IMPROVING URBAN WELLBEING

RECOVER.

#recover #urbanwellnessyeg
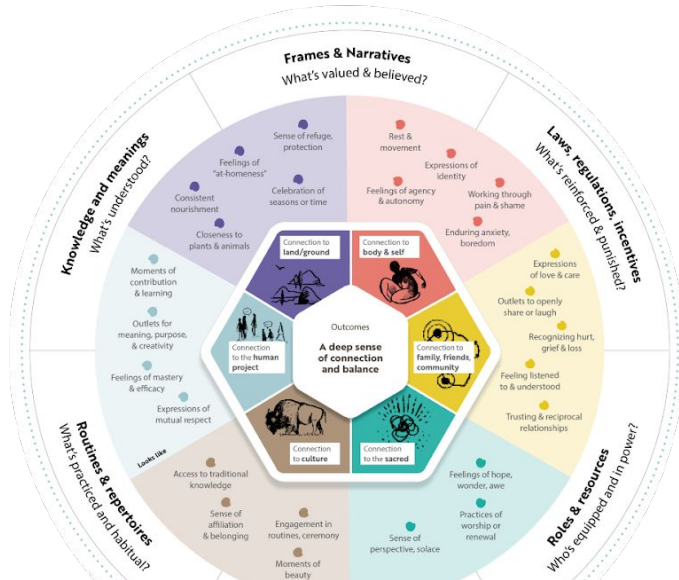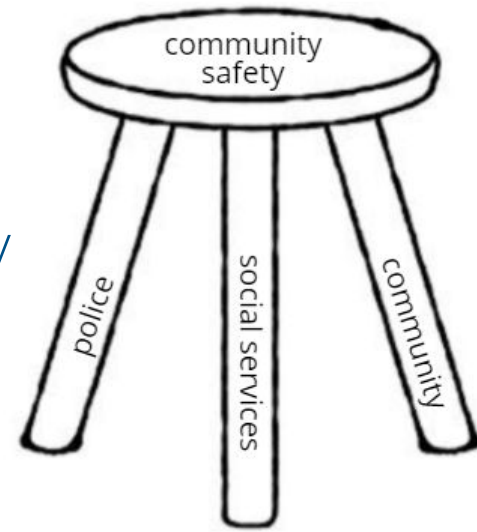
www.urbanwellnessedmonton.com
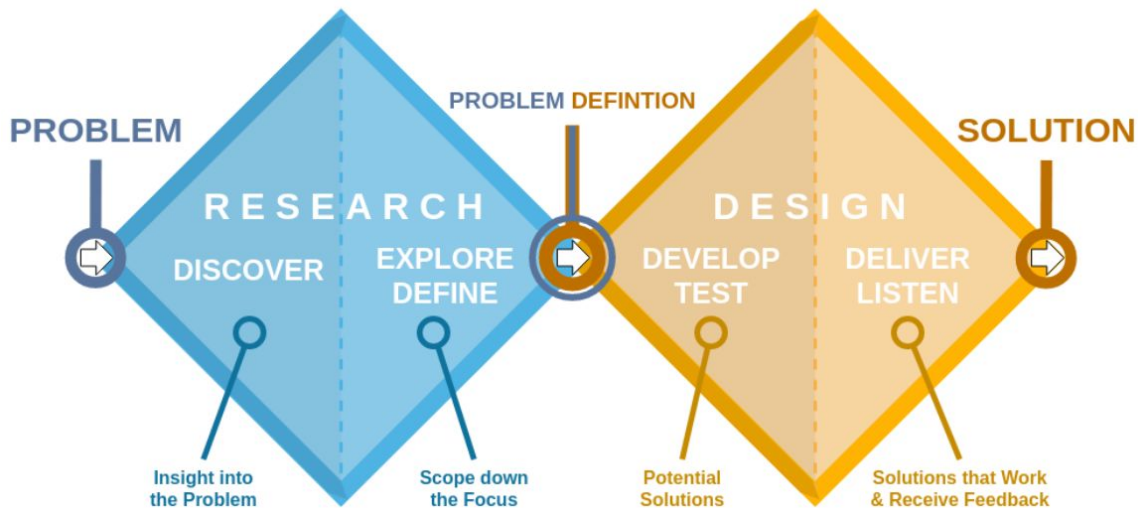
Prototyping

"Believe us."

Safer for All

Applying Wellbeing Thinking to the Task Force Recommendations

- The **role of community** is important to safety

- Nurturing **connections** is key to wellbeing

- RECOVER adds value by applying intentional thinking about six kinds of connections and ALL of the tools/levers in the wellbeing framework

2021 Prototypes

So loss,

Old Strathcona Neighbours Project

AURICLE

THE GALLERY

Expectant

green VIOLIN
COMMUNITY DEVELOPMENT COMPANY

SOCIALLY ACTIVE BUSINESS NETWORK

OPEN

OPENING HOURS
MON-FRI   am-3pm
SAT-SUN   8am-4pm

School of Wellbeing

We are at a moment of **transition**.

What will it take to **heal?**

Dr. Sarah Schulman, Lead Partner

Since the start of the pandemic…

More and more people feel isolated

70%

of Albertans report isolation as their **top mental health concern.**

Poor mental health costs Canada $51 billion a year in health care costs, lost productivity, addiction, and premature death. And this was calculated *before* the pandemic.

Services are not meeting demand

1 in 3

Canadians report a **need for mental health care** that is **unmet**.

The Expert Psychologists Interagency Clinical Network (EPIC) in Alberta note that:

"Unless you are wealthy or have insurance, seeing a private psychologist isn't an option."

So....

How can cities invest in a post-pandemic world where everyone belongs and lives well?

Wellbeing is all about connection.

Drawing on literature, intercultural wisdom, and
three years of local ethnography:

57% of Albertans say <mark>staying connected</mark> has been critical to their mental health during the pandemic.

Connections are at the heart of …

Improved community safety

Greater social inclusion & solidarity

Less reliance on crisis services

Better mental health

Connection to **land/ground**

Connection to **body & self**

Connection to the **human project**

When we find a balance of connections, we experience

Connection to **family, friends, community**

Connection to **culture**

Connection to the **sacred**

Using social innovation to figure out...

How do we know we are connected and well?

How do we foster connection across lines of difference for community wellbeing?

We've launched two promising prototypes ...

AURICLE

So loss,

AURICLE

What is the problem we're solving?

- There is no real time, local data about wellbeing.

- Existing indicators do not tell us how people are well.

- Marginalized voices are left out.

How do we know that this is a problem?

- Data of this sort does not exist.

- Traditional research can cause harm by perpetuating deficit-ladden narratives, stigma and prejudice.
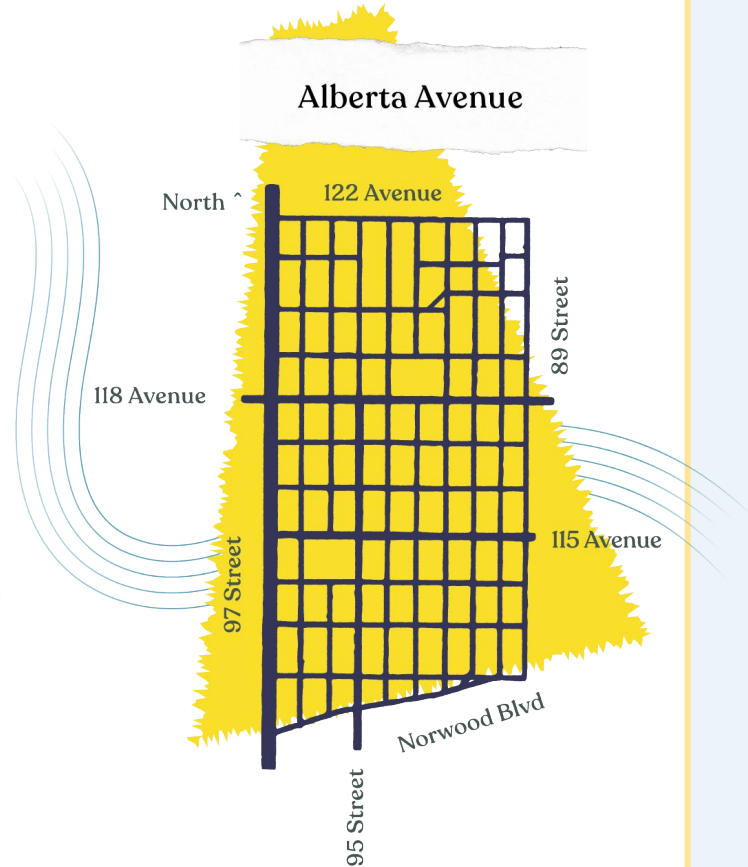
AURICLE

2004

ALBERTA AVE

0

Quality of life score

"How could anyone have zero quality of life? Is this even possible, outside of a black hole or a grave?

..The data wasn't actually telling them about quality of life... I knew living on the ground that my experience had so much more than scientists and people gathering the data calculated."

Author Carissa Halton

Alberta Avenue

North ^

122 Avenue

89 Street

118 Avenue

97 Street

115 Avenue

Norwood Blvd

95 Street

AURICLE

What are we trying?

- We are prototyping what it looks like to build **neighbourhood capacity** to gather stories of wellbeing, make sense of and act on the data together.

- Auricle is testing **a new form of community engagement** beyond surveys, focus groups and consultations.
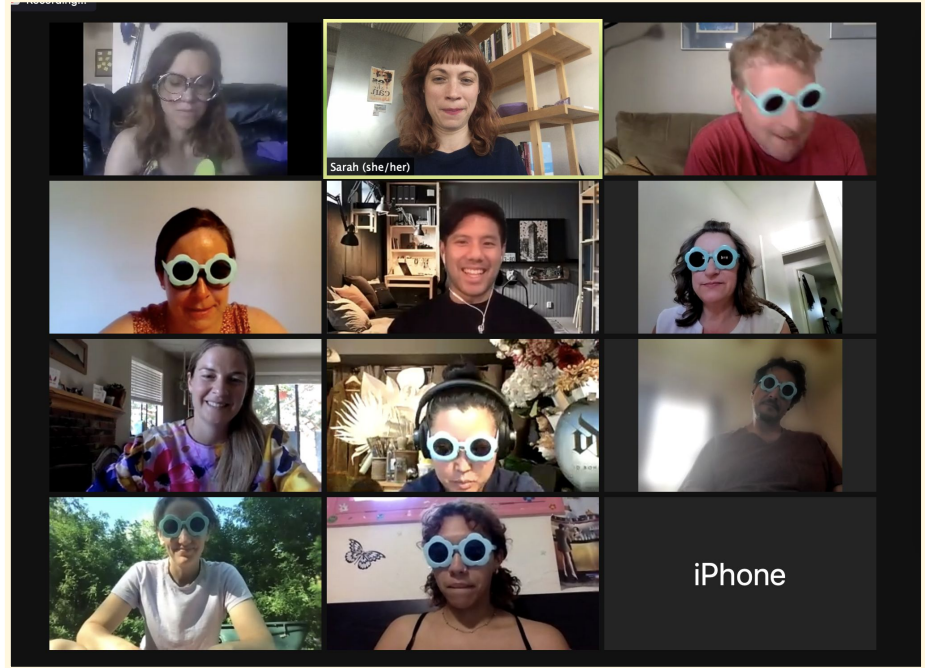
AURICLE

Who is at the centre of this prototype?

A NEW ROLE

Local Listeners

Local listeners are collecting stories and lived experiences of wellbeing in the Alberta Avenue neighbourhood.

AURICLE

Who is at the centre of this prototype?

A NEW ROLE
Local Listeners

Local listeners are collecting stories and lived experiences of wellbeing in the Alberta Avenue neighbourhood.

10

Local Listeners in inaugural cohort

8

Languages represented

50%

Identify as a visible minority

Lenses represented:

- Mother
- Musician
- High school graduate
- Social worker
- Transit operator
- Cree
- Immigrant
- Brazilian-Ukranian

We are testing...

New interactions...

Local listeners will reach out to people in their community that aren't represented in other datasets.

New technology...

Two apps will be used to capture stories and enable on-the-spot interpretation.

New forms of community engagement...

The data will be aggregated and analyzed by community members.

New outputs...

A visual dashboard will be designed to reflect the data and make it actionable.

AURICLE

What we expect to learn from this prototype by end of summer

How to engage citizens typically left out

What indicators the neighbourhood believes to be meaningful
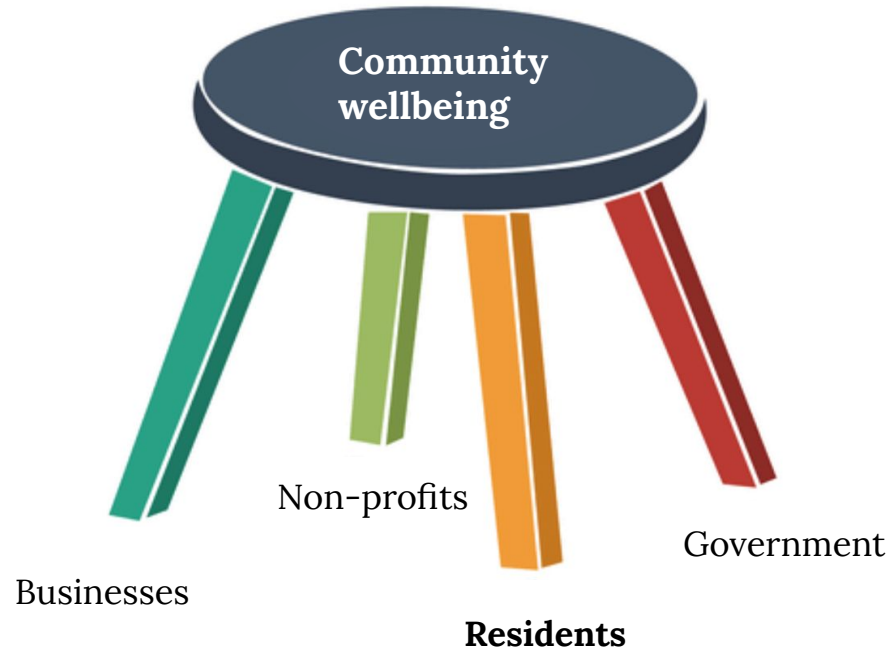

How data can inform more timely & responsive resource allocation

When we think about resources, we often think about government, non-profits, and businesses.

Not people, directly.

How can we invest in the capacity of residents to care for each other?

Our principles...
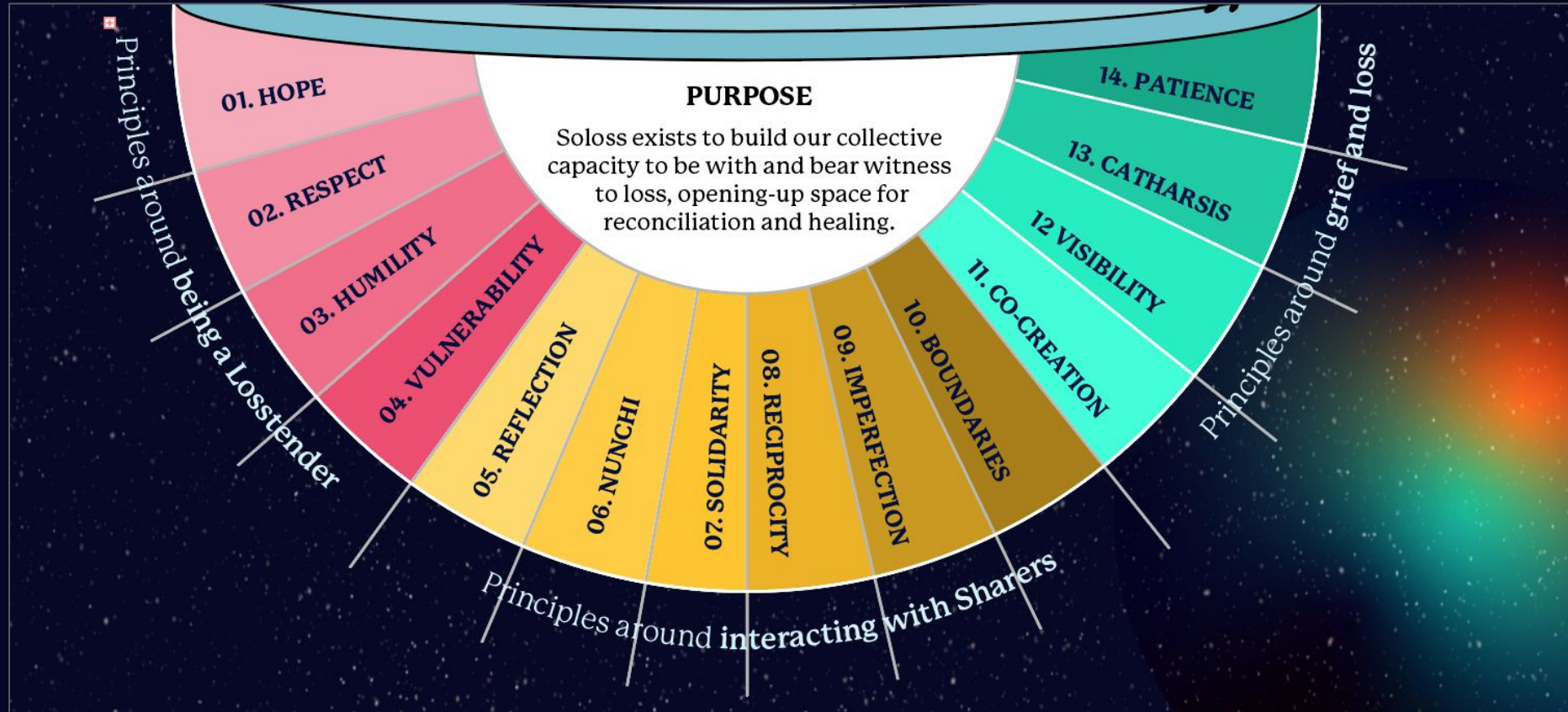
What is the problem we're solving?

- Disenfranchised grief and loss is a significant source of disconnection, contributes to poor mental health, addiction, houselessness, stigma and shame.

- Unequal access to mental health supports and growing pressure on crisis services.

- Out of 12,984 service elements mapped in Edmonton in 2020, only 5 address grief and loss specifically.

2020 EDMONTON SYSTEMS MAP

NUMBER OF SERVICES PER CATEGORY & SERVICE INTERACTIONS IN PERCENT

Interactions year to date to to Oct. 2020.

BASIC NEEDS	HEALTH / MEDICAL	EMERGENCY & DISASTER	FAMILIES & PARENTING	SAFETY & ABUSE	MENTAL HEALTH & ADDICTIONS	COMMUNITY & BELONGING	INFORMATION & TECHNOLOGY
33 %	12.1 %	5.8 %	5.7 %	3.4 %	17.2 %	12.9 %	9.9 %
3,938	1,652	422	780	510	2,020	2,186	1,476

Selected from total of

12,984

service elements mapped

BASIC NEEDS

	# listings
Shelter	47
Housing	364
Food	221
Clothing	78
Employment	194
Education/Training	1,339
Transportation	50
Financial	139
Outreach	637
Intervention	552
Hygiene	29
Transitional Housing	201
Household Goods	30

MENTAL HEALTH & ADDICTIONS

	# listings
Mental Health	585
Addictions	192
Counselling	560
Opioid Addiction Services	42
Trauma	227
Crisis	301
Suicide	15
Harm Reduction	51
Naloxone	37
Eating Disorders	5
Grief/Loss	5

SAFETY & ABUSE

	# listings
Abuse	102
Exploitation	13
Bullying	17
Sexual Abuse	53
Safety	226
Domestic Violence	70
Sex Trade	24
Human Trafficking	5

HEALTH / MEDICAL

	# listings
General Health	1,098
Disabilities / Special Needs	349
Fetal Alcohol Spectrum Disorder	36
Public Health	118
HIV / AIDS	20
Environmental Health	6
Disorders (Learning, Eating)	24
STI	1

go loss,

What did we try?

- We co-created **a new model of community care**, investing in every day Edmontians to be sources of support for each other.

- Through relationship building, we tested how to **strengthen social capital,** reduce stigma, and contribute to community safety and healing.

Who is at the centre of this prototype?

A NEW ROLE

Losstenders

Losstenders are Edmontonians who sign up to bear witness to loss and **help give grief a concrete form** -- as paintings, objects, songs, dances, meditations and stories.

Sharers

Sharers are community members experiencing grief and loss, broadly defined.

23

Sharers signed up in
the span of 1 month

47%

Identified as being
persons of color

9   are Indigenous

2   are immigrants/refugees

3   are social sector workers

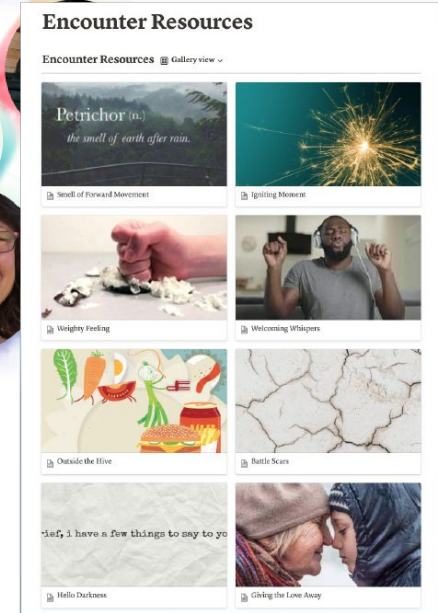**5**   are Indigenous

We tested...

New interactions...

Sharers choose who they want their Losstender to be, and their form of expression, meeting four to five times to listen and learn from each other.

Losstenders

March to April 2020

Meet our diverse constellation of Losstenders. We're regular people grappling with grief. We use writing, art, music, movement and breathwork for healing.

The next cohort of Losstenders are coming soon!

We tested...

New means of supports...

Cohorts have access to weekly debriefs, learning sessions offered by Soloss sounding board members, and to crowdsourced community resources from which they can make personalized recommendations to Sharers.


Encounter Resources

Encounter Resources ▦ Gallery view ⌄

Petrichor (n.)
the smell of earth after rain.

📄 Smell of Forward Movement

📄 Igniting Moment

📄 Weighty Feeling

📄 Welcoming Whispers

📄 Outside the Hive

📄 Battle Scars

rief, i have a few things to say to yo

📄 Hello Darkness

📄 Giving the Love Away

Out of this, we explored...

New tools...

Soloss leaves community members with something they can see, touch, or listen to, as a way to both honour loss and foster renewal.

Professor Kenneth Doka, who coined the term disenfranchised grief, notes that grief rituals promote healing and reconciliation.
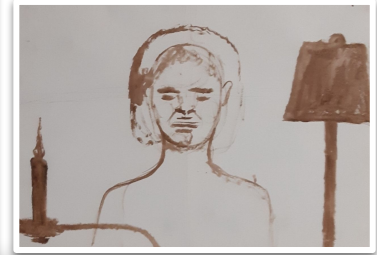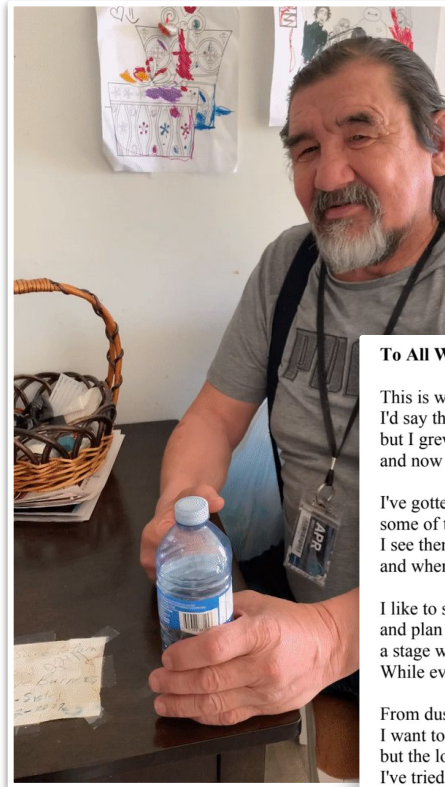
To All Who Are Concerned

This is who I am, the woman I've become
I'd say that I am happy; I'm good and kind and fun
but I grew up not knowing where I'm really from
and now that I look back, I see how far I've come

I've gotten in some trouble, but I've made many friends
some of them are with me, some have met their ends
I see them in the shadows, I hear them in the wind
and when it's time to cross that bridge we'll reunite again

I like to sing and dance and play my favourite songs
and plan for the day when I will be gone
a stage with lights and music they'll put my casket on
While everyone shares laughter and parties all night long

From dust I was born, to dust I will return
I want to be remembered not for riches that I've earned
but the love I have given, and the truths that I've learned
I've tried to pass this wisdom to all who are concerned

What we learned about the value of Soloss ...

Soloss builds trust and social solidarity

"Even though we started out as strangers, and we only interacted with each other four or five occasions, I have a sense of just really caring about her... and I am very glad that we can get in touch." *Maria, Dance Losstender*

Soloss addresses root cause of social challenges

"What I've observed is a process that ...addresses [people's] need for healing in a creative way...and really that's what healing is, to recreate ourselves back to the original form, and that's based on identity." *Kisikaw Pimotew AKA Pat Buffalo, Soloss Sounding Board*
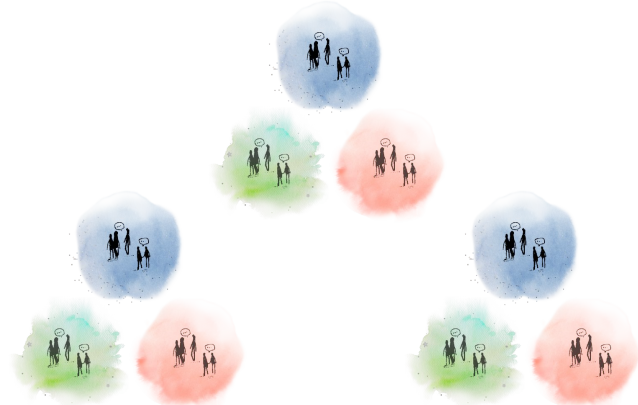
Soloss is a scalable model, like Neighbourhood Watch

Next year, we aim to have **3 cohorts of Losstenders in 3 neighbourhoods,** reaching up to 60 sharers.

Over three years, we aim to be in **9 neighbourhoods,** and help other cities set-up Soloss.

Growing Soloss can help to operationalize
Big City Move #4: Inclusive & Compassionate

By **facilitating inter-cultural healing moments** → "We continue to build an Edmonton that is welcoming and healing"

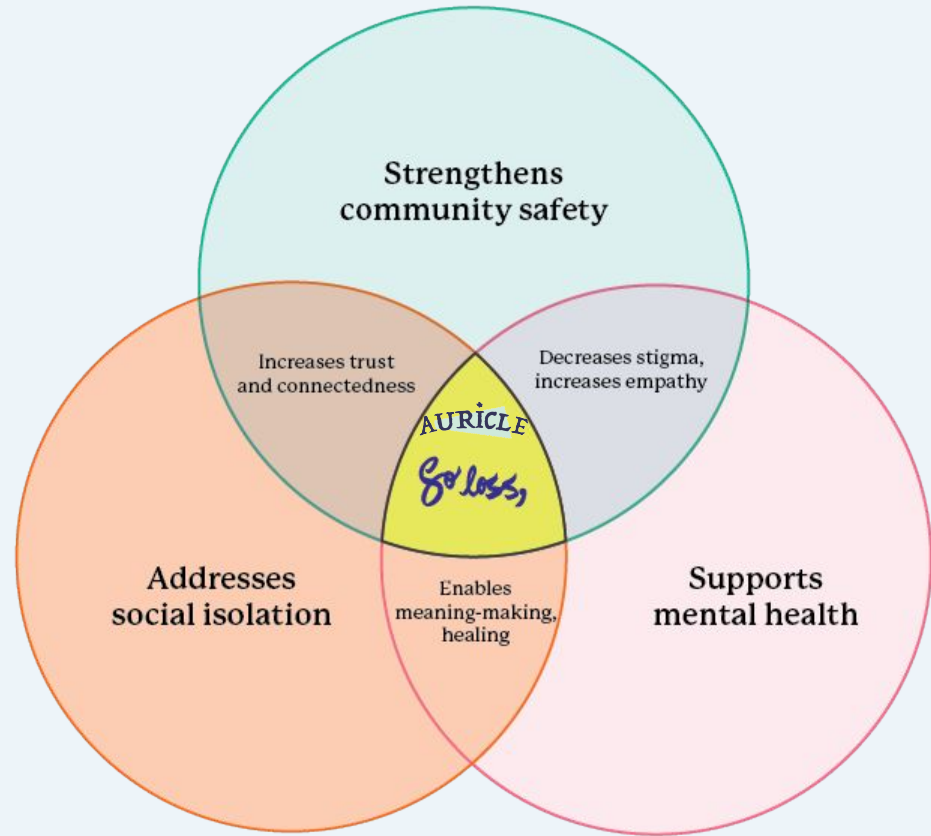By **building a network of Edmontonians to listen and care for each other** → "We encourage Edmontonians to show their community spirit and openness by caring for one another"

By **leveraging music, arts, dance, and storytelling as a source of connection across lines of difference** → "We inspire Edmontonians of all ages, backgrounds, and abilities to express themselves"

Together, Soloss and Auricle hit a sweet spot.

Strengthens community safety

Increases trust and connectedness

Decreases stigma, increases empathy

AURICLE

So loss,

Addresses social isolation

Enables meaning-making, healing

Supports mental health

RECOVER Urban Wellbeing Implementation Action Areas

Different ways of thinking & Healing informed care

Data collection & Alternative evaluation

Tickets to wellbeing

Dispatch centre

Financing

Community-led safety and care

Frames & Narratives
What's valued & believed?

For example
Films TV Podcasts
Imagery Messages
Mythology Role models

Knowledge and meanings
What's understood?

For example
Oral histories Assessments
Case notes Language
Teachings
Council Reports

Laws, regulations, incentives
What's reinforced & punished?

For example
Tickets Fines Bans Leases
Punishment Rewards

Roles & resources
Who's equipped and in power?

For example
Peers Allies Healers Elders
Doula Brokers Practitioners
Artists Musicians

Routines & repertoires
What's practiced and habitual?

For example
Ceremonies Rites of passage
Celebrations Gatherings
Medicine Traditions

Interactions & environments
What's modelled?

For example
Meals Conversations Movement
Animals Space Layout Use
Artifacts

Short Term Implementation Actions for Task Force Recommendations

- Invest in prototypes like Soloss and Auricle

- Change the narrative of community safety

- Involve people with lived experience in reviewing and improving scripts

- Explore a different ticketing interaction- imagine

For drinking alcohol in public

The interaction

1) Officers recognize that drinking in public may be because folks have no where else to go, have little income, and might be living with addiction.

2) Officers explore what might best meet the drinker's needs: a safe space for drinking, an opportunity for purpose, and/or recovery support. For those in need of a safe space, the officer might make drinkers aware of local watering holes. For those interested in purpose, the officer might direct to the "work for beer" sites (modeled after the City of Amsterdam), where folks can help clean-up local parks in exchange for low-alcohol beer. For those seeking a change in their drinking patterns, the officer might make a personal introduction to a Recover connector.

The outcome

People gain resources to safely drink or curb their drinking; they feel less frustration and shame, and avoid expensive fines and possible jail time.

A 98463521 R

LIQUID COURAGE
CANADA
Province of Alberta

Part 1

On or about

_____, 20 _____ At or near

date

Edmonton

place in Alberta

_____

We're sorry, but you can't drink here. You have three options:

Looking for a place to drink in peace?
Here's where you can be (neighbourhood specific list on reverse side)

Looking for work?
You can have a beer on us -- in exchange for joining our public spaces clean-up crew. We pay in yummy lunches and dinners, served with beer. Be at one of the parks listed on the reverse side at 9am, Monday to Friday.

Thinking about making a change?
Book a time with our Recovery Connector to consider a wide range of options.

_____   _____

Complainant Signature   Print Name   Nº

Thank you!

www.urbanwellnessedmonton.com