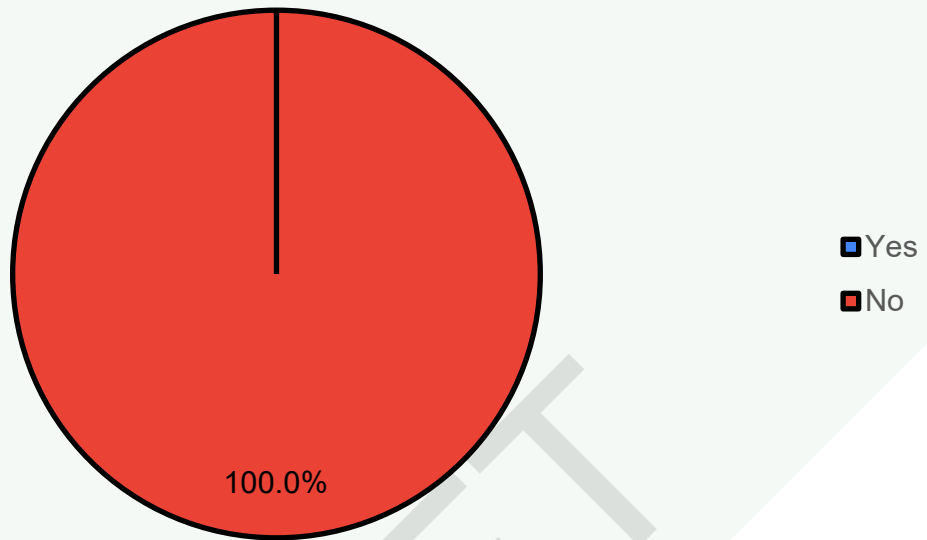
Question 5. Have you experienced racism or discrimination in your community?



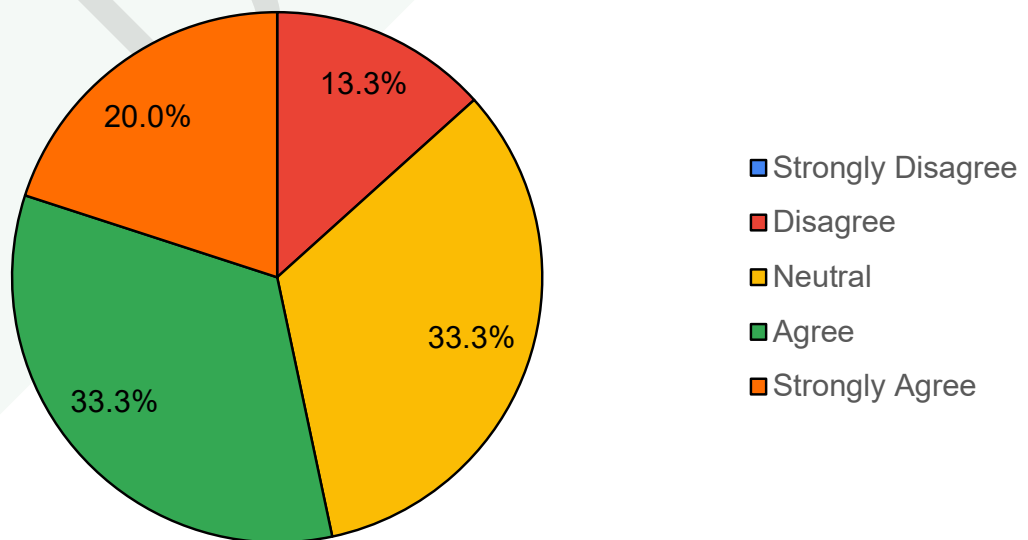
Question 6. Sometimes I worry about when I will have my next meal.



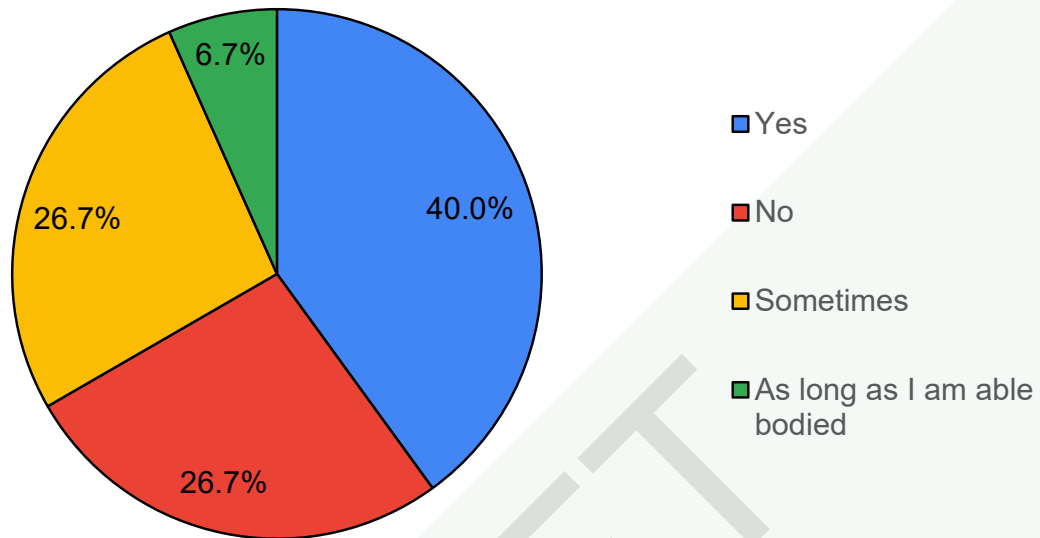
Question 7. I have experienced homelessness or "couch surfed" within the last year.



Question 8. I feel like I belong in my community.



Question 9. Do you feel that you are able to access services/ resources that you need within your community?

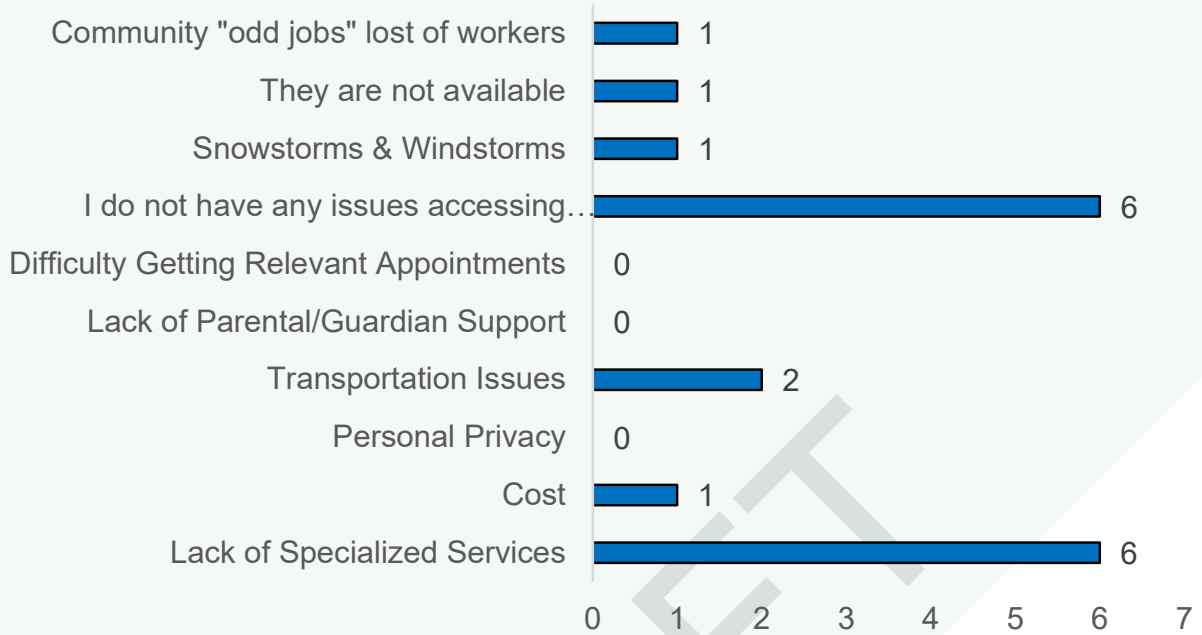


Question 10. If you have responded "No" or "Sometimes" to this question, please share with us what resources or services you are not able to access within your community.

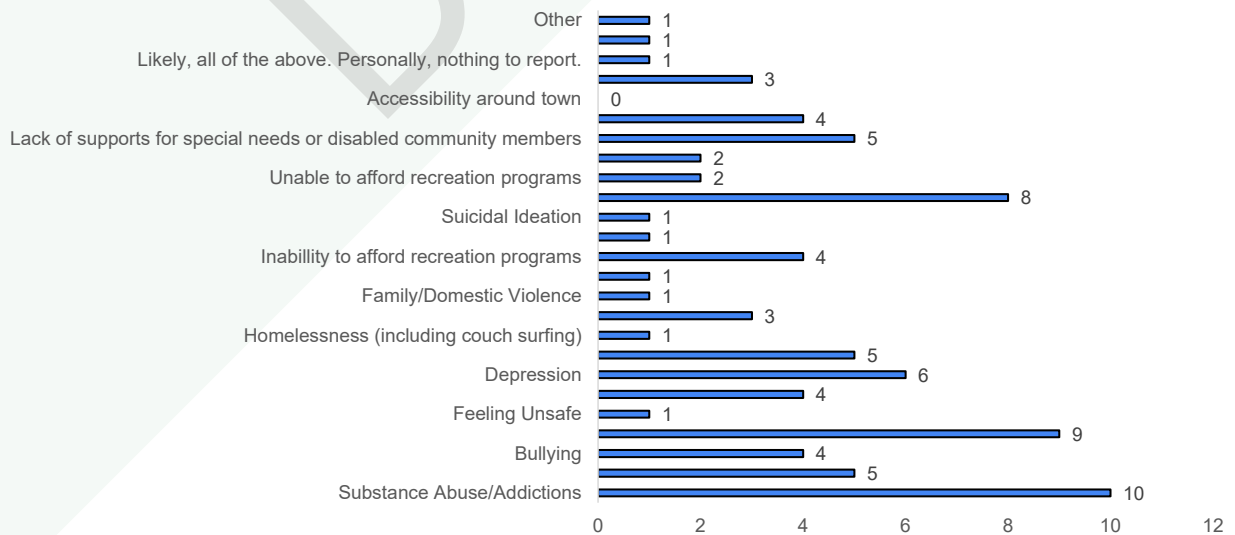
Note: Comments may have been edited for content, clarity, and spelling. They reflect the individual responses of those surveyed.

- Medical, economical evening coffee shop. Benches available for evening walks.
- Doctor.
- Only a gas station and small corner store.
- Have to drive to Claresholm for healthcare.
- There is practically nothing in Granum. I go to Claresholm/Fort Macleod/Lethbridge for shopping, medical appts, vet appts, dental and eye care, bottle depot, etc.
- Medical: chiropractic, acupuncture, dental, massage therapy. Groceries: organic produce, bananas. Snow shoveling: someone to shovel walks as needed for a modest (15-20\$) fee.

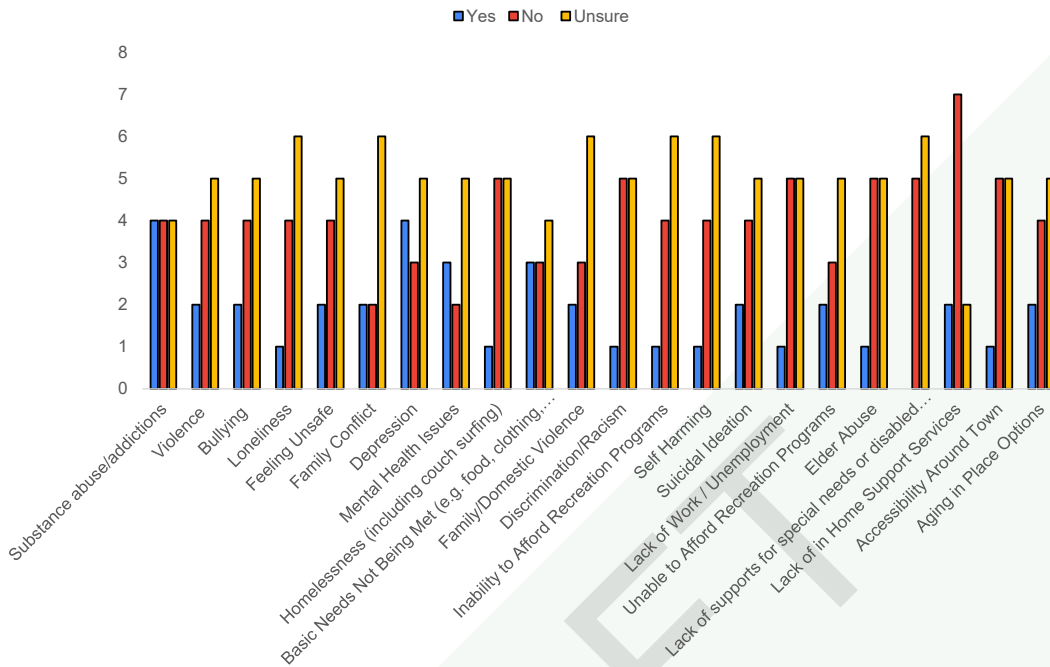
Question 11. Do you feel that these social issues exist in your community?



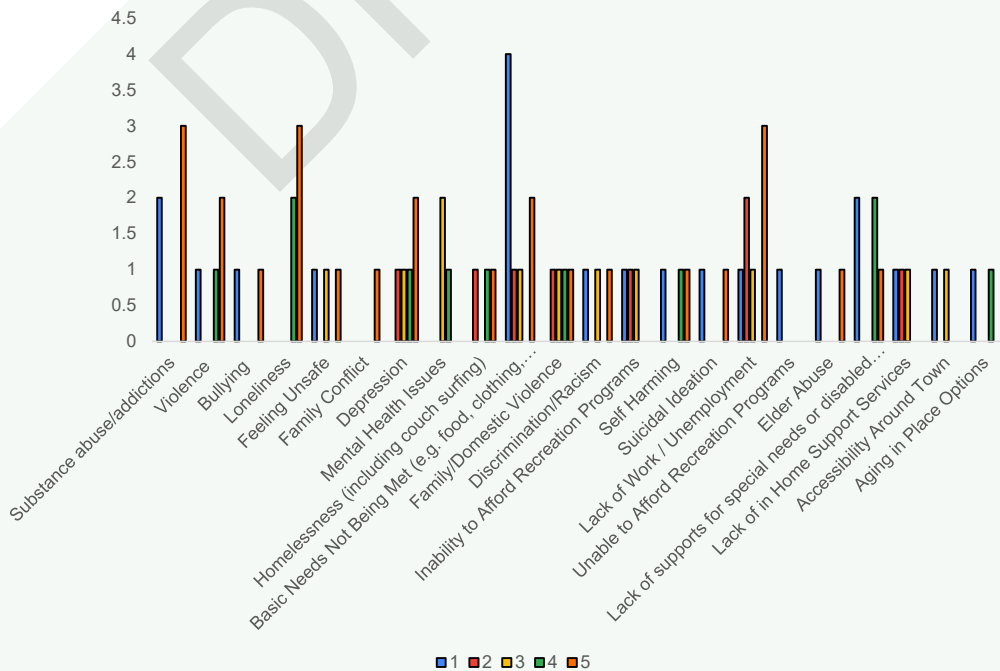
Question 12. Do you feel that these social issues exist in your community?



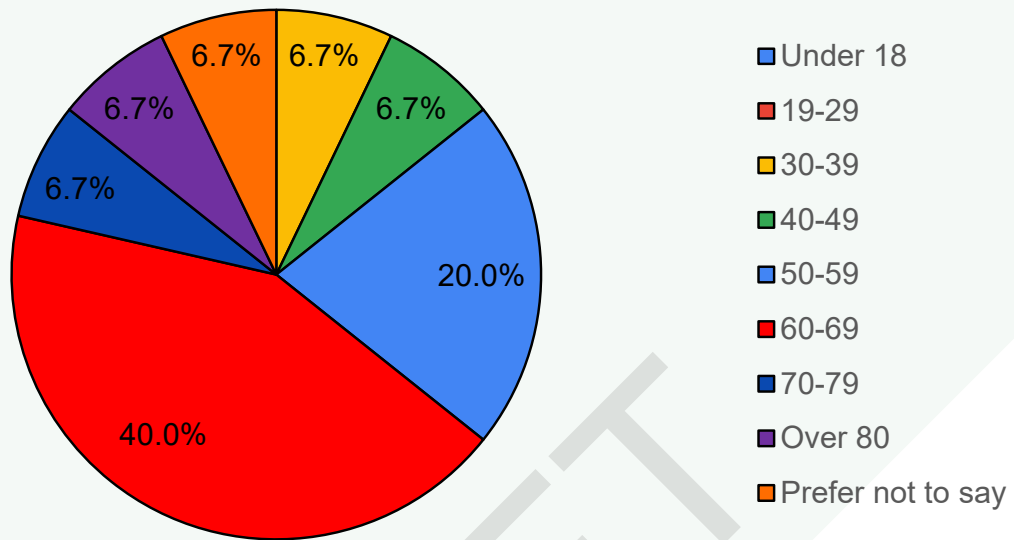
Question 13. Are you aware of local programs or services that address these issues? [Substance abuse/addictions]



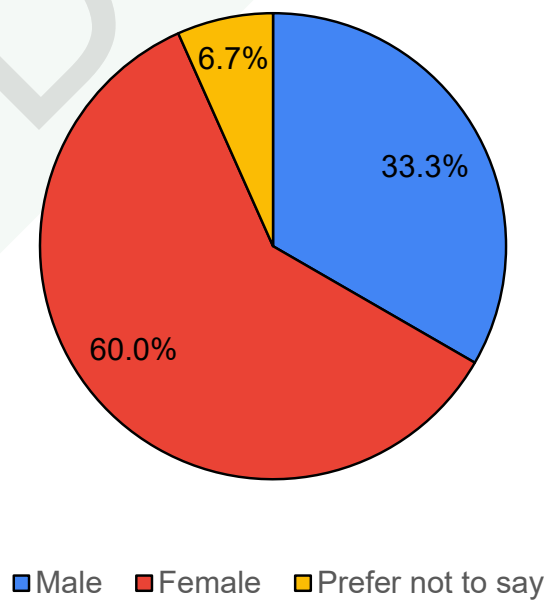
Question 14. What community priorities do you think should be addressed? Please only select your top five answers in order of importance. [Substance abuse/addictions]



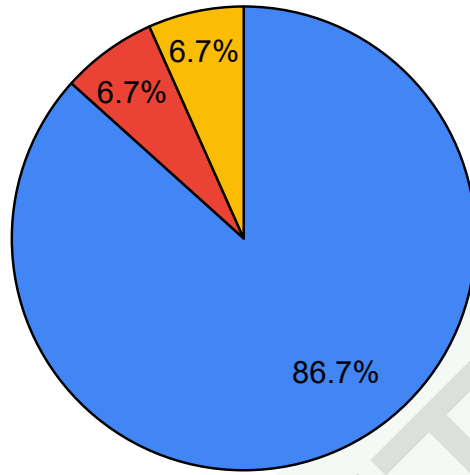
Question 15. What is your age?



Question 14. What community priorities do you think should be addressed? Please only select your top five answers in order of importance. [Substance abuse/addictions]

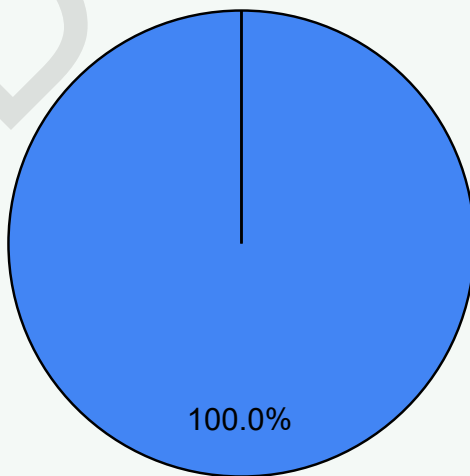


Question 16. Where do you live?



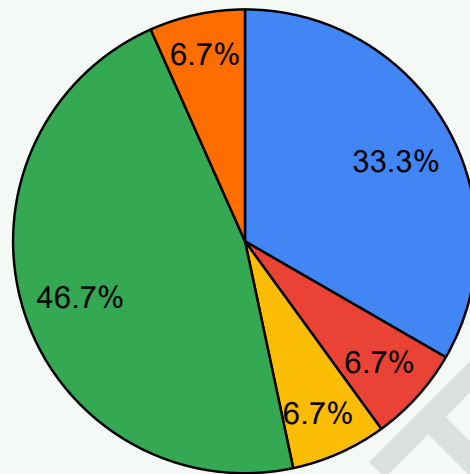
■ Granum ■ Claresholm ■ Municipal District of Willow Creek

Question 17. Are you currently a student?



■ Yes ■ No

Question 18. Are you currently employed?



■ Yes, Full Time
 ■ Yes, Part Time
 ■ No
 ■ Retired
 ■ Disabled

Question 19. How many years have you lived in your community?



■ 1
 ■ 2
 ■ 3
 ■ 4
 ■ 5
 ■ 9
 ■ 10
 ■ 15
 ■ 20
 ■ 25
 ■ 30
 ■ 40
 ■ "All my life"



SUSTAINABLE
HOUSING
INITIATIVE

February 2023