



Transcript: Community Meeting on Poverty Reduction

**Terrace, BC
January 12, 2018**

Introduction and Event Summary

On January 12, 2018, the Ministry of Social Development and Poverty Reduction hosted a community meeting in Terrace, BC to discuss poverty and poverty reduction with residents. The event brought together between 75 and 80 participants including people with lived experience of poverty; poverty reduction front line workers and advocates; people from the non-profit and business sectors; and other community members from all walks of life.

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

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

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

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

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

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

Document Organization

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

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

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

- Housing
 - o Rents are too high for single people
 - o Ministry allowance doesn't cover enough for cost of housing
 - o Sacrifice the support of income assistance cheques sometimes because it costs more than \$375/month for housing
 - o Welfare minus \$375 = \$235 left – it costs much more than \$140 per month for food
 - o With supports it's possible and there are lots of food supports in Terrace, but it is still hard
 - o Hydro costs way too much as well
- Food Security
 - o It is hard to budget for food supports
 - o Emergency shelter in Terrace feeds 40 people per day but the shelter has a budget to feed 16 people
 - o Families are struggling
 - o Single parents have a roof over their head but no food or clothes money
- Subsidized Housing
 - o There is limited subsidized housing in Terrace
 - o There are subsidies for singles but not couples
 - o 2 parents with minimum wage jobs still can't pay for the basics
 - o There is not enough extra assistance for 2-parent families
- Access to information
 - o There is information and awareness about existing programs
 - o People need better access to information
- Homelessness
 - o Some places are empty – you have people staying in vacant buildings
 - o Maybe some of the buildings could be used for recovery (1 vote)
 - o Addictions and homelessness are an issue
 - o More affordable housing would decrease homelessness
- Support Services
 - o There is a lack of detox and treatment centres
 - o People stay 2 days in the hospital to detox
 - o Can be 2 weeks elsewhere but only 2 days in Terrace
 - o The hospital doesn't have enough space
 - o Beds in different wards for people detoxing
 - o People experience privacy breaches when doctors or nurses speak about issues in a shared room, so clients end up leaving early without treatment
 - o There are not enough supports for the homeless
 - o There are no home supports in shelters because the client isn't in a "home" – it would help if some of the supports came to the shelters

- Staff have to advocate for supports from Northern Health and this takes up their resources so other clients don't get help
- Elders struggle to cover their costs
 - Medication costs
 - Take an "elder and families first" approach
 - Families end up paying for parents and elders' medication but this places a strain on families
- Transportation
 - Public transportation in Terrace ends at 6 p.m.
 - Job shifts go past 6 p.m. so you can't go home
 - The Kitimat bus system is better
 - For Thornhill, the first bus is at 7 a.m.
 - People with early starts have to be able to drive in order to get to work
- Social and Recreational Opportunities
 - Public meetings are a way to see what is going on in a community
 - Going to the library, McDonald's gets boring
 - There are no TVs on the street
- Community supports
 - Some shops lock their bathrooms
 - Many restaurants have added locks to their bathrooms in the last year
 - Bathrooms at the library don't have toilet paper, the librarian hands out a portion of toilet paper for people to go – it's dehumanizing
 - Money for homeless/independent persons vs. persons in care (i.e. clothing allowance)
- Medical
 - People have to travel to Prince Rupert, Prince George, or Vancouver for medical services
 - Travel for specialized medical treatment costs money
 - Elders and families experience big financial strain when a family member has to travel for medical reasons
 - Aboriginal peoples' medical expenses are not covered by their Bands
 - For people who are on income assistance meds can be a big expense
 - Flights and transportation to medical appointments can cost a lot
 - There used to be a program that helped people to get a discounted airfare if they travelled to Vancouver for medical appointments but this was cancelled – now there is the health bus but it can be more expensive
 - Sometimes they will only pay for people to travel one way and you have to pay your own costs back
 - It is hard for people to advocate for themselves
 - Many people have to rely on family members to help with these costs
- Aboriginal On Reserve
 - Some First Nations have stopped giving out status cards – i.e. Haida Gwaii, in Nisga'a territory because of self-government
 - People can't get medication or support without a card
- Youth

- Many youth don't have enough support
- Teens hang out at McDonald's, the street, not at school
- Kids often get kicked out of school because they get bullied – when they try to defend themselves they get kicked out
- There's no safe place for male youth
- Youth can't access the shelter if they are younger than 16
- Cellphones, bullying, rumours, all these things hurt youth
- Suicide is the result of this –YOUTH NEED MORE SUPPORT
- MCFD
 - It is hard for parents to deal with MCFD
 - Need people to have supervised visits, but there are not enough Ministry staff in town so visits are cancelled-- sometimes people don't get to see their kids for 1 month or more
 - It is hard on families if parents can't connect with their own kids
- Childcare
 - Daycare costs are way higher than childcare subsidies
 - People need access to affordable childcare
 - There is no access to childcare for medical appointments
 - People need access to childcare for other reasons not just for work
- Food security
 - There is nowhere to go on weekends (soup kitchen shuts down)
 - In Prince Rupert the soup kitchen is open Monday to Saturday, just closed for one day
 - Where can people go if the soup kitchen is closed?
 - The soup kitchen is only open 8:30-3:00, there is still a lot of time to fill
- Safety and Getting Around
 - There are safety issues around the railroad – access should be blocked off
 - The overpass – wind, vehicles flying by, it's not safe
 - People want to walk, get fresh air, and there are semis and trucks flying by
 - For families with strollers – it's dangerous
 - CN is part of the issue, reason people can't cross underneath the overpass
 - CN should be part of the community and pay for a railing
- Emergency Shelters Spaces
 - Emergency shelters kick people out at 8 a.m.
 - The extreme weather shelter closes at 8:30 a.m.
 - Extreme weather funding is too low to keep the shelters open any longer
 - People complain about homeless people in McDonald's
 - People who are homeless have no place to go when the shelter closes (8a.m.-11p.m.)
 - Many people who are homeless don't have families
 - What are the workers doing when the shelter is closed –why can't the shelter be open longer?
 - When the extreme weather shelter closes the regular one is open-but not everyone knows
 - People who are very intoxicated can only go to the emergency shelter
 - See a lot of people on the street

- Mental health
 - o Not enough supports for mentally ill
 - o Not enough housing for people with mental health issues
 - o Suicidal people don't have enough support, don't have options
 - o Often mental health is associated with addictions, alcohol and drugs
 - o Housing especially is an issue for those facing addictions
 - o Some people get transferred to Prince Rupert for mental health treatment (or Kitimat?)
- Single parents/ Single mothers
 - o A big strain on single parents to cover their own housing costs
 - o Mom stays with families and often can't work
 - o Kids don't go to school because they don't have food to eat at school so they miss school
 - o Even if the family receives assistance it is not enough
 - Should increase \$ you can make while receiving income assistance
 - People should be able to earn enough to cover basics costs including food and hydro
 - Food, hydro costs are high
- Food Security
 - o To give people \$5 to buy a meal is not enough
 - o The support that is provided is just a bandaid
 - o Too little support traps people in poverty
 - o Food bank previously did not run all year long—need has grown
 - o Need to look for solutions to food security issues not bandaids
- Transportation
 - o Transportation to and from the community is a big issue
 - o Greyhound is pulling out and cancelling services
 - o This means more hitchhiking and unsafe travel
- Housing
 - o Landlords are not renting to families
 - o There is racism with landlords
 - o Landlords look at you and do not even give you a chance
 - o Places for rent in newspaper will rent to couples only
 - o There is discrimination against single people and families with kids
 - o There are not enough jobs and high rent = problem
 - o LNG made housing an issue
 - o Rents went up because of the proposed pipeline
 - o The Enbridge project discussions meant that rents increased
 - o Renting with pets is very hard but a dog is part of the family
- Discrimination/stigma
 - o There is discrimination against the homeless
 - o Many have alcohol and addiction challenges
 - o When people are out on the street- they can't find a safe place to sit
 - o Places where you could go previously are getting busted up
- Hydro

- Heating is expensive
- One family added space heaters but the rooms still weren't warm enough
- People have to wear outdoor winter gear inside
- The landlord should be responsible for heating but the landlord is not heating enough
- Addiction
 - Addictions is connected to poverty
 - To address poverty we need to focus on helping people with addictions
 - There are not enough detox/treatment facilities locally
 - If you want to get people into detox it has to be available when they are ready/timeline
 - There is not enough aftercare or post treatment care
- Employment
 - Used to be able to live with one person working full-time – now 2 people working full-time isn't enough
- Housing
 - Makola Housing does not do proper maintenance
 - Some units have mould but they are rented anyway
- Health Care
 - People lack access to walk-in doctors, family doctors
 - Transportation to and from appointments can be difficult when bus route timing is limited
 - These types of challenges cause people to be triggered, cold, etc.
 - There is not enough temporary or transitional housing
- Education
 - People cannot afford the cost of education
- Access to Ministry Services
 - It is hard to access Ministry services over the holidays
 - There is poor communication by Ministry staff
 - Some staff do not treat clients well
 - Information about Ministry initiatives at all levels is not well known
 - Getting the application filled out is hard
 - People don't know what avenues are available or if there is anything available
 - People don't know how to access
 - People have too much pride to access
 - Information is accessible by email – but lots of people don't have access to email
 - It is hard to get a doctor to fill out the form
 - It is hard to apply for support
 - No one to advocate for you
 - Not everyone knows that you could go to the hospital for detox
 - People don't know how to apply for PWD benefits
 - Not easy to apply
 - It takes too long (1 year)
 - It is difficult with no one to talk to in the Ministry office
- Housing

- Housing is needed for single parents or for single people
- Not being able to pay rent is a big issue
- Illegal evictions
- Housing
- Low rent but utilities are too high
- Renovations and reno-victions
- People started to make renovations to properties because of the pipeline
- Evicting low income people on welfare
- The rent is too high (even while working)
- No one wants to rent to families
- There are lots of slumlords
- Landlords are renting unlivable housing with high rents
- Much of the housing is older/poorer quality which means high utility costs
- There is a lot of homelessness
- Health
 - There is lack of access to benefits
 - Extended health needed
 - There are long waits for care
 - There are not enough advocates
- Living with Poverty
 - Pay day loans cost a lot of money
 - Most vulnerable people get targeted because they need money now
 - People are living in constant distress
 - People are living on the edge
 - Changes can put them over the edge
- Addictions
 - Addictions should be viewed as a medical issue
 - People with addictions need help, need programs
 - There are no detox beds in Terrace
 - Some detox beds in hospital but no one knows the process to access them
 - People have to travel or self-detox
 - Too hard to get to mental health appointments
 - Not enough supports after treatment
 - People don't make it because the access to supports is not quick enough
- Medical
 - There are too few doctors
 - People who don't have a family doctor face greater barriers
- Utilities
 - Heating and natural gas costs can double your rent
 - Hydro increase (everything increases, but incomes does not)
 - Can't buy food because have to pay hydro
 - Speculation about LNG

- People lived in fear of eviction because there were too many people living in one house
- Social Isolation
 - There are not enough volunteer opportunities
 - There are very limited social and recreational opportunities for people when you live in poverty
 - People can't afford activities
 - Extra hard to make friends with mental illness
 - Volunteering would give people something to do during the day
 - People need more access to opportunities
- Children and Youth
 - Hard for youth who have to transition to adulthood
 - Children have no life choices
 - Working poor can't afford things for their children
 - There are often no spaces for subsidized programs this means that children are left out
- Government Services
 - Welfare rates too low, bare minimum
 - Need to evaluate the level of assistance provided
 - Income assistance rates are too low
 - The assistance that is provided is not enough - not enough money
- Shelter/public spaces
 - People can get banned from the shelter
 - There are conflicts
 - When the shelter is closed people have nowhere to go during the day
 - People have to leave the shelter at 8:00 a.m. and can't come back until 4:30 p.m.
 - People hang out downtown when the shelter is closed but this just creates issues with the local businesses
 - Shelters are full
 - Damp shelter only open certain times of the year
- Aboriginal
 - Aboriginal healing centres play an important role in the communities
 - The community should put money into this resource
- Transportation
 - Hard to get HandyDart services
 - Have to make an appointment
 - Cabs are choosy about who they will help
- Addictions and Detox care
 - There are no transition supports post detox so people have to couch surf
 - Belongings are lost because there is no storage for stuff while you are in detox
- Skills Training
 - There is no funding for career training
 - If there is something, it is something that people are not aware of
 - There is the need for apprenticeship programs for existing workers to move up

- Health Services
 - o It is hard to access health services
 - o There is a need for more mobile services that go to patients
 - o A health fair could be part of the solution
- Addictions
 - o Addictions can run in the family
 - o There are services needed to break the cycle of alcoholism
 - o There is a fear of detox therapy and a need to build trust
 - o There should be a group detox
 - o There is the need for a northwest detox treatment facility
 - o People with mental health problems may trash the place that they are living in due to their illness. There is a lack of appropriate housing for people with mental illness and addictions
- Community Services
 - o People need access to counselling and other services
 - o It is difficult to find couple/group therapy
- Government services and funding
 - o Social service funding cuts have made it more difficult to access some services
 - o Funding cuts stretch everyone
 - o Everyone is doing more with less
 - o There has been an influx of immigration and new people moving to the community and there needs to be services and supports to help with this transition
- Judgement/Stigma
 - o People feel that they are not being heard
 - o There is no humanity in the welfare system
 - o There are significant social costs with the current system
 - o Recognize human rights and poverty will be prevented (policy will be amended)
- Income
 - o It is hard on people who have to live on a fixed income
 - o Retirement programs are inadequate
 - o Minimum wage puts people below the poverty line
 - o There should be a guaranteed annual income
 - o Income and support needs to be at a functioning level
 - o There is the need for a living wage
 - o Government policy needs to bring families and individuals at least to the poverty line
 - o Business models should not be based on paying below poverty wages so businesses have to raise their prices
 - o There is the need for a fair wage (2 votes)
- Geographic/Regional Differences
 - o Regional differences should be factored in, not all at one level
 - o Regional parity needed
 - o There should be an inflation adjustor
 - o Regional equity should address regional differences

- There should be a northern allowance - Resource Benefits Allowance
- Tax rebates are available in certain communities, but not in others (2 votes)
- Tax deductions should be considered – i.e. people in the north need a larger vehicle which means that they pay higher insurance – there should be a vehicle insurance differential
- There should be a northern allowance
- Utilities
 - Bills are too high
 - Need to know more about how is it measured? (2 votes)
 - Utility grants cannot be accessed
 - Need a grant to help people get reconnected to hydro
 - Utility bills are high
 - In some cases the delivery charges can actually double the bill (i.e. for a tank of oil)
- Transportation
 - Public transportation can be an issue
 - Transportation costs can be high and services are limited
 - Medical travel is a real expense for families who need it
- Diversity
 - Different needs of different groups
 - Poverty is not culturally neutral nor gender blind
 - Need for greater equity across the board (2 votes)
 - More support for First Nations
 - More support for women and more support for seniors living in poverty
 - People at a disadvantage include women, First Nations, children, seniors
- Economy and employment
 - Safeway laid off 600 middle managers province-wide – these were good paying jobs
 - Businesses are using minimum wage as an excuse
 - The real excuse is that the economy is not offering full employment
 - Many people work several jobs until they get the equivalent of full time employment
 - Walmart uses part-time staff to avoid offering benefits
 - Full time employment should be enough to lift families out of poverty
 - Both parents should not need to work
 - Government has a responsibility to help address market failure
 - Terrace has a boom and bust economy (1 vote)
 - A periodic boom and bust subsidy needed to avoid this
- Housing
 - We have a housing crisis
 - Many people are having to leave the area
 - They are not building low income housing
 - The housing market is affected by the boom and bust economy
 - LNG created price pressure on the housing in the area
 - We need to find ways to correct for these fluctuations
- Homelessness

- There are a hundred homeless in Terrace
- The Salvation Army gives out 400 hampers
- Families
 - Poverty breaks families down and leads to poor children (1 vote)
 - Abuse/neglect goes up
 - Families are facing too much pressure
 - “The more pressure you put on families, the more families that will break”
 - Give adequate support
 - Don’t blame poor, blame politicians
 - In some ways you are expecting those with least resources to do the most
 - Work in remote Northern communities (Resource extraction)
 - Isolated
 - Working camp jobs
- Housing
 - There is not enough housing for seniors
 - People are staying in abandoned buildings
 - There is a high population of youth who are couch surfing
 - Many seniors are living with family
- Food Security
 - Food costs are high (2 votes)
 - Grocery stores are throwing out food
 - Meal preparation – The cost of food is high if it is not canned
 - People do not have access to healthy food
 - People do not have access to the ingredients that they need for meal preparation
- Child Care
 - The cost of childcare is high
 - \$10/day childcare is wanted
 - People with part time jobs have to pay for full time care to secure a spot
 - Back in 1950s, moms could stay at home, today children need to work
 - Minimum wage with 2 children is not enough to cover childcare costs
- Homelessness
 - Cold weather can be a challenge
 - The community has a damp shelter
 - People live in abandoned buildings and abandoned trailers
- Community Supports
 - There are funding limitations on non-profits
 - All communities need basic social infrastructure including
 - A Family Place
 - Housing
 - Water/sewer
 - More rental options
 - Affordable housing (non-profit/ co-op housing)

- Mixed housing/ mixed demographic
 - Transportation
- Transportation
 - Lack of transportation is a challenge for young kids, seniors, parents
 - People can't get to the place they need, on and off reserve
 - The cost of bus passes is a barrier
 - Most low income people don't own a car
 - There are only 3 buses running
 - People live where buses don't go
 - People can't get to the jobs that are available in town
 - Seniors walking 2-3 blocks in minus 30 degree temperatures this is not possible
 - Youth need access to a driver's license
 - People can take trades training, but they need a driver's license to get work
- Youth
 - They need to access the trades but the cost of a driver's license can be expensive
 - There are 3000 youth living in poverty in Terrace
 - Some are living in mobile homes/trailers
 - School bus stops are unsafe -there are no pullouts
 - Street youth have nowhere to go at night
 - There are no safe places
 - Youth are very vulnerable
 - There is no youth shelter, jail shouldn't be the option
 - An officer should sit with the youth until MCFD arrives
 - In minus 30 degree temperatures - it's cold in a hoodie with no warm clothing
- Schools and education
 - Youth are dropping out, not going to school
 - There is a need for after school programs
 - There is the need to support schools that are creating communities
 - If someone is on disability and going to school they should be allowed to go at a slower pace
 - Under current rules people are not allowed to do the employment training after a certain period, i.e. after 7 years of school, no employment support due to policy limits
- Accessing Ministry Services
 - There are issues with the 1-866 line
 - It's difficult for addicts to use and therefore they can't access services
 - The cost of ID is also a barrier
 - People are pushed to apply on-line or non-profits are expected to step in
 - There are too many forms directed so many ways
 - It's difficult to access in general but is particularly difficult for addicts to access
- Housing
 - What do you do when you have to choose housing or food?
 - Many people are having to resort to "couch-surfing"
 - The cost of housing continues increase

- Utilities
 - o There is limited heating
 - o The safety of portable heaters is an issue
- Emergency Shelters
 - o Shelter hours are an issue
 - o You can't consume alcohol in shelters
 - o The doors are closed all day
- First Nations
 - o Much of the First Nations housing is substandard
- Food Security
 - o The cost of food in Terrace is a barrier
 - o People have to choose – heat or food
 - o You must have an address to access the food banks
 - o People line-up but food runs out even with rations in place
 - o The line-up starts at 10:30 a.m. but doors open at 12:30 p.m.
 - o People end up waiting in the cold for up to two (2) hours
 - o Some people have to take time off work to access the food bank
- Children/Youth
 - o Foster care is impossible in Terrace- can't access
 - o Northwest needs foster parents, lack of foster parents
 - o I have an extra bedroom but how safe is my home when I am living in poverty
 - o This system has been chipping away at supports for youth
 - o More supports needed for children with addictions
 - o "If your roof is blowing away that is not a safe place for children"
 - o There is distrust of the system
 - o Parental supervision is not always possible which means that parents don't get to see their kids
- Child Care
 - o There is a mounting workload on parents
 - o Daycare costs are high even with subsidy
 - o Early childhood educators are paid too little - \$15 per hour
 - o There is no daycare on the weekends – often shift work
 - o Stores don't close on weekends if you are working in retail – you still need childcare
- Government Services
 - o The disability rate is too low
 - o There are rules to prevent "double-dipping" if you already get certain funding but these rules can become a barrier
- Income
 - o Minimum wage is too low
 - o There is the need for a living wage in Terrace
 - o Living wage is different between Terrace and Vancouver
 - o Not one size fits all

- Employment
 - o PWD can't be in school and receive employment support
 - o It may take longer to finish school and in some cases people are not able to gain work experience
 - o Needs flexibility in training
 - o Need a local training facility in the trades and ECE programs
 - o There is no local employment assistance program
 - o Struggling to find volunteer positions to provide people with work experience
- Government Services
 - o Hard navigating the forms
 - o No one to help
 - o Non-profit organizations doing it off the side of their desk
 - o People have to fill out a 30-page form
 - o Ministry person is needed to help but can't find them
 - o Things are filled out incorrectly, which means people don't get services
 - o It's hard to get on disability
- Community supports
 - o People are living with aging parents
 - o People are not prepared to live on their own
 - o The financial burden is placed on parents of children living with disabilities
 - o There have been cuts to services
 - o Anti-poverty society filled big role, but this service is no longer in Terrace
 - o There is a lack of supports
 - o There is only one legal advocate but not everyone fits the criteria
 - o There are communication issues
 - o People need a resource directory
- Equality
 - o Seniors are treated badly
- Health services
 - o People have to travel to Vancouver for a health assessment
 - o There is a lack of specialists and resources (e.g. autism)
 - o Parents have to listen to untrained specialists telling them what to do
 - o Leads to adult mental health issues
- First Nation
 - o Survivors of residential schools often suffer from trauma
 - o Residential schools/trauma can lead to problems down the road
- Housing
 - o BC Housing application process is difficult – long waiting lists
 - o Need more supportive social housing (6 votes)
 - o Cost of rent is high
 - o 14 people are living in one home to afford the cost
 - o Landlord evicts them due to number of people and safety reasons

- Quality of homes – old and run down
- Due to economic speculation, homes were purchased by speculators
- Rents were from \$500/month to \$2000/month
- Landlords do not care about providing good quality homes, i.e. rotten deck, old windows, mold etc.
- More subsidized housing is needed in Kitimat
- Affordable accessible housing for elderly needed
- Health
 - Cost of medication is high (5 votes)
 - Lack of affordable dental coverage
 - Lack of eye care support for exams and glasses
- Youth (7 votes)
 - There are shelters but nothing for youth
 - Options when on the streets are: go to jail, call MCFD – this makes kids run (fear)
 - Kids want help but they have no real options
- Detox and rehab (3 votes)
 - The closest service is in Prince George
 - There is a 10 day wait
 - Often there is no follow up to treatment
 - It is challenging to get in to treatment
 - Stable housing is an important part of the process
- Community Supports
 - Sometimes waitlists
 - People have to wait over 3 weeks to access counselling
 - There is a cap on who can access free or affordable counselling
 - People have to have options to transition and better their circumstances
 - There is the need for new/different opportunities
 - People sometimes feel they have no other option but to defraud the Ministry in order to move forward during transition
 - Resources are not getting out there
 - More resources needed
 - Successful programs end or are de-funded
 - Under the current rules you can't make too much money living on assistance or you lose your assistance
- Government Services
 - Computer literacy needed to access Ministry services
 - People also need email
 - The waitlists can be too long
 - Not everyone has access to a computer and email
 - All are required to apply for income assistance (1 vote)
 - It becomes too challenging for some people to apply
 - Advocacy groups are needed to bring together important conversations

- There is a lack of inter-Ministry/government communication
- Housing Support
 - Housing options are inadequate (2 votes)
 - Standard housing is more expensive
 - Cost of hydro due to poor quality housing is high
 - Inflexible payment options for housing
 - People have to choose between paying for food or heat or shelter
 - People have a mistaken idea that housing is easier here
 - The housing that is being built is already spoken for
 - People are just getting moved around
 - Housing standards are poor
 - There is the need for better information for tenants and landlords
 - Residential Tenancy Branch is not enforcing the rules
- Health Services/Health Care
 - There are no doctors
 - People must go to emergency to address their health issues
 - Even when the doctor is in town –they are too busy
 - Have to call a number of times to get an appointment
- Food Security
 - People can't afford healthy options
 - The cost of healthy options in the North is so much higher than Vancouver
 - Good food box needed
 - Soup kitchen redistributes from shops
 - Coke is not the same as water
 - It is cheaper to eat poorly
 - Poor eating habits are passed onto children – this affects their health
- Government Service
 - There are barriers to getting income assistance
 - No in-person support
 - Must get information by phone or on-line
 - Literacy is an issue
 - Seniors are not good with technology
 - People on disability have coverage for hearing aids but this is not well communicated
 - Access to assistance is not always consistent
 - People need a letter from their doctor to say they have a disability
 - It costs money to get the letter
 - Autism programs are not well communicated
- Mental Illness/Addictions
 - Mental illness is often undiagnosed
 - It is often the case that folks don't only have just one issue
 - Downtown is not conducive to healing/treatment – proximity to liquor stores
 - No local detox or treatment facility

- People have to go to Prince George for treatment
- Every day is a battle – re: substances
- Expectations of probation are not realistic – sobriety
- Employment
 - How do you apply for work
 - People don't know how to apply
 - What if you have a criminal record or a mental illness?
- Services and Supports
 - There is not enough funding for support
 - Support is needed now
 - Waitlists for help are too long
 - There are barriers to access many of the services that are needed are too high/restrictive
 - There are gaps in support coverage
 - There is no men's shelter or resource centre
 - There is not enough maintenance of facilities
 - People have to make choices between rent and food
- Criminal and Legal
 - Crime and poverty are linked
 - Not enough restorative justice
 - People have to steal pampers and formula to feed their kids
 - Legal assistance not an option
 - Need better access to legal assistance/legal aid
- Seniors
 - Many seniors do not have their needs met
 - Some prescriptions are not covered – only so much is covered
 - Food and medication is not covered
 - How to even get a prescription filled can be a challenge
 - Some seniors have a mindset that they should not need to ask
 - People feel that it used to be different
 - Chronic health issues are not adequately supported
 - Medical coverage is not as good as in other Provinces
- Resources and Support
 - Front-line workers might not know how to support
 - Need training to identify and support folks with mental illness
 - Hours of access are not long enough
 - Hours for seniors/staff to support
 - Not enough affordable activities for kids and families/ nothing for teens
 - Employment is based on skills and trades but people don't have training
 - Mental health services are stretched to the limit
 - People living on disability can't afford to get help on their own
 - People are taking out pay day loans to pay for childcare
 - Money Mart/Pay loans take advantage of people living in poverty
 - People live better on welfare than working because you can get work under the table and you can still get benefits
- Community Facilities

- Access to public washrooms – human rights issue
- Where do you go to get something to drink (water) if you have no home
- Lack of funding from government
- Living in Poverty
 - Pay one bill a month and another the next
 - Can't afford to pay all
 - Cost of hearing aids (5 k)
 - Need to break the vicious cycle
 - Need to prevent it from the start
- Transportation
 - "Just go to Prince George for services"- it is not this easy
 - There is a cost to get to Prince George
 - It takes 5+ hours to get to Prince George
 - Cost of transportation
- Medical and Dental Care
 - People receiving income assistance get access to basic dental care
 - This pushes you to stay on assistance
 - People have limited coverage
 - There is no dental care for adults
 - Dental problems can affect overall health
 - Many drugs not covered under current plan
- Services
 - People working in the field are living in poverty while trying to help people in poverty
 - Seniors need different types of support
 - There is a lack of transition support
 - People need access to occupational therapy and behavioural therapy
 - There is no funding for behavioral therapy for adults with FASD (Fetal Alcohol Syndrome)
 - Autism is connected to CLBC but there is not enough support for autism
- Education
 - Schools have huge role to play in helping to break cycle of poverty
 - Age 6-18 school supposed to provide OT, behavioral intervention, physio
 - Funding support through schools is too low
 - Only there for child to exist in school – misleading parents
 - No funding outside of school – Big Gap
- Housing
 - High cost of housing
 - Low availability of affordable housing
 - No money to fix house and so live in appalling living conditions
 - More low income housing
 - Rent too high (\$800) when people get \$710 a month
 - Son is paying less rent in Burnaby
- Income Assistance
 - Inadequate social assistance
 - \$100 rate increase did not make a difference

- The same number of people still coming to the foodbank
- Income
 - Means having money
 - Need a fair distribution of wealth
 - Need a living wage
 - Double income still not enough
- Addictions + mental health
 - Not enough local services
 - Mental health services lacking
- Regional Differences
 - Regional services need to recognize that not one size fits all
 - Terrace, Kitimat, Smithers different from Vancouver and other parts of BC
 - People in Vancouver have better access to health care
 - We pay for travel to see specialists
 - How are we better off?
- Children and Youth
 - Kids at school are hungry
 - Education money is spent on food not classrooms
 - Kids can't learn
 - Low income kids are at a high risk of not graduating
 - Higher risk of drugs, getting pregnant, dropping out
 - Kids don't have the life skills they need
 - The stress of poverty is hard on children
 - Hard on students
 - Schools don't have resources to deal with it
- Ministry Services
 - Ministries won't cross over other ministries
 - Some Ministries say "not my problem"
 - People get caught in the gaps between services
 - Some say it is a union issue
 - Need a system that is more responsive
 - Need people to care
- Housing
 - Need for quality housing
 - Housing that is affordable, stable, long term
 - Increase non-smoking + no drug use laws in housing
- Healthcare
 - More accessible
 - More affordable
 - A lot of people are on the waiting list who have to go out of town
 - People don't have drug plans
 - Paying for medication is expensive
 - I know someone who is paying \$500 a month for medication
- Life skills

- Need financial literacy to reduce debt
- Kids don't know how to be parents
- Need to help people parent
- Teach people/kids paying taxes is a good thing
- Employment
 - Increase employment opportunities
- Families
 - Kids grow up in families that are in positive situations
 - If you want kids to be in positive situations we need to address that and we don't
 - Kids are in dangerous situations
 - Kids are being left in bad situations, even against their best interest
 - Families don't have the resources they need
 - Need to provide stable life for kids
 - Need resources and support
- First Nations
 - There is lots of discrimination against Indigenous people
 - Residential school experience
 - The effects of residential schools are far reaching – they are still affecting families
- Discrimination
 - There is a stigma attached to poverty
 - People who are sympathetic are considered “bleeding hearts”
 - There is a sense that people should pull up their boot straps and just get a job
 - Many groups face discrimination including
 - Race
 - Age
 - Disability
 - Indigenous people
- Seniors
 - Have a growing number of at risk seniors
 - Life is changing
 - No established income
 - No medication coverage
 - “My husband has to take meds that cost \$1800 a month. For me I can survive. Can't fight that”
 - Not enough support for caregivers supporting elderly parents
 - Seniors are not given enough money or benefit payments to cover costs
- Single Parent
 - Single parents who are working face real pressures
 - Many families can't afford daycare, especially single parents who are dependent on a single income
 - Housing costs
 - Single parents in BC have the lowest income rate in Canada
- Housing
 - 50% of income is spent on housing

- \$1100 rent on average for a rented house \$1200 - \$1500.
- Landlords are evicting people to make renovations and then increase the rent
- People must live in substandard conditions due to limited housing options
- There is a lack of affordable housing.
- People live in over-crowded conditions
- The cost of utilities in winter months is high
- More people are living together in shared housing due to limited options
- Statistics don't reflect accurately the level of crowding.
- Without others sharing rent, the housing is unaffordable
- There are concerns about seniors housing
- People move north because housing is cheaper
- People are even moving from Ontario
- Support Services
 - Funding difficult for support services that are needed
 - Local government unsupportive
 - Taxes unaffordable and complicated exemption process
 - Income assistance shelter maximum for singles still \$375 – unacceptable
 - Want services to be non-visible in the community
 - Unsupported and controversial
- Homelessness
 - Homeless assistance is limited
 - Communities struggle with providing services to homeless
 - BC Housing's waitlist is too long
 - Not enough funded housing options
 - Not enough chronic health care spaces available
 - Waited 7 years to get into supportive housing
- Employment
 - Unemployed are criticized at a single job
 - It costs money to be able to work
 - Some people are choosing to stay on welfare
- Childcare
 - The child care subsidy not enough
 - Many low income families can't afford the top up
 - Child support is often difficult to access
 - Caregivers are reluctant to take on subsidy funded parents/children
- Resources and Support
 - Communities want the services to help vulnerable populations
 - It is hard to find work that helps you off assistance
 - Not enough time to volunteer when you have to work 2 jobs
- Access to Services
 - Education about the process is unavailable
 - There is no one to support you with the process
 - Access to supports and services is not always well understood
 - Programs can be underutilized because people don't know that this support is available

- Even gardening programs can be intimidating
- Ministry Service
 - The ministry will kick you off welfare which means less income
 - People are reluctant to volunteer
 - Lack of communication between ministries. I.E. MCFD and MSDPR
- Addictions and Harm Reduction
 - Need more and better addiction support services
 - Bring in detox treatment
 - Policing needs to be about harm reduction
- Food Security
 - There are issues of food security
 - Food distribution system needs to be strengthened
 - Expired food thrown away to landfill
 - Why aren't grocery stores mandated to make expired foods available to the food banks
 - There should be better distribution of expired foods
- Transportation
 - Transportation can be a challenge
 - Access to driver's license not affordable
 - No money, no car, no supports
 - Only college busses seem to be utilized
 - The local bus schedule is unreliable
 - The schedule is not consistent
- Attitude/Stigma
 - Health supports are often unavailable in some communities
 - People want solutions but NIMBY is an issue
 - People blame the city/district but the debates are not really about solutions
 - Communities don't want services near their property (NIMBY), not in my backyard
 - Solutions become politically charged
- Employment
 - The welfare system sometimes discourages work
 - If you work, your income will be too high and you will lose supports
 - Barriers to employment
 - People spend the whole day job searching
- Seniors
 - Seniors have difficulty accessing services
 - Seniors need rides and personal support
 - Seniors are dependent on volunteers
 - Elderly lacking education
 - Lack the knowledge of services available for them
 - Legal issues involved when one passes away i.e. POW, legal directions etc.
- Transportation
 - Transportation from outlying communities is difficult and unaffordable
 - People end up paying \$100 for ride to a doctor or a lawyer
 - The bus schedule does not always have a route that supports where people need to be

- Access to transportation depends on what neighborhood you live in
- Transportation between local communities is unavailable and often unreliable
- Locally organized inter-community transportation is not always available or regular
- Transportation between city/rural areas is limited
- Can affect treatment, people on medication that is required daily (1 vote)
- Inability to access medical appointment and health care
- Access to Government Services
 - Access to the Ministry is difficult
 - Dealing with online processes with no local connections is hard
 - The call centre service is completely unacceptable – unreliable
 - There needs to be more personal support available
 - Cost to access/replace ID (3 votes)
 - There is the need for flexibility to take into consideration the individual's situation
 - There is a lack of information about resources that are available
 - Do MCFD workers know resources?
 - It is hard to get answers on the website and the 1-800 #'s
 - There are many barriers
 - Literacy
 - Access to computers
 - Understanding what we've read
 - Red tape is a problem
 - Red tape gets in the way of helping those less likely to get help
- Regional Issues
 - Our communities are extremely susceptible to boom/bust patterns
 - LNG speculation made housing completely unavailable and unaffordable
 - Families had to leave
 - People don't have money to upgrade housing through renovations (new furnace, windows etc.) to have better quality homes – cheaper utilities etc.
 - There are challenges to access basic services for rural communities
 - Population decline = more cost to bring services
- Medical Services
 - Higher levels of government have stepped away from health/disease prevention
 - Government has become more focused on bandaid solutions
 - Increase in mental health challenges
 - Need more professionals in the community
- Family Support
 - Need affordable family law (1 vote) child support, parental access, divorce
- First Nations
 - Coordination between First Nation communities and mental health/addiction services (1 vote)
 - Lack of doctors and nurse practitioners for First Nations
 - PWD applications to be filled out for income assistance applications
 - High number of First Nations children being removed from their homes/communities
 - There needs to be better services available for FN people

- Supports and Services
 - o There is too much shuffling to receive supports
 - o Lots of non-profit groups trying to fill gaps
 - o People have to see multiple organization to resolve issues (esp. HIP)
 - o Duplication of service between organizations (2 votes)
 - o Competition between organizations
 - o Funding models for non-profits don't always work
 - o Need better supports up front to avoid documentation costs
 - o More students need assessment for psycho-educational planning (IEP)
 - o There needs to be more supports for diagnosis of FASD
 - o How can one group help another
 - o There are not enough resources for families
 - o Not enough inter-agency collaboration
 - o There should be people before profits
 - o Need to use the human rights paradigm
- Education
 - o Lack of access and affordability of education
 - o Student loans
 - o Program funding eliminated due to cost
 - o Successful programs are over- subscribed
- Living in Poverty
 - o Lack of female hygiene products
 - o Tampons, pads, birth control too expensive
 - o Everyone is affected by poverty
 - o I have a job but have to pay rent, hydro
 - o Most people work to live, pay cheque to cheque
 - o Hard to pay for food
 - o People can't afford recreation and leisure activities that are good for your health
 - o People are choosing not to eat in order to pay for their meds
 - o People are choosing not to take meds so they pay for housing or hydro
- Housing
 - o Lack of housing
 - o Affordable housing
- Transportation
 - o Safe transportation needed
 - o Can be faster to walk
 - o Programs have to give rides or people can't access services
 - o Funding for passes is limited
 - o If you are medevacked you have to pay to get home
- Taxes and Equality
 - o Higher taxes for the rich or corporations
- Food Security
 - o Food bank is set up for working poor
 - o Now more people using it

- 20-30 people accessing food share
- 1500 people/month using the food bank in Terrace

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

- Police
 - RCMP discriminates and we need better policing
 - Need long-term RCMP in the community, not rookies for 3 year terms
 - A First Nations RCMP representative – need First Nations people there
 - People don't have information about what RCMP has in place to prevent discrimination so we can't hold people accountable (1 vote)
 - Complaints go to a toll-free number in Ottawa –it is too far away from the community
- Detox (3 votes)
 - Prince George is too far/expensive to travel
 - There is a 2-week waitlist to get in
 - People who detox alone or with untrained staff closer to home get sober before a bed is available
 - Look at model linking detox to shelters (4 votes)
 - People have different needs and should get specialized care/services
 - Develop funding for a detox-specific shelter for Terrace (3 votes)
- Housing
 - More subsidized housing needed for families (1 vote)
 - More enforcement for landlords not to be able to charge high rents
 - Need subsidized housing for people with pets (1 vote)
 - Subsidies for dual-parent families (i.e. 2 parents under one roof) (3 votes)
 - Money should be spent on housing not swimming pools
 - Subsidies for 2 parent families under the same roof
- Employment
 - Make work projects that provide meaningful experience
 - May be people could be part of the cleaning crew to give people jobs
 - Better support from the Mayor (1 vote)
 - More support for homeless people
 - People are on income assistance should be able to access EI training dollars
- Mental Health Resource
 - More mental health outpatient programs (1 vote)
 - More local programs so you can stay in the community
 - Better money to cover food when travelling for treatment
- Shelters
 - Vancouver has drop-in services
 - Drop-in services mean \$2/meal, 3 meals per day, with showers, and a TV
 - Need drop in services in Terrane when shelters is closed during the day (1 vote)

- Funding for third-level housing for homeless people to recover
- People could rent a room but share amenities
- Youth
 - More social and recreational opportunities for youth
 - More money for drop-in day programs
 - A safe place for youth – centre, programs, safe buildings, safe activities, in Terrace!, and including field trips like skiing, hiking, etc. (1 vote)
- Services and Resources
 - Better support for counsellors to help people (1 vote)
 - Longer hours for services including weekends
 - Longer hours for food related services (2 votes)
 - Single or double parent families should get tickets for family activities (swimming, movies)
 - Help with sanitation stuff. I.E laundry, lice treatments etc.
 - More support for high school students with kids who want to finish their education (e.g., daycare, paycheck)
 - Need a foot bridge over tracks for safety
- Health care
 - Better health services for people with painkiller medication prescriptions
 - Doctors are under prescribing and leaving people in pain
 - Need to provide people with different options
 - Need easier access to healthcare
 - Need lower wait times to see doctors
 - Doctors are so full, hard to book appointments
 - In Terrace you have to call the day of for an appointment
 - If you can't get an appointment you go to emergency
- Access to Government Services
 - Easier access to income assistance
 - Improve the application process
 - Hard to get appointments with people who can help
 - Better access to info on services available
 - Create a 1 page (2 sides)/pamphlets with all service in Terrace – “who can help with what”
 - Make information available in public places
 - Create a Facebook page with Terrace services
 - Information available at the services where people go
- Discrimination/Stigma
 - Advocate for homeless people
 - Help them address things like RCMP discrimination
 - Address discrimination
 - Advocate for treatment
 - Advocate for improved access to services at shelters
 - Move outreach alcohol and addictions worker who help people where they are
- Seniors

- Better Elder support
- More assisted living spaces
- Shorter wait lists
- Education
 - More affordable post-secondary education
 - More opportunities/ levels of training
 - More affordable post-secondary education
 - Subsidized job training (3 sticky)
 - Increase access to education to reduce poverty
 - More education opportunities
- Mental health
 - Plan ahead to have enough services for people with dementia, Alzheimer's
 - Create model linking detox services to shelter
 - Provide funding for communities to develop these so that shelters can offer specialized services and have a detox centre in Terrace in the first place
 - Transition support for people coming out of detox (1 red sticky)
- Income support
 - Raise welfare rates
 - Guaranteed annual income (6 votes)
 - Increase access to trust funds
 - Explore guaranteed annual income to address the rising costs of living
 - Micro loans – non profit agencies to administer and no interest on loan (1 red sticky)
 - Guaranteed annual income above the poverty line (4 sticky)
 - Focus on living wage and improving financial literacy (1 vote)
 - Guaranteed annual income
 - Maximum wage – cannot make more than certain % of lowest paid person
 - Increase minimum wage to \$15/hr
 - Guaranteed annual income above the poverty line
- Supports and Services
 - Neighborhood houses (1 sticky)
 - Shelters/soup kitchens to have information on services
 - Income assistance, unemployment, health care
 - Increase funding available
 - Regulations to address predatory lending
- Food Security
 - more access to food banks
 - more school lunch programs (2 sticky)
 - Shelters/ soup kitchens to be open every day (6 sticky)
 - community fridges
 - Longer hours for services incl. weekends (i.e Soup kitchen here is closed weekends)
- PWD
 - Simplify the process

- Make criteria less restrictive
- Have more qualified professionals be able to sign off on PWD applications
- Allow social workers to sign off on PWD
- “Put humanity back to the Ministry”
- Raise welfare rates
- Housing (2 sticky)
 - Have staff in subsidized housing earn a good wage
 - Allow people living in the housing to work in the housing
 - More units for single people or no kids
 - Increase housing stability/security of tenants in Terrace
 - Regulate landlords (ie. They must get a licence)
 - Co-ops—Collaborative co-ops where everyone in community is responsible
- Child care
 - Affordable child care (7 sticky)
 - Too many barriers to the childcare subsidies for teen parents
- Health care
 - Extended health services should be available to people living in poverty
 - Medication coverage
 - Diabetic supplies
 - Dental coverage
 - Access to good local health care is important
 - Health bus doesn’t always run on your schedule
 - There is a gap in health care in the north
 - Resource benefit allowance (1 vote)
- Taxes
 - Taxes should stay locally
 - Maintain taxes for corporations so people don’t have to make up the difference (3 votes)
- Food Security
 - Food programs in schools (youth)
 - Community gardens/green houses
 - Cooking classes
- Ministry Services and Income Assistance
 - Remove barriers to get income assistance (2 votes)
 - Centralized service does not always work for people
 - Need local support and local workers to help one on one
 - Most people do not have email or phone
- Children and Youth
 - Need youth drop-in
 - Need safe place for young people to hang out (2 votes)
- Proactive Measures to Prevent Poverty (3 votes)
 - Measures and programs in areas of:
 - Addictions

- Lack of jobs
 - Any issues contributing to poverty
 - Starting kindergarten or younger
- Long term prevention, long term intervention (1 vote)
- Need positive/healthy role models for kids in/exposed to negative situations (1 vote)
- Family support wraparound – i.e. church, neighbours (2 votes)
- Remove barriers
- Allow non-profit, volunteers and others to help kids and families
- Home Ownership
 - More programs to help with down payments on homes (2 votes)
 - Mortgage payments are just like rent
 - It's the down payment that is hard--maybe include it in monthly mortgage payment
 - Vancouver program – people can buy but they have to sell it back to the organization when they recover
- Addictions and Detox
 - Local detox centre (1 vote)
 - Need better access to detox
 - Create detox centre in the northwest
 - Need a detox facility
 - Alcohol and drugs issues
- Medical Services
 - Eye exams, medication and dental are not always covered
 - Basic dental should be included in basic health care
 - People should have access to free annual exams
- Life skills
 - More financial planning and education for students
 - Credit card awareness
 - Debt, savings, budgeting
- Youth support
 - Train educators – A.C.E.S. study, adverse childhood experiences
 - More affordable youth counselling
 - Early intervention for “at risk” kids
 - Need to encourage kids to stay in school – high dropout rates in the North West
- Childcare
 - Universal childcare spaces - \$10/day
- Housing
 - Better referral process, oversight and knowledge
 - There is only one (1) housing advocate
 - More housing supports like Turning Point
 - More homeless outreach services
 - Re-purpose empty buildings
 - Level playing field to support Terrace tenants

- Funding substandard housing
- Government Services and Inter-agency Collaboration
 - Hierarchies where management doesn't communicate
 - Train government front-line workers on the resources available
 - Provide more outreach
 - Remove silos
 - Have more social workers
- Health Care
 - Poor access to health care services
 - Need 24 hour clinics
 - Too much reliance on ER
 - Need more mobile medical services
 - Need more restorative justice – connect legal and health
 - Need transportation assistance for medical care
- Housing
 - Issues include:
 - Availability
 - Affordability
 - Quality
 - Reforms needed for better tenant protection
 - Increase rental subsidies and coverage
 - More non-profit housing supports
 - Repurpose empty buildings, e.g. schools, motels
 - Address property speculation and foreign ownership
 - Not enough hostel spaces in small towns
 - Spread out new housing so people have choice of community
 - Heavier penalties for slumlords re: bedbugs
 - More enforcement and inspections
 - Support housing advocates (3 votes)
- Transportation
 - Issues include:
 - Availability
 - Safety
 - More service hours and frequency (1 vote)
 - Shuttle buses for smaller routes
 - Currently funding drives the program rather than the needs of the community
- Resources
 - Cost and availability
 - Youth programs and activities
 - Supports for MCFD involved families
 - More financial supports
 - More respite care (2 votes)
 - More resources for families

- Employment
 - o Bring in LNG for jobs (6 votes)
 - o Fund public camp jobs
 - o Hire locally (2 votes)
 - o Create more employment (3 votes)
- Income Assistance
 - o Give people emergency welfare so they don't end up on the street (1 vote)
 - o Let people complete their recovery plan for income assistance (1 vote)
 - o Have more supplements
- Income
 - o Better wages
 - o Higher minimum wage (3 votes)
 - o Consider adopting a living wage
 - o Guaranteed basic income
 - o Support should match the cost of living
- Access to Government Services
 - o Get rid of 1-800 line for welfare
 - o Go back to system from 80/90s when they save you a date
 - o Don't make everyone use the computers
 - o Remove the liability and red tape
- Child care
 - o Guaranteed funding
 - o More spaces
 - o Equitable quality
 - o Replace child care subsidy with government funded paid childcare spaces
 - o Provide universal child care
 - o Increase the number of spaces (4 votes)
- Food Security
 - o Make supermarkets donate used produce close to end date (1 vote)
 - o Pay more attention to the agencies providing food services
 - o Food vouchers
 - o Legislation to support access to food donations
 - o Policy to mandate grocery store donations
 - o Skills and education around healthy eating
 - o Less red tape – education to grocery stores
 - o Community gardens
 - o Need to make food more locally accessible
- Transportation
 - o Bus passes
- Services and Supports
 - o Know what the different agencies do and what they need (1 vote)
 - o More outreach
- Taxes
 - o Ensure tax deductions are fair and equitable in the whole community (1 vote)

- Abolish taxes
- More education around the process for large organizations (1 vote)
- Income
 - Enforce a living wage
 - Increase minimum wage (2 votes)
 - Higher minimum wage
- Income support
 - No claw backs/earnings (4 votes)
 - Need one system of financial support to mesh with the over deductions of federal and provincial governments. Federal and provincial support needs to be harmonized
 - Need to align systems, so no inequalities (3 votes)
- Housing
 - Accessible/diversity of housing options (1 vote)
 - More affordable housing (6 votes)
 - Affordable housing (4 votes)
 - Affordable and free housing
- Legal Supports
 - Broaden legal aid system (2 votes)
 - Family violence issues
 - Justice system shouldn't let out dangerous offenders (1 vote)
 - Death penalty (justice)
 - Need for restorative justice (1 vote)
- Access to Government Services
 - Personalized services available for people on income assistance, especially during the application process (2 votes)
 - Get rid of 1-866 line
- Services and supports
 - More supports and resources (1 vote)
 - Better programs and services (1 vote)
 - Family values awareness
 - Budgeting and spending (1 vote)
 - Curb immigration (1 vote)
 - Quadruple income assistance (2 votes)
 - Greater coordination, communication and cooperation between the number of non-profits and government agencies/groups working on health and social issues
 - Silo busting
 - Reduce duplication of services
- Addictions
 - Let people complete recovery by looking for work
 - Treatment centre in NW region (8 votes)
 - Government funded treatment centre in Northwest region (provincial or federal)
- Employment and Jobs
 - LNG
 - Hire locally

- Education
 - o More education for trades (4 votes)
 - o Cultural and traditional education
 - o Education in the trades
 - o Learn more about our history, where we come from
- Youth in Care
 - o Keep kids with their immediate families, not with MCFD
- Housing
 - o More short term housing
 - o More education between landlords and tenants
 - o A year-round low barrier shelter
 - o Youth group homes with support
 - o Long term housing
 - o More homelessness intervention
 - o More support in all communities between different service providers
 - o Building new affordable living
 - o Health inspectors to inspect buildings
 - o Better housing standards for landlords to follow (i.e. pests, vermin, etc.)
 - o More transitional housing for youth aging out of MCFD
 - o Renovate existing housing
- Health care
 - o Poor health care access and knowledge
 - o License foreign doctors
 - o More nurse practitioners to reduce pressure on ER
 - o Provide transportation for medical care
 - o Provide medical travel to get home (1 vote)
 - o Make costs associated with medical (hotels, food) more affordable (2 votes)
- Service Co-ordination
 - o Access/Support to get ID from government to help people on assistance/living in poverty
 - o Support to fill out applications in Terrace
 - o Strengthen interagency collaboration (gov't and non-profit) (4 votes)
 - o Dedicated organization to facilitate monthly meetings between services
 - o Widen attendance for committees/awareness
 - o Services too siloed → widen
 - o Need providers to have literacy and access regarding services
 - o Raise awareness for support services
 - o Reduce silos between agencies
 - o Centralize info centre
 - o Increase/return to in-person services
 - o Better information
 - o More education and awareness of resources already available (1 vote)
 - o MORE EMPATHY!
- Life skills
 - o Prevention and life skills training

- Supports and Services
 - o Poor supports for seniors
 - o More community based care
 - o More hospice and residential care
 - o More seniors housing
 - o More supports for dementia
 - o Community level supports
 - o Understand the bigger picture
 - o Foster system for adults with disabilities
 - o Trauma informed practices/training
 - o Increase resources for families (1 vote)
 - o Willing to pay more taxes for more social services (1 vote)
- Public Spaces
 - o More access to public spaces
 - o Make public spaces safe and welcoming
 - o Access to public bathrooms
- Income and Income Support
 - o Living wage like Ontario (4 votes)
 - o Pay people a fair wage
 - o Earn more money while staying on assistance
 - o Living wage
 - o Increase minimum wage means more money to spend
 - o People need more money than to just to pay bills – need to be able to invest in themselves and improve their circumstances
- Transportation
 - o More funding for transportation
 - o Smaller busses with more services (sometimes bus is empty)
 - o Subsidies to help people get their driver’s license
- Children
 - o \$10/day child care (2 votes)
 - o \$25/hour wage for ECE workers
 - o 0-6 years is most important
 - o Childcare workers are “heroes”
 - o Keep good people
- Employment
 - o Create local training opportunities (free or cheap) that are relevant to the community
- Youth Services
 - o Include a youth centre
 - o Treatment and youth housing
 - o Free driver’s license training
 - o Youth programs (1 vote)
 - o Youth shelters (4 votes)
 - o Youth food shares in schools
 - o Food security for youth/families

- Regional issues
 - o Specific geographic area
 - o Awareness of geography because Lower Mainland and Island issues aren't the same
 - o PG is not a viable solution when living in Terrace/Dease Lake (2 votes)
 - o Create service areas, another hub of services locally (1 vote)
 - o Higher base in North
 - o More collaboration b/w Northern communities for housing issues, homelessness
 - o Divide money differently according to regional and community need
 - o Allocation of money should be based on community needs
 - o Assistance needs in communities should be taken into consideration
 - o Address geographic variations in heating costs, school bus travel (2 votes)
- First Nation
 - o More community dialogue about how First Nations are living
 - o On reserve living wages
 - o Aboriginal justice program to funding ISP program
 - o First Nation support for environmental/social impact of community
 - o More First Nations research on poverty
- Education
 - o Look at education formulas (individual – based vs. school)
- Stigma
 - o Need to address the misinformation and stereotypes (2 votes)
 - o Reduce bias/stereotypes
- Individualized support for PWD
- Housing
 - o More housing solutions needed
 - o Supportive housing for clients who need support but not 24/7 (1 vote)
 - o Support for affordable housing solutions
 - o Communal living (i.e. co-housing models)
 - o Housing for certain populations (seniors, young families) (1 vote)
 - o Co-op housing in Terrace (1 vote)
 - o Reduce rental rates (1 vote)
 - o "can't get anything in Terrace for under \$600 per month"
 - o 0% vacancy rates
 - o Stricter laws for landlords
- Food Security
 - o Green houses
 - o Community gardens (1 vote)
 - o Teach kids to grow food in school (4H)
- Childcare
 - o After school care for free (1 vote)
- Housing
 - o Build the right kind of housing
 - o Have targeted housing solutions
 - o Housing to age in place for seniors (BC Boxes aren't accessible)

- Create more affordable housing (4 votes)
- Need more co-op housing
- More group homes and second stage housing
- More rent to own opportunities
- Kitimat needs a group home