

Town of Sexsmith Library Board Plan of Service 2020 – 2024



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"A library is not a luxury but one of the necessities of life."
- Henry Ward Beecher

Message from the Board Chairperson

The Town of Sexsmith Library Board Plan of Service 2020 -2024

The Plan of Service was developed to meet the legislative requirements for Public Libraries in Alberta and is completed by each Alberta Library every 5 years. We would like to thank Lynn Pack, Consultant for her assistance in organizing and streamlining the process for us.

In order to determine what our community needs were, a community-wide forum was held. The meeting was held in cooperation with the Wellness Coalition Community Coordinator, Melody Sample. We had a good representative of the various groups and ages of our community that came to provide input on community needs, library membership was not a prerequisite for attendance.

This year posed an unforeseeable challenge in getting this project completed as Covid-19 made working out the data on the timelines we had initially set, impossible. Thankfully our community-wide group forum took place just prior to everything shutting down, and so we simply had to delay the processing of the raw data until we were able to meet together again. Lynn took all the data and transcribed it for ease of reviewing as a board. We were finally able to work on it together as a board, social distance style, in July. Following that review, Library staff had opportunity to provide input on the goals set out for the next five-year plan. This information was further discussed by the board and a draft Plan of Service was presented to the Library Board at the September meeting.

Although this process was a lot of work, it is also very rewarding. Many left the large group meeting encouraged that their words were heard and will make a difference for our community. Many even expressed interest in a follow up meeting, signing up to receive a copy of the new plan of service and the raw data recorded.

As a board, it really has been exciting to work through ideas that will meet some of the needs expressed, benefiting and helping our community to thrive. There was also opportunity at the community wide forum to help connect groups, meeting needs expressed, with programs already in place or in the works.

The Library Board is pleased to present the Town of Sexsmith Library Board Plan of Service and look forward to continuing to make a difference in growing our community to be the best it can be.

Rhonda Maki
Chairperson
Town of Sexsmith Library Board

***"Perhaps no place in any community is so totally democratic
as the town library.***

The only entrance requirement is interest."

- Lady Bird Johnson

Mission

The Shannon Library is a community gathering place and provides cultural, educational, informational and recreational resources to support lifelong learning interests for people of all ages.

Role of the Library

The Library is dedicated to the education, recreation, cultural enlightenment, and informational needs of all citizens.

The Library Board recognizes that the role of the Library has expanded to satisfy the growing needs of the age in which we live and that the Library shall continue to expand with the needs of the future.

Objectives of the Library

The Library shall strive to meet the following objectives:

To establish, maintain and preserve, in an organized collection, books and selected educational, cultural and recreational resources in order to promote an enlightened community and enrich personal lives.

1. To serve the community as a center of reliable information.
2. To provide opportunity and encouragement for continuous education to all the people in the community.
3. To support educational, civic and cultural activities of groups and organizations.
4. To seek continually to identify community needs, to provide services to meet such needs, and to cooperate with other organizations, agencies and institutions that can provide programs or services to meet community needs.
5. To provide opportunity for recreation through the use of literature, music, films, crafts, and other art forms.
6. To achieve maximum patronage and use of services and resources by reaching out to all members of the community.
7. To co-ordinate with the Peace Library System to extend Library services to the patrons of the Sexsmith Shannon Library and other libraries within the Province of Alberta.

History

The first record of a supply of books to arrive in the small hamlet of Sexsmith was in November of **1933**. The Women's Institute of Sexsmith borrowed forty books from the University of Alberta Extension Library. The ladies let it be known that "any responsible party" could borrow a book for a charge of five cents per book to cover the cost of freight.

The Women's Institute continued to lend books until August of 1946 when some community-minded high school students opened the first public library under the auspices of the Young People's Club. Councilmen donated space in the fire hall, and the library was open two hours on Friday evenings and Saturday afternoons. The shelves contained adult and juvenile fiction. Volunteer high school students Jean Menzies and Shirley Hill staffed the library.

In September of **1946** the library was moved from the fire hall to Mr. Menzies' building east of the Royal Bank. The Young People's Club still charged five cents per book for borrowing privileges.

The Women's Institute took charge of the library in **1946** and in January of **1947** it was moved to the rectory of the Anglican Church. The annual budget was \$401.27, gathered from donations, plays, and whist drives. Of this budget, \$3.53 was spent on a half-cord of wood, \$300.45 on books, and the rest on freight and stationery. The library became known as the Sexsmith Public Library, with Mrs. Grace Leonard as the librarian.

Between **1949** and **1951** the library moved two more times. First, it occupied the cloakroom of the legion hall. Then the board purchased the old combination barbershop and drugstore, which had once been a residential home, for \$250.00.

In December of **1955**, the practice of selling memberships was put into effect. The cost of a yearly membership was one dollar for a single person and two dollars for a family. The library was staffed by Jan Korsmo during noon hours on Tuesdays, Mrs. G. Cameron on Tuesday evenings, and Mrs. G. Leonard on Saturday afternoons. This same year, Mrs. Kay Shannon and Mr. Joe Shannon joined the library board.

In **1960**, Kay Shannon began working as the librarian. She volunteered all her time, and for the next fifteen years she worked long and hard to build a collection the residents of Sexsmith and community could be proud of.

In **1969**, the library was moved into the new Town office (now Sexsmith Insurance). Wendy Derocher was librarian. She served from **1975** to **1976**. Ellen Coleman then became librarian and remained until **1983**.

In February **1981** the library moved to its present location in the new civic centre. The Sexsmith Public Library then became known as the Sexsmith Shannon Municipal Library in recognition of Kay Shannon's many years of dedication and hard work.

In December **1983**, Sherrill Robinson, who had served for a year on the library board, stepped in to take over the position of librarian. Sherrill was one of the first Peace Library System directors and chairs. She was known for her innovative fundraising ideas. As staff workloads and library usage steadily increased, Donna Fox joined the staff in September **1992** and stayed for five years.

The library outgrew its space in the civic centre, and in **1994**, when the opportunity presented itself, it expanded to more than double its original size. These renovations cost \$50,000.00, compared to the total purchase price of \$250.00 for the library in **1951**.

1933
The Women's Institute of Sexsmith borrowed 40 books from the U of A Extension Library and made them available to lend for 5 cents to "any responsible party."

1981
The Sexsmith Public Library became known as the Shannon Municipal Library in recognition of Kay Shannon's many years of dedication and hard work.

On September 21, **1996**, the Sexsmith Shannon Library celebrated its fiftieth anniversary in the civic centre with some of the original people who started the library.

Celia Leathwood joined the staff in **1996** and was the librarian until **2003**. Kathy Black has been with the library since **1997** and was named Employee of the Year by Smeda in 2004. To cope with the increased number of children (and their footwear!) coming into the library, a foyer was added outside the front entrance in 1998.

The Friends of Sexsmith Shannon Library group was organized to help with fundraising, to lobby for the library, and to promote the activities of the library. In **1997**, Sexsmith Shannon Library became one of the first Community Access Program (CAP) sites in the province which helped bring the Internet into the library.

Gail Post came on staff in **2003** as the librarian and stayed until **2006**. In **2005** the library had a collection of over 19,842 items, which included books, magazines, audio tapes, CDs, videos, and DVDs.

In **2016** Sexsmith Shannon Library **celebrated its 60th anniversary**. Town council, hundreds of volunteers, students, dedicated staff, local businesses, service groups, and a supportive, vibrant community all add up to more than sixty years of exceptional library service.

In early **2007**, Sheryl Pelletier became the Library Director for the Town of Sexsmith Library Board joining Kathy Black and part-time staff member Judy Jickling. Kathy celebrated her 20th anniversary with the library in 2017 and continues her service to the present day. Sheryl remains as director of the library.

The Library currently employs two full time, two part-time staff members and one casual staff member. **2020** brings the library to its 74th year in Sexsmith!

2016
The Town of
Sexsmith
Library Board
celebrated its
70th
birthday by
eliminating
membership
fees.

2020
brings the
Library
to its
74th year
in Sexsmith!

Acknowledgements

Having a Plan of Service for the Shannon Library is fundamental to operations and the Town of Sexsmith Library Board's ability to continue providing current and relevant library services to community residents.

The development and implementation of a Plan of Service involves considerable investment of time and commitment to better understand community needs, determine the best use of resources, and provide direction for library service into the future.

The Town of Sexsmith Library Board acknowledges and offers appreciation to the following:

- Community members participating in Community Conversation
- Community members responding to survey
- Board Members: Rhonda Maki, Chair, Merry Moore, Debbie Hammel, Pam Foley, Charlene Brown, Clint Froehlick, Darwin Eckstrom
- Library Director: Sheryl Pelletier
- Library staff: Kathy Black, Gayle Tupper, Chrystal Widsten, Corrie Plante
- Sexsmith Wellness Coalition: Melody Sample, Cheryl Mayne
- Consultation, facilitation and written report: Lynn Pack



Establishing Service Priorities

The Town of Sexsmith Library Board is accountable to the Town of Sexsmith, Province of Alberta. A Plan of Service is a requirement of the Alberta Libraries Act Regulations and is reflective of community needs identified by community members representing the larger community.

The Board met in early 2019 to determine process and timelines to develop and implement a Plan of Service for 2020 – 2024.

The Board initiated a 4-phase process inclusive of:

1. Design the planning process

- A consultant was hired to work with the board to design and facilitate the process;
- Timelines were established with the expectation for the final version of the Plan of Service to be submitted to the Board for review and approval at the June 2020 Board Meeting.
 - Timelines were adjusted to accommodate the restrictions COVID 19 imposed on the process and planning.
 - The Province was contacted and allowed for an extension on submission.
 - Final version was submitted to the Board in September 2020 for review and approval.

2. Complete needs assessment

Community needs data was gathered in the following ways:

- A survey was available in the month of February for all those visiting the library to provide input.
- The Sexsmith Wellness Coalition facilitated the collection of feedback from community seniors.
- The Library Board, Sexsmith Wellness Coalition and Sexsmith FCSS partnered to host a Community Conversation at the Sexsmith Civic Centre on March 3, 2020.
 - 46 community members attended representing the broader community (including Mayor, Council, and CEO; Sexsmith FCSS; Sexsmith Wellness Coalition) and through a facilitated process identifying community assets and needs.
 - Community needs were themed and prioritized.

I absolutely
love the
structure of
the
engaging,
productive
meeting.
*I feel like
I will be
heard.*
Community
member

3. Assess and analyze data to develop a Plan of Service

The Library Board met on July 14, 2020 to review all collected data and determine service responses:

1. Build Successful Enterprises: Business and Non-profit Support
2. Know Your Community: Community Resources and Services
3. Make Informed Decisions: Health, Wealth and Other Life Choices
4. Visit a Comfortable Place: Physical and Virtual Spaces

The Library Director and staff met on September 3, 2020 to establish goals and objectives related to Board selected Service Responses.

4. Implement the Plan

- The Plan of Service was submitted to the Board for approval on Sept 22, 2020.
- The Plan of Service will be reviewed annually in January.

Business owners and non-profit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.

Goal #1

Entrepreneurs and businesses have access to resources and support for business development and sustainability.

Objectives

1. Explore partnerships with EDAC (Economic Development Advisory Committee) and Chamber of Commerce to offer workshops, seminars, and events to support business development in Sexsmith.

Tasks:

- i) Starting in fall of 2020 - Library will join Chamber of Commerce with Director attending meetings regularly.

Measurement: Two meetings per year.

- ii) Starting in early 2021 - Library Director will connect regularly with EDAC consultant.

Measurement: NA

2. Offer workshops and events of interest to business people.

Tasks:

- I) Starting in early 2021 - Find people in our area to offer workshops or presentations related to:

- On-line business development;
- How to create an Etsy store;
- How to start a business;
- How to develop a mentoring program;
- Other topics as determined through partnerships.

Measurement: Two per year beginning 2021, with minimum attendance of four per event

3. Provide information to businesses and others about resources and business-related learning opportunities available through the library.

Tasks:

- i) Starting in the summer of 2021 - Create a power point presentation that will be used to deliver presentations about library services as they relate to business.

Measurement: Completed by October 31, 2021 in time for presentation to Town Council pre-budget.

- ii) Starting in the fall of 2021 - Offer presentations to partners (EDAC, Chamber of Commerce, Town Council, PRBI, Sexsmith Secondary and others) about online learning platforms.

Measurement: By spring of 2022 at least three power point presentations have been delivered.

Goal #2

Supports are available to local non-profit agencies on organizational development.

Objective

1. Host board development workshops.

Tasks:

- i) Starting in early 2022 - Offer a community wide board development workshop.

Measurement: Offer every two years with minimum attendance of six. Survey/Evaluation

- ii) Starting in 2022 - Offer a Roberts Rules of Order and meeting protocols workshop to the community.

Measurement: Offer every two years with minimum attendance of six.
Survey/Evaluation

Goal #3

A collection of resources designated to support business and non-profit development and sustainability is available on the website and in hard copy through the library.

Objective

1. Enhance the existing collections to meet the need of business and non-profits organizations.

Tasks:

- i) Starting in the summer of 2021 - Build a bibliography on the library website of business and organizational resources available through the library

Measurement: Completed by August 31, 2021, reviewed and updated annually

- ii) Starting in summer of 2021 - Review and weed existing resources to ensure information and practices are current. Supplement collection with additional resources (including print, e-books and audio) as identified with the assistance of Peace Library System consultants.

Measurement: Allocation of \$1000 for initial upgrade of collection. Track circulation statistics annually to determine relevance and whether further money should be allocated.

Community Resources and Services

Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.

Goal #1

Community members easily access community information and resources.

Objective

1. Build on partnership with the Town of Sexsmith FCSS and Sexsmith Wellness Coalition to further evolve the community calendar and expand its relevance.

Tasks:

- i) Starting in fall of 2021 - FCSS will take over from Library as main contact and project lead with support and input from Shannon Library and Sexsmith Wellness Coalition

Measurement: Calendar continues to be published on a regular schedule as determined by the committee.

- ii) Started in winter 2019/20 - Shannon library will continue to develop and grow the online distribution of the community calendar in partnership with the committee.

Measurement: Grow online subscription to 500 by December 31, 2023.

Goal #2

Community members are aware of resources, learning opportunities, programs and events available at their local library.

Objective:

1. Increase visibility of library programs and events to non-library users.

Tasks:

- i) By spring of 2021 - Relocate outside bulletin board to main street to increase visibility.
- ii) Starting in the fall of 2020 - Ensure events are kept current on library website and Facebook.

Measurement: Review Monthly. Increase number of views annually.

- iii) Starting in the spring of 2021 - Create two posters for outside bulletin board featuring a monthly at a glance library calendar and library signature events.

Measurement: Update monthly. Annual program evaluation.

- iv) Starting in spring of 2021 - Posters will be placed and updated on bulletin boards around the community.

Measurement: Annual program evaluation. Increase number of new users of programs and events.

Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.

Goal #1

Community members access resources that inform and support them as they make life decisions for their future.

Objectives

1. Build on partnerships (FCSS, Wellness Coalition, businesses) to offer/co-sponsor workshops to assist people with making informed life decisions.

Task:

- i) Starting in spring 2022 – Create workshop topics of interest to area residents including seniors, teens, families and young adults such as:

- What If (end of life, planning and preparing)
- Financial Planning
- Wills
- Farm Safety
- Power of Attorney
- Budgeting
- Basic Computer Skills

Measurement: Offer at least two workshop per year. Survey.

2. Provide assistance to people seeking employment or career changes.

Tasks:

- i) Starting summer of 2020 - Provide free photocopying and faxing of resumes.

Measurement: October 2020 track use of service

- ii) Starting in January 2021 - Explore opportunities for delivering employment workshops or seminars in partnership with regional agencies.

Measurement: One workshop hosted in partnership 2021. Survey/evaluation.

Goal #2

Community members access resources and information on Mental Health Wellness.

Objectives

1. Partner with relevant organizations (AHS, Wellness Coalition, FCSS) to provide information, resources and events supporting community members with Mental Health Wellness.

Tasks:

- i) Starting in January 2021 – Host presentations on topics related to Mental Health Wellness such as:

- Anxiety
- Depression
- Suicide Prevention
- Substance Abuse
- Parenting Teens

Measurement: Offer at least two presentations per year. Survey.

- ii) Starting in January 2022 – Host a workshop on SAD (Seasonal Affective Disorder) to determine community need for SAD lights available for loan from the library.

Measurement: At least one person benefits from availability of SAD lights for trial purposes. Survey

2. Promote Mental Health Wellness resources available through the community library.

Task:

- i) In early spring 2022 - Create bibliographies of Mental Health resources in multiple formats (print, eBooks, audio, online resource links) available through the library.

Measurement: 6 topic specific bibliographies will be available on the library website and in the library by December 31, 2023

Goal #3

Community members are aware of health and environmental risks that may be present in their homes.

Objective:

1. Promote the availability of Radon Gas Kits available in libraries in October of 2020 by the Alberta Lung Association in cooperation with library systems.

Task:

- i) Starting in fall of 2020 - Research and promote online resources on the subject of Radon.

Measurement: Ongoing local circulation of Radon Kits. Number of users.

Service Response

Visit a Comfortable Place:

Priority:

Physical and Virtual Spaces

Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

Goal #1

Existing library space is enhanced to allow for open use by the community.

Objectives:

1. Provide opportunities for youth to create their own programs.

Task:

- i) Starting in spring of 2021 - Engage with youth in the community to develop space and a framework for teens to use the library for gaming activities.

Measurement: Increase in bookings, 1st meeting with youth held in High School spring of 2021.

2. Provide opportunities for community members to use the library outside of opening hours.

Task:

- i) Starting winter of 2021 - Encourage likeminded people to come together for hobby nights such as:

- Genealogy
- Whist/Bridge/Cribbage
- Games nights
- Paint nights
- Wine/beer tasting

Measurement: Number of bookings.

3. Explore opportunities within existing building to offer creative technology learning opportunities.

Tasks:

- i) Starting in 2023 - Explore Green screen technology and sound studio requirements.
- ii) In budget for 2023 - Set aside money from tech reserves for implementation of alternate technology in the library.
- iii) Winter of 2023 - Purchase a 3D printer.
- iv) Spring 2023 - Offer training to the public in use of 3D printer.

Measurement: NA

Town of Sexsmith Library Board Plan of Service Appendices

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Contact, Location, Social Media

Staffing Positions

Library Director:

Supervisor of Customer
Services:

Library aide:

Programming Aide:

Communications Assistant:

Staff Member

Sheryl Pelletier

Kathy Black

Gayle Tupper

Chrystal Widsten

Corrie Plante

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Merry Moore
Pam Foley

Charlene Brown
Clint Froehlick
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Social Media:

Facebook: <https://www.facebook.com/shannonlibrary/>

Webpage:

<https://www.shannonlibrary.ab.ca>

Survey Data- Library Patrons

February 2020

<i>What does the town of Sexsmith need?</i>				
	Seniors (10 respondents)	Adults (13 respondents)	Youth (6 respondents)	Children (2 respondents)
Theme	Library: facility and services expansion		Inventory/Books	
Comments	<p>A new library building</p> <p>Bigger Library</p> <p>New library</p> <p>New library</p> <p>New library</p> <p>New library</p>	<p>A larger library; otherwise we are all good</p> <p>A larger library</p> <p>More storage space for the library to carry other items for loan; ie: sewing machine, tools, education kits</p> <p>A music room to listen to music</p> <p>A quiet room, a fireplace to read by and a place to have a tea</p> <p>Mayor Kate's idea of expanding the library into the hall. Good idea!!</p>	<p>More Christian author Based Books</p>	
Theme	Seniors Housing	Appreciation/ Recognition	Youth Drop-in	
Comments	<p>Residence for seniors providing food</p> <p>More seniors housing one level</p> <p>More one level housing for seniors</p> <p>More affordable senior housing</p> <p>Living facility for seniors that has no stairs and is over 600 sq ft; they could be modular homes or one level duplex</p>	<p>I appreciate all the work FCSS puts in. Melody has her ear to the ground in finding areas</p> <p>Kudos 😊</p>	<p>More places for people to hang out after school, or have Cowbell's open later for people in the evening</p>	
Theme	Facilities - Recreation			
Comments	Swimming pool		<p>A roller rink</p> <p>A pool</p> <p>A pool</p>	A jump yard
Theme	Arts and Crafts			
Comments	Utilize some of the larger buildings for arts & crafts etc	Creative arts centre or council		

Survey Data – Library Patrons				continued
	Seniors (10 respondents)	Adults (13 respondents)	Youth (6 respondents)	Children (2 respondents)
Theme	Business Development			
Comments	Grocery store New grocery store Affordable grocery store Affordable convenience/grocery store Family friendly restaurant Businesses for empty buildings How can we attract more Dr's to our aging community?	More local employment opportunities Better grocery store (like Beaverlodge)	Sports store	
Theme	Programming			
Comments	Organized exercise program	Workshops: Bent will furniture and/or garden trellises and accessories For sharpening chisels, axes, garden tools On dovetail join in woodworking Fine arts program for children		Philatelic Society (stamps)
Theme	Municipal Infrastructure			
Comments	Pavement on 106st Pave 106 st	More bike racks around town A community compost bin Fireworks in big events Unightly premises have been a major concern for over 10 years. Lets do something		

Survey Data – Sexsmith Seniors

February 2020

Seniors reflect and comment on community assets:

1. Assets:
 - Community kitchen
 - Walking trails
 - Town snow removal Program
 - Farmers Market
2. The assets that are great for the community are:
 - Civic Centre,
 - Curling club
 - Lots of parks
 - And a great trail to walk or bike on
3. Appreciate:
 - Wide variety of activities & learning opportunities
 - Walking trails
 - Splash park
 - Skateboard park
4. Love:
 - FCSS
 - Wellness
 - Family activities
 - Care for seniors
 - Walking trails
5. Good town maintenance
People are friendly
Farmers market is an asset
6. Best town for maintenance: (in my opinion)
 - Snow removal
 - Senior Community Kitchen
 - Walking trails
 - Melody Sample does an amazing job

"I LOVE LIVING HERE"

-Senior Survey Participant

Community Conversation

March 3, 2020

Raw Data Report – Organizations and Community Member Roles

Organizations Represented		Community Roles Represented	
Community Kitchen*	Physio Clinic	Mayor	Customer
Sexsmith Quilting Guild	Library	Parent (5)	Homeowner
St Paul's United Church	Wellness Coalition	Volunteer (6)	Doctor
(Grande Prairie)	Farmers Market	Senior (2)	Recruiter
Grande Prairie Music	Football	Grande Parent (4)	Volunteer
Festival	SPARKED	ED	Farmer
Grande Prairie Speed	GPRRC	Board Members (6)	Senior
Skating Club	SPRCL (South Peace Rural	SINK	Salesman
Town of Sexsmith former	Community Learning)	Homeowner	Small Business Owner
CAO	Sexsmith Minor Soccer	Business owner	Double Income No Kids
Christ Lutheran Church	Town Council	Home builder	Parents
Sexsmith & Area	Sexsmith Wellness	Church member	Community Supporter
Community Foundation	PCC Church	Farmer	Student
Sexsmith Seniors	Friends of the Library	Parents	Indigenous
Elks	Library Board	Grande Parents	Immigrant
Fire Department	FCSS	Seniors	Librarian
COPS	Community	Employer	Business Owner (3)
School Council	Family	Business owner	Senior
Town Council	Schools (2)	Employees	Coach
Grande Prairie Futures	Library	Community volunteers	Teacher
Committee	Wellness Coalition	Recreational participant	Town CAO
Sports Connect	Chamber of Commerce	Fundraisers	Volunteer
Sexsmith Navy Cadets	Sexsmith Quilt Guild	Feedback – offer	Parent
Minor Hockey	Beer League Hockey	Teachers	Grandparent
Minor Baseball	Farmers	Volunteers	Town (2)
SCDC	Town Council	Parent	County of Grande Prairie (4)
Wellness	Museum Society	Community Member	Volunteer
SPARKED	COP	Church member	Parent
Parent Council/Booster SSS	ELKS	Board Church Chair	Grande Parent
&RWZ	TOPS	Alberta rep for COPS	Town Council
Business owner – yoga 7	FCSS	Safety Coordinator	Church Member
fitness	Wellness	Parents	Bord Member /Executive
Catholic Women's League	Farmers Market	Parent	Vice president COP
(CWL)	Special Olympics	Parent – mother	Volunteer community events
Town of Sexsmith CAO	Library	Pastor	Minor sports
Business owner – plumbing	Legion	Counsellor	Grande parent
& gas	Town Council	Senior	Community events
Community Kitchen	Sexsmith Medical Clinic	Newcomer	Municipal government
4H	Doctor Recruitment	Volunteer	Facility director
Farmers Market	Sexsmith Minor Hockey	Business owner	Food Bank
Minor Soccer	Museum Society	Teacher	Coach
Library Board	County Recreation Board	Employer	
RWZ Elementary,	Seed Plant	Leader	
St Mary's	Sexsmith Secondary	Neighbour	
Sexsmith Secondary	Chamber of Commerce	Friend Student	
Grace Bible Fellowship	Small Business Owner	Supporter	
Church	Library	Stakeholder	

Raw Data Report – Community Strengths & Assets

What about this community makes you especially glad to live here?

Businesses & Services	Education	Recreation & Facilities
<ul style="list-style-type: none"> • Opportunities – business • Employment opportunities • Business support <ul style="list-style-type: none"> • Word of mouth • Support for local • Services – medical, physio, health food store, recreation options, auto, • Doctor, dentist, pharmacy, physio, dentures, massage • Health food store • Grocery store • Local medical/pharmacy • Ability to personally invest in kids/employee's • Medical Clinic • Hippy Strings • Great local restaurants • Excellent churches • Medical/dental facility/physio • Service clubs • 2 pot stores 	<ul style="list-style-type: none"> • Schools <ul style="list-style-type: none"> • K-12 available • Long time, dedicated teachers • Quality education • Smooth transition to University • Fine arts • Good schools • Bible college • 2 K – 12 school systems • High school programs <ul style="list-style-type: none"> • Agriculture • Trades • Sports • Etc. • Good schools • Schools – great schools • 	<ul style="list-style-type: none"> • World class athletes • Sports minded <ul style="list-style-type: none"> • Quality of coaching and players • Provincial awards • Many coaches nominated • Sports programs • Curling rink • Hockey facility • Curling rink • Water park • Skate Park • Outdoor and indoor rink • Skatepark • Curling club • Fishpond • Hiking trails • Parks – bathrooms! • Spray park • Skate park • Hockey area + outdoor rinks • Great facilities <ul style="list-style-type: none"> • 4 gyms • Community facility
Community Events	Community Pride	Safe Community
<ul style="list-style-type: none"> • Community events <ul style="list-style-type: none"> • Chautauqua day • Farmers Market • Remembrance Day • Community events <ul style="list-style-type: none"> • Chautauqua Days • Community garage sale • Community events – many things to do • Community events year round • Chautauqua Days • Christmas carolers • Farmers market • Lots of local activities – all ages • Fun community events 	<ul style="list-style-type: none"> • Community pride <ul style="list-style-type: none"> • Yards looked after • Streets clean • Town clean-up • Flowers/landscaping • Nice looking town • Growing community • Great local organizations • Good volunteers! • Quiet 	<ul style="list-style-type: none"> • Safe – COP • Kids are safe • Safe place to raise children (people watching) • Safe for kids to explore • Kids feel safe, not crowded • Perception of safety • Safe community – feel safe •

Raw Data Report – Community Strengths & Assets

continued

Municipal Facilities, Service & Services

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Town maintenance • Efficient snow removal • Snow removal • Snow removal/services at a reasonable cost • Outside bathrooms • 11 playgrounds • Campground • Walking trails • New fire hall • Playgrounds + green spaces | <ul style="list-style-type: none"> • Vision for future involving greater community • Well maintained roads & paths • Lower taxes than Grande Prairie • Town buys the newspaper • Dog bags • Lots of parks • Walkable <ul style="list-style-type: none"> • Trails • Walking distance <ul style="list-style-type: none"> • Post office, stores, etc. • Accessible wheelchair/strollers | <ul style="list-style-type: none"> • Home support • Fire department • Library • LIBRARY – active and engaging • Foodbank collection • Great campgrounds • Wellness initiative • Library • Farmers market • Great volunteer Fire Fighters • COPS • |
|--|---|---|

Community Connectedness

Historical

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Sense of community • Small community feel • Caring community • Connection of people • Knowing neighbors • Easy to know neighbors • Great neighbors <ul style="list-style-type: none"> • Shovel sidewalks • Respect from teens • Watch out for you • Know your neighbor <ul style="list-style-type: none"> • Belonging • Treats you like family • Friendly • Atmosphere <ul style="list-style-type: none"> • Watchful • Welcoming • Homey • Friendly • Caring • Sense of connected community | <ul style="list-style-type: none"> • Can Actually Talk to each other • In your blood – deep roots • Sharing food/meals • Being on the “7th” Cheers (Everyone Knows Your Name) • Small rural community • Small town feel • People <ul style="list-style-type: none"> • Friendly, neighborly • Nice to walk – paths/safety • Drop my kids off@ library/playgrounds • People • Family focus • Family • Collective parenting • Great place to raise kids | <ul style="list-style-type: none"> • Grain elevator • Train whistle • Older – character homes • Strong sense of history <ul style="list-style-type: none"> • Museum • Elevator • History • Historical feel – main street |
| | | <h2>Location</h2> <ul style="list-style-type: none"> • Distinct from Grande Prairie • Close proximity to Grande Prairie • Size • Close to large center |

Raw Data Report – Community Wishes

If you had 3 wishes for the future of this community to make life even better than it is already, what would they be?

Commercial Services	Business Development	Sustainable Business Development
<ul style="list-style-type: none"> ○ Bigger name grocery store that is more cost effective ○ Bigger bank (losing Royal Bank hurt) ○ More businesses on/or near main street so we can walk & browse, & buy again in SEXSMITH 	<ul style="list-style-type: none"> ○ Hardware store ○ Grocery store ○ Grocery store ○ Bulk fuel supply • New Town office/library 	<ul style="list-style-type: none"> • Sustainable business growth adding value to people's lives • A grocery/hardware chain to keep prices competitive
Business Development	Town fiscal responsibility, sustainability and growth	Business Growth & Support
<ul style="list-style-type: none"> • Revitalize & innovative business sector (more business support for existing) • Attracting more \$\$ businesses, in town and on highway. Spread the taxes around more infrastructure and maintain 	<ul style="list-style-type: none"> • Destination location <ul style="list-style-type: none"> ○ Events ○ Medical ○ Social • Self sustaining community, not be a bedroom community • Conservative spending, take care of what we have – trails, trees; live with in our means • Less fragmented business area • Unique business/services; different from what we have always done 	<ul style="list-style-type: none"> • Full service grocery store <ul style="list-style-type: none"> ○ i.e.: No Frills • Growing / Thriving Business Community <ul style="list-style-type: none"> ○ Affordable ○ Healthy options • Less empty business space
Aging Population Support & Facilities	Mental Health Supports	Community Health
<ul style="list-style-type: none"> • More support/facilities for aging population that require more care i.e.: nursing homes 	<ul style="list-style-type: none"> ○ Mental health programs/support for adults and youth 	<ul style="list-style-type: none"> ○ More doctors so ours aren't overworked

Raw Data Report – Community Wishes			continued
Library Facility	Public Spaces	Indoor Community Facilities	
<ul style="list-style-type: none"> • Larger, newer library <ul style="list-style-type: none"> ○ 7,000 sq ft minimum ○ Dvds ○ After hours drop-off • Better, larger library • Fits our needs 	<ul style="list-style-type: none"> ○ Year-round green space with SAD lights ○ Increased access to computers ○ New space for Town Office ○ New space for Library ○ Shared office space <ul style="list-style-type: none"> ○ micro-office, short-term rentals) 	<ul style="list-style-type: none"> • Teen program for teens to mix <ul style="list-style-type: none"> ○ E.g.: dances, gathering place ○ Also, to provide mental health support • Bigger Library <ul style="list-style-type: none"> ○ Expand to include area for community supports <ul style="list-style-type: none"> ▪ Counselling ▪ FCSS ▪ Wellness ▪ Social Workers ▪ Seniors Supports • Rec Centre <ul style="list-style-type: none"> ○ Space for community to access gym/walking track ○ Place for teens to hang out – all ages 	
Recreation & for social spaces (including arts)	Facilities		
<ul style="list-style-type: none"> • More casual sports options for youth/kids <ul style="list-style-type: none"> ○ Drop-in, not necessarily competitive • Swimming pool/rec centre • Creative space <ul style="list-style-type: none"> ○ For all ages ○ Classes ○ Meeting space for groups ○ Gallery area ○ Social space • Community gathering space for evenings <ul style="list-style-type: none"> ○ i.e.: board game café • More spaces and places for youth to spend time well <ul style="list-style-type: none"> ○ Can be multigenerational ○ Can use space already here 	<ul style="list-style-type: none"> • A safe place supervised for our youth to hang out <ul style="list-style-type: none"> ○ Pool hall supervised • More youth programs with things for them to do. <ul style="list-style-type: none"> ○ Basketball nets in old tennis courts ○ Fence could have slats put in and locked at a certain time • Multi-use facility for drawing to out-side community for use <p>Community event space for music, for plays</p>	Soccer pitch	
Recreational Space	Recreation	Outdoor Rec	
<ul style="list-style-type: none"> ○ Pave the outdoor rink for year-round use ○ Swimming pool/multiplex <ul style="list-style-type: none"> ○ Accessible activities ○ Low impact for seniors and community (pool) ○ Swimming pool – indoor 	<ul style="list-style-type: none"> • Rec centre with or without a pool • Block party • Multi age activity • Crib night or whist – Elks Hall • More interactive game type events 	<ul style="list-style-type: none"> • Toboggan hill for whole community • A dog park to keep dogs off school grounds • Access to green park beside spray park <ul style="list-style-type: none"> ○ Sidewalk/fence etc. ○ Not useable by families 	

Raw Data Report – Community Wishes			continued
Integrated Multigenerational Housing	Housing		
<ul style="list-style-type: none">• Low income housing• Mixed community	<ul style="list-style-type: none">• Affordable Housing – accessible – modular• Gated community for the retired – creates a safe place		
Community Development	Opportunities for Younger People	Enhancing Community	
<ul style="list-style-type: none">• Better lighting for walking trails• Steady and planned growth E.g.: walking trails that meet up or well thought out area of town• Urban planning	<ul style="list-style-type: none">• Transitional housing for young adults <p>Become more attractive to younger adults</p>	<ul style="list-style-type: none">• TRANSPORTATION<ul style="list-style-type: none">○ More appropriate• Way to get newcomers involved in community• More volunteer support<ul style="list-style-type: none">○ COPS○ ELKS• Affordable housing• Composting/enviro-bins	
Services	Programming		
<ul style="list-style-type: none">• Assistance for seniors for food every day – allow more seniors to stay in town longer• Larger grocery store bring rural people into town <p>Businesses for economic growth – jobs for youth</p>	<ul style="list-style-type: none">• More engaging teenager activities & opportunities (free)• Youth that fall through the cracks not “usual” activities like sports, readers E.g.: art, gaming café<ul style="list-style-type: none">○ More adult programming for seniors – literacy, money budgeting, wills, farm safety, power of attorney		
Communication			
<ul style="list-style-type: none">○ More community involvement at council level; resident input and understanding			
Pie in the sky	Culture	Outliers	
<ul style="list-style-type: none">• Swimming pool• Grocery store for larger shopping items (we do like the convenience stores)	<ul style="list-style-type: none">○ Completion of elevator projects○ Arts Council	<ul style="list-style-type: none">○ Groups working together	

Raw Data - Report Community Conversation Themes – March 3, 2020				
Themes grouped	Ranking			Organizations working on these
	1st	2nd	3rd	
Commercial Services				Aquatera – infrastructure needs for water & sewer
Business Develop	12	2	1	
Sustainable Business Development	3	4	1	Solar for old landfill
Business Development				Economic Development Committee
Town Fiscal Responsibility – Sustainability & Growth	1	1	3	Revitalization of our Chamber of Commerce
Business Growth & Support			1	
	16	7	6	29/3=9.3 (votes cast/3 votes person = number of voters)

Themes grouped	Ranking			Organizations working on these
	1st	2nd	3rd	
Aging population support & facilities	6	1	3	Seniors BBQ Seniors Community Cooking – Sexsmith Wellness Library working on homebound services
Mental Health Supports	3	1	4	FCSS School Liaison Wellness & Library – Girls Program ages 11 – 14 Sexsmith Wellness & Library <ul style="list-style-type: none"> • Empower Girls (11 – 13) • Crafts, yoga, mental health Sex education for teens clinic Gibson Energy looking to support mental health in the community Medical clinic has mental health support – nurse
Community Health	1	1		Pastoral counselling at GBF Doctor recruitment Wellness, FCSS & Library <ul style="list-style-type: none"> • Starting a community group • looking into mental health animators group Parent support group for families with children with disabilities Womens health clinic Free coffee centre/Welcome Center
	10	3	7	20/3 = 6.6

Community Conversation Themes				continued
Themes grouped	Ranking			Organizations working on these
	1st	2nd	3rd	
Library Facility	5	3	3	Library expansion
Public Spaces				New building for Food Bank
Indoor Community Facilities		4	2	
Social Spaces		1		Coffee/conv/space
Art Spaces	1	2	2	
Facilities			2	Library meeting space Schools GBF Town Office Seniors Center Community Center Grace bible Fellowship – community use by donation
	6	10	9	25/3 = 8.3

Themes grouped	Ranking			Organizations working on these
	1st	2nd	3rd	
Recreation Spaces	4	6	1	
Recreation				Wellness <ul style="list-style-type: none"> • Various programs • All ages • Varieties Grande Prairie Regional Rec Com Various teachers for yoga, exercise classes – run their own programs
Outdoor				Dog Park Com St Marys Outdoor Rink
Recreation Spaces				Drop-in sports @ PRBI Sexsmith Football field lights (future goal) Skate Board Park expansion – Town (on hold)
	4	6	1	11/3 = 3.6

Themes grouped	Ranking			Organizations working on these
	1st	2nd	3rd	
Integrated Multigenerational Housing	4		3	
Housing		4		Developers looking to build
	4	4	3	11/3 = 3.6

Community Conversation Themes				continued
Themes grouped	Ranking			Organizations working on these
	1st	2nd	3rd	
Community Development		3	6	FCSS/Wellness Coalition/SPRCL/Library joint programs Learn to Drive - Library
Opportunities For Younger People		2	2	Naval cadets for youth
Enhancing community	1		1	GBF Grace Bible Fellowship <ul style="list-style-type: none"> • Hand me down depot – Fridays 9 – 12 pm • Coffee and visiting • Families – free clothing (0 – 12 years • Youth group, grades 7 – 12 (weekly) • Grades 4 – 6 (monthly) • Pastoral counselling/life events support
Services		1		Town website/calendar Sexsmith & area Facebook page
Programming			1	Library newsletter Local newspaper
	1	6	9	16/3 = 5.3

Themes grouped	Ranking			Organizations working on these
	1st	2nd	3rd	
Communications for residents to get informed		1		Sexsmith & Area Facebook page Library Newsletter Town of Sexsmith Facebook page
		1		1/3 = .3

Community Conversation – Evaluation

Evaluation Results, Community Conversation Impact

- 46 community members attended and participated in a Community Conversation about Assets and Needs
- 34 of 46 (74%) community members completed evaluations
- 28 of 33 (84%) found the conversation about determining needs for their community effective
- 29 of 34 (85%) are interested in a follow-up meeting
- 16 of 34 (47%) are interested in further community involvement

Evaluation Data

	1	2	Scale 3	4	5
How effective do you feel this meeting was for determining the needs of our community?	Not Effective				Very Effective
• 33 of 34 responded to this question			5	12	16

Would you be interested in a follow-up meeting, if necessary?

- 29 Yes
- 3 No
- 2 No response

Are you interested in further community involvement in any of the following capacities:

- Interest
- 3 Appointment as a trustee to the Sexsmith Municipal Library Board
 - 6 Sitting as a member of the Sexsmith Wellness Coalition
 - 3 Volunteering your time on the Friends of the Shannon Library Society
 - 4 Other
 - Arts council
 - COPS
 - Not sure what area, but would be willing
 - Special Olympic Coach, Legion

Would you like to be involved in any of the initiatives discussed tonight?

If so, how:

- I'm going to apply to sit on the Economic Development Board
- Working casino if required
- Crib/whist night; intergenerational volunteer – meals on wheels or something
- Would love to take part in recreational or business initiatives in the community
- Busy with Town events, COP, ACOPA, ELKS, SSS Parent Council
- I would be open if it works
- Likely in the future. Once I secure a job and know how much time I have. I know where to find you.
- I already am involved
- Yes. I would be very willing to engage in further discussion and brainstorming as well as sitting on boards/committees for implementation.

Please provide any comments regarding tonight's discussion:

- ***Great discussions, common themes across the room, shows the unity of the community***
- Good flow; **look forward to outcome; will you let us know?**
- As a small business owner, I was really appreciating all the information, and I am now aware of more sources that are available.
- ***Very informative, interesting.*** Thanks for inviting me to be involved.
- Well-orchestrated and facilitated.
- The lady who led the process did a great job.
- I thought this meeting was run really well. Thank you for providing food, a fun interactive meeting and for having facilitators at each table. Great job everyone!
- Community is the people in it, showing up and contributing. As a society we are seeing lots of people with lots of wants, who is willing to pay or show up and volunteer? Taxes in Sexsmith increase every year and the town continues to develop and take ownership of and endorse buildings or developments that do not generate income – BUT become a liability IE: heritage buildings, spray park, dog park?, fruit trees planted but not maintained; trail systems overrun in dog poop. Meanwhile main street is full of vacant buildings. We have an amazing town but run the risk of fiscal disaster if we don't live within our means and spend responsibly.
- Interesting to listen to other opinions. Have a "Strong Interest Program" to help the younger generation choose a career path. Not just information on careers.
- ***Great networking session. Informative, diverse group of people.***
- Good information; interesting to hear others' opinions.
- Streamline a few of the questions – some were repetitive, but good questions! Overall it was a great discussion at tables. Hoping that it helps in developing our Tax base so we can develop in the "leisure & health" areas of community!
- It was good, lots of ideas
- Enthusiasm from members, great ideas; ***must do follow-up in some form.**
- I noticed a group of people were not represented in what we could do – adults middle aged or 20 to 50 age group.
- ***Very informative, diverse group of people with lots of ideas.***
- Will the needs be assets before the next one?
- I found this process stimulating and so very helpful. Thank you for hosting this and including me.
- I thought the discussion was very well presented, very clear, positive, effective and brought together a very community minded discussion.
- Was great to see community members come together and have a good discussion while getting informed.
- I absolutely love the structure of the engaging, productive meeting. ***I feel like I will be heard.***
- Good engagement & facilitator, delicious food of course; excellent work getting strong cross-section of residents/opinions, thanks for including council. (Kate)
- Informative, friendly, chatty, **fun**.
- Could have used sound system.
- Interested in the results of tonight. Valuable to hear everyone's opinions.
- **The results from tonight.**
- Great discussions tonight! I felt this meeting was very effective on finding out the needs of the community and now that we discussed these needs it will be interesting to see how many of them will become reality!
- Open, good facilitating, nice to see people.
- Great sharing.

Library Board: Data Analysis, Selection of Service Responses

July 14, 2020

Community Need	Service Responses	Library Activities	Priorities	Comments
Business Development & Support	2, 9, 12 2. Build Successful Enterprises: Business and Non-profit Support	<ul style="list-style-type: none"> Seed location Lynda.com Courses Links to further development Space Prepare budgets Proof reading Benefits to Sexsmith Local manufacturing Mentoring from old established businesses (David Olson) How to be successful during/after COVID How to be successful (online) Shared office space - Micro offices – short-term rentals 	Priority	Pair/partner economic development BDC
Self-sufficiency	9, 12 9. Know Your Community: Community Resources and Services	<ul style="list-style-type: none"> Town bringing in solar lights Create other opportunities Education & knowledge building Impact of COVID 		Partner Wellness
Creative Spaces	2, 14 2. Build Successful Enterprises: Business and Non-profit Support	<ul style="list-style-type: none"> Art exhibits (Civic Centre/facility hallway) Crib Night Whist Night Gaming café Board game café Partner with the Museum engaging teenager activities & opportunities (free) Youth that fall through the cracks not “usual” activities like sports, readers Eg: art, gaming café More adult programming for seniors – literacy, money budgeting, wills, farm safety, power of attorney <ul style="list-style-type: none"> Classes Meeting space for groups Gallery area Social space 	Priority	Health & Wellness Adults and youth For all ages

Library Board: Data Analysis, Selection of Service Responses.				<i>continued</i>
Health & Wellness during and after COVID	12 Make Informed Decisions: Health, Wealth and Other Life Choices	Workshops <ul style="list-style-type: none"> Budgeting Gardening Meal planning Resume Prep for Interviews Lynda.com (access/promote) Adult programming for seniors – literacy, money budgeting, wills, farm safety, power of attorney	Priority	
Mental Health & Aging Population	12, 17 12. Make Informed Decisions: Health Wealth and Other Life Choices	Speakers <ul style="list-style-type: none"> AHS Anxiety – depression – substance abuse Workshops <ul style="list-style-type: none"> What If – end of life, planning and preparing SAD lights <ul style="list-style-type: none"> For loan In library facility Programming for seniors – literacy, money budgeting, wills, farm safety, power of attorney	Priority	Partner with Wellness Tri District Mental Health
Youth Programming	10, 14, 17	Passive youth programs <ul style="list-style-type: none"> Youth on their terms Movies Trilogies Learn to drive Gaming Multi-generational 		14 years and older
Library Facility	17 17. Visit a Comfortable Place: Physical and Virtual Spaces	Enhancing existing space <ul style="list-style-type: none"> Renovate Negotiate increased access to space Reorganize existing space Flexible use areas Green screen 		Partner Could fit with everything
Adult Programming	7, 13,14,17	Programming/Events <ul style="list-style-type: none"> Wine/beer tasting Entertainment Live entertainment outside during COVID Paint nights 		Partner Arts Council Friend of the Library
Arts Council	7, 13, 14	<ul style="list-style-type: none"> Art walk Location for events 		Partner to develop
Career	11	<ul style="list-style-type: none"> Workshops Resumes Interview prep Lynda.com 		

The Library Service Responses

These describe at a high level the varied services that public libraries as a whole deliver in response to community needs.

1. ***Be an Informed Citizen: Local, National and World Affairs*** – Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, provincial and national levels, and to fully participate in community decision making.
2. ***Build Successful Enterprises: Business and Non-profit Support*** – Business owners and non-profit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.
3. ***Celebrate Diversity: Cultural Awareness*** – Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.
4. ***Connect to the Online World: Public Internet Access*** – Residents will have high speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.
5. ***Create Young Readers: Early Literacy*** – Children from birth to 5 will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.
6. ***Discover Your Roots: Genealogy and Local History*** – Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.
7. ***Express Creativity: Create and Share Content*** – Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.
8. ***Get Facts Fast: Ready Reference*** – Residents will have someone to answer their questions on a wide array of topics of personal interest.
9. ***Know Your Community: Community Resources and Services*** – Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.
10. ***Learn to Read and Write: Adult, Teen and Family Literacy*** – Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens and workers.
11. ***Make Career Choices: Job and Career Development*** – Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.
12. ***Make Informed Decisions: Health, Wealth and Other Life Choices*** – Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.
13. ***Satisfy Curiosity: Lifelong Learning*** – Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.
14. ***Stimulate Imagination: Reading, Viewing and Listening for Pleasure*** – Residents who want materials to enhance their leisure time will find what they want, when and where they want them and will have the help they need to make choices from among the options.
15. ***Succeed in School: Homework Help*** – Students will have the resources they need to succeed in school.
16. ***Understand How to Find, Evaluate and Use Information: Information Fluency*** – Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate and effectively use information to meet their needs.
17. ***Visit a Comfortable Place: Physical and Virtual Spaces*** – Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.
18. ***Welcome to Canada: Services for New Immigrants*** – New immigrants and refugees will have information on citizenship, English/French language learning, employment, public schooling, health and safety, available social services and any other topics that they need to participate successfully in Canadian life.