



## **Appendix 2**

### **Business Rountable:** *What we heard*

## Vulnerable People at Risk Business Roundtable – What we heard

# What can we do to support vulnerable people in Whitehorse?

### 1. What are some physical solutions?

Citywide water fountains	Public washroom especially on the waterfront
'Safe place' on the waterfront	Places with tolerance
Discretionary places	Maintenance: clean-ups and sight lines
Mentorship programs: Skookum Jim and Yukon Government	Planning: 'Crime Prevention through Environmental Design', engage community to participate, KDFN has already completed a plan
Bring resources to vulnerable persons: e.g.: Salvation Army lunch	KDFN: continually host the conversation
Distribute literature on alcohol poisoning and frostbite	'Safety' is a confusing word, we should talk about 'wellness'
Develop a 'Wellness Watch' Team	Continue to engagement citizens
Provide a help phone number other than the RCMP	More group homes
More outreach programs such as on-the-spot counselling	Better waterfront lighting
Clean up trails near urban core	Develop a progressive and responsive alcohol program such as a 'wet house'

### 2. What statistics and other types of information should you collect?

Numbers from other communities for comparison	Be aware that numbers do not provide the whole picture
Measure peak periods	Break down data subsets
Inclusive picture (root of problem)	Capture factors at the individual level
Identify vulnerable person willingness to be helped	Types of trauma
Ask: What do you need?	Ask: Are you housed?
Ask: How often do you move?	Ask: Do you 'trade' for housing?
Ask: What should housing look like?	Ensure data collectors are trained and qualified
Be comprehensive: survey the streets, Salvation Army, and private homes	Capture what is currently available
Measure quality and quantity of entry-level housing	Measure quality and quantity of land available
Free land from government for supportive housing developments	Correlate existing statistics
Measure the number of contacts between agencies and vulnerable persons; KDFN Health	Measure the cost of not properly supporting a vulnerable person: emergency service, nights

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Center has received twenty thousand visits. in jail, treatment centres, after-care programs and systemic thoughtlessness (e.g: counter-productive release times)

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### 3. How can we develop a more collaborative and efficient framework?

Communicate what is being done because there is a perception that nothing is being done	Create awareness of what resources are available
More addiction education	Create an ongoing forum that brings key players and organizations together
Provide station at public places (e.g.: grocery stores) to communicate supports and encourage public involvement	Examine best practices; do not reinvent the wheel
Dialogue with vulnerable people to work on overcoming judgement	Identify the gaps in: jobs, training, counselling, and mental health culture
Create synergies between initiatives	Evaluate existing programs for effectiveness
Go to Medicine Hat and involve the business community, perhaps as a sponsor	Partnerships
Seek the root of the problem	Develop an overarching vision and plan that connects to existing plans such as the Housing Action Plan
Connect with vulnerable people	Identify 'Guides': people who have been vulnerable people to act as advisors and connect with current vulnerable people
Open your eyes. Appreciate. Engage.	Improved communication
Focus on the core group of winter vulnerable persons	Focus on public drunkenness
Work with business community to help communicate message	Track supports provided by businesses
Invest in research to determine how to overcome problem	NGO's and government do trade show format at Chamber AGM
Work together as one community	Communicate how business can help
Develop timeframe and deliverables that are not open-ended	

### 4. Why should we better support vulnerable people?

Let's not have people go to prison in the first place	Better supports to get people out of prison
Make connections in a diverse community Maybe we should be bold, like Medicine Hat, and commit to ending homelessness in Whitehorse?	Making our community safer for everyone A community to raise a family

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A vibrant community	Making Downtown safer
A 'legacy' project	Provide focus on the type of community we want to be
A collaborative and inclusive community for everyone	

### 5. To be successful, 'who' do we need to target and include?

Those who fear a 'vulnerable immigration'	First Nation Chiefs
Health and Wellness workers	Decision makers
Business community	NGO's directly involved
People who care	All levels of government
The 'boots on the ground', people who can speak for vulnerable people	Front line staff given skills and backing to reach out
Employment supportive programs: Employment Training Services, Health and Social Services, Skookum Jim's, Youth of Today Society	RCMP
Vulnerable people themselves, in forums where they feel welcome	Single parents
Elders	Youth
Those with mental health challenges	Whole community
Some person or organization to promote acceptance	Food Bank
Salvation Army	Street People
Chamber of Commerce	Key business people

### 6. How should we market, educate, and communicate that we want to help vulnerable people?

One page ad with business logos saying 'No More!'	Business that would be willing to participate at Jackson Lake
Business cards to distribute information	Flyers on where to go for help on light posts
Provide resources for vulnerable persons	Bring more businesses together in spring 2016
Greater respect and understanding for RCMP and Bylaw	Develop a graffiti app or a way to report it
Credit card size handout that provides information	In-person visits when you want to inform businesses
Newsletter from Chamber and from NGO's	A 'super NGO'
Develop a job club	Investment in people
Chamber breakfast with vulnerable persons	Chamber breakfast with businesses
Window stickers	Educated staff person
Business provide support	Yukon Arts Centre open program

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Monthly dinner	Businesses can offer a way to communicate a message: flyers, bag stuffers, bulletin board or space for a table
Schools need to report intervention at an early age	Aurora workshops
Whitehorse community business app on local resources and events	Education and marketing campaign for vulnerable people
Need an alternative to RCMP for businesses having issues	Engage media outlets to provide space or segments to promote initiatives, achievements, and challenges
Hard to hire program through Head Start at Yukon Government	Communicate what are NGO's doing?
Service pamphlet for businesses about resources available	Mentoring from business community to youth
Violence and other workshops for businesses	Clear protocol for businesses to deal with issues
Market the business case	Booths at events explaining services
Develop a plan written like a business plan	Social services developing Public Service Announcements
Less racism and judgement	

### 7. How can we make better personal connections?

Talk to people and learn their stories	Support volunteerism: help people know where they can help
More outreach	Create a place to go
Show respect	Most vulnerable persons are friendly
Smile at people	Business can sponsor families over holidays
City does a Senior's Tea; why not an annual community dinner? Could get help from business partners?	Don't underestimate the impact a friendly relationship can have
Ask a person's names: tell them you respect them	Make phones available; could be a pay phone if a mobile phone is unavailable
Business card with help numbers	Community patrols, start small, KDFN and all citizens
Develop business mentorship	Talk to people and recognize it is hard to break the barrier
Need a frequent place to talk to people like 'Whitehorse Connects'	Maybe a reception after Whitehorse Connects, when people fresh and feeling confident
Use the Jackson Lake After Care Fair	Saying 'hi' is easy; having the skills to help is hard

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Move to digital community has put up an additional barrier for some

Whitehorse has wide range of incomes: how do we find some common unity between the range of incomes?

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