

# Ensuring Accessibility in Parks and Recreation Services

Report to the City of Ottawa on the consultation on  
Social Strategy of the Parks and Recreation Master Plan

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**CAWI/IVTF**  
**City for All Women Initiative**  
**Initiative une ville pour toutes les femmes**

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- Centretown Community Health Centre
- Nepean, Rideau, Osgoode Community Resource Centre
- Overbrook Forbes Community Resource Centre
- Pinecrest-Queensway Community Health Centre
- South-East Ottawa Community Health Centre
- Western Ottawa Community Resource Centre

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## Executive Summary

In February 2011, the City of Ottawa Parks, Recreation and Cultural Services partnered with City for All Women Initiative (CAWI) / Initiative: une ville pour toutes les femmes (IVTF) to undertake consultations that would inform the Social Strategy of the Parks and Recreation (hereafter P&R) Master Plan. The purpose of the Social Strategy is to ensure accessibility and inclusion to recreation services for priority population groups.

CAWI's aim was to create opportunities for women to engage their communities and ensure their voices are heard in this consultation process. Multicultural and specific populations, including First Nations, Inuit, African francophones, Chinese, Somali, people living with disabilities, people living in poverty, as well as rural and suburban communities were engaged through focus groups. Thirty-six women from these communities were trained as focus group facilitators. Community organizations sponsored 18 focus groups with a total of 174 participants.

Residents in the focus groups were, generally, surprised and enthusiastic to learn about the diversity of recreation services in Ottawa. When asked why recreation is important to them and their families, most residents expressed that recreation impacts positively on their mental and physical well-being. Residents felt strongly that recreation benefits children and strengthens communities.

In asking what is needed to make services accessible, responses varied in each community<sup>1</sup>. Across all groups, residents indicated it would be key to improve dissemination of information on recreation services; make services affordable; create a culturally sensitive, welcoming and safe environment; ensure physical accessibility to buildings; offer services in close proximity or ensure affordable/accessible transportation; provide equipment; and have flexible schedules.

Residents indicated that affordable recreation means recreation at minimal or no cost, depending on the activity, as well as affordable and accessible transportation. Options for making fees affordable were offered<sup>2</sup>.

Residents ranked the priority services most important to their community, which varied according to the specific communities<sup>3</sup>. Residents identified creative ways the community can contribute to making services accessible which included community partnerships, utilizing community and school facilities, volunteer positions that enhance employability of residents, creating transportation options, fundraising, and making their views known.

As a result of these findings, CAWI recommends the following:

- Ensure the proximity of recreation services;
- Improve public transportation options to and from services and facilities;
- Improve information dissemination;
- Create a Community Information Team (CIT);
- Increase alternative financial solutions;
- Ensure a welcoming, inclusive and safe environment;
- Eliminate all physical barriers to recreation facilities;
- Language.

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<sup>1</sup> See Graphs 5 and 6 on pages 13 and 14

<sup>2</sup> See recommendation 5 on page 5

<sup>3</sup> See description per target communities on page 11

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### List of Acronyms

CHC	Community Health Centre
CIT	Community Information Team
COCACO	Communauté camerounaise du Canada - Ottawa
OILRC	Ottawa Independent Living Resource Centre
P&R	Parks and Recreation
RAF	Regroupement Affaires Femmes

# I. Recommendations

As a result of CAWI's efforts to reach a diversity of communities in Ottawa, 18 focus groups led by facilitators from those communities took place throughout the city. In order to provide the City with concrete examples of how to make Parks and Recreation more accessible, the following recommendations are accompanied by proposed actions. The order of recommendations does not reflect the order of importance but rather the amount of discussion that it generated.

## **Recommendation 1:**

### **Ensure the proximity of recreation services**

When recreation services are provided in the neighbourhood or nearby, transportation is no longer an issue. Proximity could be achieved by developing a variety of partnerships:

- Provide recreation instructors who go to communities;
- Create opportunities for different community groups to share the same instructor, so as to cost share and foster inter-community partnerships;
- Partner with local community groups or use existing infrastructure (e.g., City provides venues and the community provides instructor).

## **Recommendation 2:**

### **Improve public transportation options to and from services and facilities**

If Recommendation 1 is not feasible, transportation is key to ensuring accessibility to recreation services. To make transportation to recreation accessible and affordable, consider the following actions:

- Eliminate multiple bus transfers to recreation services;
- Provide transportation vouchers or gas allowance (use remaining Hand in Hand budget);
- Encourage community car-pooling;
- Create a system by which communities can access shuttle bus or van to travel to special events or recreation activities.

## **Recommendation 3:**

### **Improve information dissemination**

Many residents were not aware of the P&R services provided by the City, including the Hand in Hand subsidy program. To make this possible:

- Advertise in the media (radio, TV);
- Coordinated with school boards to advertise in schools (e.g. in children's bags and Parents-teacher nights);
- Reach out to community leaders, organizations and agencies and follow up to make sure information reaches specific populations (see recommendation 4).

## **Recommendation 4:**

### **Create a Community Information Team (CIT)**

In order to sustain improved information dissemination (Recommendation 3), create a Community Information Team that would receive training to be spokespersons for P&R services.

The City would:

- Create volunteer positions with training, job description and supervision that will enhance their future employability.

- Deliver training workshops for community leaders who would volunteer to be spokespersons for P&R and staff community booths in various languages (sometimes during regular community or school meetings) and interpret when needed.
- Maintain an updated list of community-based organizations and their meeting dates, when CIT volunteers could possibly hold information sessions;
- Recognize volunteer contribution by means of bus tickets or recreation passes/memberships.

#### **Recommendation 5:**

##### **Increase alternative financial solutions**

Because residents demonstrated that accessibility means affordability, consider alternative payment options such as:

- Allow residents to pay recreation fees by instalments;
- Avoid recreation courses being underutilized by offering empty spaces to low income residents;
- Offer community group memberships at special rates;
- Extend the definition of family to include all dependents including seniors or other relatives living in the same household;
- Allow sharing subsidies between children from the same family;
- Reduce costs for City volunteers;
- Provide equipment and supplies for communities who need it.

#### **Recommendation 6:**

##### **Ensure a welcoming, inclusive and safe environment**

In order to make recreation accessible, residents reported that recreation services must be welcoming, inclusive and safe. To achieve this sense of belonging, the following actions could be taken:

- Provide sensitivity training to staff dealing with inquiries about subsidies;
- Offer culturally specific activities (family-friendly; women-only; Aboriginal-specific);
- Offer specific programs for people living with disabilities;
- Provide specific age-related activities;
- Assign Park Monitors at designated times to give women and people with disabilities a sense of safety.

#### **Recommendation 7:**

##### **Eliminate all physical barriers to recreation facilities**

As the City continues to enhance physical accessibility to its facilities and parks, people with disabilities, seniors and parents with strollers all indicated this will increase accessibility.

#### **Recommendation 8:**

##### **Language**

Having information and services available in the two official languages is key to both Anglophones and Francophones. To have information on recreation services, especially the Hand in Hand program and some other services in the primary immigrant languages (Arabic, Chinese, Somali, etc.) can improve accessibility. It is recommended that the City improves language outreach. This may be achieved by many means:

- Disseminate the available resources throughout the city in different languages through the Community Information Team;
- Translate the list of priority services into different languages.

## II. Background

The City of Ottawa is developing a comprehensive Parks and Recreation (P&R) Master Plan. In 2009, the City conducted extensive consultations to inform this plan. CAWI, in partnership with various community groups and organizations, took part in this first set of consultations and provided a report. As a result of this process, the City has put forward ideas for making parks and recreation services more accessible.

The City is now developing the Social Strategy of the Recreation Master Plan with the aim of ensuring accessible recreation services for the next ten to fifteen years, in a context of City and community resourcing constraints (e.g., limited budget, space limitations, and limited staff/volunteers). The Social Strategy has four strategic directions: i) Locally available places to recreate; ii) Affordability; iii) Accessible and inclusive programs/services; and iv) Recreation as a tool to achieve a healthier community.

To ensure the City develops a strategy that is inclusive of the full diversity of residents, City of Ottawa Parks, Recreation and Cultural Services engaged CAWI to conduct focus groups. As CAWI currently has a program to train facilitators from a diversity of communities city-wide, women engaged in this program and conducted focus groups in their respective communities. The City of Ottawa recruited additional facilitators to reach rural communities.

CAWI worked with City staff, community organizations and community facilitators to develop the focus group process and train focus group facilitators. Data collected from these focus groups informs this report and recommendations to the City of Ottawa.

### III. Methodology

The community facilitators were trained by CAWI in 2 training workshops on “how to conduct focus groups.”

#### **Consultation Goal:**

To provide quantitative and qualitative information to the City that will assist City staff in providing affordable, accessible and quality recreational services to marginalized communities in the city.

#### **Focus Group Objectives:**

- Learn about the City’s goal to make parks and recreation services accessible and affordable;
- Help the City to know how to best achieve affordable, accessible recreation services with the limited resources available;
- Identify community and individual contributions that can assist in making recreation services more accessible in our city.

CAWI coordinated a Working Group of women from diverse communities, organizations and the City of Ottawa to guide the consultation. The Working Group identified specific populations in the city whose views may not be heard through the City of Ottawa’s online consultation. The Working Group then identified community partners who would sponsor a focus group with those specific populations. Twelve sponsoring organizations identified community women to facilitate the focus groups.

A small committee within the Working Group developed a Focus Group Guidebook comprised of materials and questions which aimed at covering the four strategic directions that govern the P&R Master Plan. CAWI offered a one-day training session to the 36 facilitators who were given the opportunity to learn about the City’s P&R services and how to facilitate a focus group. Twenty-six of these facilitators were participants in a six month training program, eight were recruited for the purpose of these focus groups. Co-facilitators worked together to adapt the focus group to their specific communities. Facilitators were given a Focus Group Guide and were encouraged to use the questions most relevant to their communities.

There were 18 community-based focus groups with a total of 174 participants. Participating organizations were given the option to convene women-only or mixed-gender groups. However, even in the mixed-gender groups, it was mostly women who attended.

The focus group discussions went from accessibility and affordability of recreation to choosing priority services for their communities. As part of the process participants were provided with a list of services offered by the City (see Appendix C) and were asked to determine what their 6 priority services would be. To determine the six priority services for each community, residents were given ten sticky dots. They were asked to show for which services they would spend their dots and the services that got the most votes were considered top priorities. All focus groups had an assigned note taker.

## IV. Findings

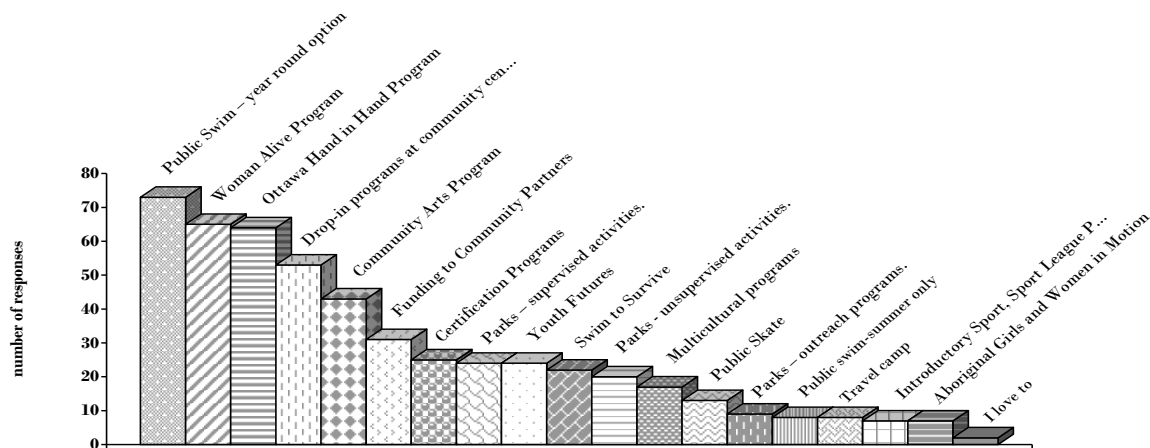
This section reports on the raw data and emerging trends. In the following Discussion Section, these findings are analysed and samples of residents responses are provided.

The discussions centered on how to make services accessible. Questions asked fit into three themes:

- What does accessible mean
- What P&R services are a priority to them
- What the community and individuals can do to make recreation more accessible

### Recreation is important to me and my family because...

The focus groups began with asking participants why recreation is important to them and their families. Although responses varied, most residents expressed that recreation impacts positively on their mental and physical well-being. Residents felt strongly that recreation benefits children and strengthens communities.



Here are some examples of specific responses that were given in each category:

- “Youth/children are our future. We need to concentrate on them and make it more accessible to families”;
- “Recreation eases our tiredness, stress and depression; it makes us refreshed”;
- “It’s a part of life. We need to have this kind of environment to be healthy. It’s a way to be together with your community”;
- “Relationship building; opportunity for families to meet other families, children to meet other children, communicate and socialize with other people”;
- “A safe place for seniors to do recreation and physical activities, as well as exercise”;
- “Teenagers who are more engaged are more likely to stay away from drugs and crime”;

## What does accessible recreation mean to you?

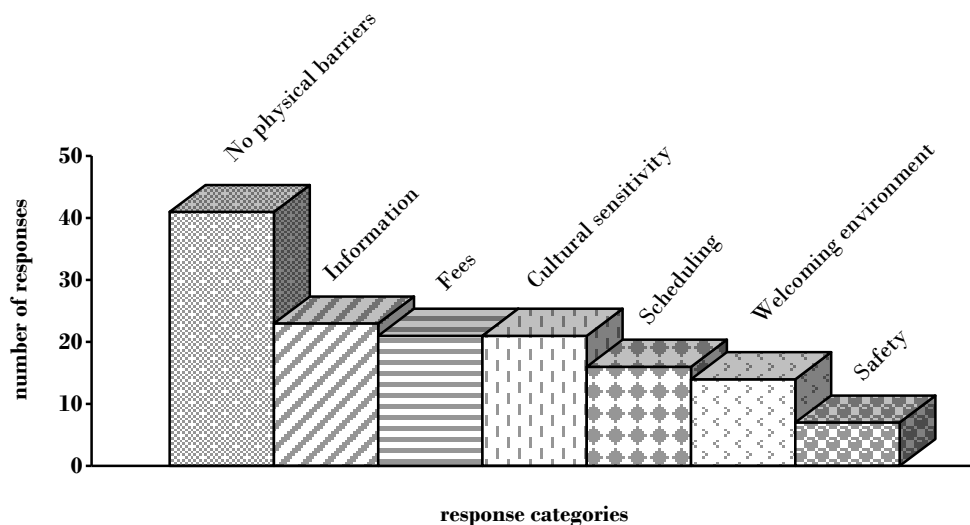
The most common responses relate to physical barriers such as:

- location of recreational activities,
- access into recreational buildings for seniors, people with disabilities as well as persons with strollers.

Others factors key to accessibility are:

- residents are well informed of available programs and activities,
- services are affordable,
- services are offered in a culturally sensitive environment,
- schedules are flexible,
- residents feel welcome,
- residents feel safe.

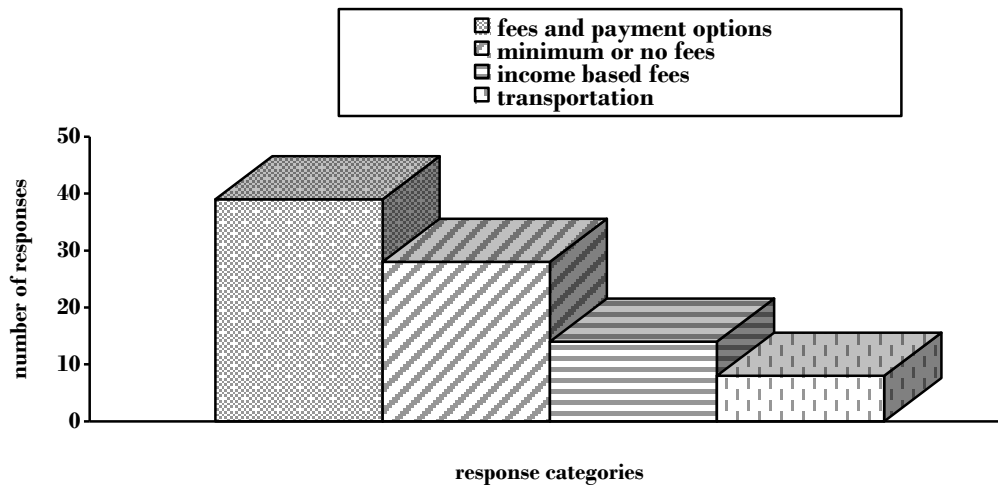
Graph 2: Accessible recreation means...



## What does affordable mean to you?

Residents indicated that affordable recreation means making fees affordable as well as the availability of low cost transportation. A few mentioned that providing equipment would make recreation more affordable. All target communities, except the seniors, provided further input to this question by providing ingenious and generous options (see Discussion Section) that would make recreation more affordable to them.

Graph 3: What does affordable mean to you?

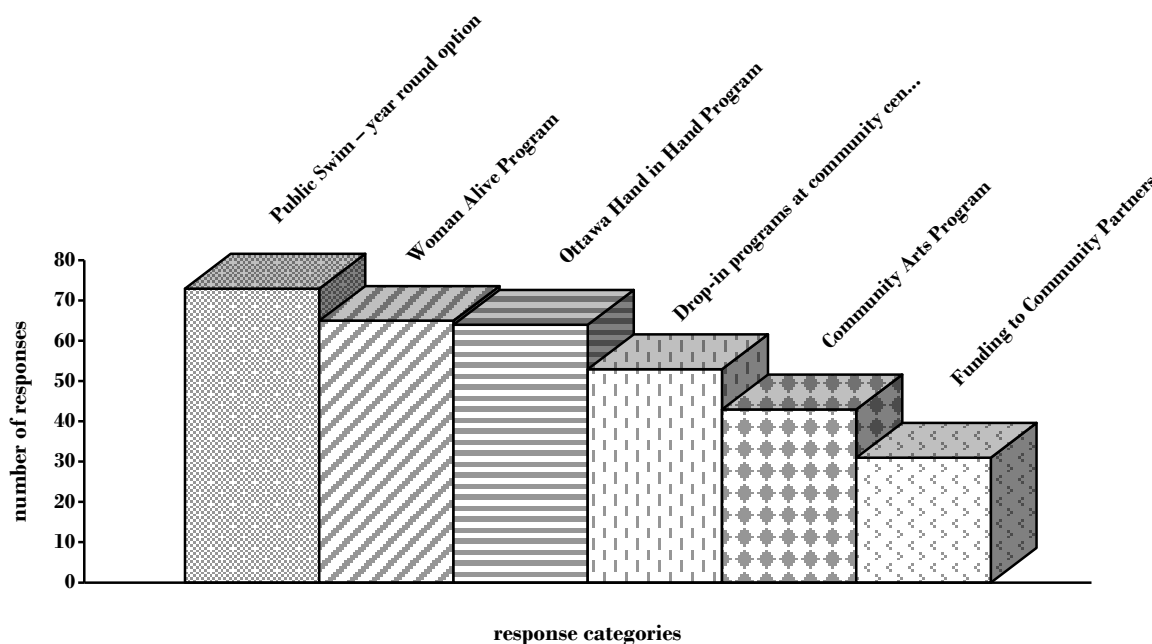


### Priority services

Participants were provided with a list of services offered by the City and were asked to think of any that were missing that they felt are important for their community. Then, participants were asked to identify their 6 priority services. This was followed by discussions on how these priority services could be made more accessible either at an individual or community level.

Findings show that overall, priority one is *public swim - year round option*, followed by *Women Alive* and the *Ottawa Hand in Hand program*. Another chart showing residents' priorities on all services can be found in appendix E.

Graph 4: What are your six priority services?



In this report priorities are presented according to target populations, which are the Aboriginal, francophone, immigrant and seniors communities, people living with disabilities and people living in poverty. Findings are also presented in terms of four geographical areas: city-wide, rural, urban and suburban communities.

## **Target communities**

Based on participants' votes, the lists below are top priorities as identified by each target community. They are in descending order with those that tied listed on the same line.

The **Aboriginal** community was represented by Minwaashin Lodge and Ottawa Inuit Children Centre focus groups, which were comprised of a total of 21 participants.

- *Women Alive*
- *Swim to Survive*
- *Aboriginal Girls and Women in Motion* and the *Hand in Hand* program
- *Community Arts* programs
- *Public swim year round* and *Youth Futures*

The **francophone** community was represented by the Cameroon Association, Regroupement Affaires Femmes, and the Rural East focus groups, which were also comprised of 21 participants.

- *Community Arts program*
- *Parks - supervised activities*
- *Multicultural and Drop-in programs*
- *Funding to Community Partners*
- *Women Alive and Seniors activities*
- *Public swim - year round*

The **immigrant** community was represented by the Cameroon Association, Carson's-Lowertown, Chinese seniors, Kanata, Overbrook-Forbes, Pinecrest Terrace, Regroupement Affaires Femmes and Confederation Court focus groups. Although this is a much larger group of participants (98), there is a clear consensus in terms of the top priorities:

- *Public swim - year round* and *Hand in Hand program*
- *Drop-in programs*
- *Women Alive*
- *Supervised Park Activities, Youth Futures* and *Funding to Community Partners*
- *Community arts program and Tai Chi*
- *Swim to survive*

The **people living with disabilities** community was represented by the Well and the OILRC focus groups, which comprised 20 participants.

- *Public swim - year round* and *Women alive*
- *Drama classes, Drop-in programs* and *Community Arts programs*
- *Low cost language classes, Low cost swimming lessons for adults* and *Non-traditional activities like rock climbing and paintball*

The **people living in poverty** community was represented by seven focus groups: Parkwood Hills, the Well, Pinecrest Terrace, Carson's Lowertown, Overbrook-Forbes, Centretown and Confederation Court. These focus groups were comprised of 64 participants.

- *Hand in Hand program*
- *Women Alive*
- *Public swim - year round*
- *Drop-in*
- *Swim to Survive*
- *Youth Futures*

The **seniors'** community was represented by the Chinese seniors and the Rural East focus groups. There were 21 participants from this target group.

- *Tai Chi program*
- *Hand in Hand program*
- *Funding to community partners and Senior Dancercise*
- *Public swim - year round, Community Arts program and Parks unsupervised activities*
- *Park outreach, Drop-in and Travel Camp programs*
- *Funding through community partners*

## **Geographical communities**

The **rural** community was represented by the following focus groups: rural East, rural West, and rural South. These focus groups were comprised of 19 participants.

- *Drop-in program*
- *Funding to community partners and Certification programs*
- *Parks supervised and unsupervised activities, Public skating and City to provide mandatory speak out programs for all volunteers*
- *Public swim - year round*
- *Outreach programs, Travel camp and biking paths*
- *Local recreation guides*

The **urban** community was represented by the Inuit community, the Well, Carson's-Lowertown, Overbrook-Forbes, Centretown and Confederation Court focus groups. There were 52 participants representing this community.

- *Women Alive*
- *Public swim - year round*
- *Hand in Hand program*
- *Certification programs*
- *Summer swimming*
- *Supervised Park Activities*

The **suburban** community was represented by the following focus groups: Parkwood Hills, Chinese Seniors, Somali Mothers, Pinecrest Terrace and Kanata. There were 58 participants representing this community.

- *Hand in Hand program*
- *Drop-in*
- *Public swim - year round*

- *Community Arts*
- *Youth Futures*
- *Tai Chi*

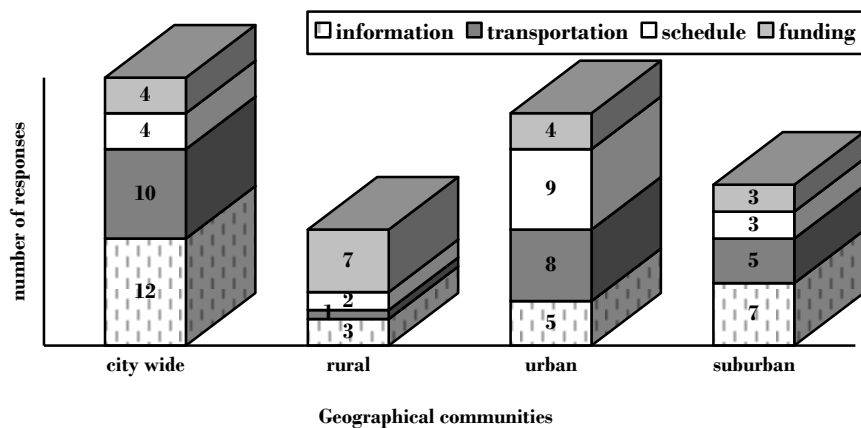
Finally, the **city-wide** population was represented by the Regroupement Affaires Femmes, OILRC, Minwaashin Lodge and Cameroon Association focus groups. This community was represented by 45 participants. In order of priority, the services wanted by these residents are the following:

- *Community Arts*
- *Women Alive*
- *Public swim - year round*
- *Supervised Park Activities, Multicultural and Drop-in programs*
- *Seniors activities; Funding to community partners*
- *Drama class*

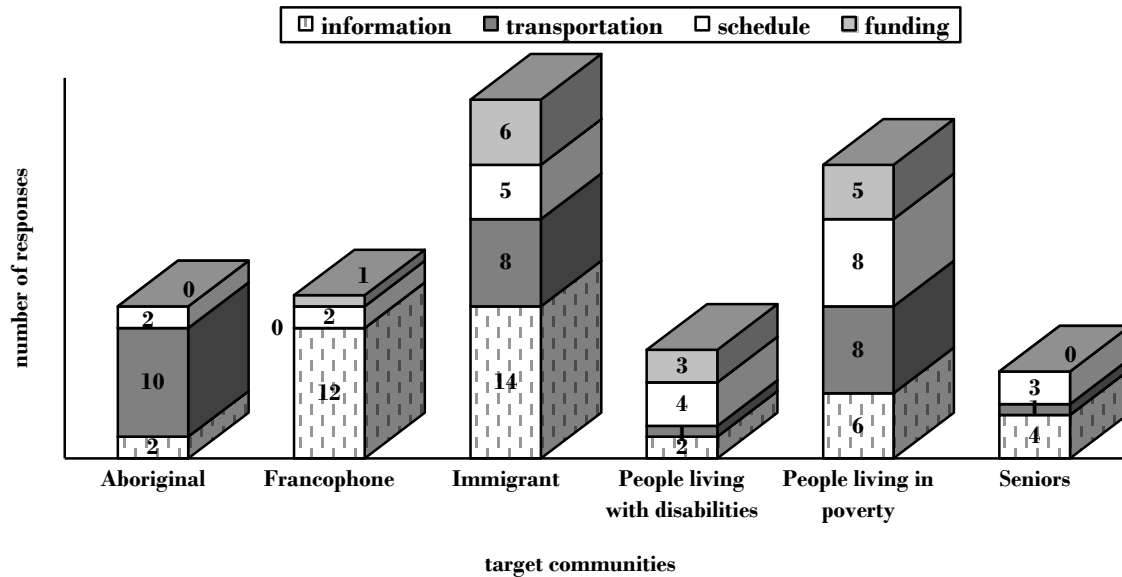
### What is needed to help make these services accessible in your community?

To make these priority services accessible, residents highlighted the following four themes shown in the graph below. When speaking of funding, they referred to the importance of providing support to non-profit partners in delivery of low cost or free parks and recreation programs in their local community. In addition, but not reflected in this graph, some residents spoke about the need for safety and availability of equipment.

Graph 5: What is needed to help make these services accessible in your community?



Graph 7: What is needed to help make these services accessible in your community?



### What is it that the community can do to make parks and recreation services more accessible?

Some residents thought communities can make recreation services more accessible through community partnerships; others emphasized eliminating transportation barriers (see Discussion Section). Complementary to these measures, residents cited the following actions:

- Collaborate (share resources and talent; leaders meetings; intergroup activities);
- Inform (information workshops; outreach; advertise; moccasin telegram, word of mouth);
- Encourage volunteering (time and talent; recognition; increasing employability);
- Advocate for more recreation services (talk to politicians; sign petitions);
- Fundraising activities.

### What can you do as individuals to contribute making recreation services more accessible in your community?

On an individual basis, responses were scarce but group responses generated three options. By order of response frequency, community members could do the following:

- share information (with friends, neighbours; community group information session),
- volunteer (time; knowledge),
- make your voice heard (speak up at meetings; advocate for my community).

## V. Discussion

The following discussion analyzes the findings and provides additional proposed actions so as to inform recommendations implementation. Six main themes emerged including location of recreation activities, transportation and access into buildings, information/communication, scheduling of programs and activities, costs, and cultural sensitivity and friendly environment.

### **Physical access: location, transportation and access into buildings**

Residents felt that having programs and activities within their neighbourhoods make the activities more accessible. Proximity of recreational activities ensures that transportation does not become an additional barrier.

Transportation was an issue with respect to accessibility and it was voiced in discussions with most of the target communities. Interestingly, however, this was not raised as much by people living with disabilities, seniors and rural communities.

Difficulties with entering or using the buildings where services are provided were identified as another main challenge. Residents with young children, those who are older and those who are disabled have limited access because of structurally inaccessible buildings. The residents expressed that the City needs to ensure that facilities can accommodate strollers, wheelchairs and walking aids. Suggestions to overcome physical barriers to accessibility include:

- Make it easy for people in wheelchairs, mothers with strollers and the elderly to get to the activities and into the buildings;
- Accompany and support seniors get to events;
- Create community centres that are closer to home, right in the neighbourhood, so that they can walk, bike, or take a bus there.

If the City is not able to deliver services in neighbourhoods, residents proposed some transportation solutions to make recreational services more accessible:

- Eliminate multiple bus transfers to recreation services;
- Provide transportation vouchers or a gas allowance (use remaining Hand in Hand budget);
- Encourage community car-pooling;
- Create a system by which communities can access shuttle bus or van to travel to special events or recreation activities.

### **Information**

Many residents felt that the lack of information on recreational activities, services and subsidies was a major barrier to accessible recreation. There were strong indications for the need of more information material and advertisement of services.

Information needs to be available online, but the internet is not enough. Some suggested that information needs to be posted in community centers and schools or that information workshops

be presented to specific target groups such as persons living in community housing. Only the francophone and seniors communities did not mention making information available as a means to making recreation more accessible.

However, when it came to discussing what is needed to make priority services more accessible, the francophone community clearly felt that more information is needed. A statement from the Aboriginal community also supports this idea. *“I did not know about the Aboriginal Women and Girls in Motion program, and I work at an Aboriginal agency making referrals to Aboriginal people.”* It seems that even information on specific cultural programs needs to be better distributed.

This was also the case with the immigrant and city wide communities. Samples of responses that relate to lack of information include:

- Being informed and having it available in all languages (and in Braille) – knowing about programs that meet your needs;
- Advertise programs on TV, would cost a lot to advertise on TV, but much more efficient because almost everyone watches TV;
- Advertise through the school boards, Parents’ Day programs;

## **Affordability**

Accessibility is often associated with affordability (see graph 2), and part of the discussions in the focus groups consisted of asking participants what affordable recreation meant to them.

Affordability and accessibility appear to be one and the same thing for most of the focus group participants. Only the seniors community did not mention fees as a way to make recreation more accessible. Residents said that affordable means free or minimum cost service and needs more subsidies. To make priority services more accessible, residents specifically mentioned more funding and fundraising activities at the community level.

Residents have innovative ideas on how to make recreation more affordable. Some examples include:

- costs of programs could be paid in instalments,
- what is affordable to one family may not be affordable to another family; so what is needed is a sliding scale based on what people can pay,
- allow low income families to join classes (at a cheaper rate) that are not at full capacity<sup>4</sup>,
- change the definition of family to include grandparents,
- sharing child subsidies between children in the same family,
- reduce costs for volunteers,
- provide equipment and supplies, workout wear, running shoes.

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<sup>4</sup> On the Stakeholders meeting of April 6<sup>th</sup>, we heard that the City is already doing this, but the information is still not enough disseminated.

## **Scheduling of Activities**

Scheduling of activities was mentioned by all target communities as a barrier to accessible recreation. Residents feel that recreation becomes accessible when services are offered at various times and different days of the week.

- Scheduling children and adult activities at the same time to facilitate child care;
- Programs should be offered at different times of the day;
- Need for more services, but really, need them to happen at the right time for the right people;
- City needs to plan ahead and build new community centres in growing communities. Activities and programs should be available during weekends due to baby-sitting/child care commitments.

## **Cultural sensitivity, welcoming environment, language**

The aspects of cultural sensitivity, welcoming environment and language all impact what accessible recreation means to the community and individuals. Residents mentioned that programs available in other languages (such as Braille), bilingual programs and providing translators made recreation more accessible. Having information in one's first language or having it translated into languages of main immigrant communities (Arabic, Chinese, Somali) can improve accessibility to recreation. Residents also talked about how group specific programs such as age-related activities, family or women only activities, and specific programs for people living with disabilities, can make individuals feel more welcome.

Examples of responses related to cultural sensitivity and a welcoming environment include:

- Activities that include the whole family;
- Provide programs for people with special needs in all recreation facilities and provide subsidies for them;
- After-school programs for children and youth;
- trained service providers at the front desk who are respectful;
- Everyone has equal opportunity to join in activities – in terms of finances, age, sex, ethnicity, race, language, etc...

## **Other**

There are other issues that emerged from the focus groups discussions and while they did not meet the themed categorization criteria they still should be mentioned.

A few residents associated accessible recreation to safety, but immigrant and particularly the Aboriginal communities indicated that accessible recreation means safe recreation. If the City wanted those communities to participate, safety will have to be addressed. In terms of what is needed to make recreation more accessible, other factors mentioned were community collaborations with schools and agencies as well as within communities, volunteering and community partnerships.

## **VI. Conclusion**

The information presented in this report was developed in response to the City's goal of integrating creative ideas from a diversity of communities into the Social Strategy of the Parks and Recreation Master Plan. It is hoped that the community ideas expressed here will increase the capacity of the City of Ottawa to deliver accessible and inclusive recreation services for the next ten to fifteen years.

In partnership with the City of Ottawa Parks, Recreation and Cultural Services, and with funds from the City of Ottawa, Status of Women Canada and Community Foundation of Ottawa, City for All Women Initiative (CAWI) coordinated 18 focus groups that were led by 36 trained community facilitators. These facilitators and their respective community organizations were the bridge between their specific communities and city staff developing the Social Strategy. CAWI and the City of Ottawa thank them for their contribution.

Facilitators who participated in this project will be invited to share this report with their communities and encourage them to follow the development of the Parks and Recreation Master Plan. In this way, they will continue to make their views known and contribute to the quality of life for the full diversity of residents in our city.

## **Appendices**

## Appendix A: Questions to focus groups' participants

### **Recreation Overview and Context**

Why is recreation important to me / my family?

What does accessible mean to you?

What does affordable mean to you? What does it look like?

### **Introducing List of Services**

Are there any services that you think are missing from this list, that are a priority for your community?

### **Community priority services**

What is unique about your community in relation to P&R services?

Priority Services      Ideas for accessibility and affordability

What is needed to help make these services accessible to you in your community?

If it were not possible to provide these services in your community, what would be needed to make them accessible to you?

*Time permitting* – If transportation is mentioned, invite participants to identify ways of making transportation available.

### **Creative Community Participation**

What is it that the community can do to make P&R services more accessible?

Ask them to think about what they can do as individuals to contribute to making recreation services more accessible in their community.

## Appendix B: Group characteristics

## Appendix B: Group characteristics

<b>Name of focus group</b>	<b>Number of participants</b>	<b>Focus group specifics</b>
<b>Communauté camerounaise du Canada- Ottawa (COCACO)</b> (Cameroon Association)	10	Francophone/Immigrant/City wide
<b>Carson's Community House</b> (in collaboration with Lowertown Community Resource Centre)	11	Immigrant/People Living in Poverty/Urban
<b>Centertown Community Health Centre</b>	12	People Living in Poverty/Urban
<b>Chinese Seniors Association</b>	18	Immigrant/seniors/Suburban
<b>Confederation Court Tenants Association</b> (in collaboration with Russel Heights)	11	Immigrant/People Living in Poverty/Urban
<b>Ottawa Inuit Children's Centre</b>	6	Aboriginal/Urban
<b>Kanata (Western Ottawa Community Resource Centre)</b>	11	Immigrant/Suburban
<b>Minwaashin Lodge: Women's Support Centre</b>	15	Aboriginal/City wide
<b>Ottawa Independent Living Resource Centre (OILRC)</b>	14	People Living with Disabilities/City wide
<b>Overbrook-Forbes Community Resource Centre</b>	6	Immigrant/People Living in Poverty/Urban
<b>Parkwood Hills</b>	6	People Living in Poverty/Suburban
<b>Pinecrest Terrace House Board</b>	13	Immigrant/People Living in Poverty/Suburban
<b>Regroupement Affaires Femmes</b> (Haitian community)	6	Francophone/Immigrant/City wide
<b>Rural East</b>	3	Seniors / francophone / rural
<b>Rural South</b>	7	Rural
<b>Rural West</b>	9	Rural
<b>Somali Mothers Association</b>	10	Immigrant/Suburban
<b>The Well</b>	6	People Living with Disabilities/Urban

## Appendix C: Priority Parks and Recreation Services

### Options for making parks and recreation services accessible and affordable to everyone

#	Program	Description	Relative City Cost per Participant
<b>Locally Available Places to Recreate</b>			
1	Parks - unsupervised activities	Includes free access for all ages to existing park facilities such as spray pads, basketball, tennis, outdoor rinks.	\$
2	Parks – supervised activities	Includes free access to low structured, supervised activities (physical activity, arts/crafts) for children in parks. Examples: wading pool program, Parkticipate, supervised open skates at outdoor rinks, beaches.	\$\$
3	Parks – outreach programs	Mobile teams of trained staff visit local parks evenings/weekends to engage youth in low structured activities and/or to refer to other programs/services/supports.	\$\$
4	Drop-in programs at community centres	Low cost access to informal, low structured activities typically for preschool, children, youth and/or seniors. Examples: playgroup, drop-in gym programs, youth drop-ins, social activities for seniors.	\$\$
<b>Affordability</b>			
5	Public Skating	Free or low cost access to public skating sessions at City arenas available to all ages.	\$\$
6	Public swim – summer only option	Free or low cost access to public swim sessions at specific outdoor pools and/or during specific times during summer months available to all ages.	\$
7	Public swim – year round option	Free or low cost access to public swim at specific indoor pools and/or during specific times year round available to all ages.	\$\$
8	Ottawa Hand in Hand Program	Increase recreation fee support for individuals living below low income cut-off from \$165 per individual per year to \$217 per individual per year.	\$\$
<b>Access and Inclusion – Targeted Programs</b>			
9	Shared Care	Increase funding to cover full or partial costs of supports to integrate individuals with disabilities of all ages into existing recreation programs.	\$\$
10	I Love to Programs	Provision of equipment and introductory instruction to children in priority neighbourhoods in specific sports (e.g. I Love to Skate).	\$\$
11	Swim to Survive	Free, three hour program delivered to grade 3 children through partnership with schools focusing on aquatic survival techniques.	\$\$

#	Program	Description	Relative City Cost per Participant
12	Introductory Sport, Sport League Programs	Eight week introductory sport, sport development programs offered 2 hours per week after school/during school break periods to children in priority neighbourhoods at low or no cost. (Example: Community Sports Club)	\$\$
13	Aboriginal Girls and Women in Motion	Free or low cost sport development program for Aboriginal mothers and their daughters.	\$\$
14	Travel Camp	Day camp for children/youth in rural areas that includes subsidized transportation.	\$\$
15	Woman Alive Program	Provision of equipment, child care supports, and instruction in fitness/aquafitness. Offered free or at low cost to women living on a low income to improve health, build confidence.	\$\$
<b>Recreation as a Tool to Achieve Healthier Communities</b>			
16	Youth Futures	Youth from families living on a low income and eligible for Ontario Works/Ontario Disability Support Program receive leadership development training, a paid summer job placement, and University campus mentorship.	\$\$\$
17	Community Arts Program	Funding to expand customized arts program offered to diverse client groups, from children and seniors, to ethno-cultural communities, special needs and at-risk populations, to interact with individual artists (Example: Lowertown Youth Centre Photography Project).	\$\$
18	Funding to Community Partners	Funding to support non-profit partners in delivery of low cost or free parks and recreation programs in their local community (Example: St. Laurent on the Park Basketball Program).	\$\$
19	Certification Programs	Free or low cost access to certification programs to meet requirements for employment in parks and recreation programs (Examples: Standard First Aid/CPR/AED, High Five Certification). Targets: youth/adults.	\$\$
20	Your option?	If you have an idea for a program to make recreation accessible and affordable to all, include it here.	



**What are your priority services?**

**Appendix E: What are your Priority Parks and Recreation Services**

