COMMUNITY SOCIAL NEEDS ASSESSMENT

Needs Assessment Report | January 2018

LLOYDNEEDS

FCSS Lloydminster
FAMILY AND COMMUNITY SUPPORT SERVICES

Health Foundation
Lloydminster Region

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On behalf of
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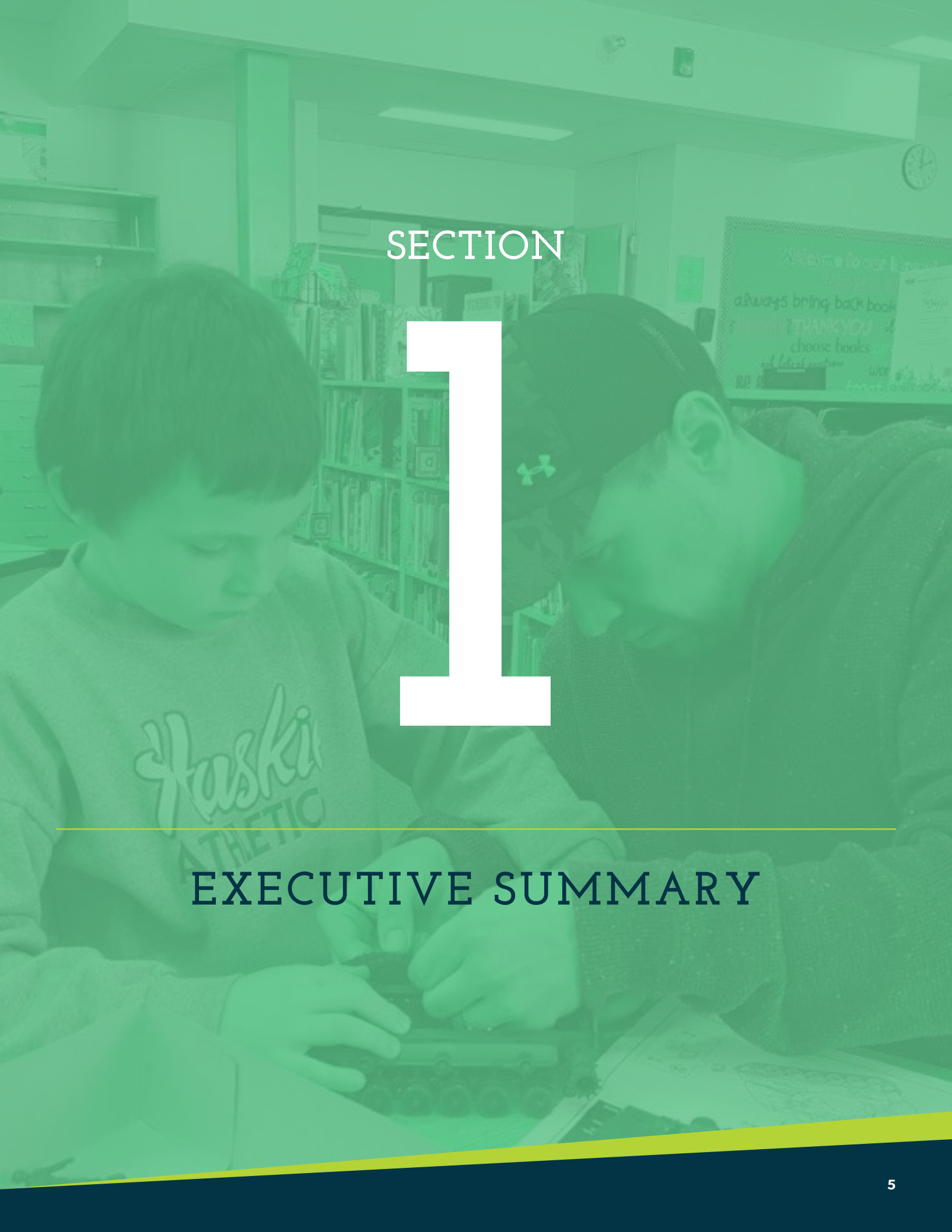


SECTION

1

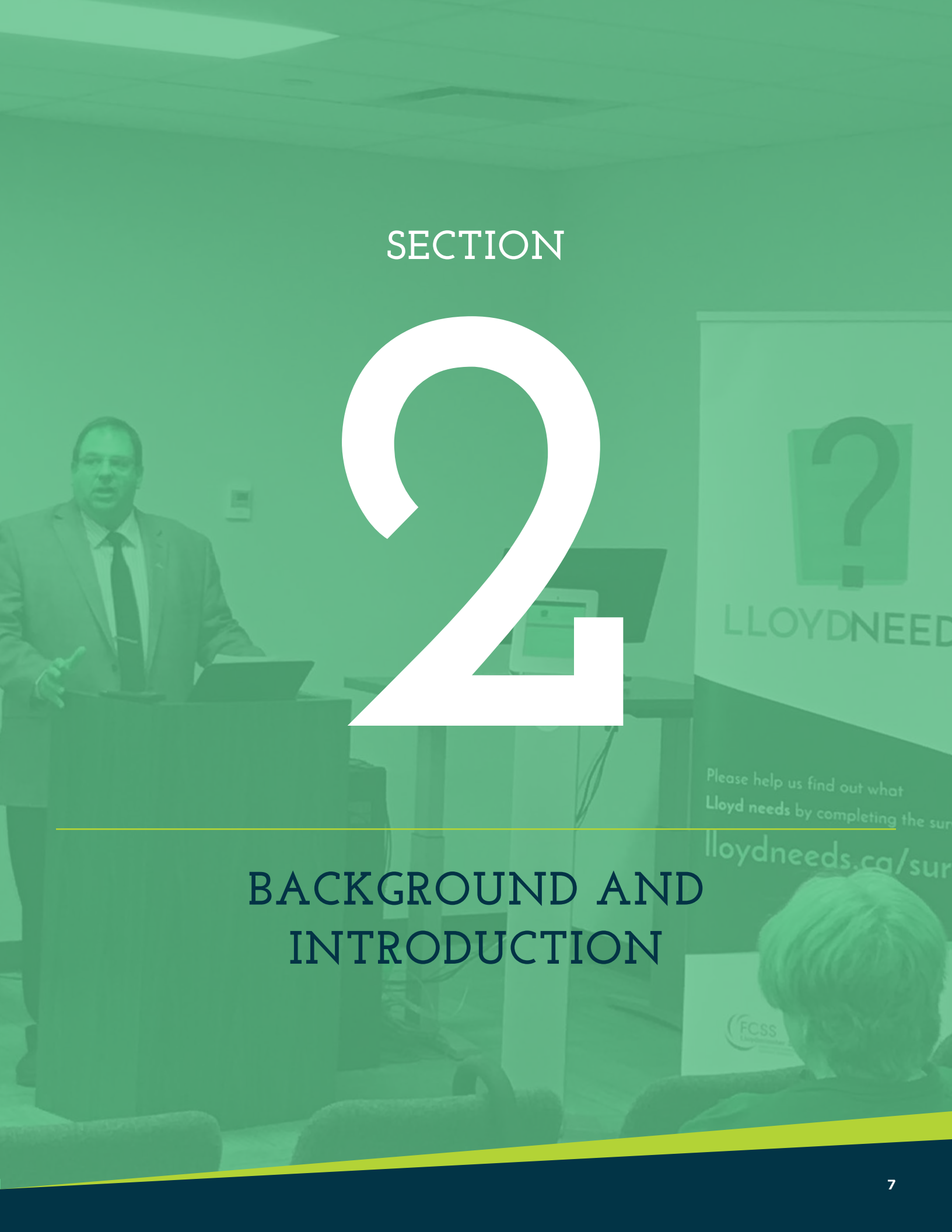
EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

In the summer of 2017 the City of Lloydminster's Family and Community Support Services (FCSS) team and the Lloydminster Region Health Foundation (LRHF) signed a Memorandum of Understanding to collaborate on a social needs assessment that would ensure citizen, professional and organizational input into the social well-being of Lloydminster. Lloydminster's geographic location on the border of Alberta and Saskatchewan, as well as its rapidly changing population, caused by economic changes, affect the social needs of the community.

Social needs do not exist in isolation, but are often complex and intertwined issues. Through a variety of data collection and analysis methods, a comprehensive picture of Lloydminster's social needs was created. This report outlines these needs and includes the recommendations and actions required to build a connected and socially responsible community.

The collaboration of community resources between the City of Lloydminster and the LRHF was critical to the success of this project. Their progressive approach has positioned Lloydminster to take meaningful action by building community capacity and creating opportunity for change.



SECTION

2

BACKGROUND AND INTRODUCTION

BACKGROUND AND INTRODUCTION

In the spring of 2017 the Lloydminster Region Health Foundation (LRHF) contracted an independent consultant to assist in determining what needs the community was facing in regard to mental health and addictions. It was acknowledged that this area of health care is often overlooked, and that mental health and addictions are not recognized in the same manner as other health issues. Meanwhile, a generous donor had come forward and wanted to support this area of health care. Thus, LRHF wanted to ensure the dollars would provide the most value to the citizens of Lloydminster and area; as well, the Annual Health Gala raised funds for Project Sunrise, a project focused on mental health services for Lloydminster and area.

Shortly after this process began, the City of Lloydminster Social Programs and Services Department contacted the Foundation. They were planning to embark on a social needs planning survey and felt it was beneficial to combine efforts moving forward. Discussion ensued and a MOU between LRHF and the City's FCSS was signed. A plan was put into place and the needs assessment process began.

Both organizations recognize that Lloydminster is a unique, bi-provincial community that is always growing and changing. The City of Lloydminster has one municipal government, but is influenced by the provincial regionalization of services provided by the Federal and Provincial governments; this impacts many aspects of life in Lloydminster, including numerous services that assist with social needs in the community.

Over the past 50 years Lloydminster has more than quadrupled in size.[1] With that growth and change, the social issues affecting the community have become more complex and interlinked. Part of this rapid population change is due to the fact Lloydminster's economy is heavily based on oil and gas, resulting in a cyclical effect. Since the industrial revolution, the social impacts of rapidly changing population due to booms and busts have been researched and debated by social scientists.[2] The oil and gas industry has made Lloydminster a hotspot for migrant workers and a mobile population. According to Statistics Canada, in 2016, 8% of the population had lived in Lloydminster for less than a year.[3] Some of the earliest research on this topic suggests rapid population changes are stressful at both an individual and societal level. Durkheim argues that intensive industrialization leads to the loss of tradition and uniformity (i.e. mechanical solidarity) and is replaced by separation and anonymity (i.e. organic solidarity).[4] He contends the impact of this comes in the form of 'social pathologies.' Some of the earliest research on this topic, written in the 1970, and 1980s, suggests intensive natural resource development is correlated to a variety of social issues — decreased quality of life, mental health problems, lack of community integration and higher divorce rates.[5] Lloydminster, as a community, is known for its natural-resource development, thus it could be assumed it is at risk for a variety of social issues. Social and community needs, at times, are difficult to gauge as there can be two agencies providing similar services based on the side of the border in which the services are required.

Lloydminster boasts a young population, with the average age below that of both provincial averages. The city has a number of young families who move to this area for work and do not have immediate family support. Over the past three years, a change in economy has caused financial stress for many, which can lead to feelings of isolation and lack of a sense of community. For a city to be socially healthy, there needs to be a sense of community. McMillan and Chavis conceptualized sense of community by proposing it is composed of four elements:

1 2016 population: 31,400 (Statistics Canada, 2017) 1966 population: 7,071 (ISL Engineering, 2013)

2 (Freudenburg, 1984)

3 Calculated based on total mobility status sample of 30,270, 1990 Migrants, and 435 External Migrants. (Statistics Canada, 2017)

4 (Durkheim, 1984)

5 (Hunter, Smith, & Krannich, 2002)

1) Membership: having commonalities with other members of the group and creating boundaries to determine who "belongs;"

2) Influence: the ability of individuals and the community to bilaterally shape each other;

3) Integration and Fulfillment of Needs: the reinforcement of connection amongst group members through group success, mutual benefits and shared values;

4) Shared Emotional Connection: bonding and cohesiveness through positive interactions, shared experiences, collaborating to resolve issues and personal investment in the community.[6]

The results of the Lloydminster Social Needs Assessment provided some insight into how some of the unique characteristics of Lloydminster influenced the social wellness of our community. With the following being an overview of the findings. These results are discussed in more detail throughout the report.

IMPACT OF SOCIAL ISSUES

(See Appendix 1)

Survey respondents were asked to select from a list of social issues and identify whether the issue had impacted them, their friends, family or co-workers. Mental health was identified as the dominant issue affecting the community with 32.29% of respondents indicating the issue had affected them and 46.46% indicating it had affected a friend, family member or co-worker.

Social issues that most impacted respondents were:

- Mental Health
- Bullying
- Isolation/loneliness
- Substance abuse/addictions
- Affordable recreation

SOCIAL ISSUES PRIORITIES

(See Appendix 2)

Survey respondents were asked to identify what social issues they would consider to be high, medium or low priority. Substance abuse/addictions were most frequently selected as a high priority by 57.70% of respondents and mental health as a close second with 57.31% of respondents.

Social issues listed as the highest priority for residents were:

- Substance abuse/addictions
- Mental health
- Feeling unsafe
- Family violence
- Basic needs not being met

INDICATORS OF SOCIAL WELL-BEING

(See Appendix 3)

Survey participants were asked agree/disagree questions taken from the Family and Community Support Services Outcome Measure Bank as indicators of their social well-being.[7]

On average, 75% of those surveyed agreed with the indicator statements. The areas of greatest strength were:

- 96.56% of respondents have people in their lives that care about them.
- 95.54% of respondents feel able to solve their problems.
- 93.43% of respondents feel what they do is worthwhile.
- 93.17% of respondents feel they can handle what comes their way.
- 91.70% of respondents feel comfortable around people from other cultures.

6 (McMillan & Chavis, 1986)

7 The Family and Community Support Services Outcome Measure Bank is used by FCSS programs across the province to measure the success of preventative social service programs.

On average, 25% of respondents did not agree with the statements of social well-being. The areas of greatest need were:

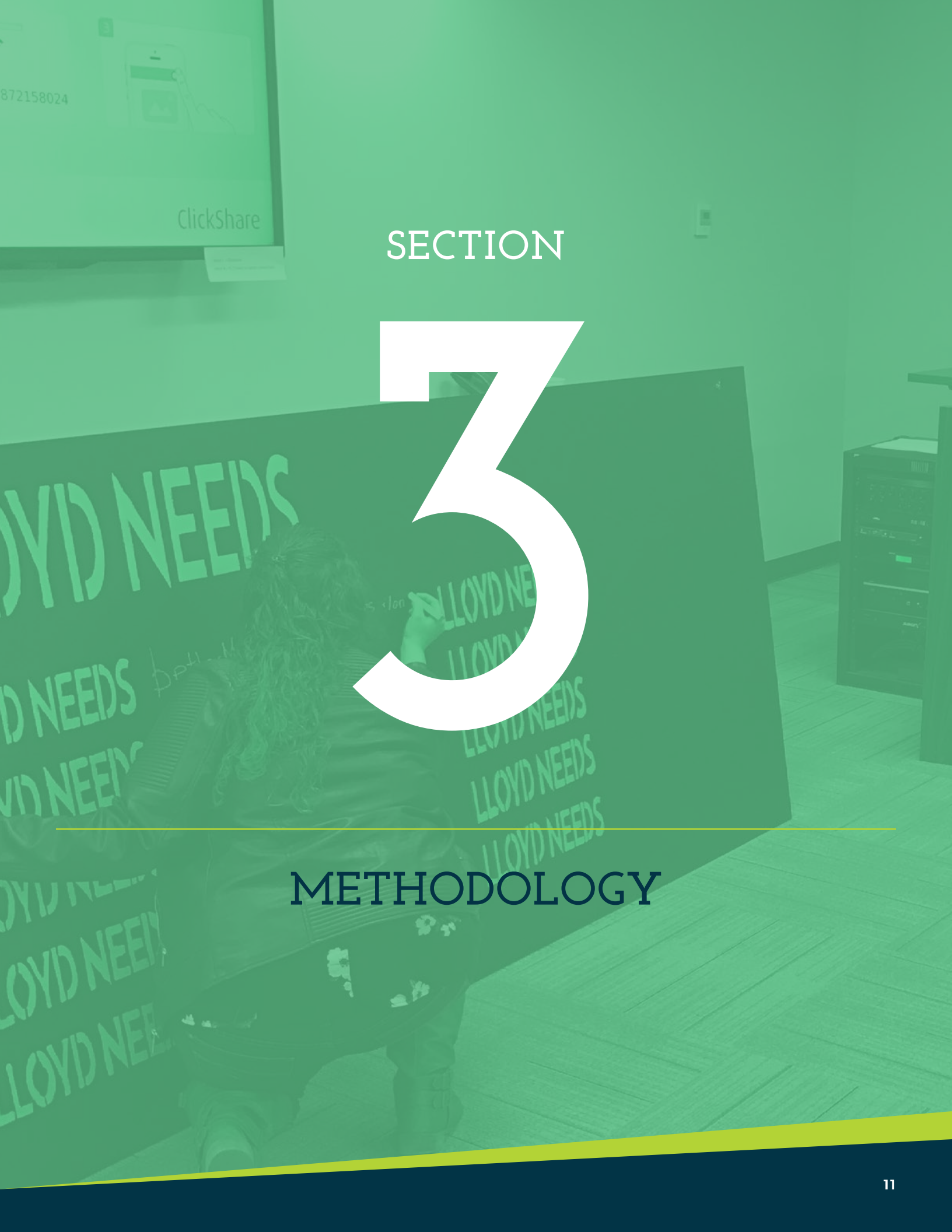
- 32.66% of respondents do not volunteer.
- 30.46% of respondents are not aware of what resources are available.
- 28.17% of respondents do not feel a sense of belonging to their community.
- 27.74% of respondents do not have family in the area they can turn to for support.
- 27.42% of respondents do not feel connected to other people in their community

INDICATORS OF ACCESS TO RESOURCES

(See Appendix 4)

In addition to the indicators of social well-being, survey respondents were asked five questions to measure access to resources that would affect their quality of life. Of these, the most prevalent was not having sufficient resources to cover bills if a paycheck was missed.

- I have sufficient savings that if I miss a paycheck I can still cover my bills. (60.57% Agree 39.43% Disagree)
- I know what support resources are available in the community. (69.54% Agree 30.46% Disagree)
- I have access to affordable recreation options. (77.29% Agree 22.71% Disagree)
- In the event of a disaster I have a safe place I could go to stay. (83.40% Agree 16.60% Disagree)
- I have suitable transportation to access community resources/recreation. (89.24% Agree 10.76% Disagree)



SECTION

3

METHODOLOGY

METHODOLOGY

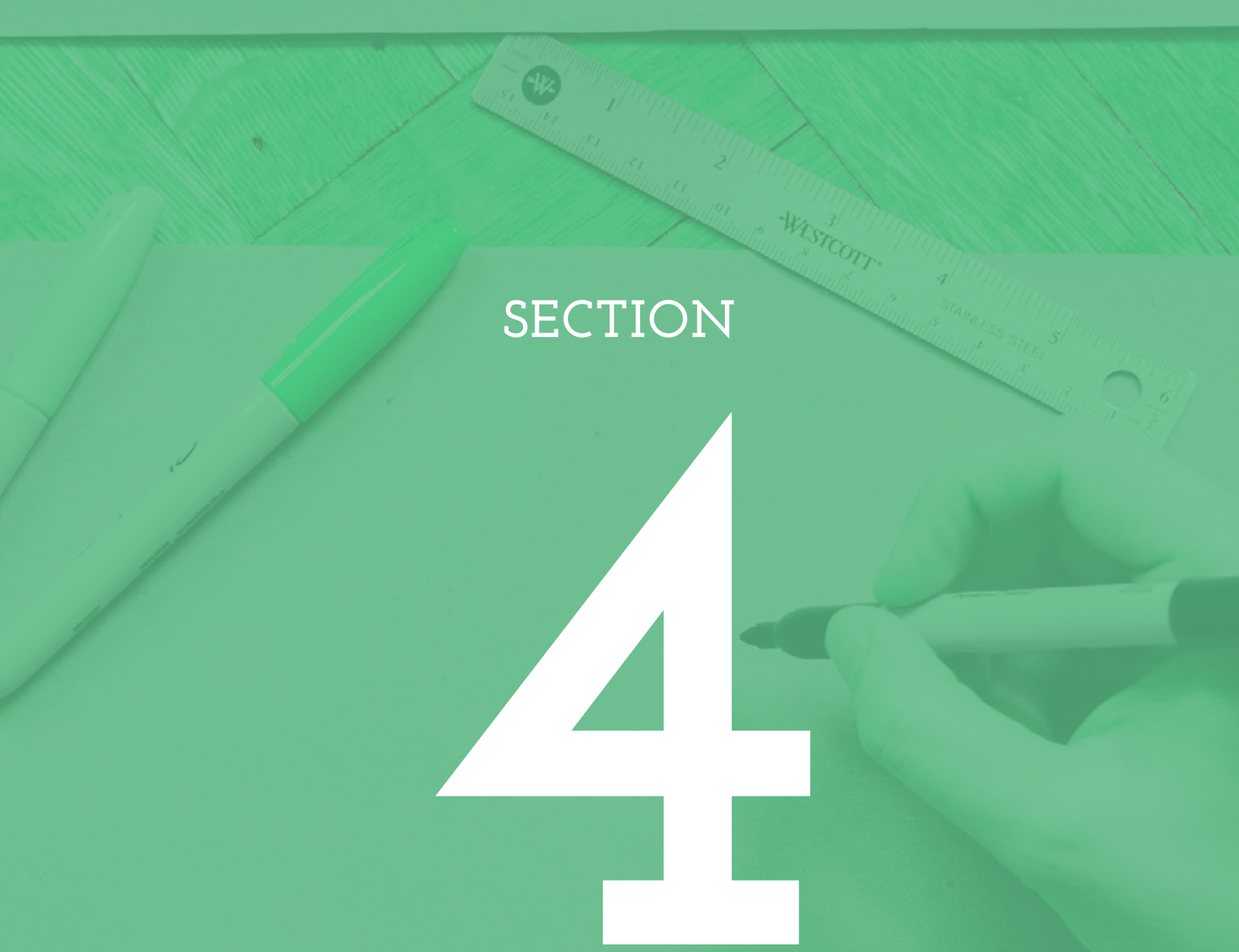
The methodology chosen for the needs assessment was established by using a community-based planning tool and utilizing similar steps as the Health Quality Council of Canada's Scoping Methodology.

The needs assessment began with a survey that allows input from a number of community members. The City of Lloydminster led this process with assistance from consultants to develop the content for the survey. The survey was circulated through an online format as well as hard copy through a number of community agencies. There were 2,168 responses from the survey and the rough data was shared at two community-engagement sessions.

Discussion from this raw data led to a voting process with community-engagement participants in which they indicated what strategy they felt would make the most impact on social needs in Lloydminster (See Appendix 5). Key informant interviews and focus groups were also held to ensure there was a broad spectrum of input and that key organizations and professionals had an opportunity to comment on social needs in our community. As the survey was set up for those aged 17 and older, there were two youth specific focus groups held to gather this demographics' thoughts on social needs in our community.

It is acknowledged that although numerous strategies were used to ensure inclusive engagement, there are some limitations within the survey methodology. One limitation was 75% of survey respondents were female, and there were some limits in regard to gaining participation of minority groups. There was an attempt through a variety of survey collection methods to include these groups, but unfortunately, participation fell short of expectations. There was an attempt made to include these groups through the community-engagement session, focus groups and key informant interviews.

It is important to note that during the data analysis, two separate individuals analyzed using a variety of different techniques. When the information was compiled, there was clear alignment and consensus on the data analysis brought forward by both parties.



SECTION

4

SOCIAL NEEDS ANALYSIS

SOCIAL NEEDS ANALYSIS

SOCIAL NEEDS DATA IN LLOYDMINSTER – AN OVERVIEW

This section will primarily focus on social needs, social issues and social well-being. Mental Health and Addictions will be addressed in a separate section of the report. It is important to note that social needs are complex and intertwined with other factors and issues and can seem potentially overwhelming to solve. Yet, if a social framework lens is used we can tie intersecting factors together to create a roadmap for community action.

BUILDING A SENSE OF COMMUNITY AND DECREASING FEELINGS OF ISOLATION

"It would be nice to have a stronger sense of community as a whole, getting to know who's in your neighborhood more and more, and connecting with more people at City Hall, this includes Administration. The more people you know, the safer you feel, the less isolated you are, the easier it is to reach out if you're struggling. Also, I feel there are many opportunities to volunteer in the city. Often, we can't get enough volunteers. That's a great way to give back and to build a deeper sense of community." [8]

From the survey results, approximately one-third of the respondents struggle with feeling alone, unconnected, or a lack of belonging. This closely corresponds with the responses from residents that did not volunteer, were not aware of resources in the community, and did not have family they could turn to for support. Other factors impacting these results were socio-economic factors such as lack of transportation and limited financial resources. The data indicated individuals with lower income tended to not feel as connected to community as those with higher incomes and access to transportation.

According to the Mental Health Commission of Canada, a sense of belonging and connection is a protective factor against a variety of social and health issues including; mental health, feeling unsafe, isolation/loneliness, substance abuse, and family violence. Being 'isolated from other people' is one of several risk factors contributing to family violence.[9] The Community Foundations of Canada attribute safer communities to residents feeling a sense of belonging and connection.[10]

- "People who feel more connected to others in their community report higher levels of positive mental health and hence, belonging represents a protective factor."[11]
- "Recovery from mental health problems is improved through social networks and community connections."[12]

A strong connected community also increases philanthropy, volunteerism, and resiliency to crisis. By ensuring residents feel connection and belonging, a community can be made stronger and more resilient to social issues.

Different approaches can be taken to building connection and belonging ranging from creating neighbourhood groups or community associations to connect people within areas of the city, or hosting block parties to connect neighborhoods and encouraging people to volunteer. In the comments, survey respondents shared that they would like to see the community empowered to organize and deal with issues.

"Residents needs to feel connection and ownership of their community. Positive relationships with neighbors, feeling including in a larger picture, being able to contribute with meaning and purpose will take pressure off other support systems. Community groups and municipal services that work to empower residents to

8 Lloyd Needs Survey Respondent 2017

9 (Centers for Disease Control and Prevention, 2017)

10 (Vital Signs, 2017)

11 Pg.45 (Mental Health Commission of Canada, 2015)

12 Pg.50 (Mental Health Commission of Canada, 2015)

better themselves, their community and each other should take priority." [13]

AFFORDABLE AND ACCESSIBLE RECREATION

"I think the people in the fringes of society need to be reached/helped… those that are unemployed, have substance-abuse problems, can't afford leisure activities and therefore get bored… they might have more potential to continue to turn to drugs/alcohol and/or crime. If we can come up with more programs to help those people feel a part of the community, wanted and accepted, I think that could go a long way." [14]

The City of Lloydminster has many diverse recreation options encompassing a broad range of sport, recreational, and cultural pursuits; however, while for some residents, the community offers a wealth or recreational options, for others, abilities and income create barriers to the number of these opportunities available to them. The results of the Lloyd Needs Survey indicate 23.21% of the respondents were experiencing financial barriers to accessing recreation options.

The focus groups agreed financial barriers existed and there is a need for opportunities suitable for residents of different abilities and interests. A portion of respondents identified that they would like to see more events and activities, particularly for families.

The ability to pursue sport, culture and recreational activities has many proven benefits, including reductions in crime, substance abuse, property crime and an increase in strengthening relations, community ties and community safety.[15] The idea of recreation supporting community connection and belonging was reflected in the survey responses.

Programs do exist in the community to assist with the affordability and accessibility of recreation services through KidSport, Jumpstart and Creative Kids; however, these programs are limited to children, and gaps exist for certain activities, adults and families. Some communities bridge these gaps by offering subsidized rates for low-income individuals and families. For low-income residents struggling with the cost of living, affordable recreation provides the opportunity to be included and active without having to sacrifice basic needs. Other strategies communities have used include ensuring existing programs and activities are accessible to persons of varied abilities and examining systemic barriers to access, such as transportation or awareness.

"Need affordable activities to do with the family/children. We LOVE community events with the free activities. As a newer family to town, we appreciate them as it's helped us feel like Lloyd is "home" for us!"[16]

13 Lloyd Needs Survey Respondent 2017

14 Lloyd Needs Survey Respondent 2017

15 (Taylor, Davies, Wells, Gildbertson, & Tayleur, 2015)

16 Lloyd Needs Survey Respondent 2017

BUILDING A COMMUNITY WHERE RESIDENTS FEEL SAFE AND SUPPORTED

"Everyone in this community takes a role in ensuring that we live in a safe environment. I truly believe that with the help of community groups and increase of RCMP presence that we keep awareness and watch out for one

Looking at the survey results, the numbers were not consistent in regard to feelings of being unsafe, family violence and bullying; yet, the comments sections definitely saw these issues being raised (See Appendix 6). Within the survey, these issues emerge in different ways. For example, within the context of the survey, bullying was identified as important because a high number of respondents indicated they had been directly impacted by it, but there was no way within the survey to identify if this was something that had occurred previously or was presently occurring. From the perspective of building a community where residents feel safe and supported, the timing of the bullying is not important; what is important is exploring ways to decrease this phenomena within our city. In comparison, there was a low number of respondents who indicated they had been directly impacted by family violence, yet survey respondents did indicate it was of high priority when exploring community issues.

Feeling unsafe ranked as a higher priority than family violence and bullying with close to 50% of respondents indicating it was a high priority issue. Respondents indicated at times they had felt unsafe. As mentioned earlier, a significant number of comments were made in the survey around property crime, theft and drugs, which respondents linked to the economic downturn.

"Crime, theft and drugs are making our community feel unsafe. Every day on social media there are numerous posts of thefts from all over the community."[18]

These social issues once again are interlinked with a variety of community issues. Children who bully are more likely to commit crimes as adults and children who are bullied more likely to suffer mental health problems such as anxiety and depression.[19,20] Family violence can create feelings of loneliness, mental health problems, substance abuse and lead to criminal offending.[21]

Bullying and family violence are two social issues that emerged from the focus groups with Lloydminster Youth Centre and the focus group with Lloydminster Youth Council. Even youth in the community identified the need to develop strategies for a safe and supportive community.

There are currently strategies in place within the schools to address bullying, non-profit services such as the Interval Home Society to help families experiencing domestic violence and crime prevention services provided by the RCMP and Citizens on Patrol. Many of the survey respondents shared they felt the best solution would be increasing resources to these organizations and by community members getting more involved and organized.

"When something needs to be done in our neighborhoods we often expect "someone else to do it", meaning the city or the police. We no longer watch out for each other. Some things that can be done to help with this is to encourage or create opportunities for people to meet up." [22]

17 Lloyd Needs Survey Respondent 2017

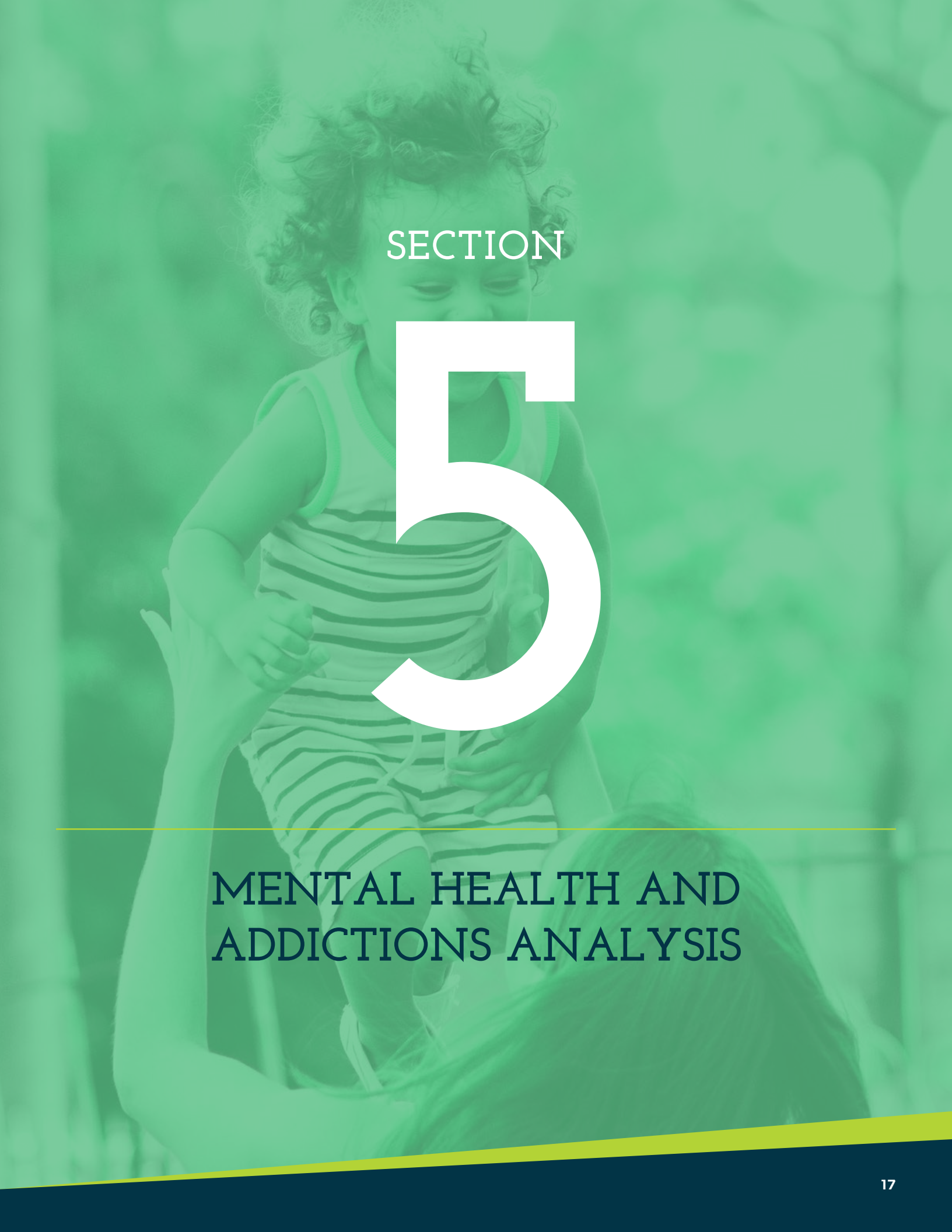
18 Lloyd Needs Survey Respondent 2017

19 It should be noted that the survey was not specific whether it was respondents had been impacted by bullying as children or as adults.

20 (Royal Canadian Mounted Police, 2017)

21 (Lloydminster Interval Home Society, 2015)

22 Lloyd Needs Survey Respondent 2017



SECTION

5

MENTAL HEALTH AND ADDICTIONS ANALYSIS

MENTAL HEALTH AND ADDICTIONS ANALYSIS

MENTAL HEALTH AND ADDICTIONS IN LLOYDMINSTER – AN OVERVIEW

(See Appendix 7)

"The stress is overwhelming. At this point, I feel as if there is no way out of this hell, and that it is only going to get harder moving forward. If I get seriously ill and lose my job, we will be homeless. I am tired of struggling every moment to survive. Does anyone even care? Sure doesn't feel like it." [23]

Written responses to the Lloyd Needs survey paint a picture of a community hit hard by the economic downturn with residents struggling to succeed against a variety of different frustrations and concerns. Respondents to the Lloyd Needs Survey ranked Mental Health and Addiction as the two most important issues in our community. While these areas are primarily a responsibility of the provincial healthcare systems, there are measures that can be supported by the community and local government as well.

According to the Canadian Community Health Survey of Mental Health (2012), one in three Canadians will experience at least one of six mental health or addiction issues in their lifetime.[24] While the Government of Alberta's Mental Health Review states that one in five Albertans will experience an addiction or mental illness.[25]

Statistics gathered from the Lloyd Needs survey for the purpose of this report were as follows:

- 32.29% of respondents were personally impacted by a mental health issue
- 46.46% of respondents had family and/or friends impacted by a mental health issue
- 12.99% of respondents were personally impacted by addiction
- 43.20% of respondents had family and/or friends who were impacted by addiction
- 57.70% of respondents felt addiction is a high importance issue in Lloydminster, making it the highest-rated issue facing the community
- 57.31% of respondents felt mental health is a high importance issue in Lloydminster, making it the second-highest rated issue facing the community

The age group with the highest percentage of respondents who were personally impacted by a mental health issue was 17 to 24 years old at 29.14%. The second-most affected age group was 24 to 34 years old at 17.38%, with the percentages steadily decreasing as the age categories increased. In regard to addiction, there was little variation between the age groups, but the group in which the highest percentage were directly impacted by addiction was 65 to 74 years old at 21.33%. The percentage of female respondents directly impacted by a mental health issues was 35.38%, and of males 26.22% were affected. There was no significant variation between males and females regarding respondents directly impacted by addiction. Annual income and level of education did not have significant bearing on who was affected by mental health and/or addictions issues.

MENTAL HEALTH AND ADDICTIONS SERVICES IN LLOYDMINSTER

"There are many services available, but they're not all easy to identify and access. Affordable counseling and mental health services are difficult to get into" [26]

23 Lloyd Needs Survey Respondent 2017

24 The six selected disorders include major depressive episode, bipolar disorder, generalized anxiety disorder, alcohol abuse or dependence, cannabis abuse or dependence, and other drug abuse or dependence (Pearson, Janz, & Ali, 2015).

25 (The Alberta Mental Health Review Committee, 2015)

26 Lloyd Needs Survey Respondent 2017

The survey found mental health and addiction issues are prevalent in Lloydminster and are a high-priority concern for the majority of residents. Despite these significant numbers, only 38.2% of respondents were aware of services available for mental health support in Lloydminster, and 39.42% aware of services available for addiction support. The lack of awareness regarding services in Lloydminster was echoed throughout the focus groups and key informant interviews, with community stakeholders and healthcare professionals alike confirming that it is unclear which services are available in the community and how to access them.

Community engagement session participants, focus group participants and interviewees felt one of the factors contributing to this lack of clarity is the fact that being a 'border city' means health and addiction services for local residents are covered by both Alberta and Saskatchewan (See Appendix 8). Services available to those residing in Alberta may not be accessible to residents of Saskatchewan, and vice versa. The data suggests this has contributed to residents, as well as professionals working with those impacted by mental health and addiction issues, feeling unclear regarding how and where services are accessed. In addition, it was felt there is a lack of communication between the two provincial systems, as well as non-government service providers in the community. The general sentiment is that a lack of communication amongst service providers contributes to the uncertainty regarding supports available in Lloydminster. A focus group with family physicians found many physicians are sometimes unsure which services are available in the community, and what each of the services offers, creating a lack of clarity when it comes to making referrals for patients. The discussions in the key informant interviews revealed that service providers feel a more collaborative approach is required to ensure those seeking support do not 'slip through the cracks.'

Family physicians are the most used resource for mental health and addictions support in Lloydminster. 63.58% of respondents who sought services for mental health support, and 21.08% of respondents who sought services for addiction support, for themselves or a family member/loved one, went to their family physicians; however, a staggering 61.66% of respondents directly impacted by an addiction did not seek services, and of those who did not seek support services for mental health issues, 53.9% did not do so due to the stigma of having a mental health issue. Data collected during the community-engagement sessions, focus groups and key informant interviews reflected these statistics. Many felt Lloydminster, being a mid-size city, can make it difficult for people dealing with mental health and addiction issues to seek services, as there is a perceived lack of anonymity in comparison to larger centres. Those working in healthcare were particularly affected by this, as they felt it would be difficult for them to access mental health or addictions services for themselves personally, as they run a significant risk of encountering their patients, or co-workers.

When it comes to acute care, 63.32% of survey respondents said they would seek support at the Lloydminster Hospital ER for a mental health or addiction crisis. Through interviews with management at the Lloydminster Hospital ER, it was indicated that there are a number of individuals presenting on a regular basis with mental health and addiction issues. Statistics kept between April 2016 and March 2017 by the Lloydminster Hospital ER show, on average, over 80 people a month were presented to the ER for issues relating to mental health and/or addictions. A need for dedicated mental health beds at the Lloydminster Hospital was addressed during the focus groups and key informant interviews. Many community members, including several healthcare providers, felt the current practice of transporting patients with an acute mental health crisis to other communities (i.e. North Battleford and Edmonton) was counterproductive to the recovery of these patients. In addition, a need for more mental health and addiction professionals (e.g. counsellors, psychologist, psychiatrists and mental health nurses) in the community was highlighted. Healthcare professionals referring patients to various mental health and addiction services in the community felt patients are being lost in the shuffle, with many being waitlisted for weeks or months before receiving treatment. 36.85% of survey respondents said 'lack of services' is a barrier to accessing mental health and addictions services, making it the third most significant barrier to accessing support in the community.

Aside from stigma and lack of services/knowledge of services, other significant barriers to community members accessing mental health and addictions support were found to be finances, lack of transportation, and hours of available services. With people feeling the effects of a downturn in the economy, affordability of services was a concern for many survey respondents; this was reflected in the community engagement sessions, focus groups and key informant interviews. In addition, a lack of public transportation in the community means community members are reliant on private transport or taxis. As discussed in focus groups and key informant interviews, these modes of transportation can be costly and are not always feasible, making it nearly impossible for some community members to access services. Respondents also felt service hours are a significant barrier to people seeking support. The need for extended services outside of normal business hours was resounded in the community engagement sessions, focus groups and key informant interviews, with health service providers speculating this would also provide relief to the hospital's ER.

"Stigma around everything. People are concerned about being judged for having problems. There are resources, but more anonymous resources would be helpful."[27]

CONTRIBUTING FACTORS TO MENTAL HEALTH AND ADDICTIONS ISSUES IN LLOYDMINSTER

"I feel I've fallen through the cracks of society, simply because I am unable to work. My income is meager and my life is stressful most days." [28]

From the research conducted, the top factors contributing to mental health and addiction in Lloydminster were finances, isolation and feeling disconnected from community.

Finances were not only found to be a barrier to accessing services, but also a significant contributing factor to community members' ongoing mental health and addictions struggles, with 38% of survey respondents disclosing that missing a pay cheque would mean they are unable to cover monthly expenses. Focus group and key informant interview participants felt the downturn in economy was a key factor in mental health and addiction issues in the community. The stress of financial struggles is a burden on its own, but as discussed amongst participants, dwindling finances may also mean many people cannot afford recreational activities, transport, etc., leaving them disconnected from the community.

Having a sense of community was found to be a further contributing factor to mental health and addictions in Lloydminster. The local economy being reliant on the oil and gas industries has historically meant there is a transient population. Many local residents do not have the same community ties as someone who has resided in the area for their entire lives; this can be an isolating experience for many. One key informant spoke of her experience of immigrating to Lloydminster and described the difficulties she faced trying to integrate into the community. Discussions during the focus groups and community engagement sessions reflected that isolation and sense of community are factors contributing to mental health and addiction issues in Lloydminster.

YOUTH MENTAL HEALTH AND ADDICTIONS IN LLOYDMINSTER

"Somewhere you can go, so you don't have to listen to fighting at home." [29]

Data regarding youth mental health and addictions in Lloydminster was collected through focus groups with both the Lloydminster Youth Council and the Lloydminster Community Youth Centre. Participants of both focus groups felt many of the highest-rated social needs (mental health, addiction, bullying/violence/family violence and isolation/loneliness) from the Lloyd Needs survey were also relevant to the youth of Lloydminster. The interconnectedness of these social needs was discussed, and participants felt bullying, peer pressure and family strains are all contributing factors to mental health and addictions issues amongst youth in Lloydminster. A need

27 Lloyd Needs Survey Respondent 2017

28 Lloyd Needs Survey Respondent 2017

29 Youth Focus Group Respondent 2017

for more mental health supports for youth was identified, with depression and anxiety being the two mental health issues they felt were most pervasive amongst youth in the community. Participants of the Lloydminster Youth Council felt existing supports do not provide enough anonymity for those seeking services. It was also identified in both focus groups that, while youth know services exist, they are uncertain how to access them or where to seek information. Many felt they could not turn to the adults in their lives for support (parents, teachers and school counselors were all given as examples) for various reasons including feeling they cannot trust them, they won't understand, fear the adults will have a biased opinion, or that they will 'go overboard' trying to resolve the problem. In addition, it was highlighted that while many of the social needs identified in Lloydminster apply to youth, the services on offer may not necessarily be suitable for the youth population, and they felt different approaches are required than those taken with adults. Both focus groups discussed a need for a 'safe place' for youth to access when they need someone to talk to.

"If someone is looking for help, they generally need help now and are looking for an unbiased opinion." [30]

MENTAL HEALTH AND ADDICTIONS FOR MARGINALIZED AND MINORITY GROUPS IN LLOYDMINSTER

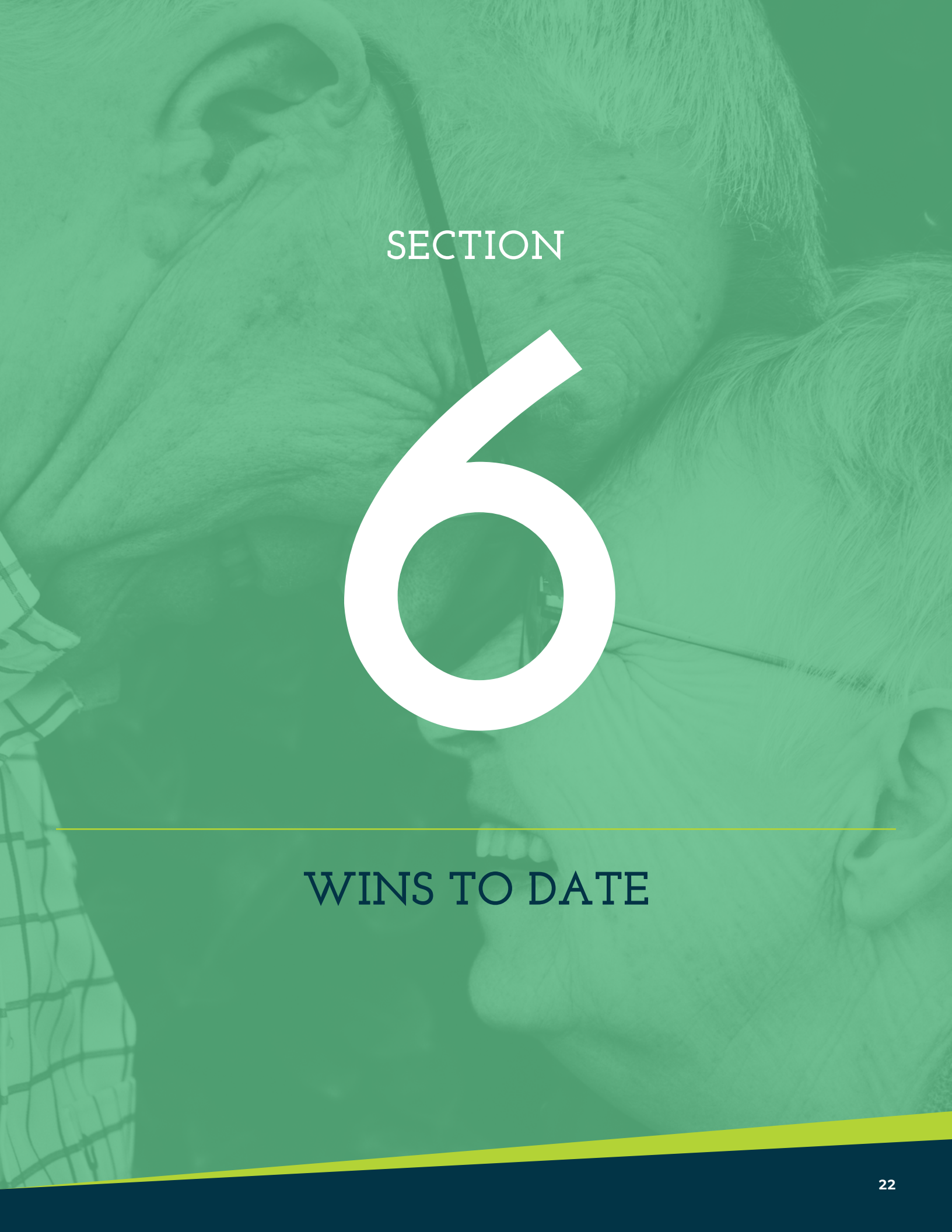
"I am completely unaware of supports available for the gay community, I believe this is a major issue" [31]

Marginalized and minority groups frequently face higher rates of mental health and addiction issues, and the statistics from the Lloyd Needs survey support this. As such, it is important the needs of these groups are taken into consideration when reviewing mental health and addictions services in the community. Data from the social needs survey showed the following:

- Of those directly impacted by discrimination based on religion, culture, race or ethnicities, 44.9% were directly impacted by a mental health issue and 22.44% indicated they were directly impacted by an addiction or substance abuse issue.
- Of those directly impacted by discrimination based on sexual orientation, biological sex, or gender identity, 54% were directly impacted by a mental health issue and 22.8% indicated they were directly impacted by an addiction or substance issue.
- Of those directly impacted by a lack of supports for persons with disabilities, 57% were directly impacted by a mental health issue and 24.2% were directly impacted by an addiction or substance abuse issue.
- Of those who identified as First Nations, 45% were directly impacted by a mental health issue and 30% were directly impacted by an addiction or substance abuse issue.
- Of those who identified at Metis, 46% were directly impacted by a mental health issue and 22.9% were directly impacted by an addiction or substance abuse issue.
- 4.92% of respondents who did not access services did not do so because of a disability.
- 4.44% of respondents who did not access services did not do so because of discrimination based on gender, sexual orientation or ethnicity.
- 2.88% of respondents who did not access services did not do so because of a language or cultural barrier.

30 Youth Focus Group Respondent 2017

31 Lloyd Needs Survey Respondent 2017



SECTION

6

WINS TO DATE

WINS TO DATE

Following the community-engagement sessions Saskatchewan Health (formally Prairie North Regional Health Authority) made changes to how individuals were greeted and to signage at the Lloydminster office of Mental Health and Addiction Services. These small changes will assist in decreasing the stigma of being identified as an individual seeking mental health and addictions services in Lloydminster.

Secondly, there will be a new part-time position at the Primary Health Centre. This person will assist individuals requiring mental health addictions and services at this clinic. In addition, there is a willingness from Mental Health and Addictions to try and support community agencies, who have individuals who may be suffering with mental health and addiction issues, to access their services. Some of these connections where made through the community-engagement sessions.

SECTION

7

RECOMMENDATIONS AND ACTIONS

RECOMMENDATIONS AND ACTIONS

Please Note: Suggested actions have been developed to assist the City of Lloydminster and the Lloydminster Region Health Foundation to move these recommendations forward. If there were recommendations that the actions to move forward are not part of the City or the Foundation's mandate, there are not any actions listed.

RECOMMENDATIONS TO IMPROVE MENTAL HEALTH AND ADDICTIONS SERVICES INCLUDING SUGGESTED ACTIONS

1. Increase awareness to decrease the stigma associated with mental health and addictions.

Action: Financial support for ongoing awareness campaigns that decrease the stigma associated with mental health and addictions.

2. A communication plan that provides information necessary for public and professionals to gain a better understanding of what services are presently available.

Actions:
I. Financial support for the creation and implementation of a communication plan that provides service information for the public and professionals.
II. Funding to develop a professional resource directory that lists services with professionals, including areas of practice and treatment modalities.

3. A centralized hub in which individuals can access the appropriate care pathway for required service. This may need to be done in a variety of formats.

Action: Financial support for a centralized resource hub that assists individuals to access the appropriate care pathways for service.

4. Development of strategies to minimize existing barriers such as hours of operation and transportation.

Action: Increase funding to support the increase of services such as the Care a Van program, allowing for transportation to local community supports for mental health & addictions.

5. Increased communication and collaboration between existing services.

Action: An agency to lead the formation of a mental health collaborative that increases communication and collaboration between existing services.

6. Ensure that supports for mental health and addictions clients are available at the point of client access. (e.g. family physician offices and emergency department)

7. Services and resources so that individuals requiring mental health and addiction services are able to remain in their home community thus not losing their supports provided through social networks and community supports.

Actions:
I. Development of a strategy lobbying for increased funding for mental health and addiction services in our community to ensure individuals requiring these services are not required to leave their home community to access them.
II. Funding support to operationalize existing beds in our community that are currently not being utilized.

8. More thorough understanding of the mental health and addictions needs and required services for youth, marginalized and minority groups.

Action: Further exploration of the unique needs of these demographics and the development of strategies within existing services or the development of unique supports, if required, to ensure these groups are able to access appropriate assistance when needed.

RECOMMENDATIONS TO IMPROVE FEELINGS OF A SENSE OF COMMUNITY AND DECREASE ISOLATION

1. Support initiatives and programs that focus on building stronger neighborhoods and connecting residents.

Actions:
I. An awareness campaign around the existing Block Party Program.
II. Implement programs and initiatives that bring residents together such as the Block Party Program, community gardens and neighborhood initiatives.

2. Municipal policies, procedures and programs that support inclusion of vulnerable populations and diverse communities.

Action: Review, update and develop new policy and procedures that support access and services.

RECOMMENDATIONS TO IMPROVE AFFORDABLE AND ACCESSIBLE RECREATION

1. Policies and procedures to remove physical, financial and systemic barriers to accessing recreational facilities and programs.

Action: Review, update and develop new policy and procedures that support access to services.

2. Understanding of the type of diverse events and recreational options required to meet the needs of a variety of demographics.

Actions:
I. Provide community engagement activities with the intent to determine what recreation programs are desired by residents through engagement opportunities at local events, facilities and online.
II. Review, update and develop new policy and procedures to ensure accessible recreation facilities and programs. Included in this would be a recreation subsidy program.

3. Collaboration with community partners to raise awareness of community events, recreational programs and recreation support services available in our community.

Actions:
I. Prioritize community grant funds to organizations that introduce accessible and affordable sport culture and recreation programs.
II. Development of a recreation directory.

RECOMMENDATIONS TO IMPROVE FEELINGS OF SAFETY AND SUPPORT IN OUR COMMUNITY

1. Continue to engage with residents regarding public safety, crime reduction, and local RCMP to identify areas of need regarding public safety and crime prevention.

Action: Increase promotion of opportunities for residents to engage in programs regarding public safety.

2. Provide assistance and direction to community and neighborhood crime reduction initiatives implemented by residents and non-profit organizations.

3. Support awareness and prevention campaigns targeted to family violence, bullying, and crime prevention through municipal, Provincial and Federal grants.

Action for Recommendations 2 and 3: Provide funding support to increase awareness around exiting programs that in turn will increase feelings of support and safety in our community.

SECTION

8

CONCLUSION

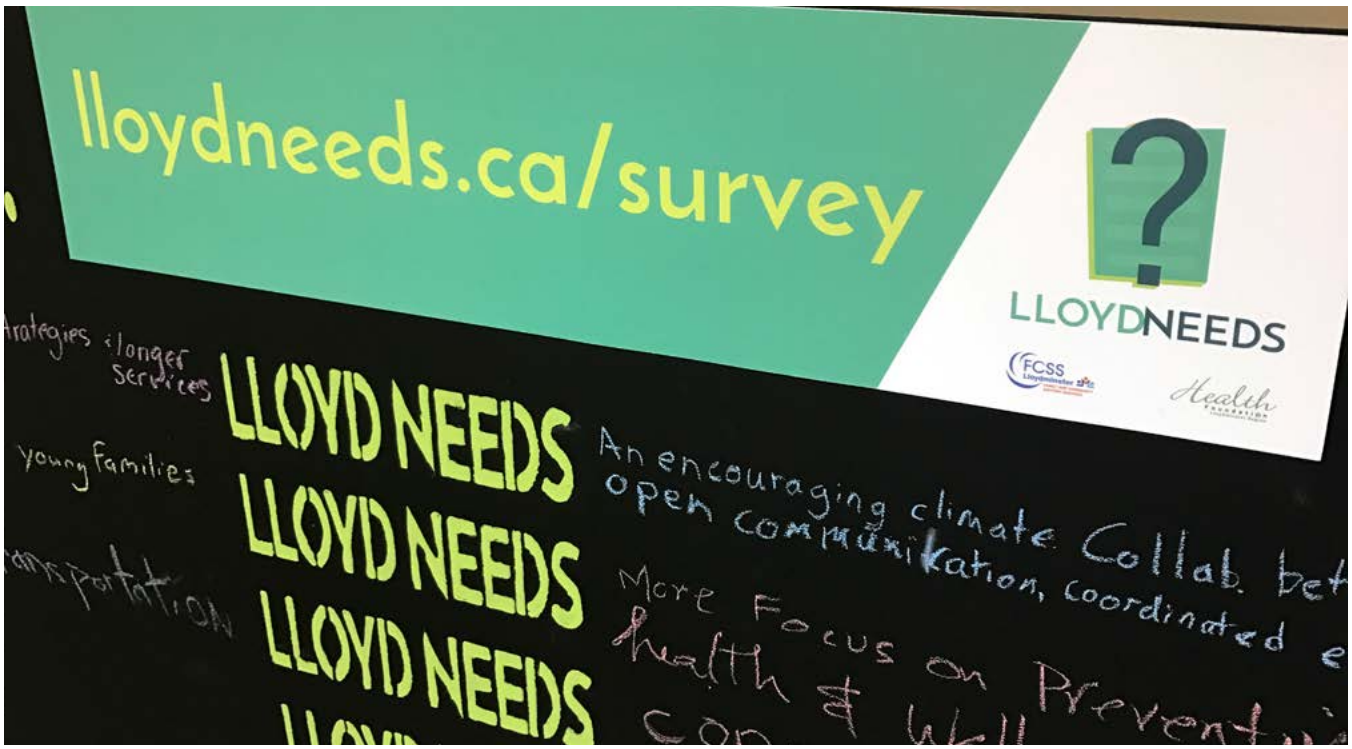
CONCLUSION

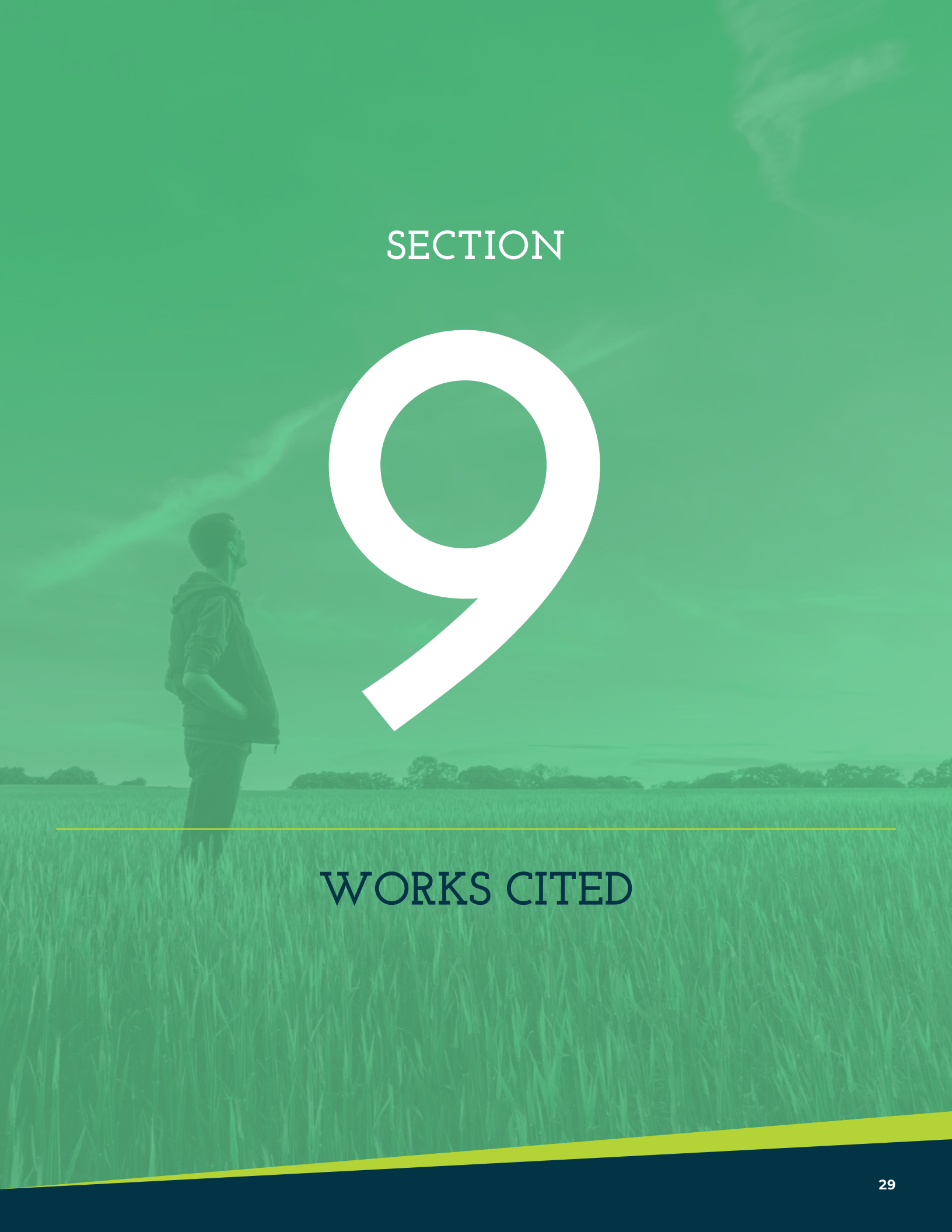
"Creating a better world requires teamwork, partnerships, and collaboration. We need an entire army of companies to work together to build a better world within the next few decades. This means corporations must embrace the benefits of cooperating with one another."

- Simon Mainwaring

The collaboration between the City of Lloydminster and the Lloydminster Region Health Foundation to implement a Social Needs Assessment was a unique opportunity to demonstrate how a collaborative process between community partners can provide an innovative approach to community building. No needs assessment is without its limitations, yet the process that was used gives a comprehensive picture of the present state of social wellness in our community and some concrete actions to move forward.

As the team that had the pleasure of working together on this project, we would like to say, 'thank you!' to the City of Lloydminster Council and Administration as well as the Board and Management of the Lloydminster Region Health Foundation for their foresight in envisioning this project. A special thank you to everyone who took the time to complete the Lloyd Needs Survey, participated in the community engagement sessions, focus groups and key informant interviews. Without this input we would not have gathered the information required to complete this needs assessment. Also, to those who assisted with the community engagement sessions and focus groups as facilitators and recorders we appreciate you lending your time to this process.





SECTION

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SECTION

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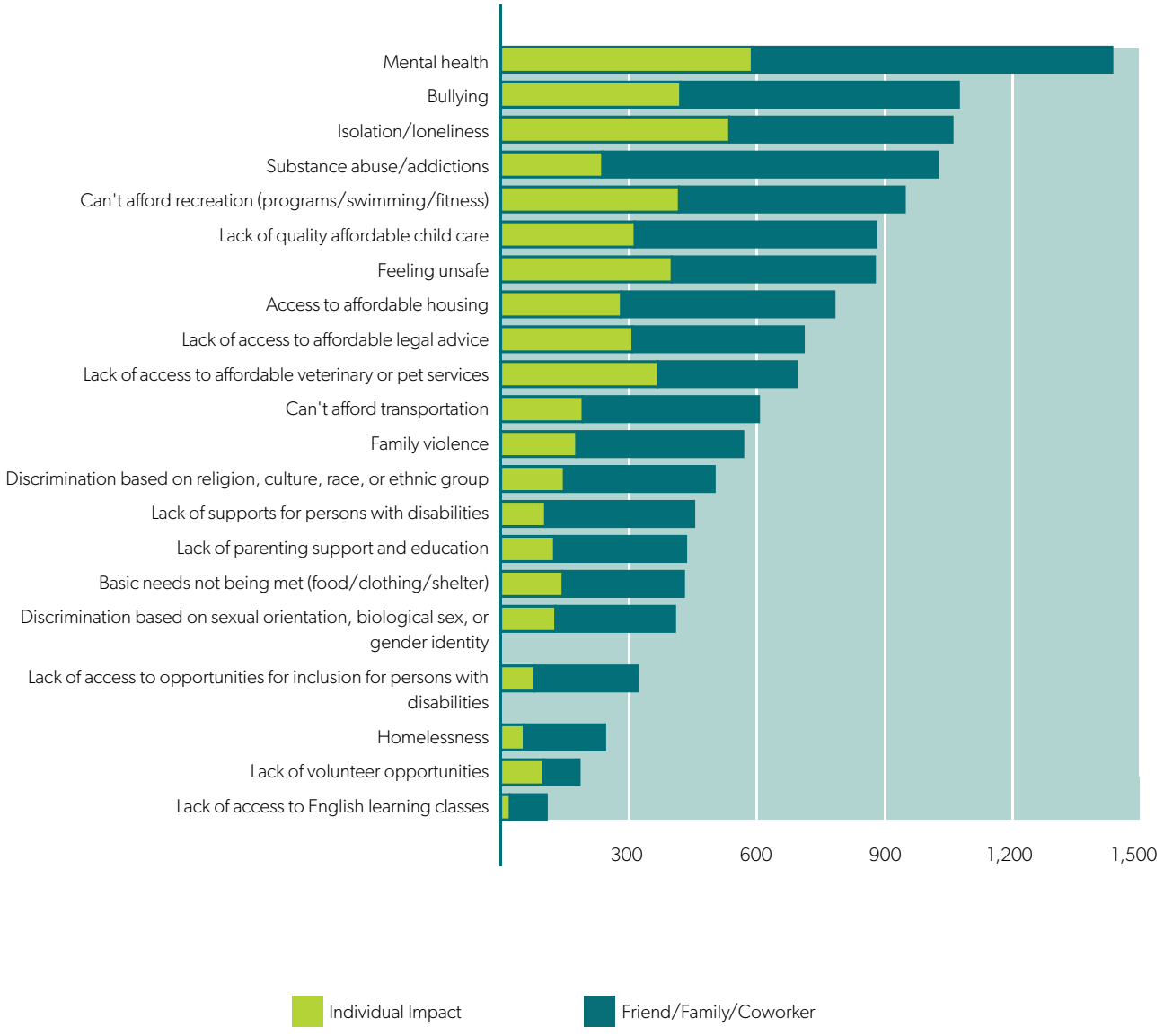
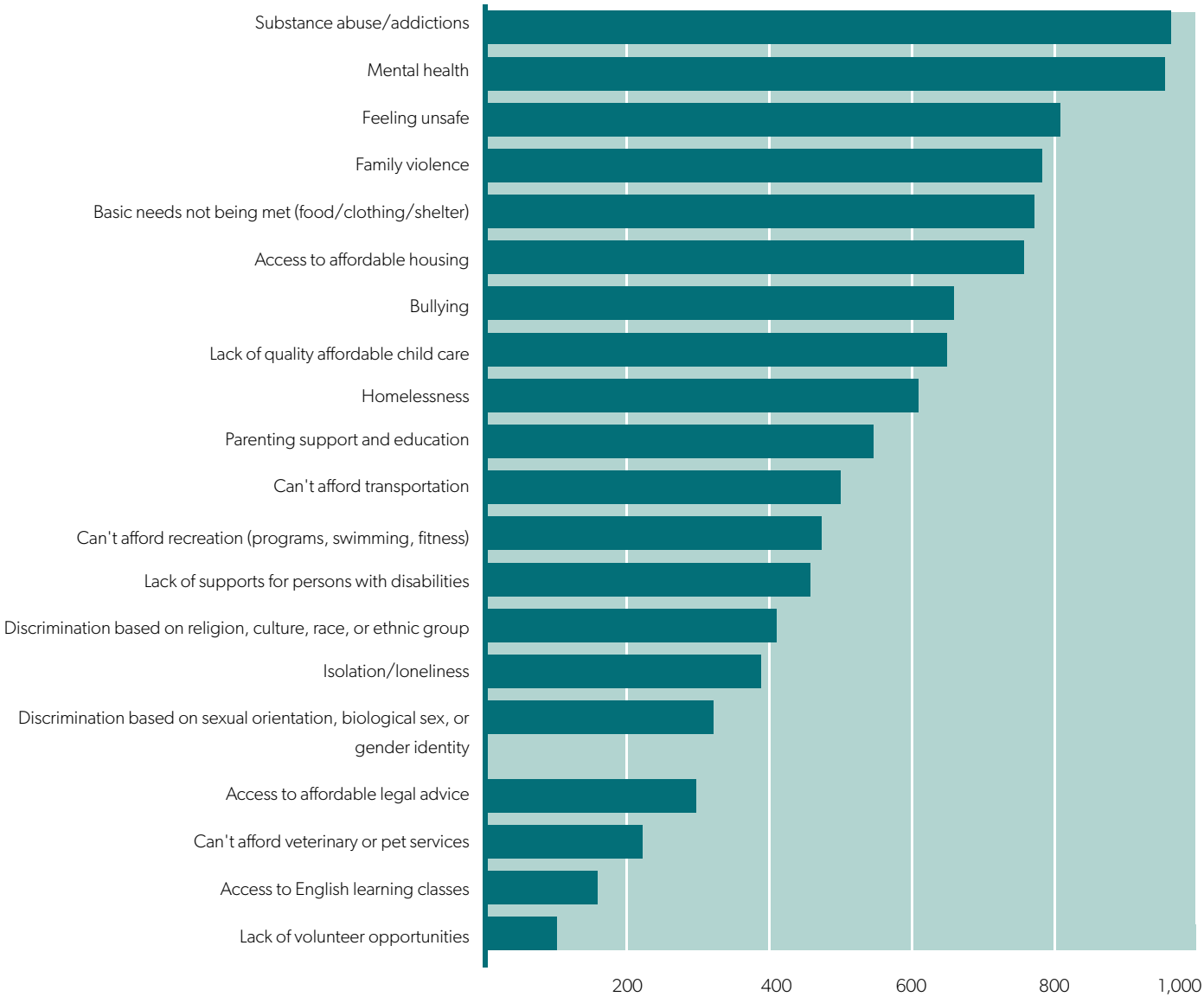
APPENDICES

APPENDICES

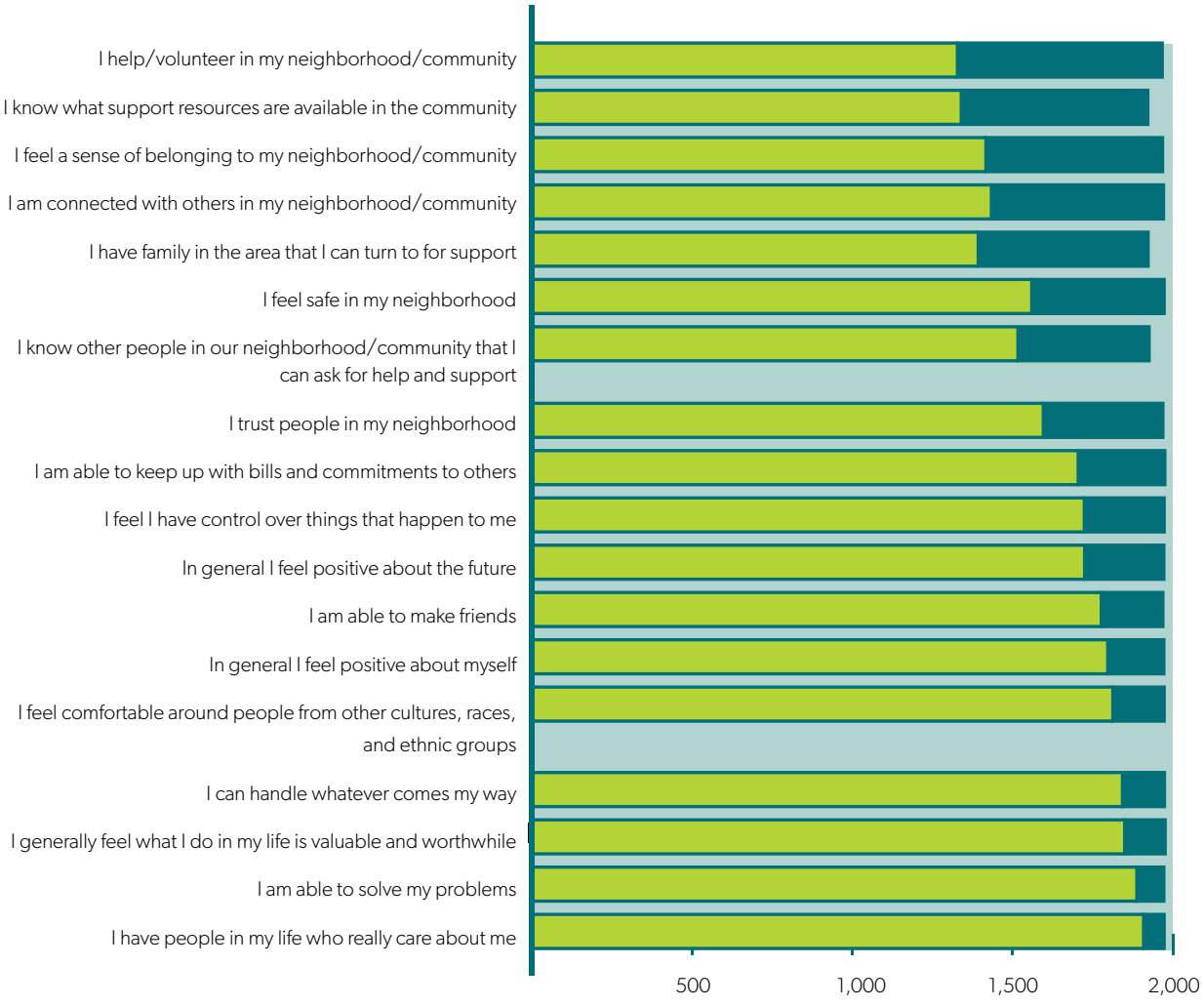
APPENDIX 1: RESPONDENTS IMPACTED BY SOCIAL ISSUES



APPENDIX 2: SOCIAL ISSUE PRIORITY RANKING BY RESPONDENTS

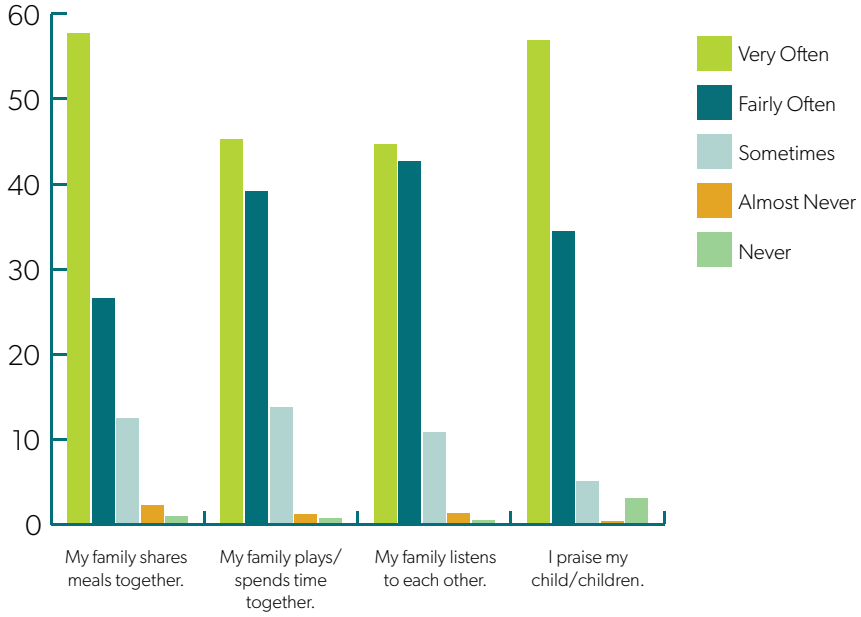


APPENDIX 3: INDICATORS OF SOCIAL WELL-BEING

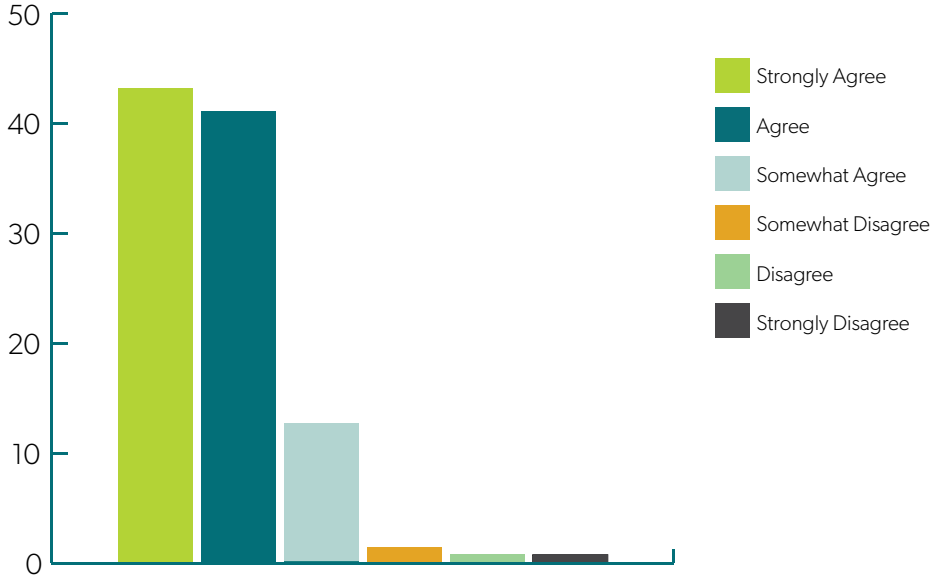


APPENDIX 3: INDICATORS OF SOCIAL WELL-BEING

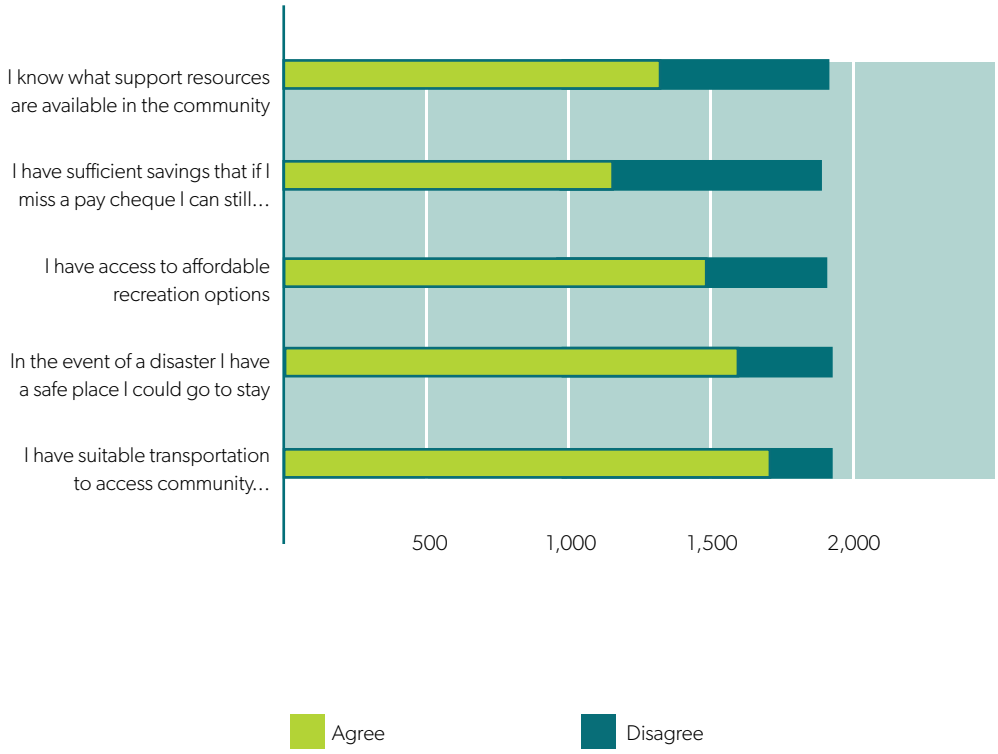
DO YOU AGREE WITH THE FOLLOWING STATEMENTS?



WHAT ANSWER BEST DESCRIBES YOUR FAMILY?



APPENDIX 4: INDICATORS OF ACCESS TO RESOURCES



APPENDIX 5: COMMUNITY-ENGAGEMENT SESSION VOTING RESULTS

SOLUTIONS SCORING NOVEMBER 30 10:00-12:00PM		
1	Focus on preventative programming: Including strategy to decrease stigma and decrease isolation	26
2	Affordable recreation	18
3	One point of access: centralize outreach center	18
4	Supports to primary access points so that individuals receive immediate supports for social needs	15
5	User friendly navigation tool	11
6	Awareness and navigation care pathway for our community	7

SOLUTIONS SCORING NOVEMBER 30 7:00-9:00PM		
1	Create a community continuum care strategy with different access points	19
2	Create a strategy around homelessness	11
3	More accessible recreation options	9
4	Primary access points with multidisciplinary teams with immediate access	0

SOLUTIONS COMBINED	
Service access points linked to a robust continuum of supports (4+9+8)	34
Affordable/Accessible recreation (2+10)	27
Focus On Preventative Programming: Including Strategy To Decrease Stigma And Decrease Isolation	26
Create a strategy around homelessness	11
User Friendly Navigation Tool	11
Awareness and Navigation Care Pathway For Our Community	7

APPENDIX 6 : LLOYD NEEDS SURVEY RESULTS

QUESTION 11: 338 RESPONSES

ARE THERE OTHER ISSUES THAT HAVE SHAPED YOUR EXPERIENCE IN LLOYDMINSTER, NOT LISTED ABOVE? WERE THE RESOURCES YOU ACCESSED HELPFUL?

COMMENT	TOTAL
Public transit	56
Crime	50
Affordable recreation	22
Medical	24
Mental Health	22
Resource Information	20
More recreation options	20
Roads/Traffic	16

QUESTION 19: 195 RESPONSES

ARE THESE OTHER ISSUES THAT YOU FEEL ARE IMPORTANT THAT WERE NOT LISTED ABOVE?

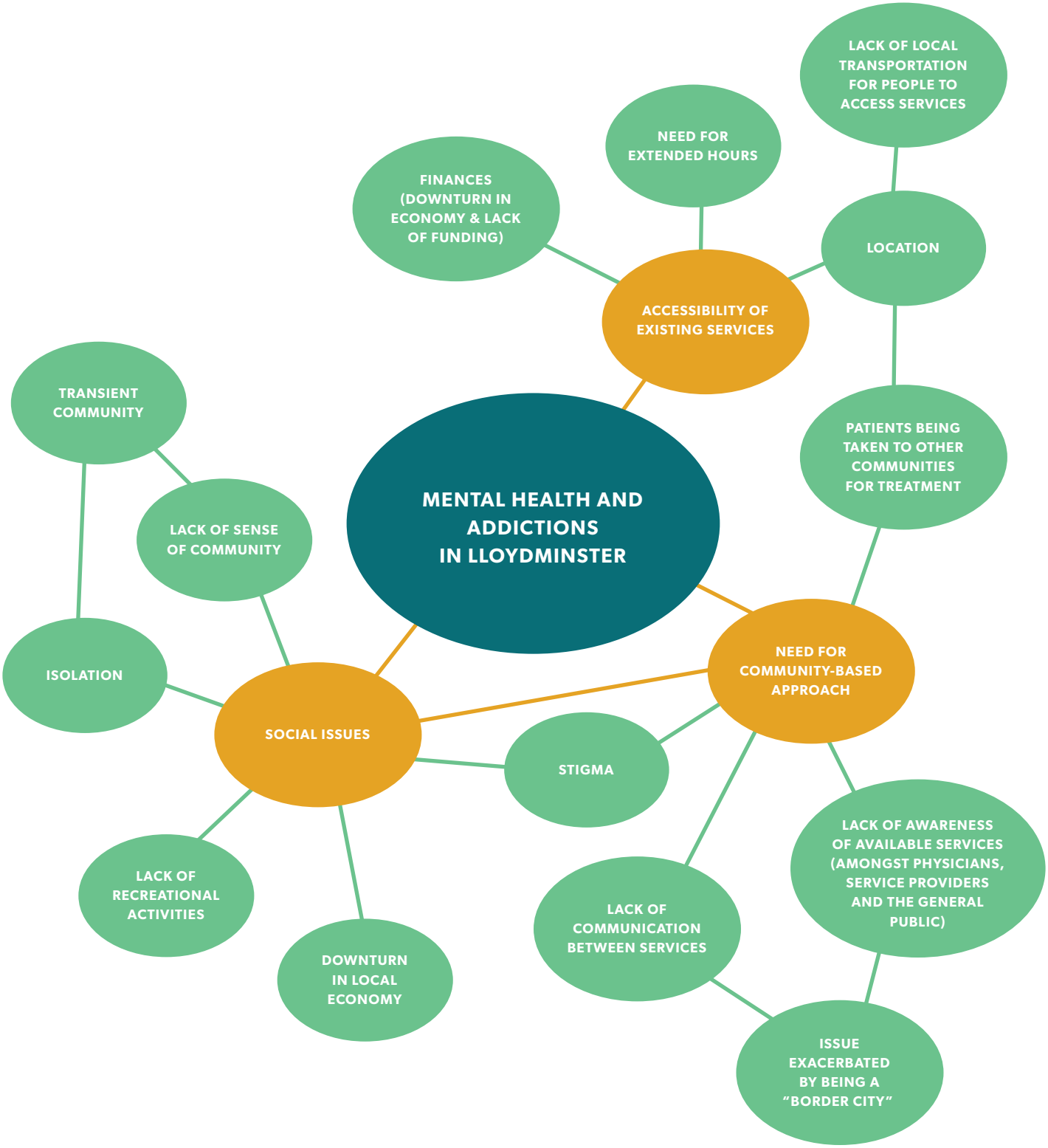
COMMENT	TOTAL
Crime	28
Public transit	27
Medical	16
Substance abuse	12
More recreation	12
Volunteer	11
Sidewalks/Pathways	10
Affordable recreation	9

QUESTION 20: 940 RESPONSES

WHAT DO YOU FEEL IS THE MOST SIGNIFICANT SOCIAL ISSUE/S IN OUR COMMUNITY? WHAT DO YOU THINK CAN BE DONE TO ADDRESS IT? BY RESIDENTS? BY COMMUNITY GROUPS? BY THE MUNICIPALITY?

COMMENT	TOTAL
Crime	313
Substance abuse	174
Public transportation	116
Mental health	113
Community involvement	87
More recreation options	82
Poverty	62
Affordable recreation	54

APPENDIX 7: MENTAL HEALTH MIND MAP



APPENDIX 8: PARTICIPANTS

FOCUS GROUP & INTERVIEW PARTICIPANTS
Group of Family Physicians
Mental Health and Addiction Staff
Lloydminster Youth Centre Participants
Lloydminster Youth Council Members
Psychiatrist
Thorpe Recovery Centre
ER Services, Lloydminster Hospital
Libbie Young Centre
Inclusion Lloydminster

**There were other professionals plus client groups invited to participate but were either unable to or declined.

COMMUNITY-ENGAGEMENT PARTICIPANTS We had 49 participants from the following organizations:	
City of Lloydminster	Lloydminster Catholic School Division
Lloydminster Region Health Foundation	KidSport
Saskatchewan Health Authority	Lloydminster Community Youth Centre
Alberta Health Services	Lloydminster Hospital
Lloydminster Public School Division	Lloydminster Interval Home
Children's Services	Inclusion Lloydminster
Thorpe Recovery Centre	Walking Through Grief Society
Pioneer Lodge	Residents in Recovery
Big Brothers Big Sisters	Divine Healing
Lakeland College	Concerned Citizens for Seniors Care
Lloydminster Men's Shelter	Border City Connects
Catholic Social Services	Midwest Family Connections
Inclusion Alberta	LSACS/Men's Shelter
Lloydminster Public Library	Lloydminster Chamber of Commerce

FCSS Lloydminster
FAMILY AND COMMUNITY SUPPORT SERVICES

Health Foundation
Lloydminster Region

LLOYDNEEDS