



Committee of the Whole

penticton.ca

Committee of the Whole
to be held at
City of Penticton, Council Chambers
171 Main Street, Penticton, B.C.

Tuesday, July 2, 2019
Recessed from the Regular Council Meeting at 1:00 p.m.

1. **Call Committee of the Whole to Order**
2. **Adoption of Agenda**
3. **Delegations and Staff Presentations:**
 - 3.1 Okanagan Dream Rally – August 4, 2019 1
Matt August, Corey Dunbar, Georgia McConnel, Gord Lindsay
 - 3.2 Harm Reduction - Interior Health 2-18
Dr. Karin Goodison, Medical Health Officer, Donna Jansons, MHSU Health Service Administrator
and Lesley Coates, Regional Harm Reduction Coordinator
 - 3.3 2019 Citizen Survey Results 19-46
JoAnne Kleb, Engagement Strategist
4. **Adjourn to Regular Meeting of Council**



Request to Appear as a Delegation

Preferred Council Meeting Date: JUNE 18TH / JUNE 2ND

Second choice(s): JULY 2ND / 16TH

Subject matter: OKANAGAN DREAM RALLY

Name of person(s) making presentation:

MATT AUGUST / COREY DUNBAR / GEORGIA MCCONNELL / GORD

Address: 844 McURDY PL

Phone: 250-8600444

Email: GEORGIA@AUGUSTMOTORCARS.COM

LINDSAY

Please provide details of your presentation or request of Council here: (or provide a detailed attachment)

THE 4 TH ANNUAL SHAW OKANAGAN DREAM RALLY
WILL BE RETURNING TO PENTICTON ON AUGUST 4 TH
GIVING DESERVING CHILDREN THE OPPORTUNITY OF A LIFETIME
TO RIDE IN A LUXURY SPORTSCAR FOR A DAY THAT IS 100%
DEDICATED TO THEM. WE ARE LOOKING FOR PENTICTON'S
ONGOING SUPPORT IN THIS AMAZING EVENT.

Please note:

- This form and submissions will become part of the public record.
- The Mayor has the authority to determine if the subject matter warrants the delegation to appear before Council and may determine at which meeting.
- Please submit this completed form at your earliest convenience. Written Requests to Appear are to be received by the Corporate Officer, no later than noon Monday, one week prior to the Council meeting. Please include a copy of all materials that will be discussed.
- If you'd like to share a PowerPoint with Council, email it to the Corporate Officer by 9:30 a.m. Wednesday prior to the Council meeting to be included with the Agenda.
- We recommend you bring backup PowerPoint files with you on a memory stick.
- Delegations are limited to 5 minutes.

Corporate Office
Angie Collison, Corporate Officer
171 Main Street, Penticton, B.C., V2A 5A9

Phone: 250-490-2410
Fax: 250-490-2402
angie.collison@penticton.ca



Request to Appear as a Delegation

Preferred Council Meeting Date: July 2, 2019

Second choice(s): July 16, 2019

Subject matter: Harm Reduction

Name of person(s) making presentation:

Dr. Sue Pollock, Donna Jansons & Lesley Coates

Address: 505 Doyle Ave
Kelowna, BC

Phone: 250-469-7070 x12287
Email: tanya.osborne@interiorhealth.ca

Please provide details of your presentation or request of Council here: (or provide a detailed attachment)

Update Council on some of the work Interior Health is doing within the community, in particular strategies and programs to address the problem of improperly discarded needles.

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Interior Health Mental Health & Substance Use response

Dr. Karin Goodison, *Medical Health Officer*

Donna Jansons, *MHSU Health Service Administrator*

Lesley Coates, *Regional Harm Reduction Coordinator*



Interior Health
Every person matters

Acknowledgement

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I would like to begin by acknowledging the traditional and unceded territory of the Syilx (Okanagan) Nation, whose lands we are learning, collaborating, and working together on today.

Agenda

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1. Community health + challenges
2. Mental health + substance use services
3. Harm reduction + needle distribution
4. Addressing improperly discarded needles
5. Local innovations + collaboration
6. Discussion

What influences our health?

FIG 1.3 Canada's Social Determinants of Health

10%

YOUR ENVIRONMENT

AIR QUALITY
CIVIC INFRASTRUCTURE

15%

YOUR BIOLOGY

BIOLOGY
GENETICS

25%

YOUR HEALTH CARE

ACCESS TO HEALTH CARE
HEALTH CARE SYSTEM
WAIT TIMES

50%

YOUR LIFE

INCOME
DISABILITY
EDUCATION
SOCIAL EXCLUSION
SOCIAL SAFETY NET
GENDER
RACE

ABORIGINAL STATUS
EARLY CHILDHOOD DEVELOPMENT
EMPLOYMENT/WORKING CONDITIONS
SAFE AND NUTRITIOUS FOOD
HOUSING/HOMELESSNESS
COMMUNITY BELONGING



Source: Adapted from: Canadian Medical Association. Health equity and the social determinants of health. 2012.¹⁹ Original data source: Standing Senate Committee on Social Affairs, Science and Technology. The health of Canadians – the federal role. Volume 1 – the story so far; 2001.¹⁸

What challenges are we facing?

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1 in 3 people have a chronic disease



1 in 5 children live in poverty



We rely too much on cars instead of our feet



Housing is unaffordable for many



We are getting older



Many of us suffer or are impacted by mental health



Many do not have access to healthy foods



Health inequities exist in our communities



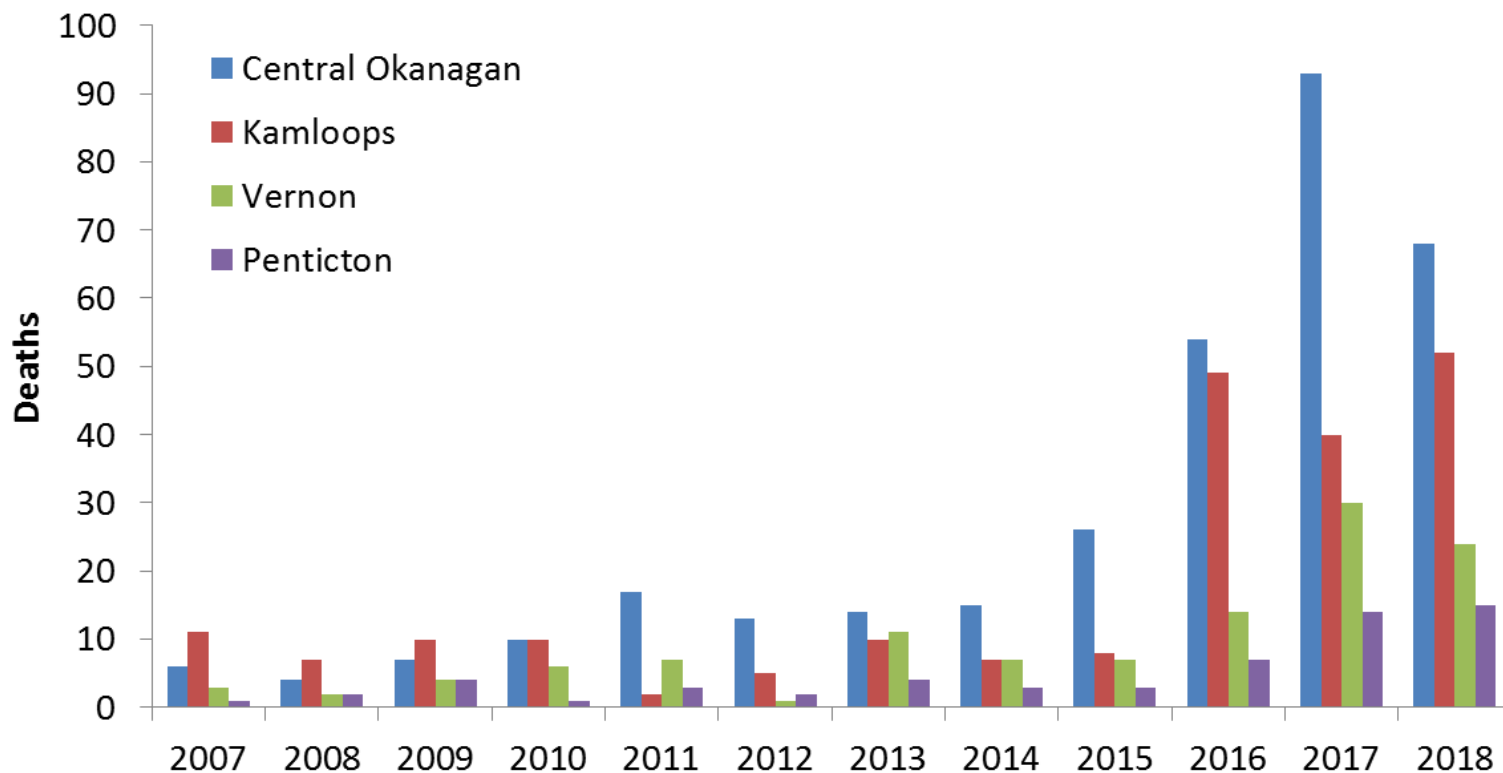
High demand, cost, and pressures on our emergency services and health care system



Overdose Deaths in IH by Local Health Area

- 8 -

Illicit Drug Overdose Deaths, Interior Health



NOTE: Annual counts 2007-2013 may not be directly comparable to the counts for 2014-2018

BC Coroners Service.

Data are preliminary and subject to change.

Overdoses in South Okanagan

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2018 Illicit drug overdose deaths

- 29 in South Okanagan
- 15 Penticton LHA
- 14 outside of Penticton LHA

2017 Illicit drug overdose deaths

- 30 in South Okanagan
- 14 Penticton LHA
- 16 outside of Penticton LHA

Data are preliminary and subject to change

Substance use continuum



Developed: 21/06/19
Revised: N/A

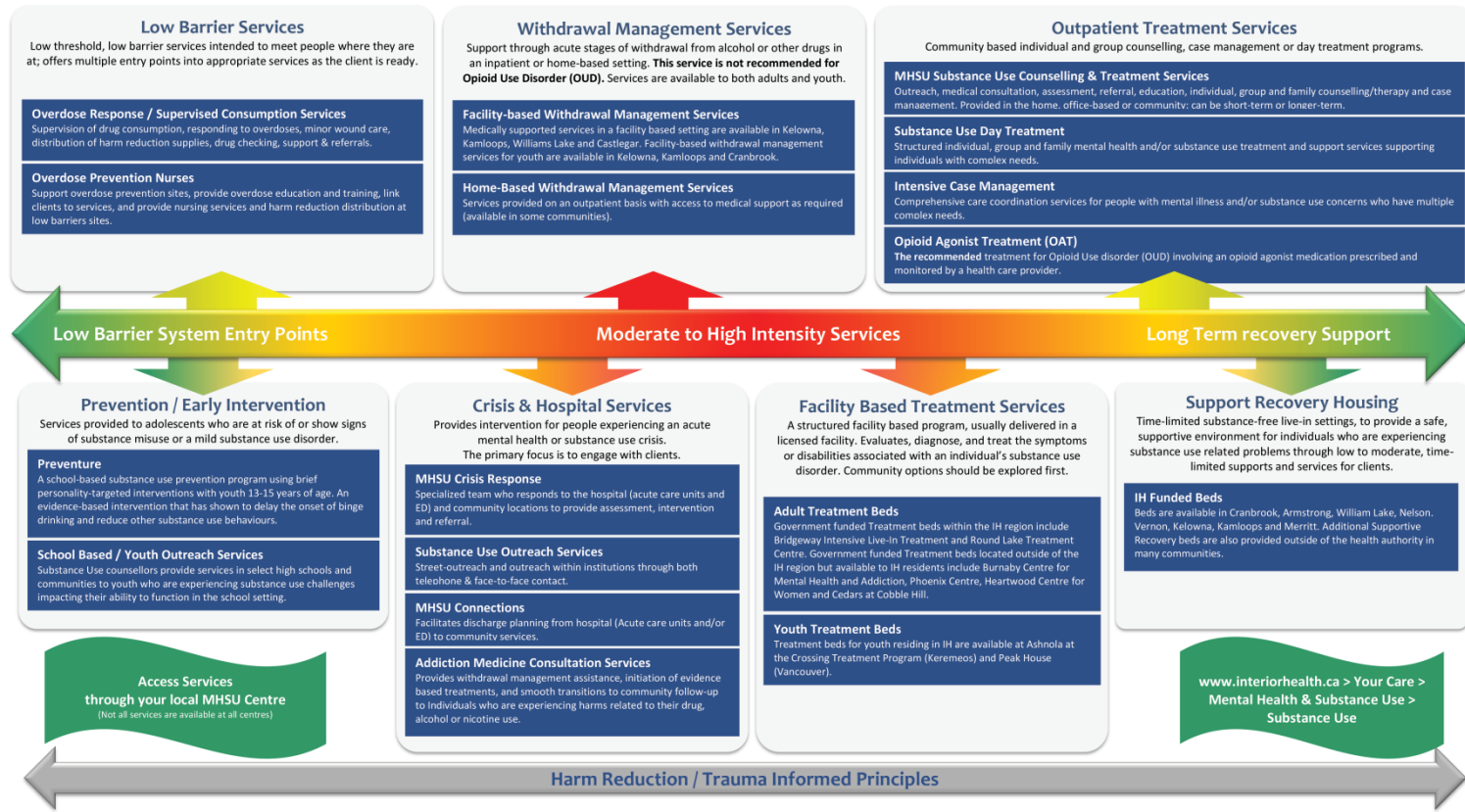
INTERIOR HEALTH SUBSTANCE USE SERVICE CONTINUUM

Interior Health provides a wide range of substance use services, from prevention to intensive treatment for all ages. IH strives to ensure that all services are welcoming and inclusive of ALL PEOPLES, regardless of gender identity, culture, ethnicity or background.

DRAFT



Developed By: Sheri Keetch, Project Support Coordinator
Endorsed By: Corinne Dolman, MHSU Director



1. Reducing risk of death/injury

- Naloxone
- Supervised consumption + overdose prevention sites
- Opioid Agonist Treatment (OAT)
- Outreach, education, and peer support
- Impaired driving prevention – ride home programs

2. Reducing risk of infection

- Needle distribution
- Distribution of condoms

What is needle distribution?

- Provincial program.
- Created to reduce needle sharing among people who use drugs.
- Played an important role in reducing the rate of illnesses, including hepatitis C and HIV over the last 16 years.
- Reduces healthcare costs, demand on resources, and the risk of disease transmission for all community members.
- Helps people access resources and support, such as housing, health care, or treatment.

Resource: BCCDC – [Harm Reduction Best Practices for Needle Distribution](#)

Why not needle exchange?

- In the past, some needles programs required people to exchange their used needles for sterile needles.
- This practice is outdated and is not used any longer in British Columbia.
- Evidence shows that limiting the number of needles distributed increases the likelihood of people sharing or re-using needles, and thus increases risk of disease transmission and infections.

Improperly discarded needles

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- We understand the anxiety and concerns around improperly discarded needles and needle stick injuries.
- The risk of getting sick from getting poked by a needle in the community is extremely low.
- Improperly discarded needles are often a result of:
 - Outdoor injection use – often due to unstable housing
 - A lack of safe disposal options
 - Stigma associated with drug use

Resource: BCCDC – [Harm Reduction Best Practices for Community Needle Stick Injuries](#)

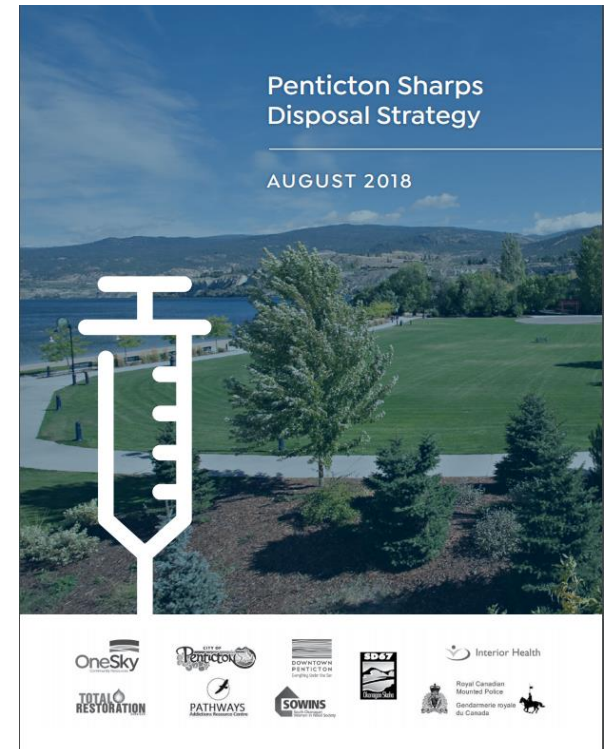
Addressing improperly discarded needles

- 16 -

- Collaboration is essential to address this issue.
- There has been great community-driven work done by the Sharps Working Group in Penticton.

Interior Health supports needle retrieval through:

- Accepting used needles at all public health, mental health and substance use, and primary care sites.
- Installing large industrial sharps bins in hot-spot areas.
- Covering the cost of harm reduction sharps disposal.
- Supporting community partner agencies to conduct community clean ups.



Discussion & Questions

Additional resources

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HealthLink BC – Understanding Harm Reduction: <https://www.healthlinkbc.ca/healthlinkbc-files/substance-use-harm-reduction>

Toward the Heart – Reducing Stigma: <https://towardtheheart.com/reducing-stigma>

IH Safe Sharps Disposal Toolkit:

<https://www.interiorhealth.ca/sites/Partners/HarmReduction/Documents/Safe%20Sharps%20Disposal%20Toolkit.pdf>

IH Safe Needle Disposal:

<https://www.interiorhealth.ca/YourEnvironment/HarmReduction/Documents/safe%20needle%20disposal.pdf>

BC CDC Safe Needle Disposal:

https://www.interiorhealth.ca/YourEnvironment/HarmReduction/Documents/BCCDC_HR%20best%20practices_safe%20needle%20disposal.pdf

BC CDC Needle Distribution: <https://www.interiorhealth.ca/YourEnvironment/HarmReduction/Documents/HR-needle%20distribution.pdf>

BC CDC Retrieval of Used Needles: [http://www.bccdc.ca/resource-](http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/Epid/Other/BCCDC_RetrievalOfUsedNeedles_PositionStatement.pdf)

[gallery/Documents/Educational%20Materials/Epid/Other/BCCDC_RetrievalOfUsedNeedles_PositionStatement.pdf](http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/Epid/Other/BCCDC_RetrievalOfUsedNeedles_PositionStatement.pdf)

Committee of the Whole

pentiction.ca

Date: July 2, 2019 **File No:**
To: Donny van Dyk, Chief Administrative Officer
From: JoAnne Kleb, Engagement Strategist
Subject: 2019 Citizen Survey Results

Strategic priority objective

Good Governance: Engage with the community in the major decisions or development of policies that impact the interests of residents and stakeholders.

Background

Citizen Surveys are conducted by municipalities to gather feedback from residents on topics such as quality of life in the city, performance of City services, and priorities for the future. Citizen surveys are typically conducted using probability sampling methods to provide results that can be generalized across the population. They are often conducted biannually to measure performance and identify trends. The City last conducted a Citizen Survey in 2013 and a commitment to complete a new Citizen Survey was included in the 2019 Business Plan.

The City conducted the survey between April 18 and May 3 to support the timing of Council's development of their strategic priorities. Staff opted to conduct a shorter version of the 2013 survey and included many of the same questions to allow for comparisons. The survey was voluntary (opt-in) and citizens had the opportunity to complete the survey online through the shapeyourcitypentiction.ca. Paper copies were also available at City Hall, the Community Centre, the Library and the Penticton Seniors' Drop-in Centre. To encourage feedback from youth, high school students were invited to answer questions about the City's strategic priorities.

This report provides a summary of the key findings of the survey. An analysis of the results has been included in the Appendix and the complete results can be viewed at shapeyourcitypentiction.ca.

Please note that as the methodology used for the 2019 Citizen Survey was different than the 2013 version, the findings cannot be generalized across the population and comparisons with 2013 results are provided for illustration purposes only.

Analysis

The survey was completed by 1,171 citizens representing a wide age demographic. The majority of participants have lived in Penticton for more than 11 years (59 per cent). Some of the key findings include:

Quality of Life

- The **Quality of Life** section asked participants to rate a number of factors that influence quality of life in the city. Overall, 68 per cent of participants rate their quality of life in Penticton as good (4/5) or excellent (5/5) although 58 per cent believe it has decreased over the past three years. The 2019 average rating (3.8/5) is slightly lower than the 2013 result (3.9).
- Participants were also asked to rate Penticton as a place to retire, holiday, raise a family, find a job, start a business and as a safe place to live in the Quality of Life section. The ratings in these areas were fairly consistent with the 2013 results with the exception of the perception of Penticton as a safe place to live which declined from an average score of 4 out of 5 in 2013 to 2.9 in 2019. Thirty-six per cent of participants gave Penticton a good (4/5) or excellent (5/5) rating as a safe place to live.

City Services

- The **City Services** section asked participants to rate the importance and performance of 26 City services such as Bylaw, Parks, Electric Utility and Tourism. All City services were rated in the top quartile meaning that perceptions of importance and performance all scored an average rating above 3 out of 5 on a scale of 1 to 5. Services that saw the biggest increases in terms of perception of importance and performance when compared to 2013 include Economic Development, Planning, Transit, Fire Department and Online Services. Perceptions of the performance of Police services declined over 2013.
- The City's performance in other areas improved in 2019. The 2019 average ratings for *understanding of how the City spends tax dollars* (3.1/5), *listening to citizens* (3.0/5), and *belief that the City is doing a good job* (3.2/5) increased over 2013. The average rating for *receiving good value for taxes* (3.1/5) in 2013 remained constant in 2019.

Strategic Priorities

- The section about **Strategic Priorities** asked participants what they would like to see the City focus on in the future. From the list provided, the three priorities that received the most interest from citizens include improving safety and security (84 per cent), smart growth and development (75 per cent) and advancing environmental initiatives and practices (70 per cent).
- A group of high school students was also asked to rate their interest in the same priorities for the future. Of the 56 responses, 95 per cent were interested or very interested in the City prioritizing environmental practices and initiatives. Initiatives that improve safety and security generated the second highest level of interest at 62 per cent of the responses.
- Citizens were also asked their preference to fund the rising costs of services. Encouraging growth to share costs across a larger tax base was the most preferred option followed by passing fees on to users and increasing taxes. Reducing service levels was the least preferred of the four options.

The complete results have been shared with Council in support of the development of strategic priorities and with staff to support the next business planning cycle.

Attachments

Attachment A – 2019 Citizen Survey Results

Respectfully submitted,

JoAnne Kleb
Engagement Strategist

Concurrence

Director PC	Chief Administrative Officer DyD
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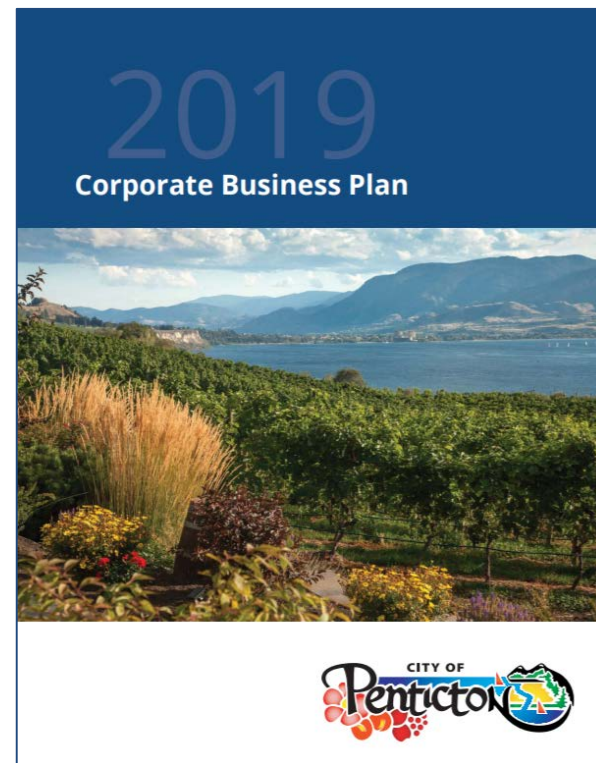
2019 Citizen Survey Overview and Summary of Results

June 28, 2019



Background

- City gathered community input to support the development of the strategic priorities
- Citizen Survey was a deliverable of the 2019 Corporate Business Plan
- Desire to gather this input in April to support Council's strategic planning work in May



What is a Citizen Survey?

- Bi-annual survey
- Supports the development of City plans
- Measures improvements or changes
- Benchmarks with other communities
- Penticton's last Citizen Survey was conducted in 2013

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DISCOVERY RESEARCH



2013 Penticton Citizen Survey

Detailed Report on Findings

Prepared For: *City of Penticton*

Prepared By: *Discovery Research*

Date: *Sept 2013*

DISCOVERY RESEARCH - www.discoveryresearch.ca
423 UPPER CRESTVIEW DR., VERNON, BC, CANADA, V1B 2X7
PHONE: 250-503-2181 FAX: 250-503-2189 TOLL FREE: 1-800-296-2237



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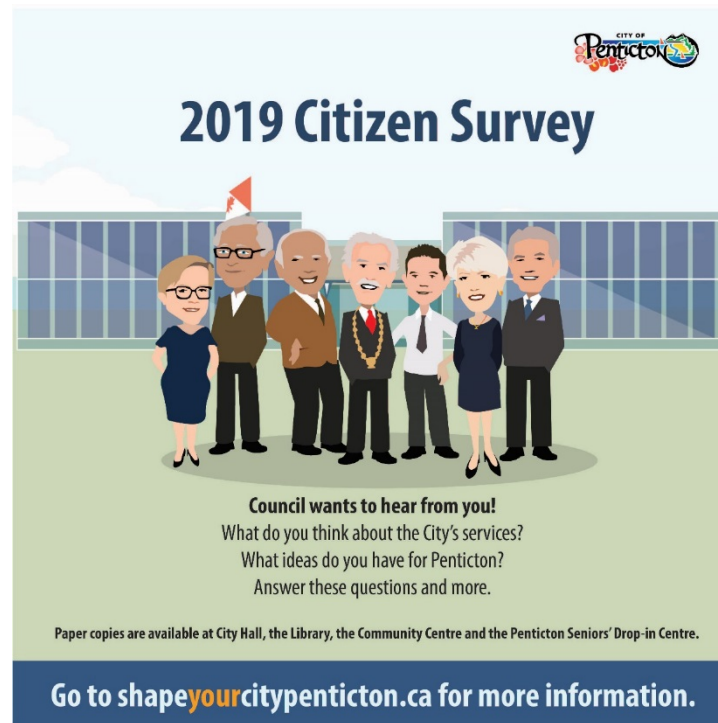
Plan

- Survey ran from April 18 to May 3
- Online at shapeyourcitypenticton.ca
- Paper copies at Seniors' Drop-in Centre, City Hall, Library and Community Centre
- Different sampling methodology to 2013 (voluntary versus random)
- Special 'high school edition' (56 responses)



What did we measure?

- Quality of life
- City Services
- Strategic Priorities



2019 Citizen Survey

Council wants to hear from you!
What do you think about the City's services?
What ideas do you have for Penticton?
Answer these questions and more.

Paper copies are available at City Hall, the Library, the Community Centre and the Penticton Seniors' Drop-in Centre.

Go to shapeyourcitypenticton.ca for more information.

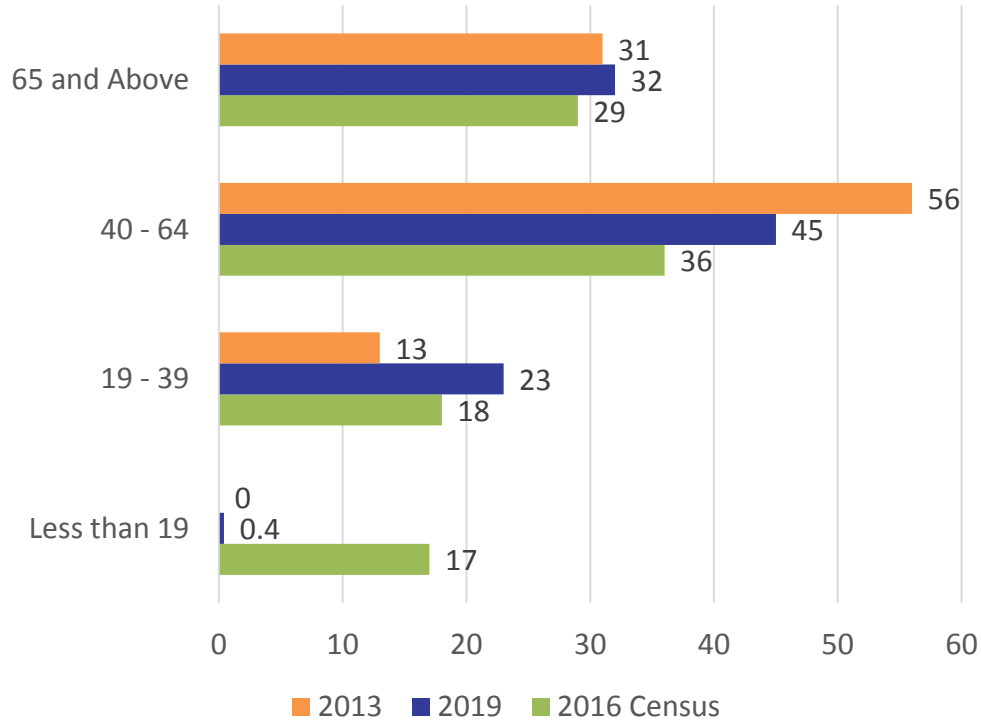


Results

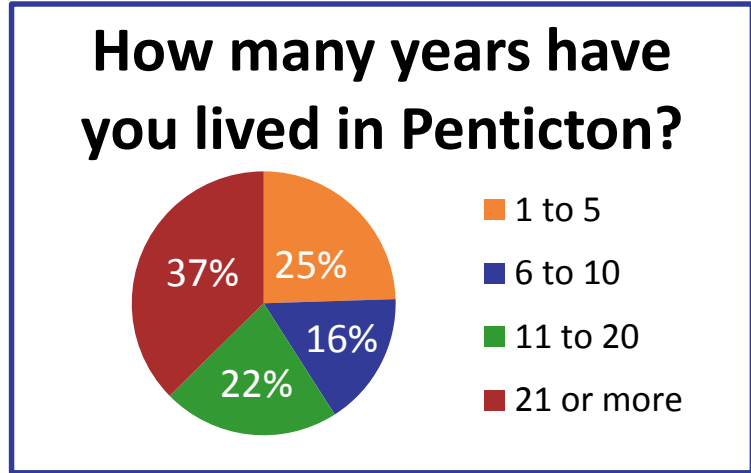
**Please note that as the methodology used for the 2019 Citizen Survey was different than the 2013 version, the findings cannot be generalized across the population and comparisons with 2013 results are provided for illustration purposes only.*



Who did we hear from? (%)



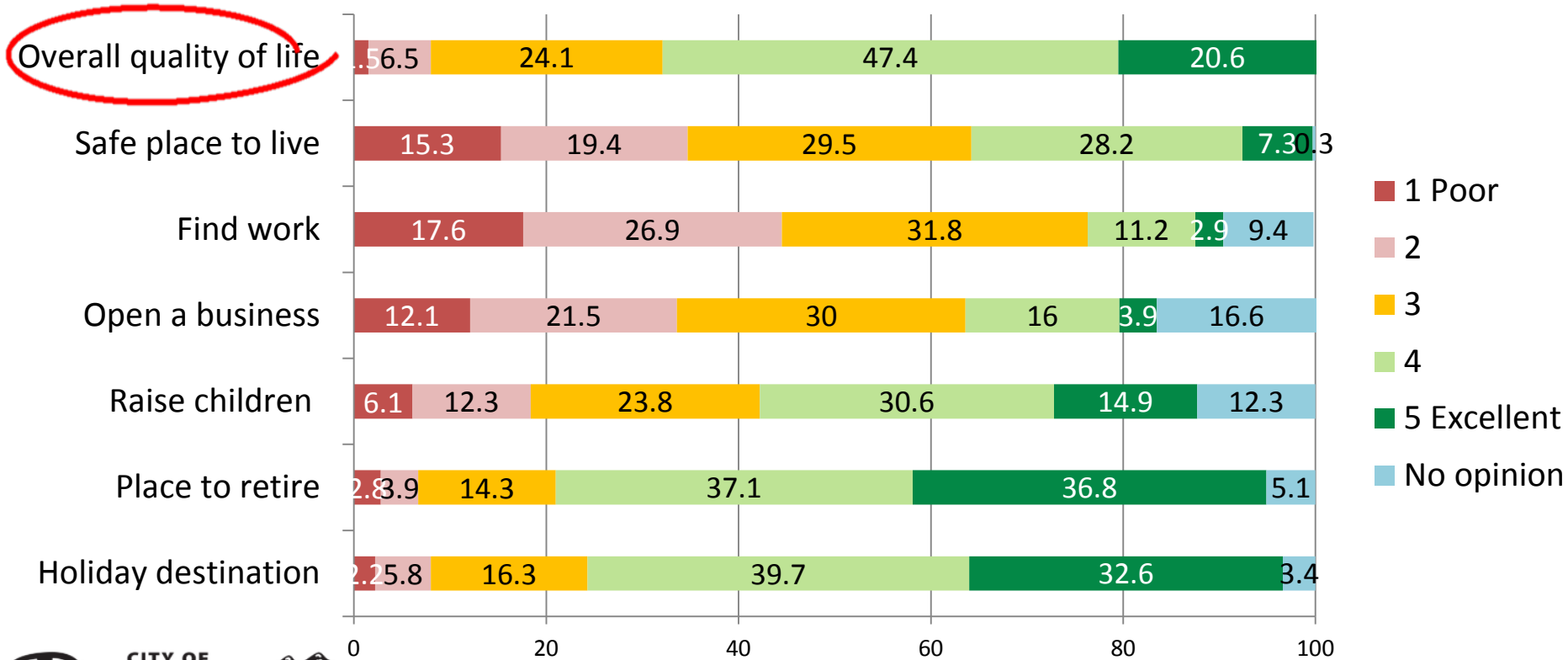
1,171 surveys received



Quality of Life

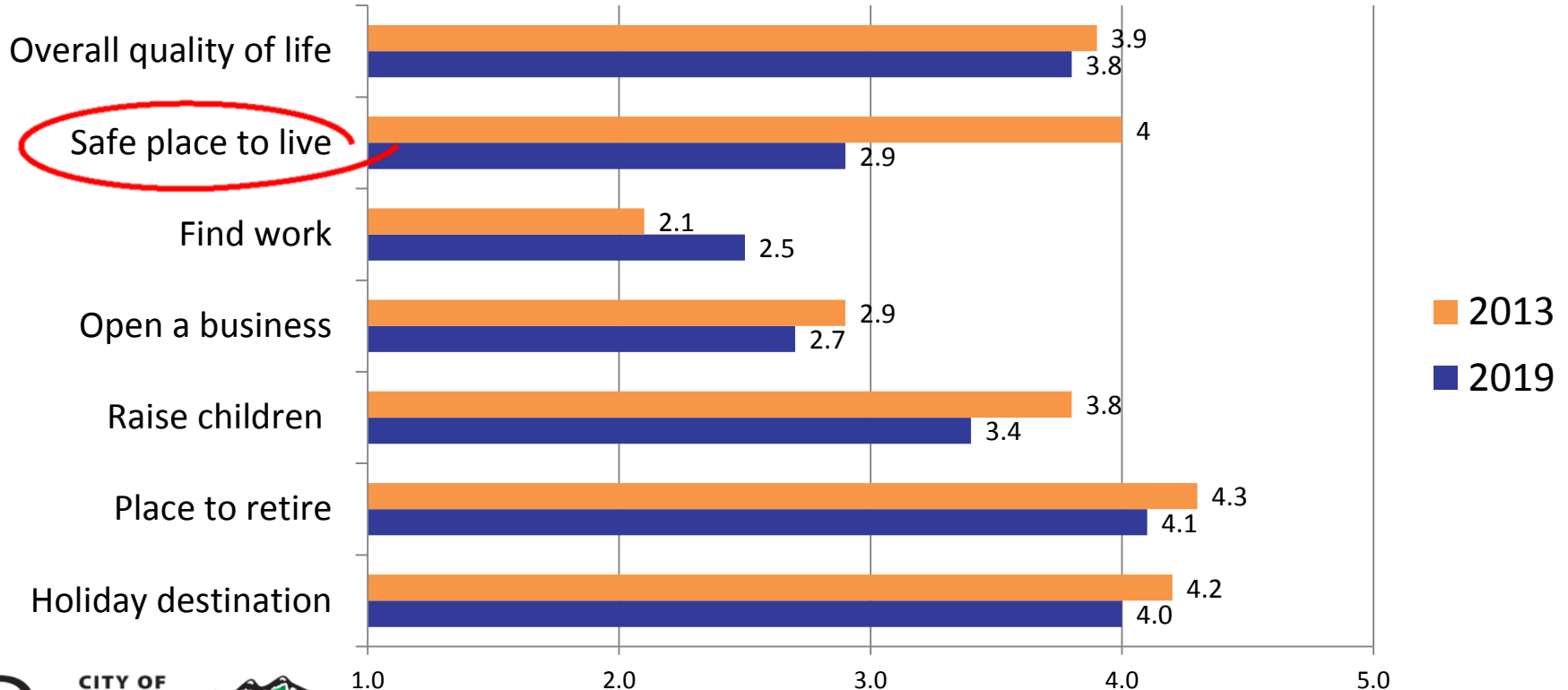


Quality of Life Results (%)

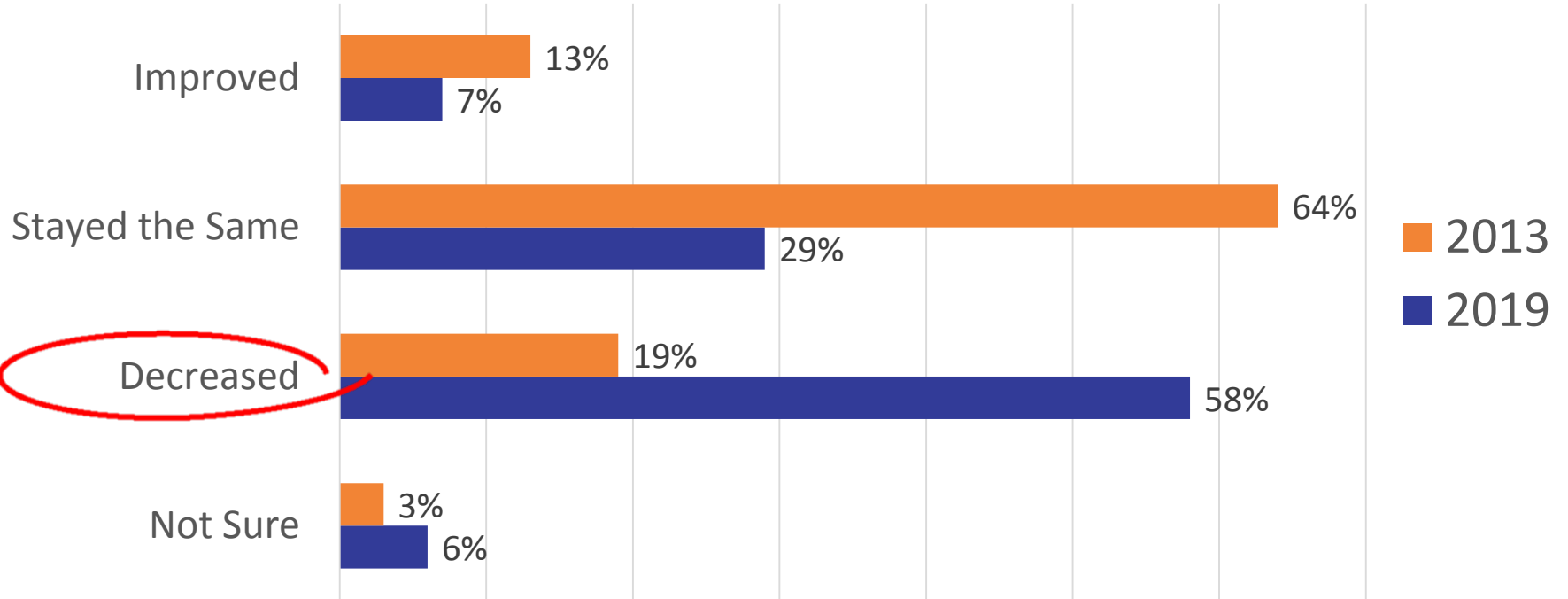


Quality of Life 2013 Comparison

*To allow for comparison, the 2013 scale has been converted from 10 point to 15 point.



Over the past 3 years do you feel the quality of life has... ³²



Quotes about quality of life

“The events Penticton does put on are amazing. However Penticton needs to continue to attract people to our city which means more development, both tourism and Economical.”

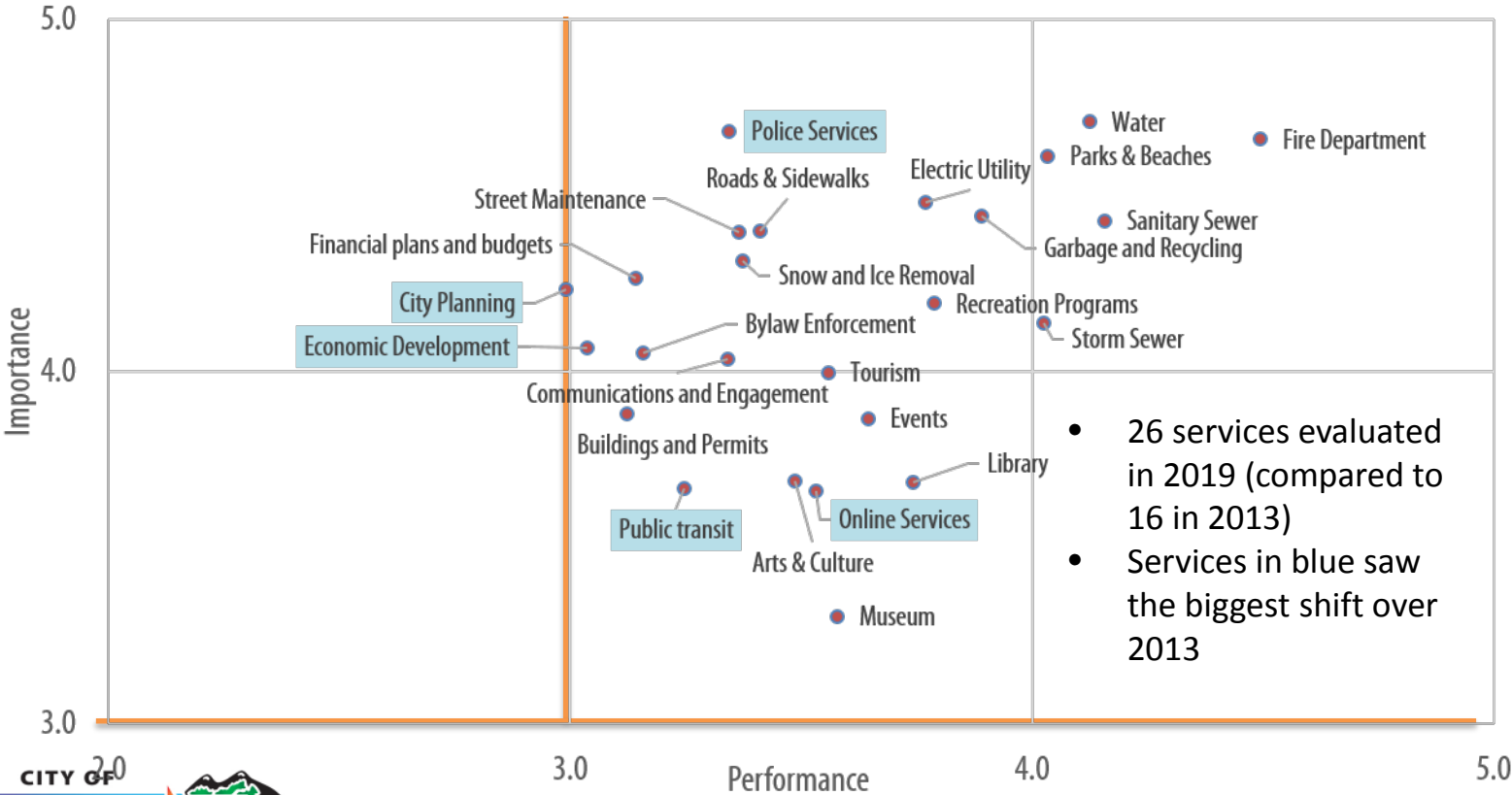
“I mentioned that I think quality of life has decreased...only because I believe that there are some safety issues as far as recent crimes are concerned.”



City Services



2019 City Services Importance – Performance



- 26 services evaluated in 2019 (compared to 16 in 2013)
- Services in blue saw the biggest shift over 2013



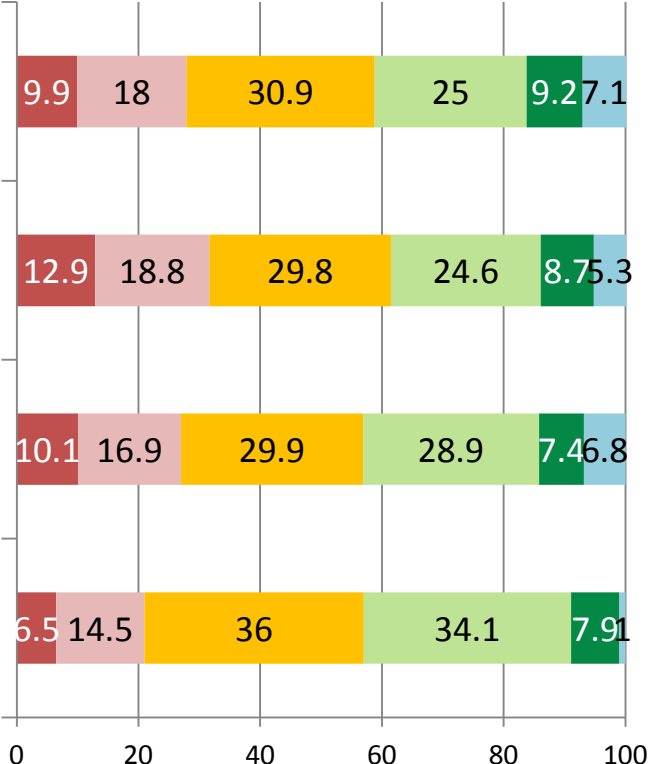
How is the City of Penticton doing? (%)

I understand how the City spends the taxes I pay.

The City listens to citizens and encourages involvement in decisions.

I receive good value for the taxes I pay.

In general, I believe the City is doing a good job.

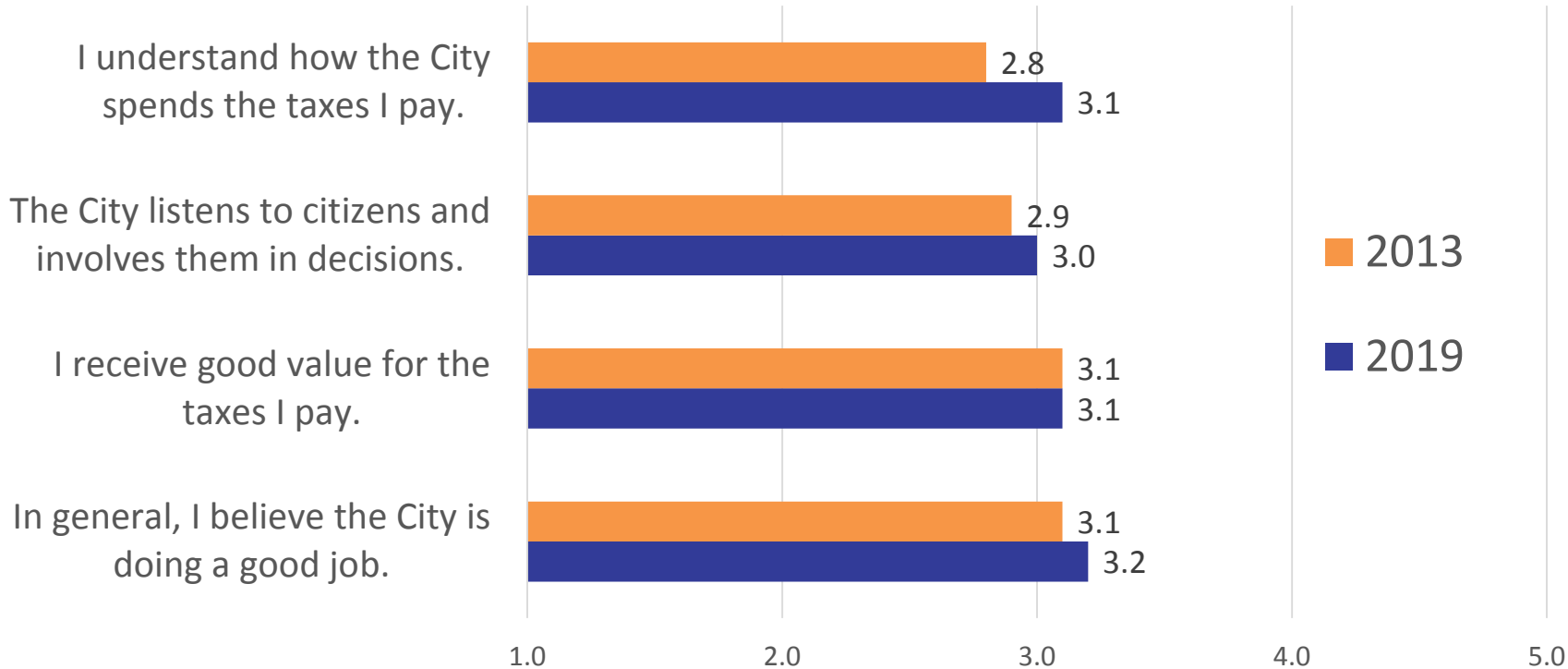


- 1 Strongly Disagree
- 2
- 3
- 4
- 5 Strongly Agree
- No opinion



How is the City of Penticton doing?

*To allow for comparison, the 2013 scale has been converted from 10 point to 5 point.



Quotes about City Services

“Penticton is vibrant but more can always be done - especially to support arts and culture, library, museum.”

“We need to market ourselves as a clean safe holiday and retirement place BUT also keep growing our services for families and working people so we do not stagnate.”



Strategic Priorities



What should we focus on next?

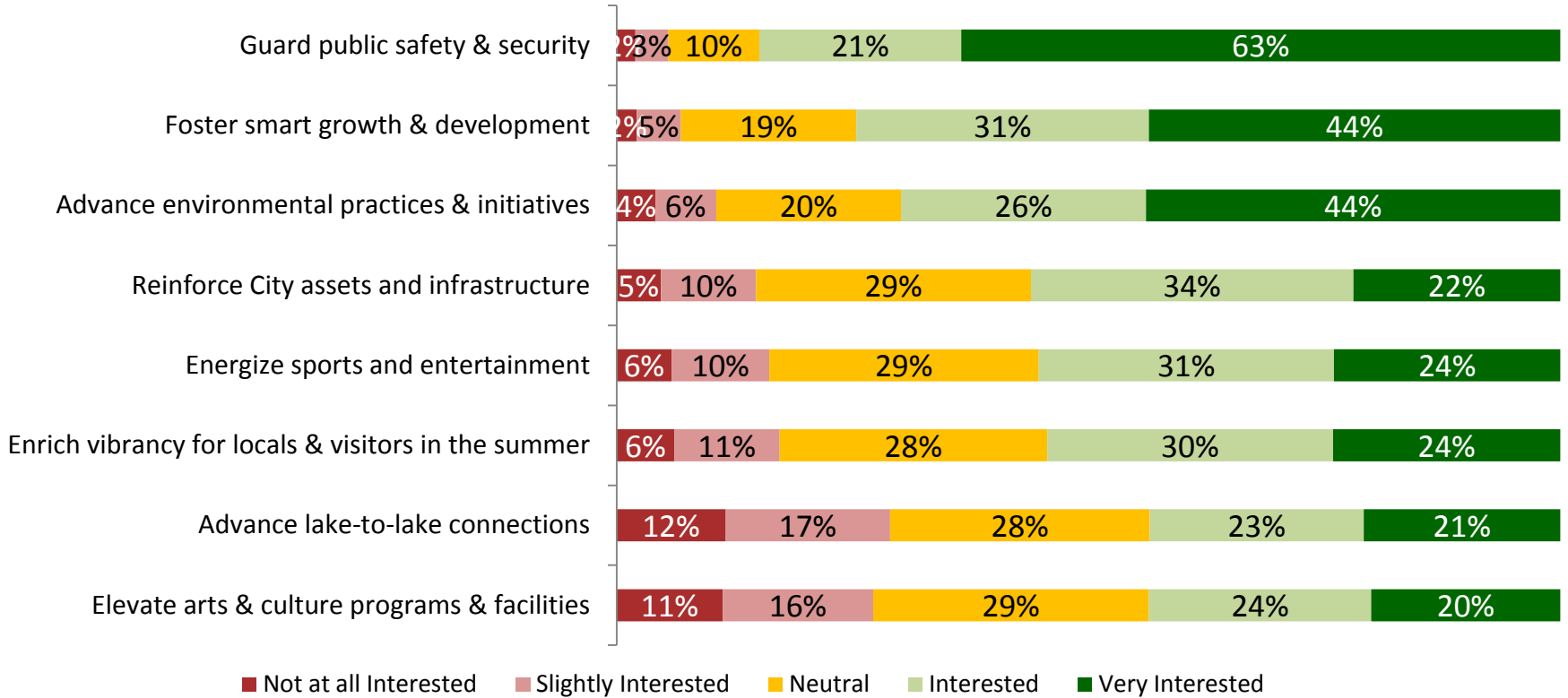
Participants were asked to rate their interest in the following strategic priorities:

- Reinforce City assets
- Guard public safety & security
- Advance lake-to-lake connections
- Enrich vibrancy for locals & visitors in the summer
- Foster smart growth & development
- Elevate arts & culture programs & facilities
- Energize sports and entertainment
- Advance environmental practices & initiatives

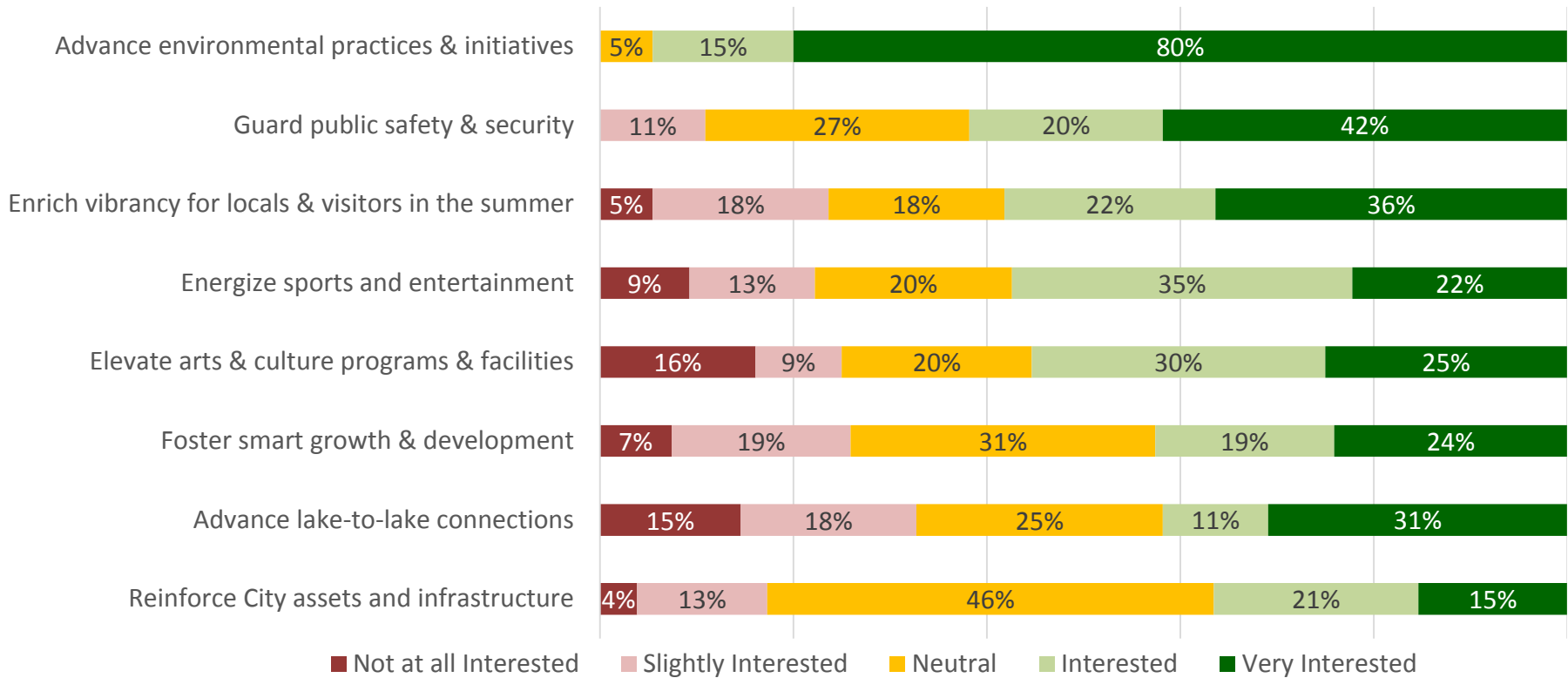


What should the City focus on next?

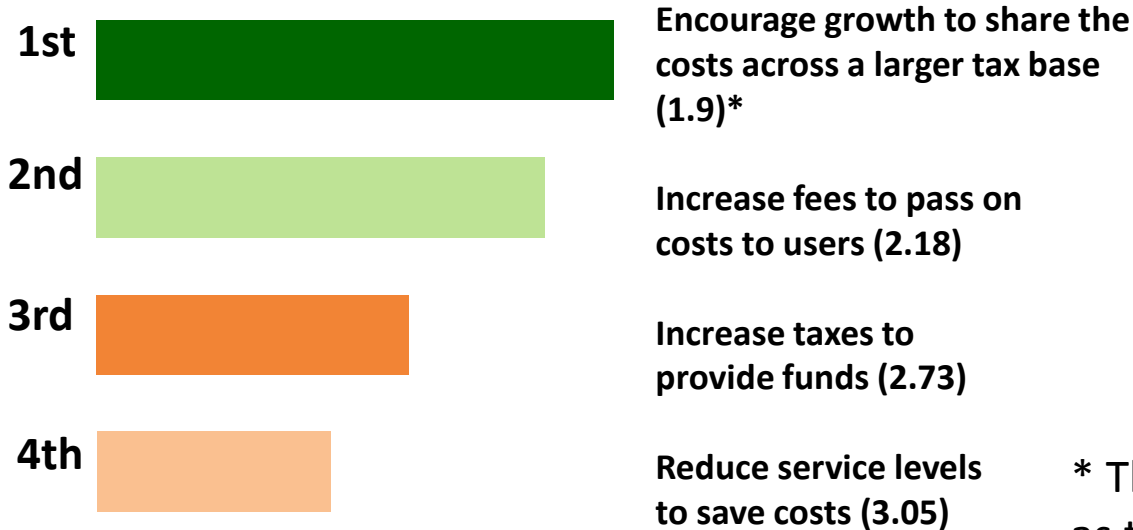
- 41 -



What should the City focus on next? High School Results



Rank the options for increasing revenue to fund rising costs of services in order of preference...



* This option was selected as the 1st preference most often giving it the lowest average score (1.9).

Quotes about strategic priorities

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“We place far too much emphasis on Penticton as a tourist town. Let’s diversify our economy and economic base.”

“Penticton is a great City - we just need to invest more in things that attract young people, tourism, families and affordability. ”

“City can be more pro-active in "greening-up"- looking after infrastructure, less focus on cars/parking. more on public transit and could look at supporting services to residents.”



Selection of responses to ‘What is your big idea?’

- Create more natural inspired spaces
- Connect young and old (mentorship)
- Green energy
- Convert run down properties to pocket green spaces
- Composting for organics
- Cable car system up Carmi
- Clean city / community pride

High School

- Ban plastics
- Control waste / public composting
- Youth mental health
- More activities
- Address homelessness

Next steps

- The results were provided to Council to support the development of the strategic priorities and to staff to support the next business planning cycle.
- Complete results are available at shapeyourcitypenticton.ca.
- Analysis of results is ongoing.