

**FLEMINGDON PARK NEIGHBOURHOOD  
NEEDS ASSESSMENT REPORT - COMMUNITY WELL BEING**

**2010**

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**CENTER FOR COMMUNITY LEADERSHIP & DEVELOPMENT**

**IMMIGRANT WOMEN INTEGRATION PROGRAM**

**NAYANTHI WIJESURIYA**

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## Introduction

The Immigrant Women Integration Program conducted a survey using the Community Index of Well-Being, in selected neighbourhoods. The neighbourhoods selected were the 13 priority Areas<sup>1</sup> in Toronto. Among those the eight priority neighbourhoods were selected which are represented by the participants in the program. In the month of October the team designed a questionnaire for the residents in their designated neighbourhoods and the questions for key informant interviews. The survey and questions were designed with the help of Center for Community Leadership & Development's leadership staff. The data and information gathering was done during the month of November and December of 2010, and January of 2011.

The purpose of conducting a Needs Assessment Survey was to learn about the needs of the Flemingdon Park neighbourhood and identify services that the communities were lacking in relation to the generally accepted standards. The community well-being needs assessment measures various aspects of community life by getting information on a chosen set of indicators. The indicators focused on Living Standards, Health, Civic Engagement, Community Vitality, Community Spirit, Social Support, Services, Social Leisure Activities, Environment, and Youth Building Assets and Services.

This concept was picked up from the research done in relevant to the Canadian index of well being. "The Canadian Index of Wellbeing (CIW) is a new way of measuring wellbeing that goes beyond narrow economic measures like GDP<sup>2</sup>. It will provide unique insights into the quality of life of Canadians – overall, and in specific areas that matter: our standard of living, our health, the quality of our environment, our education and skill levels, the way we use our time, the vitality of our communities, our participation in the democratic process, and the state of our leisure and culture. In short, the CIW is the only national index that measures wellbeing in Canada across a wide spectrum of domains."<sup>3</sup>

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<sup>1</sup> In order to continuously monitor social conditions in the city's 13 priority Areas (PAs), key "Social Risk" data were selected from the recent 2006 census and the city's 2007 Employment Survey, to provide an updated picture of the socio-economic trends in the PAs. ([http://www.toronto.ca/demographics/pdf/priority2006/backgrounder\\_socialriskfactors\\_priority.pdf](http://www.toronto.ca/demographics/pdf/priority2006/backgrounder_socialriskfactors_priority.pdf))

<sup>2</sup> The gross domestic product (GDP) is one the primary indicators used to gauge the health of a country's economy

<sup>3</sup> Canadian Index of Well being- Measuring what matters

<http://ciw.ca/en/TheCanadianIndexOfWellbeing.aspx>

The areas which were used by Canadian well being domains were taken as a model and it was applied to the needs assessment to measure the community well being in the Flemington Park neighbourhood. This study shows uniqueness comparing to the other studies on community. Because this study not only looked at the economy sustainability it examined overall and specific area which has great impact on community well being.

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## Methodology

The survey was conducted using following steps:

- Questionnaire for the residents
- Key informant interviews
- Observations

The questionnaire was distributed to the residents using a paper-based and an electronic version. The questionnaires were distributed among residents in Flemingdon Park. Bookmarks were created and given to those who were willing to fill the questionnaires using the electronic version. The paper-based questionnaires and bookmarks were distributed to the different community program participants, employees in the community agencies and community residents. The community well-being needs assessment questionnaires were only distributed to residents who lived in the specific geographic area. The questionnaires were designed to gather the respondent's basic personal information as well as the main sources of information for the assessment in regard to measuring the sense of community well-being.

Key informant questions were asked through face-to-face interviews from the different professionals who lived in the same community or outside of the community. Key informants were selected in different organizations who mostly worked with the community members, parents, children, seniors, etc. The questions asked aimed to gain deep knowledge on the issues in the community. They provided a deeper and more realistic understanding about the community. In addition, the knowledge and the experience that the key informant had, provided insight on the nature of the problems and allowed for recommendations to be made on those issues. The interviews were held to gather additional information, thus giving more detailed insight, adding qualitative information to quantitative answers from the questionnaires.

The observations made were done through participant observation, wherein the observer takes part in the situation. This method incorporated informal interviews, direct observation and collective discussions. These methods were able to get the observable details and more hidden details. The researcher, being from the same neighbourhood was able to discover and understand better what participant said and often believed what was said to actually happen in the community.

Two peer researchers were selected to help while conducting the survey. Their role was to distribute the survey among their groups and collect completed surveys from the participants. Peer researchers also acted as interpreters in this survey.



## Key Findings

In the survey there were major sections that were highlighted as a community needs and standards.

- Level of education and the skills is low in this community.
- The education required for the current job needs low
- Level of income is low in this community
- There is a lack of affordable housing, which is largely needed due to the neighbourhood having low house hold income.
- Majority of those not in the workforce are in training or employment programs.
- While a majority of respondents do not have health insurance, they report visiting a doctor frequently every three months.
- Majority claimed to have good physical health.
- However the key informants stated that the lifestyle of the community residents has negatively impacted the health of the community. The time spent on exercising and eating healthy and nutritional food is not important for the majority residents. This increases the risk of having more diabetic clients and other health related issues.
- However, a majority of respondents stated that they are affected by stress factors but it did not affect their day-to-day involvement or conditions such as sleeping, solving own problems, depression, concentration, feeling useful, making decisions, etc.
- Respondents claim that the quality of most community services stayed the same such as public transportation, availability of food services, housing, community spirit, policing, employment, day care, immigration, and services for youth, families and people with disabilities.
- Other significant findings in this survey were the need for programs for youth such as leadership programs, skill building programs, digital story telling, tutoring, and social activities were highly needed in this community.
- Under the general issues the garbage is a fairly big problem in this community.
- But other than that drunk or rowdy, teenage hanging around, troublesome neighbours, vandalism or property damage, drugs and ethnic or race tolerance or religious and faith tolerance is not a problem in this community.
- The section of physical activities performance is very low in this community.
- Also most of the respondents claim they do not have enough leisure time.
- Majority of the respondents stated they have family support in their life.



- Most of key informants stated that the women needed to be empowered and involved in decision making.
- Majority claimed the community vitality is high but the community spirit is low.
- The civic engagement of the respondents is low. Majority stated they are not aware of representative of parliament and the members of the provincial parliament.
- Most of respondents stated their quality of life is neither good nor poor.

### ***Limitation***

The survey was conducted within limited time period with limited human resources. This impacted the ability to cover all areas and all levels of respondents in the neighbourhood. Additionally, some of the respondents were not willing to give real figure of income, support taking by social safety nets. Though it was observed some of the respondents are in the social safety net but they did not choose to mention it.

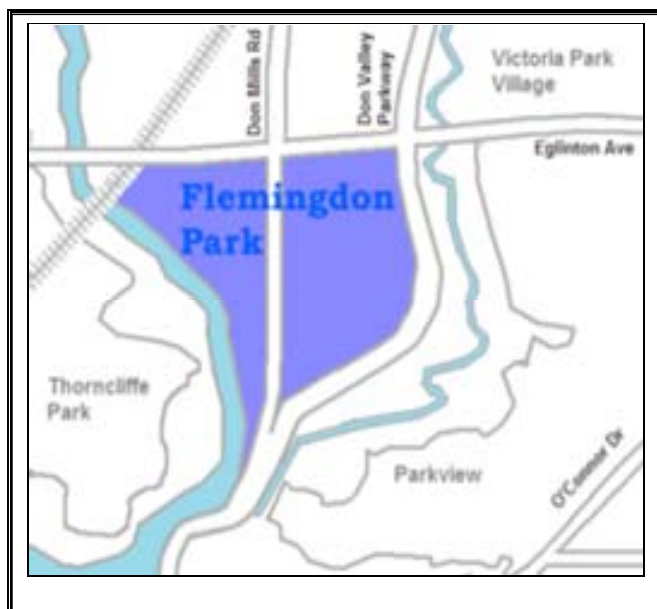
## Neighbourhood Profile-Flemingdon Park

### History



Flemingdon Park was originally a farmland. It was owned by Robert John Fleming. He was the mayor of Toronto in 1892-1893 and 1896-1897. After his death in 1925, it was sold to become Public Land. The neighbourhood was built on this land and it was named Flemingdon Park.

The name is the combination of “Fleming” which is the name of the original owner of the farmland and “Don” makes reference to the Don River which forms the eastern boundary of Flemingdon Park.



Flemingdon Park neighbourhood is bordered on the north by Eglinton Avenue East, on the west by the Don River (west branch), and on the east and south by the Don River (east branch). The two branches of the Don join at the neighbourhood’s southwest corner.

The south border is technically a parkland access road formerly known as Old Lawrence Avenue. Flemingdon Park is somewhat separated from neighbouring communities by river valleys on 3 sides, and

a light industrial area, now mostly used as corporate offices, next to several railway lines on the north side.

### Master Plan of Flemingdon Park



Following the trends of many other post-World War II cities, in 1958 Toronto began to consider a large planned **apartment city** for addressing the growing number of immigrants to the city of Toronto. In 1959, after much debate the Flemingdon Park development was approved by city council. There were some obstacles along the way but Flemingdon Park was finally completed in the early 1970's. This was the first apartment city of Canada.

## **Flemingdon Park Community resources**

Resources: A person, asset, material, or capital which can be used to accomplish a goal is called a resource. In referring to Flemingdon Park there are different types of resources included.

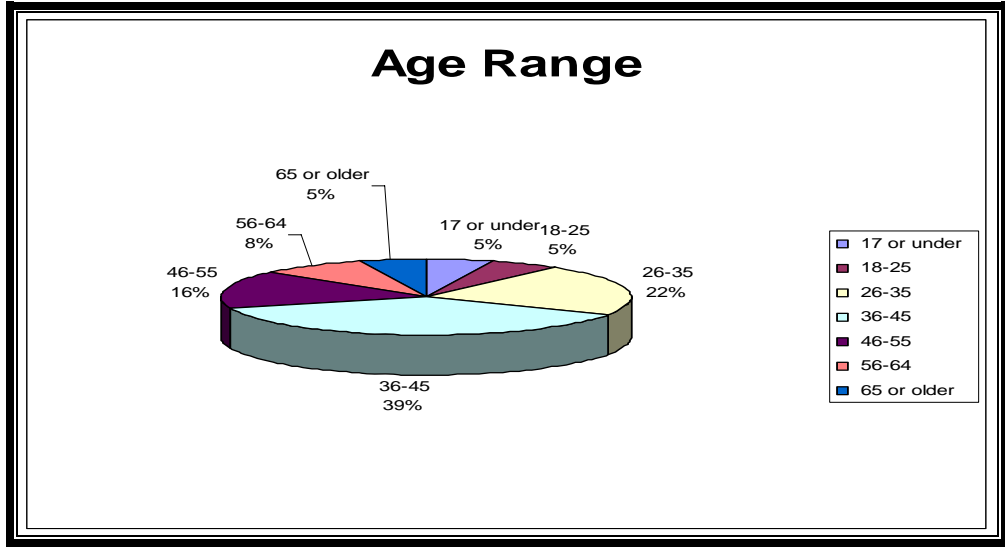
### **Some of the Educational Social and Human Services in the Flemingdon Park and Victoria village**

- ✚ Flemingdon Neighbourhood Services
- ✚ New Circles Community Services Inc
- ✚ Flemingdon Health Centre
- ✚ Flemingdon Park School Age & Family Centre
  
- ✚ Flemo City Media FLEMO city
- ✚ Social Support Services
- ✚ Terry Fox Foundation
- ✚ Flemingdon Park Golf Club
- ✚ Ontario Science Centre
- ✚ Flemingdon Community Legal Services
- ✚ Afghan Women's Organization
- ✚ Dennis R. Timbrell Resource Centre
- ✚ Red Apple Day Care
- ✚ Pride and Heritage Day Care
- ✚ Gateway Public School
- ✚ Flemingdon Park Public Library
- ✚ Flemingdon Park/Playground Paradise
- ✚ Angela James Arena (Flemingdon Arena)
- ✚ Flemingdon Community Tennis

# Data Analysis

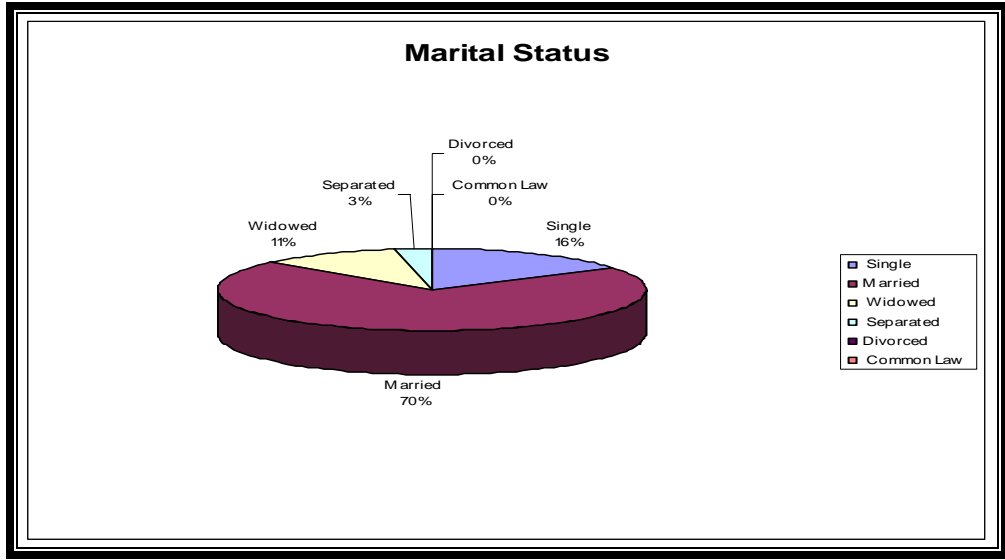
The questionnaires were completed by 37 residents and their age distributions are shown in the following table. Basic personal information was gathered during the survey.

## Basic Information

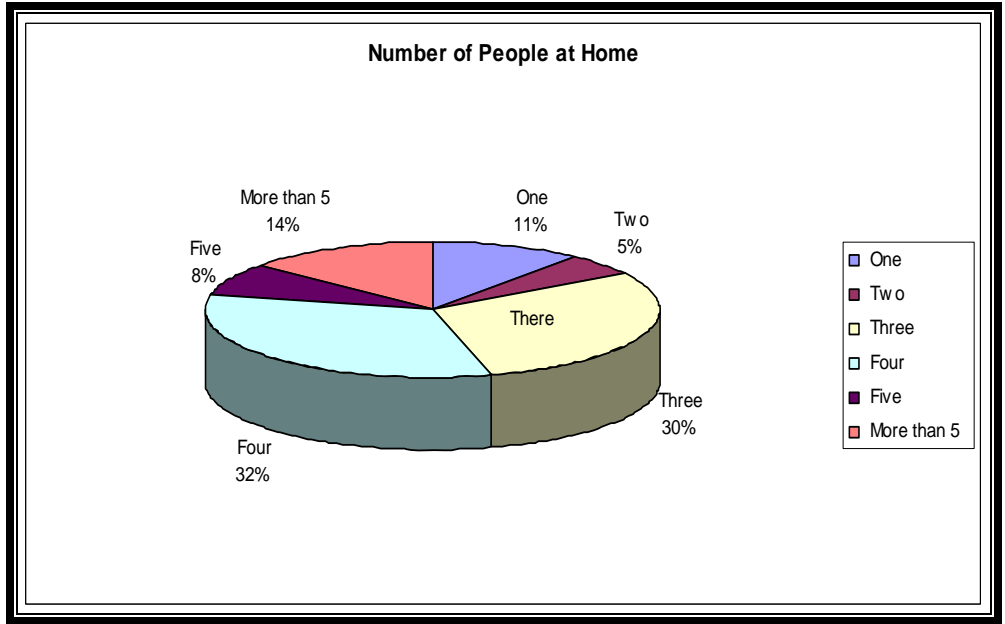


The majority respondents were from the age group of 36 to 45 and the second largest group was aged 26 to 35. The majority of respondents were female, 67.57%. 29.73% of the respondents were male.

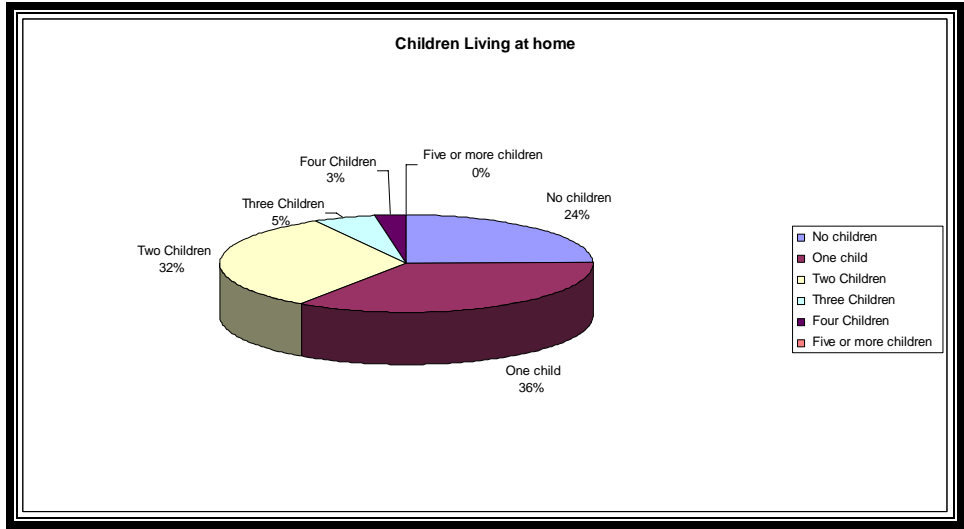
Respondents were of different ethnicities. The majority of respondents were South Asians. There were five South East Asians and three Latin Americans. In addition, two of the respondents were from East Asia and one was Canadian born, Caribbean, White, African and mixed.



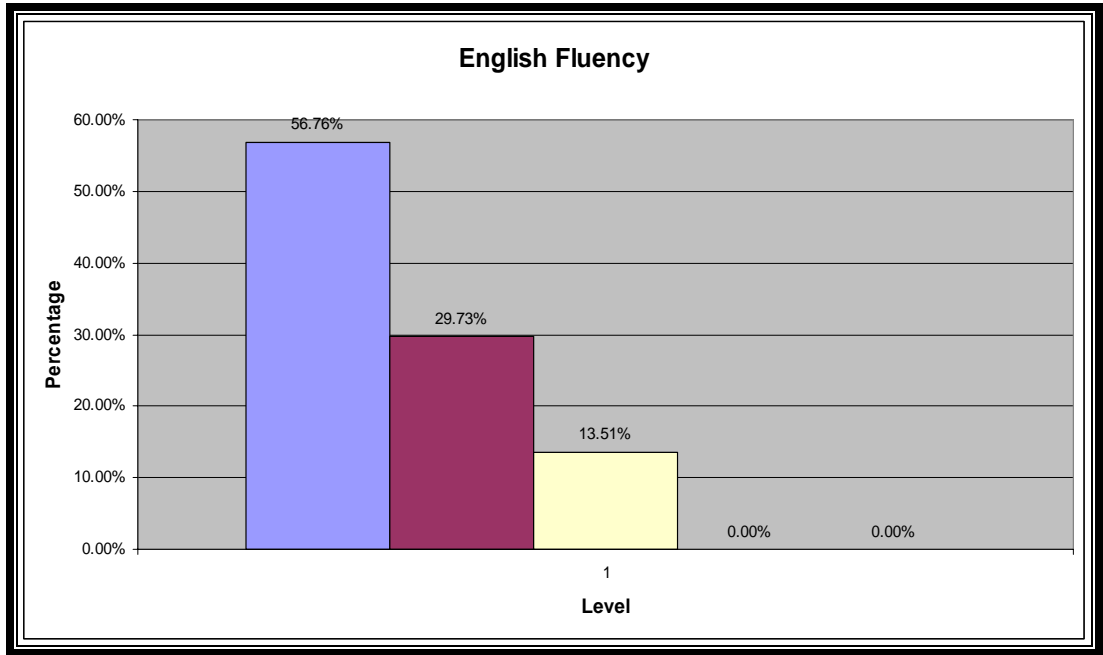
The data showed that a majority, 70%, of respondents were married and 16% were single respondents. 11% were widowed and 3% were separated.



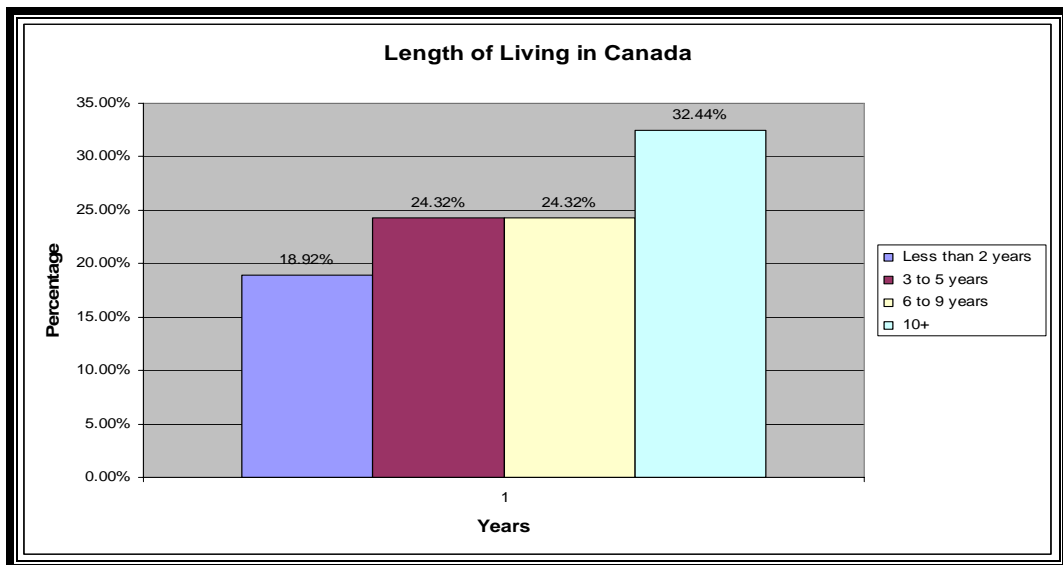
The majority, 32% of respondents said that there were four people living in their household, 30% said that there were three people in their household, 14% said there were more than five people in their household, 11% lived with one person at home, 8% had five people in their household, and 5% had two people in their household.



A majority of 36% stated that there is one child living with them, 32% had two children, 24% did not have children, 5% had three children and 3% had four children.

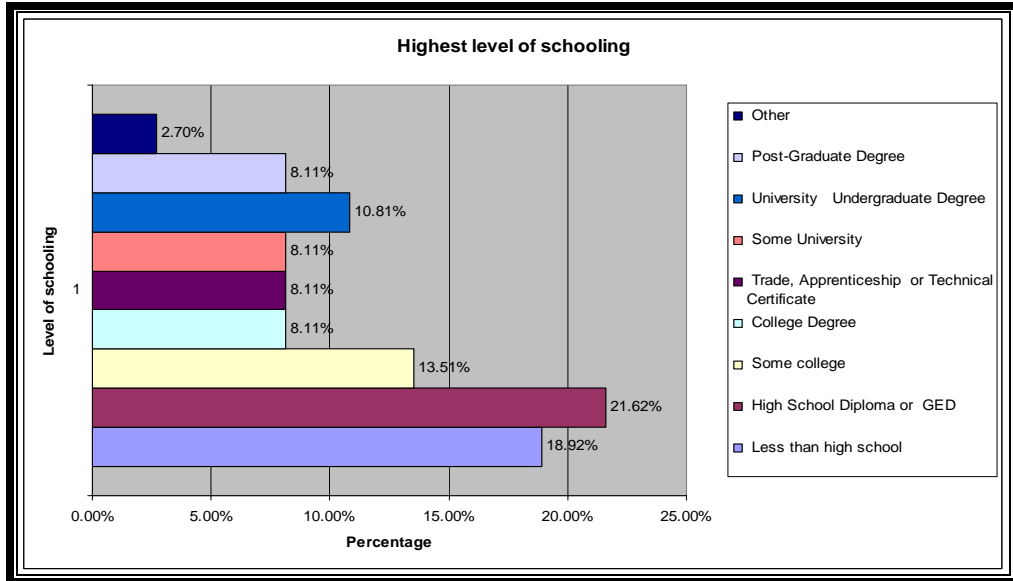


Majority of the respondents, 56.76%, stated that they are fluent in English and 29.73% stated that they are advanced in English. The majority of respondents had a high level of in English.



According to the data the majority of the respondents have been living for more than 10 years in Flemington Park. 24.32% have been living in the area for six to nine years and three to five years. 18.92% of respondents have been living in Flemington Park for less than 2 years.

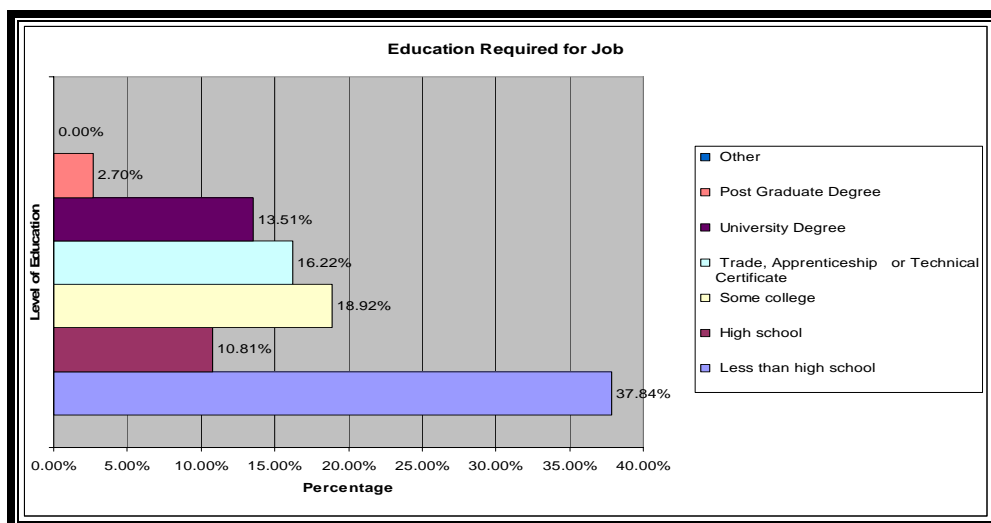
### Education



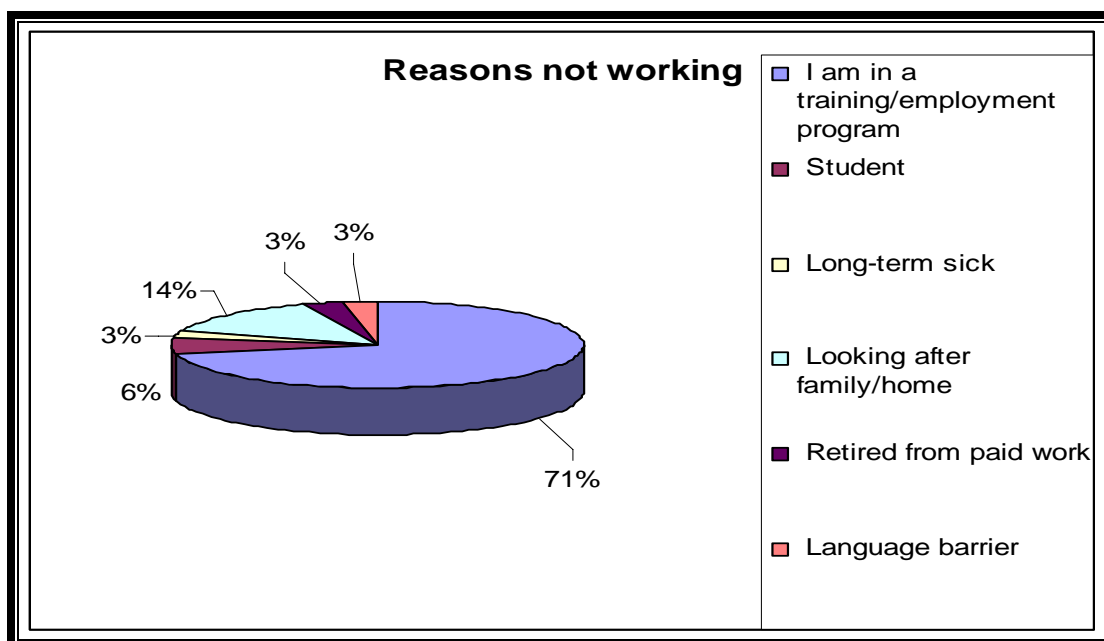
A majority of 21.62% of respondents have their high school diploma or GED. 18.92% of respondents have less than high school. This group was the second largest group. 40.54% have less than a high school and/or a high school education. When considering an education above the high school level, the proportion of those with University level education was low. Only 27.03% had a university level or post graduate level of education.



## Work

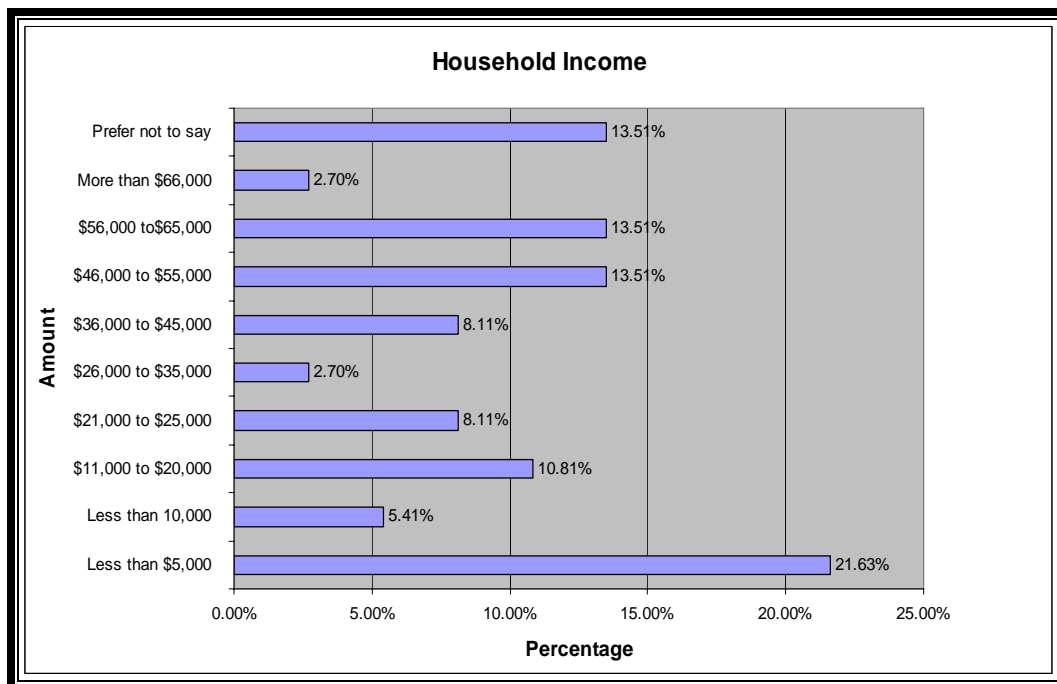


A majority of 37.84% mentioned that less than a high school education is needed to perform their job. 10.81% of respondents needed a high school education and 18.92% of respondents said that they needed some college education. However a very low percentage of respondents said that they needed a university level or post graduate education to perform their job.



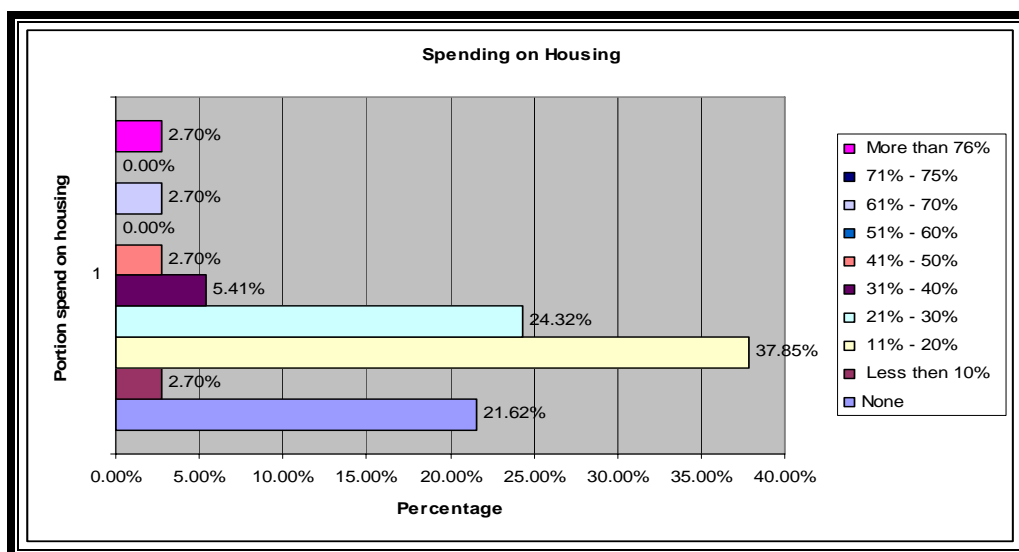
71% of respondents stated that they are in a training or employment program. 14% are looking after family at home. 6% are students.

### Income



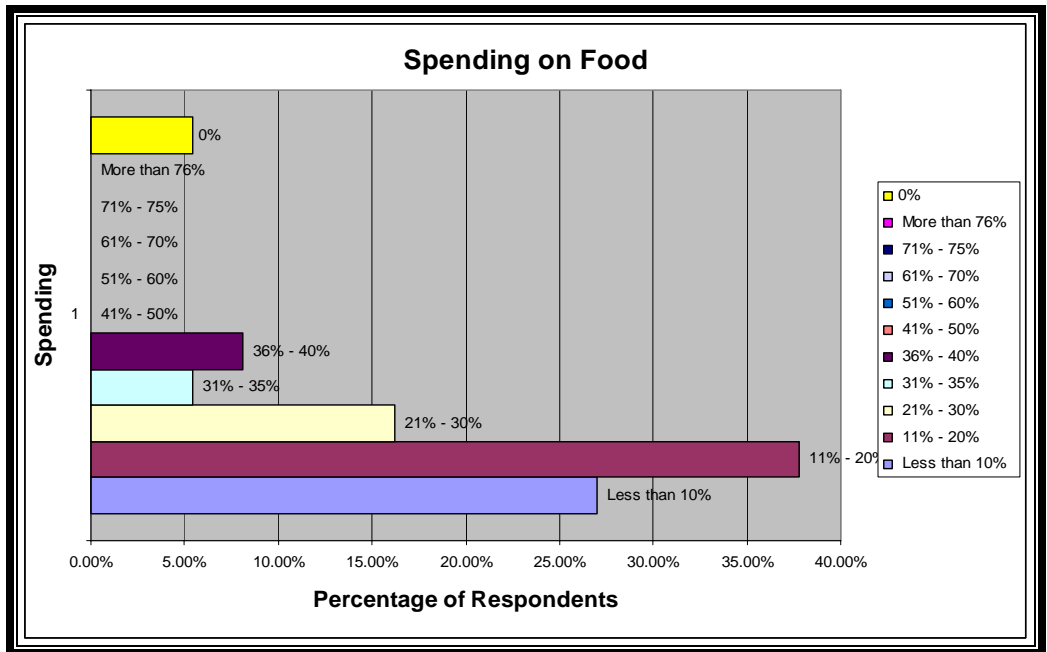
Majority of the respondents were in the low-income level. Though majority were low income they were not recipients of support services such as social welfare, food bank, social assistance, subsidized housing, employment insurance(EI),subsidized daycare, service agencies etc. 43.24% of respondents reported that they do not use the above assistance services.

### Expenditure



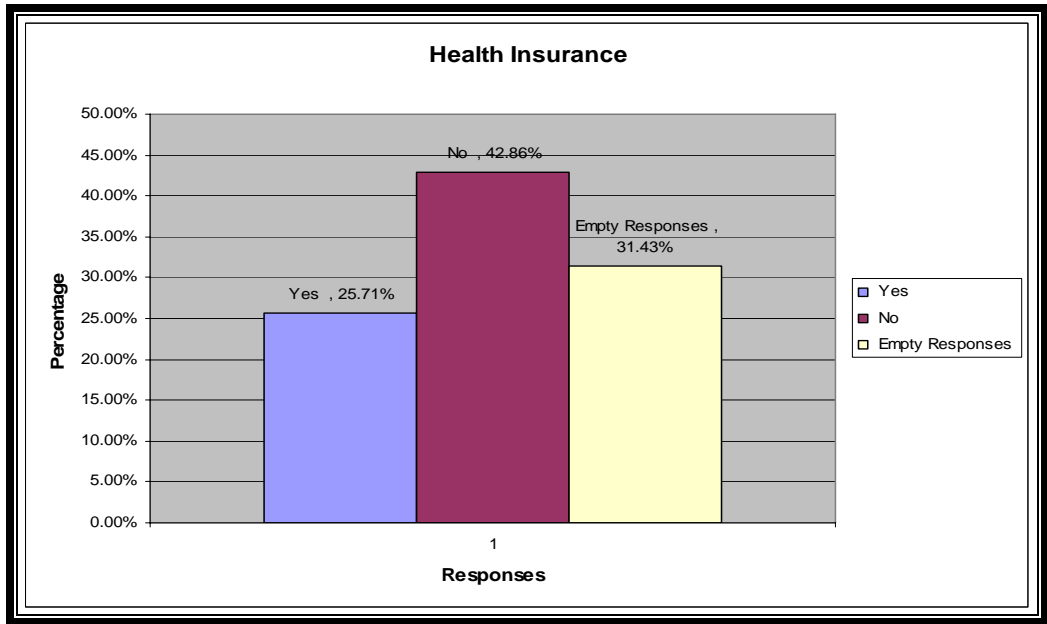
A majority of respondents, 37.85%, spent 11% to 20% of their earnings on their housing. 24.32% stated they spend 21% - 30% on housing. According to the data, residents spend a third (1/3) of their earnings on housing.

More than 50% of respondents are satisfied with their current accommodations. The majority 48.64% claimed they owned the houses and 45.95% live in rental housing. However the majority of respondents, 51.35%, stated that it is difficult to find affordable housing.

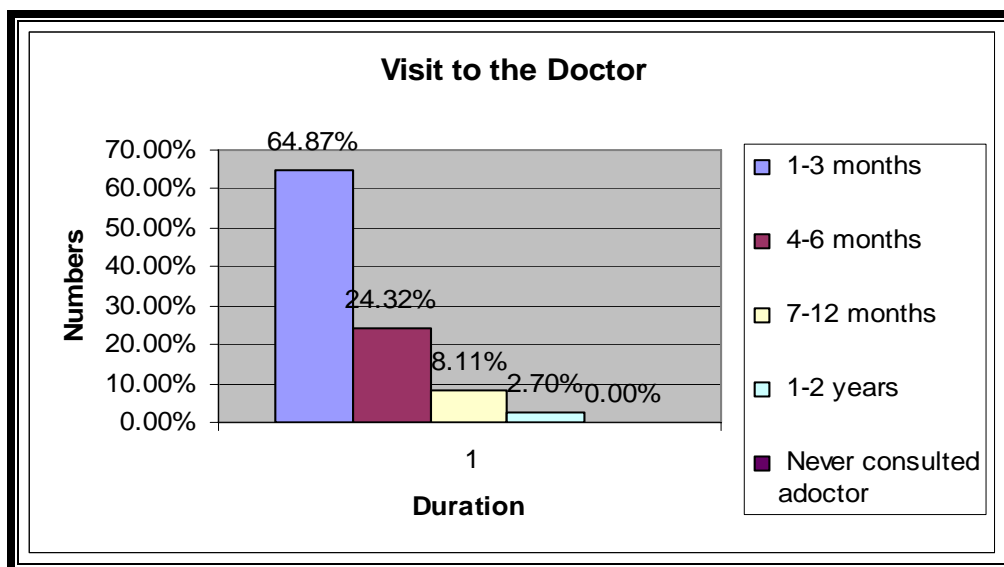


A majority of respondents spend a one third of their income on housing and food. 62.17% of respondents spend in between 0 to 30% on housing and 81.07% spend between 0 to 30% on food from their income.

### Health



42.86% of respondents claimed they do not have health insurance and only 25.71% had health insurance while 31.43% of respondents skipped the question.

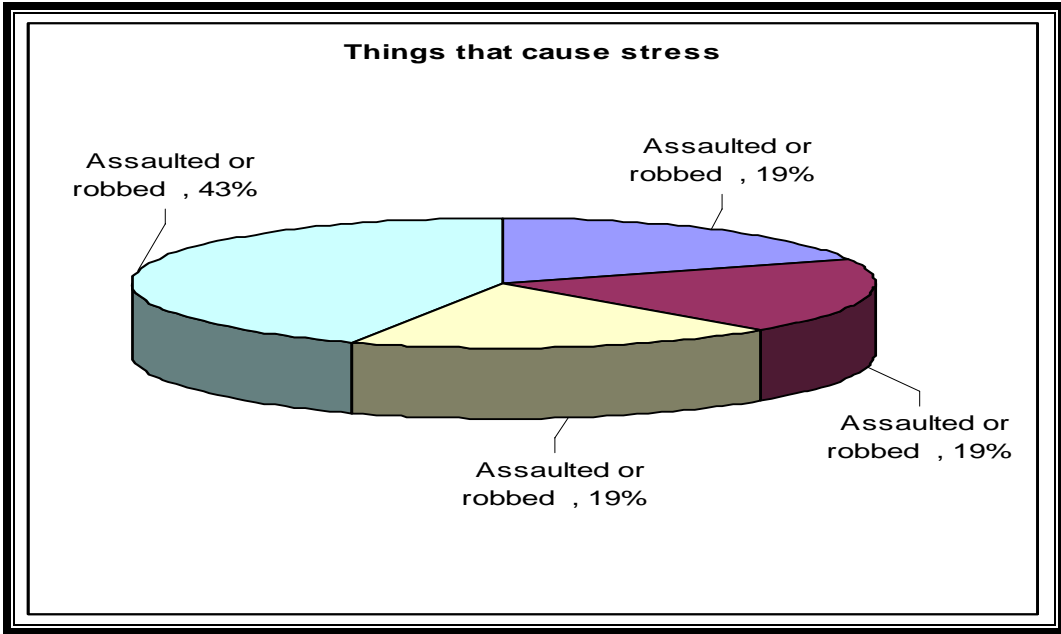


42.86% of respondents did not have health insurance. But the majority, 64.87% of the respondents said that they did go to the doctor every one to three months. 24.32% of respondents visited a doctor every four to six months.

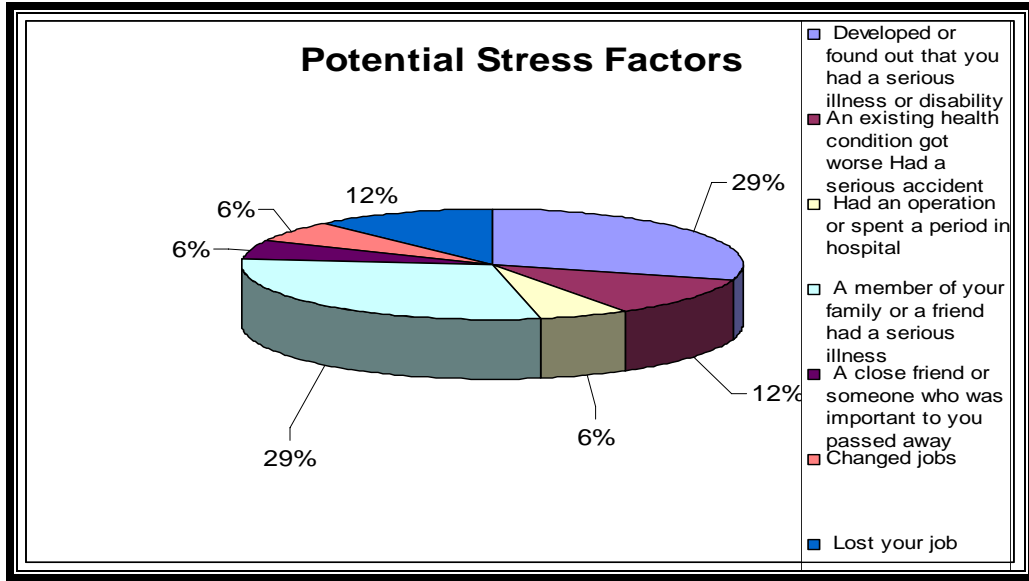
Overall most respondents mentioned that their physical health is good.

- Have you ever suffered from any illness, disability or other physical or mental problem that you believe was caused or made worse by your job, or work done in the past?
- Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time (e.g. more than 6 months) or that is likely to affect you over a period of time.

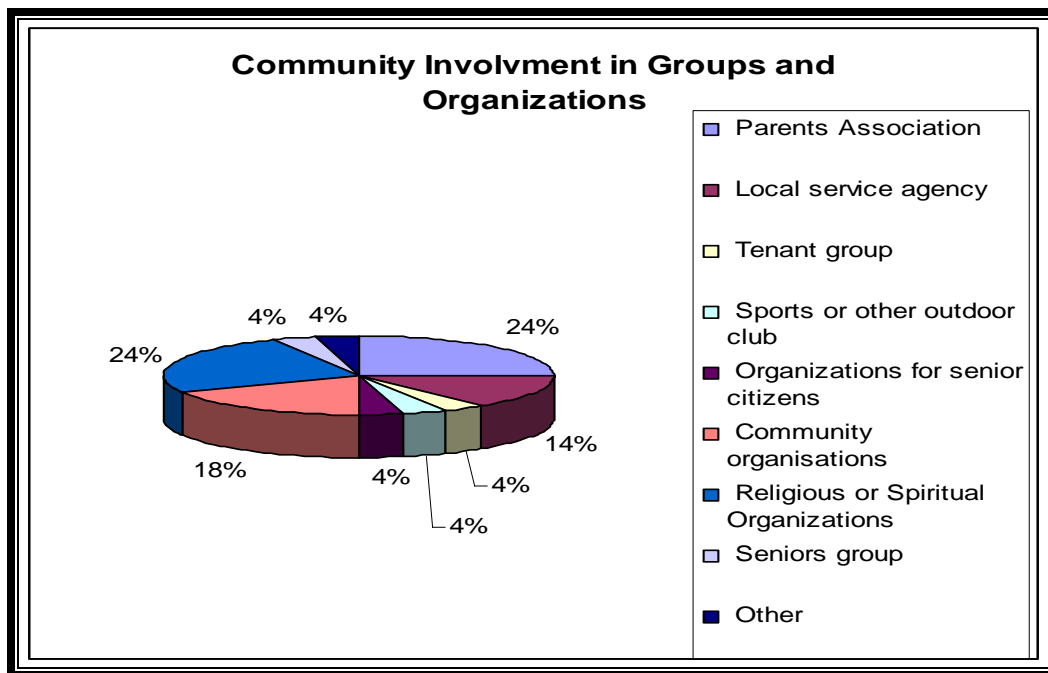
The majority, 81.08% and 51.35% respectively, of answers for the above two questions were “No”.



More than 50% of respondents stated that they had a cause of stress in the last 12 months and also 45.94% of respondents stated that they had potential stress factors in the past 12 months.

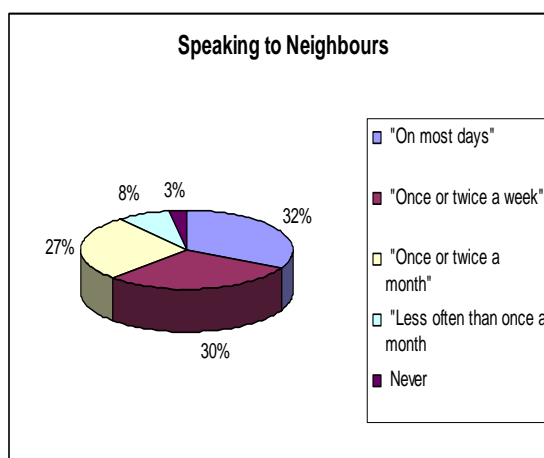
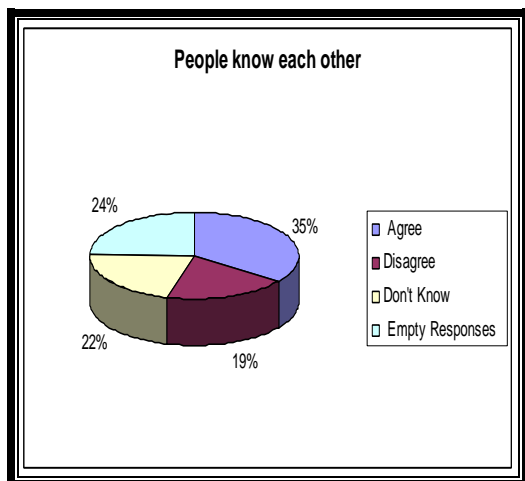


### Community Engagement



Out of the groups and organizations respondents claimed to use religious organizations, parents’ associations, community organizations, and local community agencies the most

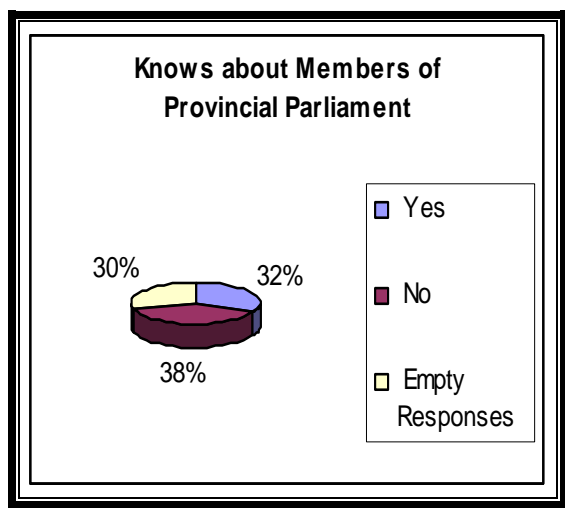
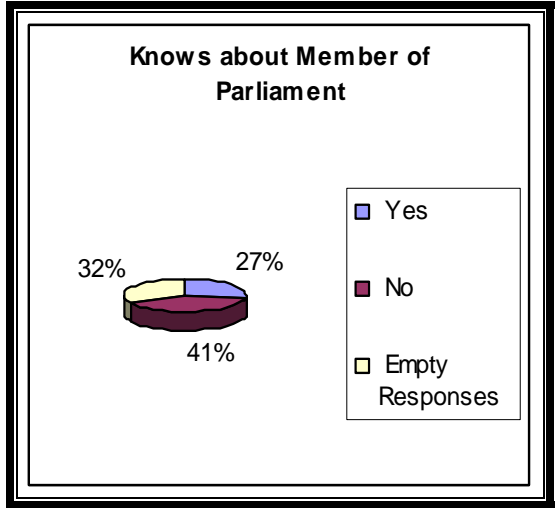
### Community Vitality and Community Spirit



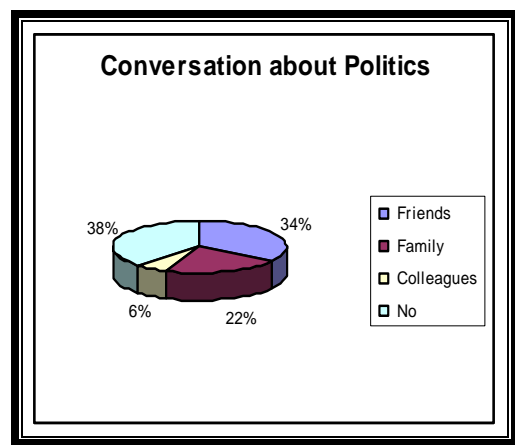
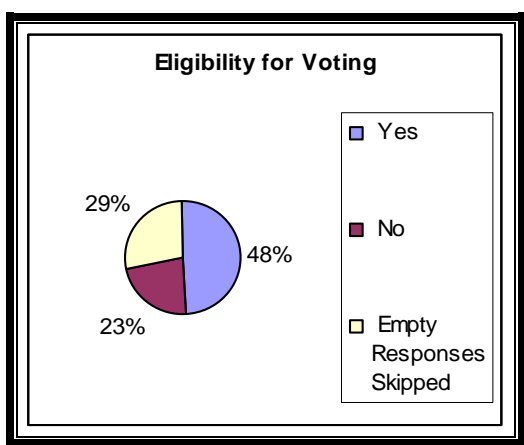
Most people interact with their neighbours. 32% of respondents interact with their neighbours on most days. But, the community spirit was claimed to be low. 19% of respondents in the neighbourhood disagreed that people know each other and 22% of respondents claimed that they ‘do not know about it’.

Most of the answers for the question on community spirit show a low rating. (Please refer to Appendix A page 11)

**Civic Engagement**

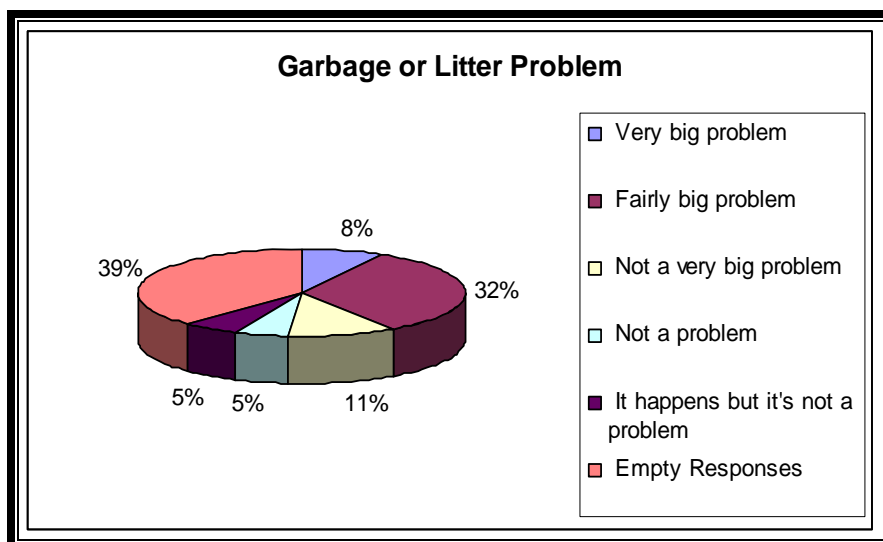


A majority of respondents do not know about Members of Parliament and Provincial Members. According to data 41% do not know their local MP and 38% do not know their MPP.



However, when it comes to actions such as voting, building conversations about politics the majority of respondents engage in such activities.

## General Issues



Most of respondents, 32%, said garbage is a fairly large problem in the neighbourhood.

Apart from that there is positive perspective given by respondents related to general issues such as the absence of drunk or rowdy teenagers hanging around, troublesome neighbours, vandalism or property damage, drugs and ethnic or racial intolerance or religious and faith intolerance, not being a problem in this community. (Refer data in Appendix A)

## Social Support

Social supports such as family and friends supports in helping, making them feel loved, relied on, making them feel important as part of their lives and taking care of them is rated fairly high. 72.97% of respondents stated that they spent their leisure time with their family. However 56.75% of respondents claimed that they do not have enough leisure time.

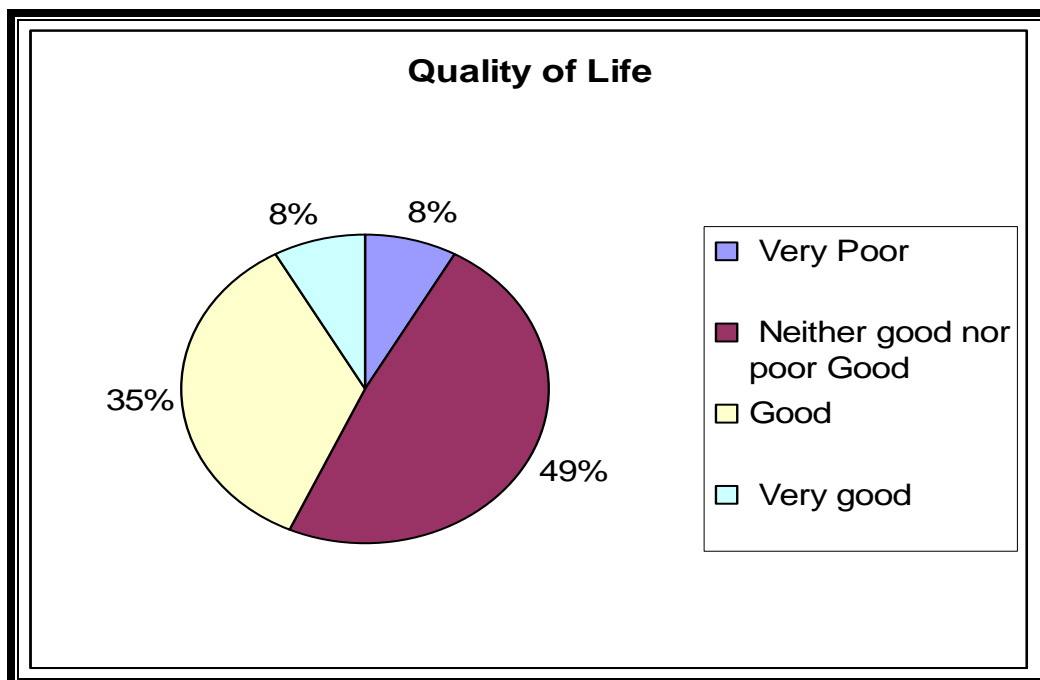
Majority claim that program for youth such as leadership, skill building, digital story telling, tutoring programs, social activities, counselling services, transportation support, recreation program, youth participation, job development, mentoring, place to play, safe playgrounds especially at night are highly needed in this community.

Respondents claim that the quality of most community services stayed the same as before. Such services included the public transportation, availability of food services, housing, community spirit, policing, employment, day care, immigration, services for youth, for families, people with disabilities.

There were split answers when regarding responses on the knowledge of rights such as at the workplace, in the community, at home, and the basic Ontario human rights. There were between 20% to 30% of empty responses for this question area. 30% to 40% of residents stated that they knew their rights well.

17 out of 37 respondents claimed to have experienced discrimination or harassment in different ways. 14 out of 37 respondents had different basis for discrimination.





48.64% of respondents rated their quality of life as neither good nor poor.

## Key Informants Data

Questions	Answers
<p>If a family you knew wanted to move into this neighbourhood, what advice would you give them?</p>	<ul style="list-style-type: none"> <li>• Most of the key informants agreed that there were lots of services for new immigrants and for families. These services were very convenient and accessible to the community.</li> <li>• Location for many other services was said to be quite accessible.</li> <li>• Majority of the population was south Asian</li> <li>• Affordable housing</li> <li>• Moreover key informants stated that this community was multicultural, diverse and densely populated</li> <li>• Two key informants said there was tension in this area.</li> </ul>
<p>What would you say are the strongest and best qualities of this community? What are some of the good things about living in this community for you? (You may want to consider social, spiritual, political, economic or other aspects of life)</p>	<ul style="list-style-type: none"> <li>• Sense of belonging</li> <li>• close networks</li> <li>• family oriented and extended family</li> <li>• diverse culture</li> <li>• Residents are interconnected</li> <li>• Unionizing community activities</li> <li>• Helping each other</li> <li>• Respect for other religions</li> </ul>
<p>Think about the problems you see in the community. If you had the power to solve three problems in this community in a short time what problems would you address?</p>	<ul style="list-style-type: none"> <li>• More community programs</li> <li>• Better living conditions</li> <li>• Find a way to unite different groups together</li> </ul>

	<ul style="list-style-type: none"> <li>• Findings ways to eliminate low income status</li> <li>• Improve the health conditions</li> <li>• Safety for youth</li> <li>• Issues of mothers and women</li> <li>• Low literacy levels</li> <li>• No positive role models in the community</li> <li>• Importance of learning mother tongue</li> <li>• Skill improvement</li> <li>• Family reunion for caregivers from foreign countries</li> </ul>
<p>What do you think are the three most serious needs of this community? What would you say are the main barriers to dealing with these needs and issues?</p>	<ul style="list-style-type: none"> <li>• Programs for the mothers</li> <li>• Awareness of the differential abilities of children and acceptance by the parents</li> <li>• Empowering women</li> <li>• Skills and educational development, programs for youth</li> <li>• Need to improve living conditions</li> <li>• Change of lifestyles</li> <li>• Resources for children</li> <li>• Good health and nutrition food for children and adults</li> </ul> <p><b>Barriers to deal with these needs</b></p> <ul style="list-style-type: none"> <li>• Women and girls are submissive and passive in decision making.</li> <li>• Cultural background</li> <li>• Low income</li> <li>• Education level of women</li> </ul>

	<ul style="list-style-type: none"> <li>• Social support networks make people lazy</li> <li>• Unhealthy lifestyle</li> <li>• People are not willing to come out of their comfort zone</li> <li>• Family responsibilities</li> <li>• Less resources and program for the youth</li> </ul>
<p>If you were advising a group interested in improving the health and wellbeing of this community, what are three things you would recommend they focus on?</p>	<ul style="list-style-type: none"> <li>• Programs for mothers</li> <li>• Provide awareness on differential abilities of children and acceptance of such conditions</li> <li>• Recreational programs for children</li> <li>• Develop the health conditions of the community</li> <li>• Healthy eating lifestyles</li> <li>• More medication facilities</li> </ul>
<p>If you were returning to this community after 15 years in another country, what would like to see changed, and what would you like to see the same?</p>	<ul style="list-style-type: none"> <li>• Need to see multicultural aspects</li> <li>• Sense of belonging and closeness</li> </ul> <p><b>Change</b></p> <ul style="list-style-type: none"> <li>• Higher educational levels and less densely populated</li> <li>• Improve the living standards</li> <li>• Children are in professions such as teachers, doctors, etc.</li> <li>• Women should be empowered more</li> <li>• Community awareness and active recycling</li> <li>• More city programs and spaces for the community residents</li> </ul>

	<ul style="list-style-type: none"><li>• Higher goals and achievements of the community</li><li>• Standard of health of differently able children</li><li>• Changing lifestyle</li></ul>
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## **Conclusion**

The study aim was to assess community well being at the Flemington Park Neighbourhood. The study brought attention where the community is struggling with some of aspects of well being.

### **Education**

When it is considered the standard of Education in the community the study indicated the level of education was low. It was shown that more respondents had less than high school or high school level of education. When it was deeply look at the key informants brought up attention stating that the women and the girls were venerable and having less opportunity, lower status, less access to skill development training, education and resources. The prominent culture in this community had a vital role in impacting the women empowering in education. The culture is male dominated and have been forced to limit their participation in the society. The women have been economically dependent upon men. It also led to the weak voice in decision-making and also submissive and passive in decision making.

### **Income-Job**

The study indicated the income of the majority respondents were low. The low income households are defined as person or family whose is below the low income cut off which is also known as the poverty line. The LICO is set by Statistics Canada and determined community size and size of the family. According to Statistic Canada one person who earn below 20975 per year is considered as low income person. It was significant that the majority of respondents claimed their house hold income was 5000\$ and the family size comparing to the house hold income was high. When it was considered with the education needed for the jobs the majority said it was less than high school. This also impacted on the income of the residents and the type of the job they could do.

The key informants shared the most of the families in this was low income. Moreover it was described saying the most families the only one person is employed. The women stayed at home looking after family. Also it was considered as culturally women were not accepted go for work. On the hand women were bound with lot of family responsibilities they were not able to develop their career as professionals. Moreover the low education and lack of skills were barriers and prevented them from coming out from their comfort zone. In addition to the respondents who were in the labor force claimed they need the low level education for their job. This had been affected the financial contribution to the family and it was led to the low income for more families.

### **Health**

Health is very important to keep the community healthy. The health of the resident was claimed to be in good physical and mental condition. But when it came to performing physical activities during the last week most of them stated that they had not any physical exercises. Though the residents claimed there heath condition was good there was a concern bought by the key informants regarding the health of the community. In the key informants interviews a majority concern was about the life style of the community had led to the unhealthy life. The key informant from the Flemington health centre stated resident of the community was not motivated to do exercise. Moreover the worker said the diabetic patients were becoming higher and it was affected mainly because of the residents did not have good habits of living style such as having nutrition food, leisure time etc. As a community need the health centre started diabetic prevention program which helped to educate residents. In addition majority of the respondents claimed there are potential or causes of stress their life. But it did not affect their mental well being because majority stated that they did not limit their day to day activities or living style.

## **Housing**

Though majority was happy with their current accommodation meanwhile the majority sated the affordability of those housing was difficult for them. However the one of the key informants who work in the Flemingdon Park but not live in the same community mentioned there were affordable housing comparing to her neighbourhood. She explained therefore lots of immigrants were moving to this community. Though comparing to other neighbourhood this community had affordable housing but the most of the residents was laid under the low income status and it was caused affording housing in this area.

## **Community vitality vs. Community Spirit**

The respondents rated their sense of community vitality quite high. This was reaffirmed by the key informant's interviews which stated that the community had close relationships, a strong sense of belongingness and family support and that the network among the community was high.

However with regards to community spirit the collective action was claimed to be lower participants among respondents. This was observed during the conduction of the survey and was also pointed out by one of the key informants during the discussion. Because Flemingdon Park is diverse community there are different religious cultural ethnic groups that exist there. Ethnic groups spend most of their time working on their own and very rarely do they come together for collective action.

## **Social Support Services**

Though the most of the respondents were low income level the majority claimed they were not receiving social support services. But this was observed during the survey and it was identified because of social stigmatizing the social support recipients were not willing to disclose the truth. Therefore it was hard to get the right amount of the recipients who were in the social support network.

## **General Issues**

According to the respondents the general issues such as drunk or rowdy, teenage hanging around, troublesome neighbours, vandalism or property damage, drugs and ethnic or race tolerance or religious and faith tolerance was not a problem in this community. But as an observer there were some of the issues were arose which was related to the vandalism and property damage by some of the youth groups in the area. The incidents were observed during the study period and it was mentioned in the supporting documents of the field notes section. (Please Refer Field notes page xiii.c). In addition to that the garbage is a fairly a problem in this community. Though majority said they were aware of recycling and environment protected ways the other hands the majority had complain on garbage. Other than that there were not significant issues were came up with the above areas.

## **Youth Program and assets/Children Programms**

Past incidents of gun violence, murders and sexual assaults gave Flemingdon Park a bad history. Being historically known for such incidents, no dramatically change has been taken place in addressing this issue. There is high need for youth programs and services. Youth group tension was identified as a problem in the area and was deemed unhealthy for the community. There is a relationship between the programs offered and youth tension. Being part of the residential community, youth issues should be addressed; otherwise the situation is likely to worsen. Because the voice of the youth is unheard, youth respond in different ways. The risk of having youth gangs arises and is not healthy for the community.

The role models, youth counsellors, mentors, job recruiters, etc. should provide an opportunity for youth to recognize their value and for the community to recognize the skills that their youths possess.

There was a concern on the program for the children in the community. The spaces from the city program is not enough for the children live in area. There is lack of early intervention program or awareness program for the parents who have children with differently able.

### **Leisure Time and family Support.**

The majority of the residents mentioned they did not have enough leisure time. They majority worked full time and the leisure they did spend with their family. On the other hand this community was defined from most of the key informants as family oriented and the respondents reaffirmed the notion of them saying majority social support such as family and friend was very high in relation to physically, emotionally, and accepting within them.

### **Services**

The limited services offered not only affect youth but the rest of the community, who believes that the services have not changed and improved for a while now. However most of the key informants stated that the services for new immigrants have increased and are more accessible than before. Though there are a lot of programs and services there are still gaps between the service providers and the clients.

Overall the study shows the some aspect of well being of this community has been not yet addressed. And also it shows some variables are interdependent and interconnection with the other. The low level of education has not only impacted on literacy level of the community it has effect on the job. The low attainment of education is not only a personal deficiency it is also a social problem. It also contributed to the poverty in the community. If the education level could be improved they must have access to a greater variety of occupational opportunities as well the jobs will be well paid. This has contribution to the sustainability of economic status in a family.

Not only that the low level of education of members has difficulty in participating in utilizing public information about health care and being a critical consumer. The education and income of the family has a greater impact of having a healthy lifestyle. The levels of education of the families lead to acquire knowledge, skills to develop healthy life in the community. But if level education is low it has difficulty in participating in utilizing public information about health care and being a critical consumer and choose sound diets to improve their family's nutrition. Moreover they would not able to critically think what is right and what is not for their family.

On other hand the income of a family deprive the having nutrition food. There are circumstances that the low income families could not get nutrition food. The low income families who need to pay rent, clothing, transportation; child care has a less amount to spend on their food. This may prevent them having best choice for their family. In addition that the unhealthy lifestyle of families has great negative impact on children performance at school such as concentration, poor grades and cognitive development and physical development.

The neighbourhood is considered one of the priority neighbourhoods. Though there were some action taken place to uplift the community from the current situation there are still some areas to be improved. Especially the some aspects of well being have an interdependent and also interconnection with each other. Therefore improving community well being should not look at micro level. It should be addressed as a holistic process.



## Recommendation

*To improve the level of education, skill, status and accessibility to the different programme I recommended taking following action*

➤ Increase funding for education upgrading programme and be made available in the community. This will help specially women for participating the program in their community and it would help them to participate the programme with confident.

➤ Education programme must be provided with the flexibility time scheduling  
This would create the accessibility for the many for education program. For an example the women who are responsible in dropping and picking up their children from the school the programme should be design accordingly. It would help the women to balance their house work and the work at outside. Men who want to upgrade their education while they are engaging in a job could have access if the time scheduling is flexible for different groups. Not only that it will not much financially burden for the participants (transportation) and it is time saving of their busy life.

➤ Financial support should be available those who want to upgrade their education and want to be in the full time or part time program. This financial support could be given in different ways. Supporting child care, TTC token and scholarship

➤ There should be awareness programme for encouraging in education programme and equality in education

➤ Encouraging participants for higher education by giving them scholarship

➤ To improve the skills and engage in the labour force I recommended following action should

➤ Skill counselling program- The residents who may wish to go to labour force the carrier counselling is an essential programme. Specially women has less opportunity and accesses to the labour force they might have less knowledge on rights as workers about union ,varies occupation available to women. The skill counselling program could give the direct assistance in finding job and also educating them in rights, work culture.

➤ On the job training program- Create more effective volunteering opportunities which would get the same experience of the job the training participant s want to do

➤ Financial support during their skill development programme. This could be a small amount of incentive that helps them recognize their contribution and support financially during their training.

➤ Information programme for access to the job market and different resources available.

➤ The men should be aware of women participation in decision making at home as well as out side.

➤ The women who do not want to continue education could be encouraged in doing small business according to their interest and skills such as sewing, cooking, baking etc.

***To enhance the health of this community I recommended following activities in the community***

- Implement program on giving education on proper food storage, preparation, sanitation, safety, and meal plan according to budget. This could be done through public health department
- Encourage to have a dietician for a family, home visit or make appointment by the assigned dietician to examine and follow up the families eating style
- Implement program to improve and encourage for physical exercises.
- Create nutrition food access program. Though the food bank is providing food for the low income families there is no guide for providing nutrition food. Therefore there is need of having nutrition food access program for the low income families
- Awareness program on having nutrition food and advantages of it
- Awareness program on acceptance of children with disabled, early intervention and providing treatments
- Low cost health insurance plan for low income families
- Encourage families to have family doctor and have early intervention on the disability of children having. This could encourage through the Public Health in Ontario.

***To have affordable housing for the residents I recommended following steps to be taken***

- The non profit organization implement program to provide low rental housing for low income families.
- Rental assistance program

***To improve Community Spirit following steps could be taken***

- Leadership program. This program would help the different group to come together. The leaders select from different groups and they would trained for become a effective leaders in the community
- Leadership program integrated with common goal-The training would provide the leaders and they would work on one goal. The goal could be improving services, access or equity. This would lead to a unity among groups
- Inclusive programs such as cultural celebrations or cultural day. The day different cultural people has community events and they have opportunity to participate

***To increase the awareness and contribution towards cleanliness at the environment in the community I recommended following step to be taken***

- Municipal council makes sure that the garbage kan is located appropriately in the places
  - Awareness program on Keep community clean
  - Visual Ads in the community to encourage the people to keep the community clean up
- Organized Volunteering groups by different agencies such as religious, non profit and business organization around the community would take initiation to clean the community with the community residents

***To have improve the youth and children services and assets in the community the following initiations would like to recommend***

- The need assessment should be conducted by the organization before they start the youth programs. This would help organization to shape their projects according to their needs
- Young people participating in government and community-driven planning activities. This would help the youth to speak up for their needs
- Youth should be engaged in community level decision making
- Youth led program should be started. This would help the youth build there skills and leadership
- Digital story telling program should be introduced to thee youth. This would help the youth to be very creative and also it could be use as a media to discuss about youth issues.
- Educational assistance and counselling program. This would help the youth who need home work assistance or any other educational assistance or direction
- Carrier counselling program for the youth
- Youth directed program with the positive role models

***To have effective and progressive services for the community following steps are recommended***

- Any agency before start the program or project get done need assessment and filter what are the neediest in this community
- Involved community in planning, designing and implementation process of any services
- Evaluate the impact of service providers in terms of developing the services
- Collective discussion with all service providers and there outcome in the community and discussion on improving their services
- Public forum for the community to share their comments, opinion on the services

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**Appendix A- Questionnaire**

**Toronto Community Needs Survey 2010 –  
tcclld.org**

## Appendix B Key -Informants Interviews

### Key Informant -1

Early childhood facilitator

**1. If a family you knew wanted to move into this neighbourhood, what advice would you give them?**

- There are lots of services for families.
- New comer programs (Settlement programs, Language Programs, Early childhood programs, School readiness program, Public health program, Services for low income people)
- I was heard about the violence on this area before I come to work here. But I realized after working here what I heard about this community is wrong. So I would recommend that area for living.

**2. What would you say are the strongest and best qualities of this community? What are some of the good things about living in this community for you? (You may want to consider social, spiritual, political, economic or other aspects of life)**

- The people has sense of belongings and helping each other
- Close community relationship
- Asian culture plays big role in welcoming people to the community, every one respect each religion
- All knows what is going in the community-Networking

**3. Think about the problems you see in the community. If you had the power to solve three problems in this community in a short time what problems would you address?**

- Families do not give enough attention and importance to continue their first language as immigrants
- It is difficult to transfer the skills to Canadian context (Assess the qualification in Canada take lot of money and time)
- Most of the Care givers from other countries have settled down here in this area. There are lot of problem in families arise after they come from there country leaving their children and spend some years in Canada. Moms are suffering of feeling of separation from their families. After they are integrated with the family members in Canada the families have problem with adjusting and settling down with the new environment. Because due to

separation of the mothers has been led to the crisis of families and it will affect their lives though they are unify with the family.

**4. What do you think are the three most serious needs of this community? What would you say are the main barriers to dealing with these needs and issues?**

- Nutrition food for children at lunch
- Health-Need affordable dental facility because most of the families are low income
- There should be a policy changes for the caregiver program in Canada. Though the caregivers from other countries may cheaper than the Canada it will create the problem and social issues in the community in later stage.
- Encourage to have family doctor and track the child development of the children
- Parents do not have higher expectation or improve their children education level.

Ex: Most of the moms are not concern about the uplift their children from the condition they are. They do not mind children go to job for Tim Horton Mac Donald

- Skill changes for changing life style
- Inferior feeling
- Skills adapting to a new country
- Counselling and education for the families who are in crisis

**Barriers**

- Family responsibilities for the moms and they are not able to find time for develop the skills for employment. Especially Mothers they do not have relatives for here to assist in taking care of their children and therefore they are stuck with family responsibilities
- Parents are not encouraged to have nutrition food for their children
- Immigration policy
- Low income families are the majority of this area and it is also on of a barrier to have a good living standard

**5. If you were advising a group interested in improving the health and wellbeing of this community, what are three things you would recommend they focus on?**

- Health and nutrition of children food
- Encourage to have a family doctor
- Changing of some immigration policy
- Young mothers who have skills and knowledge but who are at home because of the children help them to improve their skills here

**6. If you were returning to this community after 15 years in another country, what would like to see changed, and what would you like to see the same?**

- Children who are at the kindergarten being teachers, doctors, nurses
- Giving back to the community
- Living standard should go up
  
- Like to see the community same good qualities of sense belongings, closeness



**Key Informant -2****Outreach worker**

- 1. If a family you knew wanted to move into this neighbourhood, what advice would you give them?**
  - If the family from south Asia strongly advice them to settle down here because most of the people are from south Asia. In addition that I would like to tell them they would get the same food that Asian eats. Moreover it is much benefited for the new comer who settles down here because the place has tremendous services for the new immigrant and affordable condominiums comparing to other places.
  - Also the place is located in a good location which is accessible for several services and recreational activities
  
- 2. What would you say are the strongest and best qualities of this community? What are some of the good things about living in this community for you? (You may want to consider social, spiritual, political, economic or other aspects of life)**
  - Sense of belongings
  - Unionizing for community activities
  - People are confident to come out hand play leadership role in community-Political candidates
  
- 3. Think about the problems you see in the community. If you had the power to solve three problems in this community in a short time what problems would you address?**
  - Impose Cultural believes- oppression for the women and girls.
  - Physical health Problem
  - Low literacy level
  - Lack of role model
  - I would like to address the oppression for the women and girls.
  
- 4. What do you think are the three most serious needs of this community? What would you say are the main barriers too dealing with these needs and issues?**
  - Empowering women and girls- Education, capacity building
  - Making changes of life style
  - Skills and education

**Barriers**

- Men are dominant and it is culturally accepted
- People are afraid to come out of the comfort zone
- Social net work makes them lazy
- Low education
- Slave of the community
- Lower expectation and no long plan for families
- Cultural barriers
- Living style

**5. If you were advising a group interested in improving the health and wellbeing of this community, what are three things you would recommend they focus on?**

- Life style of the community- it is not healthy at all
- Awareness and education on good health habits

**6. If you were returning to this community after 15 years in another country, what would like to see changed, and what would you like to see the same?**

- I would always like to see the changes of this community.
- Women should empowered more
- Community aware and active recycling
- More city program and spaces for the community
- Higher goals and achievement of community

I like always change. If there is no changes no develop in the community

**Key informant-3****Principal****1. If a family you knew wanted to move into this neighbourhood, what advice would you give them?**

- I would like to tell them to go the Flemington Neighbourhood services and get more information about the area.

**2. What would you say are the strongest and best qualities of this community? What are some of the good things about living in this community for you? (You may want to consider social, spiritual, political, economic or other aspects of life)**

- Community has good and close networking among them
- Most of the buildings are associated. Therefore it is a good feature of accessibility to the community members and the services

**3. Think about the problems you see in the community. If you had the power to solve three problems in this community in a short time what problems would you address?**

- Women are isolated
- Parents are not aware on the services on health issues from 0 to 6age. In some cases because of the culture or believes parents are not willing to get the medical assistance on children health issue related to Autism or other disability issues at the small age. Even though there are lots of services for 0 to 6 ages.
- Attitude changes Power distribution in the family unit.

**4. What do you think are the three most serious needs of this community? What would you say are the main barriers too dealing with these needs and issues?**

- Mothers needs some program to come together and spend there time. Though there some program in the community most of the mothers are shy and language is one of the barrier in bringing them together.
- Also most of the women do not have opinion and independent make opinions by themselves. Always they dependant on their spouse. They are submissive. Therefore it is difficult to get out from their comfort zone.
- Accept the differently able children as it is and treat them with the early intervention. Most of the parents are not willing to accept the reality and they try to ignore. It is because of the

attitude towards the disability or differently able concept. They think having children with differently able is not accepted by the society.

**5. If you were advising a group interested in improving the health and wellbeing of this community, what are three things you would recommend they focus on?**

- Create some program for the isolated mothers and submissive women to come out from their comfort area
- Give more awareness and changing attitudes on children born with differently able
- Sports and dancing and some other recreational program for the children

**6. If you were returning to this community after 15 years in another country, what would like to see changed, and what would you like to see the same?**

- I would like to see the closeness among the community. As a change I would like recommend more women to have their opinion and change the attitudes on sharing power within the family and health on children with disability.

**Key Informant-4 Volunteer coordinator****1. If a family you knew wanted to move into this neighbourhood, what advice would you give them?**

- Tell them this neighbourhood is very convenient and accessible for many services.
- If they are new immigrant they would have more services and information session free of charges and affordable amount
- Transportation
- Community centre
- Health centre
- Food bank
- School-snack program, different after school classes
- Mall
- Library
- But if they have young teenage children keep more eye on what they do and monitor their behaviour. Because there youth gang which is not healthy having relationship with them

**2. What would you say are the strongest and best qualities of this community? What are some of the good things about living in this community for you? (You may want to consider social, spiritual, political, economic or other aspects of life)**

- Multicultural and diverse community
- Have a good relationship with politician- politician visit some of the program
- Family oriented and extended family

**3. Think about the problems you see in the community**

- Low income – Most of the families' one adult is working.
- Living life style lead to many health problem such as diabetics and other related health issues
- They are not motivated to do exercises
- Stress- One person working financial situation
- Safety for the youth

**If you had the power to solve three problems in this community in a short time what problems would you address?**

Make difference in life style

**4. What do you think are the three most serious needs of this community? What would you say are the main barriers to dealing with these needs and issues?**

- Skill for employment
- More spaces for the youth
- Healthy life

**What would you say are the main barriers to dealing with these needs and issues?**

- Most of the mothers are with low education and English.
- Limited space for the youth and the children for the program run by the city. In this neighbourhood most of the population is children and youth.
- People are not motivated on changing their life style- Doing exercises

**5. If you were advising a group interested in improving the health and wellbeing of this community, what are three things you would recommend they focus on?**

I think previous answers has a answer for this

**6. If you were returning to this community after 15 years in another country, what would like to see changed, and what would you like to see the same?**

Like to see the same multicultural aspects

Changes should happen in changing lifestyle and living standard of the population

## **Key informant-5 After school program coordinator**

**1. If a family you knew wanted to move into this neighbourhood, what advice would you give them?**

- It's a neighbourhood that is very populated but also very diverse. Thus there are many accessible locations that will help a family start up easily (e.g., shopping mall, grocery, doctors, etc.)

**2. What would you say are the strongest and best qualities of this community? What are some of the good things about living in this community for you? (You may want to consider social, spiritual, political, economic or other aspects of life)**

- Strongest – The diverse culture means that most likely there will be people in the community that are the same culture/religious background as you and can relate to you. Can often be a helping hand (e.g., picking up the kids from school for you, babysitting, etc.)

**3. Think about the problems you see in the community. If you had the power to solve three problems in this community in a short time what problems would you address?**

- More Community Programs
- Ways to accommodate better living conditions
- Find opportunities for multiple background groups to unite together

**4. What do you think are the three most serious needs of this community? What would you say are the main barriers too dealing with these needs and issues?**

- Living conditions – too many families/people living in one area → a problem that cannot be dealt with cause more and more people are moving to this area and there are no more space/land to build
- Education – too many kids in the neighbourhood and not enough schools/teachers
- Youth Crime/Behaviour – too many youths and not enough programs to supervise them or parents working long hours and not able to look after them

**5. If you were advising a group interested in improving the health and wellbeing of this community, what are three things you would recommend they focus on?**

- Living Conditions
- Education on health
- More medication facilities

**6. If you were returning to this community after 15 years in another country, what would like to see changed, and what would you like to see the same?**

- CHANGE: Less populated, improved education level
- SAME: Diversity



## Appendix C- Field Notes

### a. 23/11/2010

The lady met at her living condo at the lobby. She was very positive thinking. She said she faces discrimination because of her religion. She is originally from a Muslim majority country. But she is a Christian. She stated being from a Muslim country and living in a neighbourhood which there are lot of Muslim they question about her religion and sometime they ignore speaking with even though they are from the same country.

She said she has a religious group and they gather and pray in their home once a week and she does the volunteering for the religious organization. They do not believe man made things and only believe the god and he is superior. Therefore she does not vote. Because she thinks it is prohibited from her religious. Because it is man made system.

### b. 21/12/2010

I used to talk to a day care teacher who works at the daycare at the Flemington Park. She said it is very challenging working with parents when there is necessary action to be taken together. If children are not behave or has some decencies parents are not willing to accept the real fact about their children and work together to overcome the problem. Some times parents get upset and do not want to collaborate with the teachers. Parents do not have time to spend with their children.

### c. 24/12/10 during the School Break

Young teen always used to get to gather lobby at one of a condominium at Flenongdon park. They sat there and talk with the group. One day they put some fire outside of the premises when they played. This was complained by resident and police came there and they were questioned and parents to call and questioned about the things. Also the condominium seniors were also complaining the space for them to be seated being occupied by the youth and they were not able to sit there. Therefore the management put notice on not to sit to anyone except the seniors.

There were several incident were reported being damage to the vehicle park outside while children were playing

### d. 03/01/2011

It is found one day the lady from a daycare she spoke to her friend and said she quit the job because she was harassed by the two coo workers form her work place. The reason was happened during the supervisor of the day care had been away for her vacation. She said she was harassed because she is from the same country the two workers from. Because of her ethnicity is different from coworkers and the ethnicity of her people had been harassed them when they lived in the back home they wanted to get the revenge from this lady

e. Basically it was observed the residents around here are more pay attention on who are their neighbours and they have close eye on every body around them. If there is new person they will know and try to find out the things around them

f. 30/12/2010 senior person was interviewed

The person lived in the Flemingdon Park in a condominium. He has three children and he lives with one of a son. He stated he is waiting for the friends. He said they gather at the recreation room at the condominium and they played card and talk. He said his wife is looking after the grand children. He said all grand children are looked after by him and his wife when their children go for work.

He stated the three children live in the same building and it is rented. Therefore they are afraid to buy and make a long time financial commitment because the jobs that they do is not stable

Further he stated his children are doing labour jobs. They came here as a refugee and there education had been disturbed the country they lived. After coming here they started continuing studies and all children stop their education at high school level and find jobs. They got married to the same cultural background ladies.

The families are helping each other when there is need. Also said he has friends from same country he is from. But he does not like the winter time because it is very hard for him to go out side and his children also does not like go out and spent because they afraid he would get sick.

g. 06/01/2011

I met a lady and her go to upgrading for adult school. She said she is a refugee and she is happy because she got so many opportunities in Canada. She said they are in social welfare and her three children go the school and daycare and she has opportunity to study. Her husband works at a gas station. But her husband works at the United Nation Branch in his back home. They live in the rental house. She came to this neighbourhood because her own sister live in the same place. She gets support from her sister to find out places. She told the services around her neighbourhood were very supportive for her in the settlement in the Canada.