

## **Michael Dawe - Social Well Being**

Traditionally, municipalities were the primary source of social services in a community. Fortunately, over the years, provincial and to some extent federal governments have become involved to provide more resources and better coordination/coverage.

While people sometimes see problems with FCSS, generally speaking that has been an effective means of coordinating and delivering services to the community.

The municipality can and should play a major role in addressing social issues and fostering a positive, inclusive and barrier-free community. This can occur with adoption of general principles and frameworks, followed by planning and coordination. Council can make public declarations on issues and show courage in how this is done. While symbolic, these declarations can set a tone and create new cultures of respect and inclusion. The rainbow crosswalks are really a simple thing, but they made for a very visible public statement.

I have taken course through the City's diversity officer and I find her work to be very good. Again, it helps created new cultures of respect and inclusion within the City staff and operations.

The issue of the socially isolated is a complex one.

Services and facilities can be created to provide opportunities for contact, access and assistance.

However, identification of the isolated (e.g. the homeless and/or friendless) to determine how to optimize services and facilities is a challenge.

The City has done some good work in that regard in the past years, but there is so much more to be done, given the size of the problems.

With respect to the City Policy Framework, it needs to be continually reviewed, updated and revised.

Once approved, Council and Administration needs to ensure that adequate resources are allocated to meet the mission and goals set in the framework.

One thing I would particularly like to see, is more shift-back to front-line services.

For example, I was very disappointed with the loss of the Landlord and Tenant Advisory Service as it provided a low cost and highly efficient service to the community.