



Transcript: Community Meeting on Poverty Reduction

Langley, BC
March 27, 2018

Introduction and Event Summary

On March 27, 2018 the Ministry of Social Development and Poverty Reduction hosted a community meeting in Langley, BC to discuss poverty and poverty reduction with local residents. The event brought together approximately 40 to 50 participants including people with lived experience of poverty; poverty reduction front line workers and advocates; people from the non-profit and business sectors; and other community members from all walks of life.

The event began with a welcome from Elder Tom Oleman, followed by opening remarks from Shane Simpson (Minister of Social Development and Poverty Reduction).

Participants then engaged in round table discussions in groups of 8 to 10 people per table. Each table had a dedicated facilitator from a local community group or from SPARC BC who helped to guide the conversations. Each table also had a dedicated note taker who helped to record the discussion.

There were two rounds of discussion which focused on the following questions:

1. What are the issues facing you and people living in poverty right now?
2. What would address these issues and help you and others out of poverty?

Following the discussions, participants were invited to put a sticky dot beside the strategies or solutions that were most important to them. Each participant received four (4) sticky dots. Following the individual priority setting exercise, participants were asked to determine as a table the top three (3) priorities from the evening and to report these priorities back to the room.

The Minister of Social Development and Poverty Reduction shared some closing remarks.

Document Organization

This document contains the transcripts from the flip chart notes from those in attendance. The flip chart notes have been transcribed verbatim, correcting only for spelling and grammar as needed. The notes are organized according to the feedback received to the two questions beginning with:

1. What are the issues facing you and people living in poverty right now?
2. What would address these issues and help you and others out of poverty?

Question 1: What are the issues facing you and people in poverty right now?

- Mental Health
 - o “I had to quit my job because of mental health issues”
 - o Poverty creates mental health and addiction issues
 - o People with drug addictions and mental health issues find it difficult to keep housing
- Employment
 - o It is hard to get a job- you constantly get passed over because of your disability
 - o Once the issue of your disability comes up you will not get an interview
 - o There are no equal work opportunities – I have a master’s degree but I keep getting fired because of my disability – this has happened 4 times
 - o You develop a fear of going into an interview when you are down and out – you know that you don’t have the right clothes and that people are going to judge you
 - o Vocational training is a barrier
- Stigma and Discrimination
 - o Many people who are low income have self-esteem issues – a lot of people are in a bad situation and they do not have family or anyone who can help them
 - o You should not lump all low income people together- there are many pathways into poverty and homelessness like dementia, seniors who are in low income, people with disabilities, people with mental health issues
 - o So often everyone gets lumped into the same category and treated like they are all “drug addicts”
- Health Care
 - o The cost of medications are not affordable to many people in low income and they are not covered by Ministry programs
 - o People do not have access to affordable eye glasses or dental care – when you go to see the dentist they make you pay for the work before it is done
 - o People could donate their eyeglasses to help make sure that others have access to affordable eye wear
- Housing
 - o So much of the housing that is available is poor quality
 - o People cannot live with bed bugs and cockroaches
 - o I was just about to be homeless but luckily I found a place
 - o There are long waiting lists for substandard housing
 - o There are more than 275 families moving to the Lower Mainland each week
 - o There is the need for more affordable Housing (2 dot)
 - o People pay \$995 per month for 700 square feet - there is no laundry in the building so you have to take your laundry out – it costs \$2.75 per load to wash and \$2.75 per load to dry
 - o Units rent for between \$1,100 - \$1,200 per month and the cost of rent is continuing to increase- it is getting harder to find the best value
- The Impact of Poverty
 - o If you are eligible for PWD you \$1185/month but this is not enough to live on – a mother of a daughter who has a disability said even at 67 cannot retire because she has to continue to help her child
 - o Poverty can cause families to split up – too often parents are working long hours to try to make ends meet – this can include working two (2) jobs
 - o The real poverty line is likely at \$25,000 but there are different levels and types of poverty

- There is also the need to work to improve the quality of life for those who are living in poverty- this is about providing more choice and access to real opportunities
- Homelessness
 - There are 25,000 empty homes in Vancouver and yet there is so much homelessness
 - The rate of crime is increasing because people don't have what they need and they have no way to get it without resorting to theft and petty crime
 - There are not enough washroom facilities for people who are homeless and on the street
 - There are not enough free laundry facilities and people do not have the money that they need to do laundry
 - Many of those who are homeless face a broad range of challenges including PTSD, trauma, mental illness and depression
- Food Security
 - The cost of food is rising
 - People are unable to access food banks when they have no ID
 - People are struggling with affording "healthy" food
 - Allow for people with no ID to still be able to access food banks - have someone vouch for you
- Services and Supports
 - People in poverty feel trapped
 - There is a lack of resources
 - People do not know how to get out of poverty
 - There is a need for access to resources, assist with getting IDs, and with income assistance (6 dot)
- Education
 - There is a lack of affordable education
 - High costs of school supplies - children attending school
 - Stigma associated with appearance
 - Your ability to afford clothing is judged
 - Schools have a lack of resources, services, and technology i.e. computers
- Seniors
 - Many senior are in poverty
 - There are not enough affordable long term care facilities for seniors
 - Seniors often become "invisible"
 - They are afraid to make concerns known
 - Seniors ask for SAFER but may wait many months
 - There are no affordable housing options available for seniors
 - There is not enough income for seniors
 - Seniors are in poverty
- Children and Families
 - Families have breakdowns
 - There are no counselling services available single parents
 - Domestic violence
 - Lack of safe places to go
- Homelessness
 - There is no personal safety and security when you are homeless
 - When you have housing you feel safe
 - Homeless struggle with the ability to cope and function
 - Basic tasks like grocery shopping become difficult

- People are more susceptible to overdose, accidents, and violence when you are homeless
- There is an abuse of power by authority figures like RCMP and bylaw enforcers
- The shelter workers often lack compassion and empathy for homeless
- There is a stigma from society
- Many of the homeless have lived all their lives in Langley
- There is no access to phones, including pay phones
- Create a 24 hour drop in facility that could provide showers, washrooms, laundry and safe harbour
- Employment
 - Provide more decent paying (living wage) jobs
 - Define affordability (1 dot)
 - There is a need for higher incomes for working poor
- Children and Youth
 - Youth have different issues
 - They have limited resources
 - Youth lack basic life skills and labour training
 - There is need for more access to skills training to “break out of cycle”
 - We have to facilitate learning
 - There is stigma for children in poverty
- Health Care
 - People in poverty have poor health
 - There is a lack of access to medical services
 - People who are diabetic don’t get proper treatment
 - Need for more access to optometrists
 - There is a need for more dental care
 - People go without necessary treatment due to high costs
 - Increasing health care can lead to more socialization
 - Pharmacare is based on taxable income and is supposed to help
- Food insecurity
 - There is a high cost of food and groceries
 - Food quality is often low
 - There is a need to improve school food programs
- Childcare
 - There are high costs for childcare
 - Childcare is one of the largest household expenses
 - Part-time childcare takes a full time paycheque
 - Parents take on two jobs to avoid expenses but end up spending less time with family
 - Finding qualified childcare is difficult
 - Children are shy to adjust to childcare centres - at the expense of earning wages
 - Specialized childcare for disabilities and special needs is in need of more resources and services
 - There is a lack of affordable quality childcare
 - Parents are too busy working to spend quality time with their children
- Housing
 - Housing stock historic low vacancy rates within lower rent options
 - Costs of rental increases in less than 10 years cost of West End vacancy 2 bedroom apartment in 2010 as 2 bedroom in Langley today

- 50 people apply for same rental unit in Langley
- Landlords taking advantage and seem to be selecting tenants specifically with multiple applicants
- Lowest income renters getting “squeezed out”
- Affordable rental housing
- Cost of property houses are too high
- Education
 - University and College tuition fees are too high
 - Young adults are not able to go out on their own due to lack of money
 - Students are couch surfing
 - There is a need for housing or shelters for school students
 - Post-secondary education is not affordable for low-income families
 - Cost of student loan interests too high
 - Breakdown the barriers to education – the financial and social aspects
 - Have loan forgiveness for graduates
 - Create incentives for good grades
 - Bring back programs grants
- Income
 - Cost of living is too high
 - People are living one pay cheque away of being homeless
- Access of Services
 - Services are difficult to access at the income assistance office
 - There is a lack of caring, compassion, respect, empathy from staff
 - Illiteracy and computer technology education are a barrier
- Taxes and Equity
 - If you own a home it is hard to keep your home with high cost of taxes
 - You already paid off home, but can’t afford to pay taxes and medication
 - There is unfair taxation
 - Erosion of middle class is extremely scary
 - There is a huge gap between rich and poor
 - “Rich get richer poor get poorer”
 - Correct the problem by having the rich pay higher taxes and the poor pay lower taxes
 - The middle class want to do more to help others – and they are the most threatened of being last
- Employment
 - There are not enough jobs
 - Wages are too low
 - Bring in more work programs
 - Provide job shadowing opportunities
 - Need for employment subsidies
- Mental Health and Addictions
 - There is a lack of detox centres for treatment
 - Need to create community prevention programs
 - Provide more access to long term care for mental health addictions (1 dot)
 - Add therapy and psychologist to MSP
 - Provide more free counsellors and psychologists for those in need
 - Lower the wait times for support services
 - Provide supervised community support groups

- Need to take accountability
- Build more community support homes
- Need for more support workers
- Stigma/ Discrimination
 - People who are unable to keep a job have low self-esteem
 - There are issues in the community with respect to people living in poverty
 - People can't identify with homeless individuals living on the streets
 - There is fear and a lack of understanding of homelessness and poverty
 - There is a feeling of inadequacy
 - The community does not understand how to deal with homelessness
 - There is often stigma associated with homelessness – you feel the fear
- Mental Health and Addictions
 - People with mental health issues lack resources
 - They had to close down institutions causing an increase in the number on the streets
 - There is a lack of supportive housing
 - There is a need for training
 - It is difficult to get into community living
 - Communities are getting rid of facilities – then go back in cycle
 - Many homeless have mental health issues or drug addiction
- Homelessness
 - There is a lack of transition houses and shelters
 - People who are living at home and then their parents die results in no places to go
 - People who are the most vulnerable are living on the streets
 - People with housing can get kicked out if they have a problem behavior - happens with seniors as well
 - You hear that the neighborhood is not safe due to homeless – but it is not the homeless doing the crime
 - Often homeless are living in tents --would be better in housing and with facilities
 - 95% of homeless live in tents
 - Lots of spreading of communicable diseases
 - People hear that the neighborhood is not safe due to homeless – but it is not the homeless doing the crime
- Income Assistance
 - People are forced to rely on government assistance
 - People living at home with a full disability on live in care, you are given less assistance
 - Income assistance rates are too low when it costs \$375 for rent – not enough to get out of poverty
- Childcare
 - Childcare is not affordable
 - If you want to have a family you need to be able to provide childcare
 - If childcare is not available, it is too risky to go to an unlicensed daycare
- Food Security
 - There is poor nutrition for people in poverty
 - If you give people food, they may not have a way to prepare it
 - Need more funding for food banks
 - Need for food supplements to those who use all their money on rent
 - Most food banks are open during working hours so the working poor cannot access it
 - Cost of food is a barrier

- Children and Youth
 - o Schools need to focus on youth and homelessness
 - o Schools should have fundraisers, breakfast programs, snacks, backpacks for weekends
 - o They must self-identify – but parents don't want that
 - o Parents are working hard and don't want to admit that they can't afford to give a proper lunch or shoes
 - o While working at a school, I saw a child come to school every day with nothing, he would not ask for any food, he would just see if his mom has come for lunch - even at a young age he is resistant to ask for help
 - o I also saw another child who came to school with empty lunch bag, but other kids would share their food with him
 - o Riverview – kids were raised there and never left, so it closed
 - o Working in school system it is hard to manage children in poverty
- Cycle of Poverty
 - o This is a complicated question – not easy to answer and not just one solution
 - o It is devastating to see poverty
 - o There is fear associated with poverty
 - o Poverty is growing exponentially
 - o Poverty is everywhere
 - o The cost of living is expensive – resources don't keep up
 - o Poverty affects many people
 - o \$20 at the store buys nothing
 - o Contributing to society – should be able to pay for yourself first
- Housing
 - o The cost of real estate has increased
 - o It is hard to afford a home or rent
 - o Working full time \$17 per hour and had a hard time managing – not enough to pay for rent, utilities, food, and medication – no benefits
 - o Workforce housing needed for working poor (\$17 - \$20 per hour)
 - o If you lose your house when you lose your employment, you lose everything
- Employment
 - o Need to increase access to employment
 - o Jobs require a criminal record check – expensive
 - o Landlords can do a criminal record check but employers can't
- ID
 - o Without ID you can't get a job or rent a house
 - o It costs to replace ID and takes months to get
 - o There is need for providing access to education and skills training
 - o If you go to Work BC for help with getting an ID or job it takes too long
 - o Give references and resumes from the Ministry
- Homelessness
 - o Living on the street you are vulnerable and lose your belongings
 - o You can't call RCMP – they won't believe you and they can't do much
 - o Most low income people can't afford insurance
 - o Not in my backyard attitude
 - o I had a \$400,000 home, but lost my job – I also had a problem with addiction – though I am not like “those people” – now am I on the other side of it
 - o Intelligent people are on the street – waste of human resource

- One you are homeless it is hard to get out
- Lots of people don't want to ask for help – need to bring in small steps
- Costs \$60,000 for each homeless person – (using hospitals, etc) but can save that money by getting homeless off the streets
- Government Services
 - Lots of people already struggling. Shouldn't government already know the information?
 - Many questions about other Ministries
 - Social services is not sharing information with others
 - SIL assistance can help vulnerable people but most don't know what resources are available?
- Access to Services
 - People don't know what services are provided and how to access them
 - Some have help, some do not – most people are just feeling stuck and helpless
- Housing
 - Young PWD adult daughter was looking for housing. Her mother still had to help support her – she was turned down for BC Housing
 - Had to fight for supplemented housing help
 - 375 rent, 850 (full rent) subsidized supplement \$422
- Addictions and Mental Health
 - Often people with addictions create issues in housing situations
 - There is the need for separate housing with supports
 - Creates isolation due to disruptions to community in integrated housing
 - People are struggling with addictions and mental health challenges
 - If patients don't take their medications, then it won't help
- Gateway Issues
 - There are lots of thefts that take place
 - There are restricted hours for using the bathroom at Gateway
 - Some of the resources are underutilized at the Gateway area, such as the computer room
 - There are attitude issues from staff at the Gateway
- Housing
 - There are not enough rooms at the emergency shelters during cold weather
 - The cost of rent is too high and people can't find housing
 - Some landlords are charging more than they should (not for profit housing)
 - There are a number of slum lords who take advantage of people
 - There are landlords who are evicting tenants
 - There is not enough housing for people with pets
 - It is difficult to find trustworthy roommates
 - It is hard to find a place if you are on income assistance
- Employment
 - There are not enough job opportunities
 - There are not enough work hours/shifts

- People cannot generate sufficient income for high living costs
- There is not enough support outside of family
- EI (Employment Insurance)
 - It is difficult to access EI
 - It is a long process to get EI
- Women
 - There are problems with domestic violence
- Discrimination and Stigma
 - There are hate crimes against people from out of town
 - Trail patrols mess with campers. They take their belongings using violence
 - There is frequent violence – people are beaten up
 - The local bylaws restrict camping
 - People who are homeless are subject to harassment
 - All of the tensions are making campers more aggressive
 - There is not a lot of support
 - Bullying

Question 2: What would address these issues and help you and people out of poverty?

- Food Security
 - We need to provide more options for lower-priced groceries
 - There is a stigma with having to go to the food bank
 - People need an address to get food from the food bank
 - The food banks does not have a lot of choice and sometimes the food options that are available are not nutritious
- Education
 - We need more access to education (2 dot)
 - We need to provide people with access to subsidized education
 - When people finish their degrees they should be able to apply for government jobs
 - Student loans will only cover the cost of tuition and programs but when you are receiving PWD you have other costs that you need to cover
 - It is important to make education more accessible (2 dot)
 - People are struggling with student debt -it is hard to afford education (1 dot)
- Services and Supports
 - People need help to get free ID replacements
 - We need to create a system that has more stepping stones
- Access to Ministry Services
 - Ministry workers need more patience
 - There are not enough Ministry staff and some of the staff are “snippy”
 - People need access to advocates
 - Increase government support (1 dot)
 - Create more subsidies to help people living in poverty
 - Look at the regulations and work to remove barriers

- Health Care
 - o Create program for recycled eyeglasses
- Housing
 - o We need to find ways to reduce the cost of housing
 - o “The cheapest rent I can find is \$775”
 - o We need ceilings on the cost of rent
 - o We need to look at alternative housing options like cohousing and tiny homes (1 dot)
- Income Support
 - o The Ministry should stop clawing back CPP and WCB (1 dot)
 - o People have to pay back the Ministry through their PWD assistance
- Housing
 - o My son makes \$35/hour but he can’t afford a down payment for a home
 - o The cost of rent continues to increase and more renters are facing “renovictions”
 - o We need to have more facilities for people who are considered “hard to house”
 - o The Quality Inn is a good example
 - o There is not enough housing for seniors and low income single persons
 - o As the cost of rent increases landlords have to evict existing tenants to raise rents
 - o We lost some affordable housing a year ago (it burnt down) and we have not heard if it will be replaced
 - o We need more affordable housing – housing where the cost of the rent is aligned with the income of the renters
 - o We should look into 3D printed houses (2 dot)
- Inequality
 - o There is no middle class- this means that there is a huge gap between the rich and the poor
- Access to Services
 - o There is the need for more advocacy- some people who need do not ask for help –either they can’t ask for help because they don’t know what to ask for and/or they won’t ask for help because they are too ashamed or embarrassed
 - o We need to create a system with greater transparency – people need better access to information and services that can help them
 - o Often people do not know where to go for help
 - o The lack of services leaves people at risk
- Seniors
 - o Seniors are particularly vulnerable - government should help to increase pensions (CPP, OAS, GIS, and private pensions)
 - o People work their whole life but cannot afford housing, many will need supportive services and health care services, like home support
- Mental Health and Addictions
 - o High rates of addictions and mental health (1 dot)
 - o There is a lack of access to housing for addicts
 - o Had to wait 5½ years for housing from BC Housing
 - o Provide more access to mental health facilities
 - o There are needles in parks/public
 - o Get those with mental disabilities more help
 - o It is harder for those with drug addiction problems
 - o There is a need for more mental health and addiction services
 - o There is a lack of drop in centres
 - o Create more access to addiction programs

- Need for more rehabilitation programs
- Childcare
 - Many people are not able to afford childcare (2 dot)
 - People who stay on income assistance also cannot afford
 - The cost of childcare is \$1000 per month for 2 children
 - Need for more affordable daycare
- Income
 - There is a need for more subsidies when there is a high cost of living
 - Hard to afford food and housing (2 dot)
 - Incomes are not keeping pace with inflation
 - Universal income (2 dot)
- Transportation
 - The bus service is lacking – they have a poor time frame (1 dot)
 - Fuel costs are always going up
 - Travel between communities is not efficient on public transit
 - Taxi's or other transportation is not affordable
 - It is very difficult to navigate public transportation
- Education and Training
 - Have more low barrier trades training programs (2 dot)
 - Provide people with access to job training and education while they are working (2 dot)
 - Basic education for life skills should be free (1 dot)
 - Provide free post-secondary education (3 dot)
 - Free post-secondary education to ensure that people can gain access to employment (post-secondary) (1 dot)
- ID
 - Have a safe place for keeping IDs (1 dot)
 - Need funding for ID replacements
- Access to Services
 - Need for Income Assistance to be more accessible, like fast tracking (1 dot)
 - There are long line ups for services
 - Income Assistance and bylaw workers need retraining so they are more compassionate (1 dot)
 - There is a lack of single point of access for wrap around services
 - Funding is necessary to access resources and services
 - Resources are not promoted or funded adequately
 - There are challenges to navigating the system
 - There is a need for single entry to services
 - Provide better access to government services in person and on the phone
 - People want to talk to live person
 - Decrease the wait times for services
- Housing
 - Use crown land to build affordable housing
 - Provide more workers to do one on ones with people once you place them in housing
 - There is an idea that shelters bring more to community
- Stigma/ Discrimination
 - Uniform/level playing field to lessen stigma

- Provide access to counselling for relationships to support families and prevent breakdowns (3 dot)
- People in poverty are profiled
- There is a lack of hostility
- People often think poverty equals crime
- There is a fundamental misunderstanding about “poverty”
- There is a stigma around people with disabilities
- There is a stigma associated with poverty and often services for people living in poverty meet with community opposition
- Need to address NIMBY (Not In My Backyard)
 - Relates to stigma/crime/point
 - Lack of understanding in community
 - Entrenched bias
- Transportation
 - Increase access to discounted bus passes
 - We have a complicated transit system
 - People can’t navigate the transit phone system
 - Increase affordability of transit
 - Provide more accessible transit
 - Increase access to HandyDart services and transit (2 dot)
 - The cost of gas prices are too high
 - The cost of car insurance is too high
 - Have bus passes for PWD
 - Fuel rebates for low income people
 - Bring back bridge tolls but lower the cost - toll all bridges on equal amounts
 - Free transportation for PWD
- Children and Food Security
 - Create a universal lunch program at schools (1 dot)
 - Families are not able to afford nutritional meals and snacks
 - There are not enough school food programs
- Services and Supports
 - Establish a culture of respect for clients and service providers through the whole system (2 dot)
 - Provide support for parents on how to raise their children (1 dot)
 - Youth shelter/supporting housing (2 dot)
 - Media campaign to increase awareness to poverty (3 dot)
 - Low income means having to choose between medication, food, or housing
- Homelessness
 - Provide more low barrier shelters (4 dot)
 - Need for more transition houses for women and children
- Childcare (1 dot)
 - Reduce the cost of childcare
 - Need to simplify the process
 - Provide free childcare from government
- Programs and Services
 - Provide ICBC insurance discounts for low income people
 - Use tax revenues from marijuana to fund social programs
 - Provide more diverse social programs

- More options for counselling services
- Provide funds for groceries and clothing for low income people
- Provide more funds for non-profit organizations to support others
- Services and Supports
 - Get the word out in the community that there is help out there
 - One house each block – 1 person housed, working for landlord doing yard work
 - Good neighbor policy – launching pad, realistic success recovery, homes that use the good neighbor policy – help neighbors (elderly – shove driveway and rake leaves)
 - Everyone appreciates them
 - Takes the right combo of skills of people
 - One bad egg spoils it for everyone
 - i.e. Cevality inn – if against it then very vocal , if for it, won't go to the community meetings to support it but they need to
- Taxes
 - High taxes
- Stigma and Discrimination
 - Education of general public – learn to not be afraid, then half the battle is won (2 dots)
 - Where is the money coming from to increase supports
 - People need their dignity
 - Gain community support
 - People are employable but have no self-confidence – need to build self confidence
 - Teach the community that poor people aren't bad people (2 dots)
 - Educate the community to come together to reduce prejudice and be more open minded (2 dots)
 - Set yourself as an example
 - Get block watch people to help
 - Give people self-confidence, small steps at a time
- Housing
 - Group homes – have a negative attitude
 - Decrease rental rates - \$650 + for shelter
 - Lots of people have a spare room to rent
 - Find sponsorship to help these people by renting room
 - Need their own four walls – own home
 - Offer different types of housing – supportive housing, work force housing, sponsorship by offering a room
 - Get a room from homeowner, work by helping around the house, helps you gain confidence
 - Provide support for homeless youth
 - Need re-engagement of federal government. Funding and the expiry of operating agreements is an issue (precedent to seniors in these situations (1 dot)
- Seniors
 - Difficult for seniors to find housing
 - They often need a care giver – It is difficult for the children of seniors
 - Those with additional health issues require more assistance
 - Need to invest in senior housing. There is the need for partnerships – like safe housing and corporate partnership (1 dot)

- Health Care
 - o Fair Pharmacare \$150 per year for medicines (1 dot)
 - o Need for 70% without deductible so that basic medication costs are covered
 - o Basic medical should have additional coverage
 - o Need for prescription eye wear to be covered
 - o Challenges for people with disabilities
 - o If not in receipt of PWD, medical needs receive less coverage
 - o People have lack of access to dental care
 - o Hospitals do not have enough support and staff to help people
- Childcare
 - o Young families struggle to pay for both rent and child care
 - o It is too difficult to balance working and taking care of children
- Addiction and substance abuse
 - o There is a lack of addiction services and treatment centers
 - o There are high rates of addiction issues in the community
 - o There are not enough alternative supportive services/care for people with addictions
 - o People often overdose in bathrooms
 - o There is the need for more access to needle boxes
 - o Should place needle boxes in bathrooms
- Government ID
 - o People are losing ID frequently
 - o It is difficult to replace ID
 - o There are not enough resources or supplies for replacing ID or for keeping ID safe
- Public Services
 - o There is lack of access to washrooms, showers, and laundry
 - o People can shower only twice/ week
 - o There are no temporary place for showering, charging electronics, or doing laundry
 - o Without a drop-in center, there is a lack of community meeting space
- Homelessness
 - o If intend to rent not sign, no shelter portions, only the support
 - o There is no place to camp or stay
 - o Police are harassing you if you camp outside. They say that “the Mayor is mad”
 - o The bylaws allow the police or bylaw enforcement to take out sleeping bags, and belongings, while the campers leave to go eat (1 dot)
 - o The Mayor is not being respectful towards people who are homeless
- Community Services
 - o Drop-in center for low income, homeless, serving basic food/facilities (1 dot)
 - o Create shared usage of space
- Discrimination and Stigma
 - o Need changes in policies and attitudes to address stigma (2 dot)
 - o Need to have lived experience stories shared to provide personal/human faces to the issue (1 dot)

- IA
 - o Increase shelter rates – current rates are keeping people homeless (8 dots)
 - o Increase Income Assistance and PWD rates
 - o Money needs to be put in place at a policy level
 - o Change Income assistance rates
 - o With PWD you can get a bus pass if you're under 65
 - o Should create a fair system that can help all low-income individuals. Many low-income people need support but are not eligible for social development funding
- Access to Ministry Services
 - o People need better access to information
 - o The issue of anxious people in community that have misinformed information needs to be addressed
 - o It is difficult for people to access a phone
 - o A credible source of information about the issues needs to be provided ie. – not Facebook
 - o SAFER – a very complicated process
- Income
 - o Guaranteed income (\$27,500 per annum) (5 dot)
 - o Increase income - OAS/GIS no longer near LICO (1 dot)
 - o Higher minimum wage
 - o Living wage – responsive to community not one size fits all
 - o Collective bargaining drives wages up
- Employment
 - o Tight labour market
 - o Older workers continue to work at physical minimum wage jobs due to automation
 - o Need to create employment equity
 - o Need for benefits and fair treatment
 - o High Tech Act – forces/ obligates employees to no OT (1 dot)
 - o Well trained people not being paid equitably adequately
- Community Services and Programs
 - o Community hubs- one place to access services (4 dots)
 - o Universal programs where possible (5 dots)
 - o Lease of access
 - o Reduces stigma
- Transportation
 - o Provide people with access to subsidized transit passes. Free transportation would be better
- Banking
 - o Manage predatory lenders in theft (3 dots)
 - o Support organizations like VanCity have programs to serve low income clients
 - o Provide micro financing – small loans for nominal interest
- Child Care

- Provide access to universal affordable childcare
- Provide a safe environment and healthy opportunities for children
- Provide daycare supplements to enable single parents to work (1 dot)
- Housing
 - Create safer homes
 - Lower the cost of rent
 - Affordable housing should be looked at and addressed
 - Affordable housing can be a safety net for young families single families
 - There should be more studio housing – with storage
 - There should be increased shelter supports for people with disabilities
 - The Ministry knows where clients are living, so it would be possible to provide additional assistance worth the cost of rent
 - The rent is \$960 and the assistance available through PWD is \$850
 - Cross ministry co-op approach
 - First to get rented are studio (singles) and 3 bedrooms (families)
 - Last to rent adaptable housing – people with PWD and wheelchairs etc.
 - Reduce turnaround time for intending to rent forms
 - Rent cost solution (3 dots)
- Discrimination and Stigma
 - Change in society/perceptions of poverty (inclusive society) (1 dot)
 - Stigma- change the misconception
 - Should be more supportive services for the poor
 - Prevention of hate issues
- Food Security
 - There needs to be more meal service, better food
 - There needs to be more community services such as meals
- Mental Health and Addictions
 - More supportive housing for people with mental illness/mental health issues (6 dots)
 - More support groups
 - More support for single parents, and mental illness patients (3 dots)
- Government Services
 - More money for disability, welfare, seniors to get above poverty level (4 dot)
 - Have system to not reveal income assistance client being on income assistance
 - More drop-in center for basic service: food, laundry, bathing (6 dots)
 - Tailor solution basing on individual's needs (1 dot)
 - Needs better communication between organizations (1 dot)
 - Changes need to be made at political level
- Homelessness
 - Give specific location for where people can camp (2 dots)
 - Homeless camp location (1 dot)
 - Dignity village (formal camp) (1 dot)
 - There needs to be more funding to address homelessness