



## East Scarborough Storefront 6th Community Speak Summary November 12, 2003

On Nov. 12, 2003, East Scarborough Storefront held its 6<sup>th</sup> “Community Speaks” event. Our community members were invited to provide feedback and suggestions in order to help improve services offered by the Storefront.

There were community 65 members in attendance and people were divided into six working groups titled Health, Mental Health and Addiction, Employment, Literacy, Housing and Settlement with an expert facilitator on each table.

Each of the above groups brainstormed ideas and opinions (related to their particular service) with the following three questions as guidelines to assess the services at The Storefront:

1. What services (e.g. employment, health, settlement) have you used at The Storefront that work well?
2. What other services would you like to see in the future at The Storefront that will benefit you or your friends and family?
3. What other issues would you suggest to discuss in our upcoming Community Speak?

### **Health Table**

The members at the Health table have utilized:

- ◆ The Health Workshops on CVD, Diabetes, Osteoarthritis
- ◆ Mental Health, Obesity and chats with Nurse Dianne
- ◆ Mall walking program, fitness program and yoga

In the future they would like to see:

- ◆ A cycling program
- ◆ Tai chi
- ◆ Cooking for special diets
- ◆ More health workshops specifically related to depression, stress, parenting (Canadian vs. Home Culture) and First Nations Services
- ◆ Health Videos to be available for their viewing at the Storefront and
- ◆ Health Workshops would be well attended in the mornings
- ◆ A calendar of future Health related talks, workshops etc. to be posted at the Health section of the Storefront

## **Mental Health and Addiction Table**

The members at the Mental Health and Addiction table have utilized

- ◆ The Welcome Group
- ◆ Sangamam
- ◆ C.R.C.T.
- ◆ C.A.M.H.

In the future they would like to see

- ◆ More services in other languages
- ◆ Children, youth and parents mental health issues addressed
- ◆ More visible information on support groups available
- ◆ Further education sessions for mental health issues, parenting classes
- ◆ Activities and arranged outings for children, youth, adults and seniors

## **Employment Table**

The members of the Employment table have utilized:

- ◆ Volunteer opportunities
- ◆ Internet resources at the Storefront

In the future they would like to see

- ◆ More support for the self-employed
- ◆ Canadian policies
- ◆ Senior benefits
- ◆ Evaluation of international degrees
- ◆ Soft skills seminars (e.g. communication skills) and talks by career experts

Issues suggested for future “Community Speaks” would be:

- ◆ Social issues
- ◆ Publicity
- ◆ Cross-cultural issues
- ◆ Newcomers support and computer use

## **Literacy Table**

The members of the Literacy table have utilized

- ◆ Computer trainings to upgrade their computer skills
- ◆ Knowledge on various health matters and other general information

In the future they would like to see

- ◆ Crafts and needlework classes
- ◆ Political and book club discussions
- ◆ Penmanship, calligraphy and painting
- ◆ Arrange field trips to historical/cultural sites/events

All members were reminded of the literacy program and ESL classes at the Morningside Library located on the 2<sup>nd</sup> Floor.

## **Housing Table**

The members of this table have not used housing services from the Storefront. All members were reminded of the Rental Housing Binder (updated weekly) available at the Storefront. Some of the clients expressed the need for:

- ◆ More information on subsidized housing and
- ◆ A representative could come to speak at the Storefront, to clarify rent-to-own, subsidized housing
- ◆ How/who to complain about housing conditions/availability

All members were reminded to call Scarborough Housing Help Centre or their MPP to advocate for them on housing issues.

## **Settlement Table**

The members at the settlement table had not utilized this service.

- ◆ Some members at this table wanted ESL classes and volunteer placement from within the Storefront
- ◆ The idea of a Goodwill Program and Christmas basket would be welcomed

In the future they would like to see:

- ◆ More programs for seniors
- ◆ More outreach and information
- ◆ Talks in regards to social assistance (CPP/ODSP/Supplemental Income)
- ◆ Home visitor program for seniors to prevent isolation and depression be instituted
- ◆ Provide more information on language programs, public health issues, immigration lawyer, and access to Wheel Trans and public transit

The overall feedback from the community was that the East Scarborough Storefront is providing services that represent its vision. Ideas that emerge from the “Community Speaks” event will help to improve the quality of service the Storefront provides.

The Storefront would like to thank all volunteers and community members who participated in this most successful event. Their valued input is needed in order to ensure that East Scarborough Storefront is providing service that benefits those in it’s community.

