



Policy Title: **The Social Wellbeing Policy**
Policy Number: **CP2019-01**
Report Number: **CPS2019-0276**
Adopted by/Date: **Council / 2019 April 08**
Effective Date: **2019 April 08**
Last Amended: **N/A**
Policy Owner: **Calgary Neighbourhoods**

1. POLICY STATEMENT

- 1.1. The City of Calgary (The City) will follow the Social Wellbeing Principles when making decisions; developing plans, policies and strategies; and delivering City Services. These principles are:
 - (a) The City will strive to provide Equitable Services. This includes removing barriers to Access and Inclusion;
 - (b) The City will advance the active and shared process of Truth and Reconciliation in collaboration with the community;
 - (c) The City will seek opportunities to support and grow Culture in Calgary; and
 - (d) The City will aim to stop problems before they start, using a Prevention approach.
- 1.2. The City will advance processes and mechanisms to identify emerging social needs of Calgarians and develop response plans that may be put in place with appropriate partners and Services.
- 1.3. The City will consider all aspects of Accessibility in City Service delivery and maintain a multi-year plan for how The City will meet Accessibility requirements.
- 1.4. The City will develop measures, evaluate, and publicly report on, the progress made in the advancement of the Social Wellbeing Principles.
- 1.5. To support The City to advance the Social Wellbeing Principles of Equity, Truth and Reconciliation, Culture and Prevention, The City will:
 - 1.5.1 Seek the advice of the Social Wellbeing Advisory Committee or other relevant Boards, Commissions and Committees as requested by City Council, Administration, or as indicated in the Social Wellbeing Advisory Committee work plan;
 - 1.5.2 Provide representatives of The City including members of Council, employees, and Boards, Commissions and Committee with relevant learning opportunities including training;
 - 1.5.3 Use data to understand the needs of Calgarians to inform Service delivery; and

- 1.5.4 Develop tools and provide support to integrate consideration of the Social Wellbeing Principles into City processes as described in 1.6.
- 1.6 The City will embed consideration of the Social Wellbeing Principles of Equity, Truth and Reconciliation, Culture and Prevention, in:
 - 1.6.1 the design, delivery and evaluation of City Services;
 - 1.6.2 The City's strategic vision (the Municipal Development Plan / Calgary Transportation Plan);
 - 1.6.3 the development of Service plans and budgets;
 - 1.6.4 the processes that support project management;
 - 1.6.5 the delivery of communication, marketing and information provided to the public;
 - 1.6.6 the process of public Engagement;
 - 1.6.7 the completion of Corporate reports;
 - 1.6.8 advocacy to and collaboration with other orders of government to address relevant social issues; and
 - 1.6.9 the development of new or revised Council and Administration Policies.

2. PURPOSE

- 2.1 The purpose of this policy is to outline policy statements and procedures for how City Services can contribute to achieving quality of life and increased Civic Participation for all Calgarians.
- 2.2 This Council policy addresses the need to:
 - 2.2.1 Provide guidance on how The City can reduce barriers and continually improve delivery of Services to all Calgarians, considering aspects of diversity including but not exclusive to: age, disability, family status, gender, gender identity/expression, marital status, Indigenous heritage/identity, level of income, place of origin, place of residence, race, religious beliefs, and sexual orientation; and
 - 2.2.2 Develop an efficient and effective approach to the coordination of relevant existing or future strategies that advance the Social Wellbeing Principles.



3. DEFINITIONS

3.1 In this Council policy:

- 3.1.1 “Access” means Services align with the ability for individuals to participate. This often is achieved through the removal of barriers impeding access, which may include: social, financial, language, cultural, geographic and physical barriers. The result is everyone is given the opportunity to participate in all aspects of society.
- 3.1.2 “Accessibility” means removing barriers to access specifically for people with disabilities (which may include but is not exclusive to physical, sensory and cognitive disabilities) to participate in City Services.
- 3.1.3 “City Service” or “Service” means the delivery of outputs that meet the needs of residents and contribute to overall outcomes delivered by The City. This includes enabling Services (Services that set the framework, policies and conditions by which internal City Services operate; or provide the foundational support for the delivery of public Services).
- 3.1.4 “Civic Participation” means Calgarians are involved in dialogue and/or actions to address important public issues.
- 3.1.5 “Culture” means the opportunities to express the unique identity of a community or social group. Examples include art, food, performance and other creative expressions that deepen social connections, increase cultural understanding and dialogue, reduce isolation and enliven communities. In the context of this policy, Culture refers to the strategic priorities in the Cultural Plan for Calgary.
- 3.1.6 “Engagement” means the purposeful dialogue between The City and citizens and stakeholders to gather information to influence decision making.
- 3.1.7 “Equitable” or “Equity” means conditions are adjusted to meet people’s diverse needs, strengths and social realities. It requires recognition that different barriers (often systemic) exist for diverse individuals or groups. The result of Equity is all people have the opportunity to benefit equally from City Services.
- 3.1.8 “Inclusion” means environments in which any individual or group is respected, valued, and supported to fully participate in society. In these environments people feel included.
- 3.1.9 “Prevention” means the conditions or personal attributes that strengthen the healthy development, wellbeing, and safety of individuals across the lifespan, and/or communities, and prevent the onset or further development of problems.
- 3.1.10 “Social Wellbeing” means the social conditions that impact an individual’s quality of life, access to opportunities, and inclusion in society.



3.1.11 “Truth and Reconciliation” means a shared and active process between Indigenous and non-Indigenous peoples to establish and maintain mutually respectful relationships. It is about acknowledging what has happened in the past, addressing the impact of colonial policies and then following through with action.

4. APPLICABILITY

4.1 This Council policy applies to members of City Council and Administration.

5. LEGISLATIVE AUTHORITY

5.1 Pursuant to s 3 of the *Municipal Government Act* (Alberta) “the purposes of a municipality are (a) to provide good government, (a.1) to foster the well-being of the environment (b) to provide services, facilities or other things that, in the opinion of Council, are necessary or desirable for all or a part of the municipality, (c) to develop and maintain safe and viable communities and (d) to work collaboratively with neighbouring municipalities to plan, deliver, and fund intermunicipal services”.

6. AMENDMENT(S)

Date of Council Decision	Report/By-Law	Description

7. REVIEW(S)

Date of Policy Owner’s Review	Description