



**Calgary
& Region**
Volume 3

Social Outlook

2011-2016



What is the Social Outlook?

This annual **state-of-the-city** and **forecast** report by The City of Calgary provides a broad overview of the key social issues impacting Calgary and its citizens. Its findings are the result of a large-scale collaboration with City staff; government organizations and social agencies; and individuals representing their sectors (see the last page for more information on this network, called the SO-Net).

What is its mandate?

The **Social Outlook** is a companion document to the City's annual **Economic Outlook**, and places this forecast within an in-depth social context. Both fill an important information gap, as few publications – by The City or otherwise – provide a comprehensive local, urban analysis.

Who are its readers?

The report is intended to be used by members of City Council; business planners; agencies funded through Family & Community Support Services (FCSS); government and non-profit organizations; foundations; research institutions and the community-at-large as a resource for planning and decision-making.

How can this document be utilized?

Whether a researcher, a member of City Council, a front-line worker, a grant-writer or someone who finds solace from seeing their reality reflected in its pages, this report provides layered content, ranging from the most general (highlights at the beginning of each section) to the most specific (in-depth statistics and tables at the back), depending upon the reader's needs.



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Introduction

Think of cities and the first things that come to mind are physical buildings, adjoined by a network of roads. Or maybe for some, cities elicit thoughts of industry or how the aesthetic tastes of the day are represented, or how the surrounding environment plays a part in creating this unique, bustling and dynamic interplay called “the city.” Concrete and tangible descriptions of cities are one thing, but beneath them lies another reality much harder to describe – yet is the common thread that links all the above – and that is people. Cities are made up of people.

Cities are where vast numbers of people live in close proximity and enjoy nuanced, personal and individual events that have a profound influence on each other, because of this nearness. These events – such as the way people interact with each other, their issues of concern and their personal victories and defeats – become elucidated over time and through shared experience and result in patterns that can be assessed, interpreted and projected into a framework for understanding future “people events.”

Examining these patterns is the intent of The City of Calgary’s *Social Outlook, 2011-2016*. It’s a comprehensive and detailed compilation of these “people events” which, through the use of timely local data, provide a snapshot for readers of what Calgary is all about, what its opportunities and challenges are, and where it is going from here as a relatively young and vibrant city.

In 2004, The City of Calgary adopted a “Triple Bottom Line” (TBL) approach to decision-making, to enhance Calgary’s long-term sustainability by ensuring that social, economic and environmental considerations are taken into account in all City planning and decision-making.

This report focuses on the social dimensions of the Triple Bottom Line policy framework. Currently, there are five social themes within the framework. These five themes are:

1. an **Inclusive** City,
2. a **Cultural** City,
3. an **Active** City,
4. a **Safe** City,
5. a City of **Strong Neighbourhoods**.

The Socio-Economic Outlook is a five-year forecast aimed at assisting readers to understand and adapt to change inside and outside of Calgary, provides valuable assistance for planning/budgeting at both City and community levels and is a vital preparatory series that supports City Council during its budget adjustment process. It also helps inform Council on decisions that impact the local community. It fills an important information gap, as no other publication produced internally or externally at The City of Calgary provides such a thorough analysis of our local economy and society.





Overview

Population growth resumes, driven by both (im)-migration and rising birth rate

- ◆ After suffering net out-migration and virtually no population growth in 2010, Calgary's population grew by 19,421 people in 2011, buoyed by renewed migration, record immigration and a strong birth rate.
- ◆ Calgary's population growth continues to be accommodated in the new suburbs, with 92 per cent of the city's growth in 2011 going to the developing communities. The downtown and inner city also experienced strong growth, collectively accounting for 11 per cent of the city's growth. Meanwhile the established and recent suburbs continued to lose population.
- ◆ Over the medium term, growth in the established areas should continue due to new policy directions to increase density through redevelopment and intensification, along with shifting housing demand from an ageing population and moderating migration. Nevertheless, the developing communities will continue to accommodate the majority of Calgary's population growth.
- ◆ Over the next five years, Calgary's population is expected to continue to grow at a moderate pace, increasing by 5.7 per cent to 1,174,065 by 2016. For the first time in many years, population growth will be driven by births rather than net migration, as births will contribute more people to the city than migration over the forecast period.
- ◆ Net migration is expected to remain positive over the period, though at a slower pace than during the previous decade. After continuing to rise over the past decade, immigration may begin to slow as global immigration intentions cool and federal policy changes may reduce overall national immigration levels.

- ◆ Calgary's population continues to grow older, as the baby boom generation began to reach retirement age in 2011. Over the next five years, the number of seniors (age 65+) in Calgary is projected to grow by 25 per cent. By 2016, seniors are expected to account for 11.3 per cent of Calgary's population, up from 9.8 per cent in 2011.

Economic growth resumes at a moderate pace

- ◆ Following the recession of 2008-09, economic growth resumed in Calgary, with GDP rising by 3.5 per cent. Over the next five years, economic growth is projected to continue but at a moderate pace.
- ◆ Despite renewed economic growth, employment growth has lagged. Between 2009 and 2010, employment in the Calgary Economic Region fell by 10,000 jobs after suffering a loss of 3,000 jobs the year before. Over the next five years, employment growth should also resume at a moderate pace, with an estimated 106,000 new jobs created in Calgary between 2011 and 2016.
- ◆ As the labour force ages, increasing retirement may negatively affect the long-term labour supply. At the same time, however, many retirees are facing income challenges and are returning to work. Many older workers are delaying retirement for financial reasons.



Unemployment to fall gradually

- ◆ With employment growth constrained in the wake of the recession, unemployment has continued to rise despite resumed economic growth. As unemployment has risen, the number of people who are long-term unemployed has also grown. At the same time, the number of workers employed in “precarious” work also rose during the recession, particularly those engaged in involuntary part-time work.
- ◆ In the face of persistent unemployment, the labour force participation rate in Calgary fell in 2010 for the second consecutive year, with the participation rate among youth falling significantly. Despite the decline in labour force participation, Calgary’s participation rate remains the highest of major Canadian cities.
- ◆ Over the next five years, the unemployment rate in Calgary is projected to fall gradually, reaching pre-recessionary levels by 2016. This may result in renewed labour force shortages by the end of the forecast period. Employment growth may exceed the fall in the unemployment rate as workers begin to return to the labour force and labour force participation rebounds.
- ◆ As the economy recovers, employment quality across Canada has risen, with Alberta and B.C. leading the way. In Calgary, job quality is also rising, with new jobs being predominantly full-time and higher waged.

Some workers impacted more than others

- ◆ The recession particularly impacted certain groups of people. Recent immigrants, Aboriginal persons and youth experienced disproportionately high rates of unemployment. Women, recent immigrants, temporary foreign workers and racialized persons were also more likely to be engaged in precarious forms of employment; that is, part-time, contract and/or low-waged.
- ◆ As economic growth resumes, those most impacted by the recession in the labour market are experiencing gains. Youth employment in Calgary is up, with a strong gain in full-time jobs in 2010, leading to a decrease in the youth unemployment rate. Aboriginal employment is also rising across Alberta, although unemployment rates remain above average. Recent immigrants, however, do not appear to be benefitting from the recovery as much as other Canadians.

Constrained household income and increasing debt

- ◆ In 2009, the median income of individuals and families dropped led by declines in retirement income and earnings. Increased income from government transfers (notably Employment Insurance and Social Assistance) helped offset the decline in market income. Social benefit rates, however, remain insufficient to adequately support low-income households.

- ◆ Although the median income of individuals and families has declined, average household income in Calgary rose. As a result, household spending in Calgary rebounded, rising by 6.3 per cent in 2009 after three consecutive years of reduced spending. As average household income rose faster than spending, some Calgary households experienced a relative income gain.
- ◆ Income gains at the upper end of the income spectrum appear to have outpaced those of the lower, leading to rising income inequality. Notably, for those at the bottom of the income ladder, household spending exceeded income by 22 per cent in 2009, while for those at the top, income exceeded expenditures by roughly the same amount. Over the forecast period, inflation is not predicted to rise appreciably, affording some relief to financially stressed households.
- ◆ In the face of household income challenges, household savings remain low while debt loads mount, with Canada's debt-to-income ratio reaching a record high. While rising debt levels are contributing to financial vulnerability of Alberta households, anticipated income gains are expected to be sufficient to enable most households to withstand moderate interest rate hikes projected for 2012.
- ◆ Over the forecast period, average weekly earnings in Alberta are projected to rise, driven by negotiated wage settlements that have tied wage increases to the Consumer Price Index. Household income may also start to recover as the labour market picks up, bringing additional earners back into the labour force.

Basic needs challenges grow as poverty rates rise

- ◆ As incomes deteriorated, poverty rates began to climb after five years of declines. In 2009, the poverty rate in Calgary rose to 11.0 per cent, with 118,000 Calgarians falling below the poverty line. The number of those who are working and poor has increased during the recession as wages stagnated at the lower end of the earnings spectrum. At the same time, the poverty rate for seniors fell in 2009 for the second consecutive year.
- ◆ After falling consistently through most of the previous decade, the number of Social Assistance recipients in Calgary rose for the third consecutive year. In 2010, there were 55,692 individuals in Calgary in receipt of Social Assistance, up marginally from 55,157 in 2009. Declines in the number of seniors receiving the Guaranteed Income Supplement (GIS) were offset by increases in the number of people receiving provincial Income Support (IS).
- ◆ As poverty rates rose, the number of people requiring emergency assistance from the Calgary Inter-faith Food Bank also continued to climb. In 2010, 53,357 people received emergency food hampers, a 2.5 per cent increase from 2009, and a 60 per cent increase from 2006. Rising food inflation has particularly impacted low-income households, as the cost of food has risen dramatically over the past year.

- ◆ Housing affordability has improved in Calgary over the past year. In 2010, average apartment rent fell for the second consecutive year. This is partly the result of an increasing secondary rental market due to the rental of condo units, with the condo rental vacancy rate up sharply. Meanwhile, the rate of condo conversions has slowed. With affordability improving and investments through the Ten-year Plan to End Homelessness being realized, emergency shelter capacity is improving, as there appear to be reductions in the number of homeless people in Calgary.

- ◆ While affordability has improved somewhat, rent and utility costs in Calgary remain among the highest of Canadian cities. Meanwhile, vacancy rates are starting to decline with the lowest priced units having the lowest vacancy rates. Expected increases in demand for rental units in the coming years may once again reduce vacancies and increase rents. The rental market will likely remain tight as the number of purpose-built rental units continues to decline.

Emerging challenges to social cohesion

- ◆ As Canadian society continues to become increasingly diverse, support for multiculturalism and immigration appears to be softening. Albertans report the lowest level of support for multiculturalism and immigration.

- ◆ Meanwhile, many Canadians continue to experience discrimination in daily life. In 2010, the number of human rights complaints lodged with the Alberta Human Rights Commission rose for the third consecutive year.

- ◆ Across Canada, there is concern that racism is rising. While the number of hate-bias crimes in Calgary fell in 2010, Calgary's rate of such offences continues to be above the national average. In Calgary, racism is cited as a factor contributing to gang-involvement among immigrant youth. Racialized persons in Calgary also have significant concerns about racial profiling.

- ◆ While Calgarians generally report a strong sense of connectedness with their community, recent immigrants, visible minority and Aboriginal persons report heightened concerns about discrimination. Women, visible minority persons, Aboriginal persons and persons with disabilities also continue to be under-represented in leadership positions contributing to feelings of alienation.

- ◆ Issues of sexual diversity are emerging as key areas of public debate. Discrimination remains a reality for lesbian, gay, bisexual and transgendered (LGBT) persons, especially youth. In Alberta, human rights complaints on the grounds of sexual orientation are up. Harassment in the workplace, in sport and recreational activities, as well as at school and in the home can have lifelong consequences.

- ◆ Inequities in the workplace persist for diverse populations including immigrants, Aboriginal persons, women, LGBT persons and persons with disabilities. These groups tend to have lower earnings, higher rates of un- and under-employment, and an increased risk of poverty. Temporary foreign workers are particularly vulnerable and remain at increased risk of exploitation in precarious employment, particularly during the recession.

A growing population of older adults

- ◆ As Calgary's population continues to age, services will be challenged to respond to the needs of an older population. This includes a growing need for accessible housing, transportation and public space, as well as increasing support for older adults and their families to remain in their homes. The growing number of older adults will have an important impact on the demand for public services, such as recreation and leisure. At the same time, a growing senior population may be an important new pool of volunteers to support community activities.
- ◆ Although the poverty rate among seniors is declining, financial concerns for seniors remain a key issue. Reduced retirement income and inadequate retirement savings are causing stress for a growing number of older adults. As a result, many are either returning to the workforce or delaying retirement. Older women, immigrants and visible minorities are especially vulnerable. The financial security of senior women is of particular concern as they typically have earned less over the lifespan with lower savings and pension contributions.
- ◆ As the population ages, the number of persons with disabilities will also continue to rise. Many persons with disabilities report having unmet support needs, needs that will almost certainly increase. Providing public and private environments that are universally accessible will be of increasing importance.

Constrained fiscal environment challenges community services

- ◆ Calgary's non-profit sector, which provides important social services, recreation and arts and cultural programs and facilities has been impacted by a constrained funding environment. Due to the recent economic recession, many non-profit organizations have experienced reduced government funding, reduced charitable giving and sponsorships, as well as reductions in investment and earned income.
- ◆ The impact of constrained revenues has been exacerbated by simultaneous increases in demand for the services of non-profit organizations, particularly those providing social services. This has produced significant stress for non-profit organizations across Canada, with Alberta non-profits reporting some of the highest rates of stress.
- ◆ As the economy recovered, charitable giving rebounded with contributions rising steeply in 2009 and the percentage of Calgary households reporting charitable donations edging up. Charitable giving is expected to continue to rise in 2011 as the economy continues to grow and wages recover.
- ◆ Along with rising charitable contributions, earned income (sponsorships and user fees) may also continue to rise as household spending on arts, culture and recreation activities rebounds. Social enterprise is also emerging as an important new source of earned income for non-profit organizations.
- ◆ Participation in arts, culture and recreation activities, however, is also strongly related to income and ongoing financial stress for many households may dampen the growth in income from user fees and raise the demand for low-cost programs and services or fee assistance and subsidies where they exist.

- ◆ While charitable contributions and earned income begin to rise, government funding is expected to fall as federal and provincial governments reduce spending to deal with the deficits that arose during the recession. This will increase the relative importance of earned income and charitable giving for the sector.
- ◆ The non-profit sector has also faced important human resources challenges, particularly attraction and retention due to a lower pay structure. As the labour market tightens over the forecast period, these human resource pressures may intensify as non-profit organizations find it increasingly difficult to compete for talent in the labour market.
- ◆ For many organizations, volunteers are critical to achieving their mission. In Alberta, the volunteer rate is rising and remains above the national average and is expected to remain strong. Volunteer recruitment and management, however, involves expertise, and organizations are being required to devote significant time and resources to this function. New forms of volunteering are also emerging, with a growing interest in family and employee volunteering. Lack of time remains a critical barrier for many people to volunteer or to volunteer more.
- ◆ The non-profit sector continues to adapt to organizational and funding challenges, with coalitions, partnerships and new forms of collaboration emerging, including public-private partnerships, as well as increasing linkages between sectors with compatible objectives.

Falling and inadequate levels of physical activity

- ◆ Levels of fitness and physical activity among Canadian adults, children and youth are low, and continue to decline. The effect of reduced physical activity and fitness is compromised health. Time and cost are important barriers limiting participation in physical activities, along with increased sedentary pursuits. Population ageing is also affecting overall levels of physical activity as activity tends to decline with age. As most recreation and sport programs and services are delivered by non-profit organizations, this sector is facing the same pressures as the non-profit sector overall, which can create additional constraints to meeting the recreation and fitness needs of a growing population.
- ◆ Urban design can have an important impact on levels of physical activity, as neighbourhoods designed to encourage walking can increase daily physical activity for adults and children. Encouraging sustainable commuting (walking, cycling or transit) to school or work also increases physical activity. In Calgary, older inner-city neighbourhoods tend to be more walkable than newer ones, while the quality of transit service also tends to be higher. As a result, those in the inner city are more likely to walk, bike or take transit than those in the outer suburbs. As population growth continues to be accommodated primarily in the outer suburbs, providing opportunities to increase physical activity will remain an important challenge.

Participation in the community remains strong

- ◆ Participation in the social life of the community is important for mental and physical health and for the well-being of the community as a whole. Continued in-migration, especially of the “creative class,” is expected to continue to increase the demand for recreational and cultural activities, as well as provide new energy to community and volunteer activities. At the same time, growing cultural diversity is changing the public demand for recreation, cultural and community activities.
- ◆ Over the past year, participation in City and community recreation and cultural activities has remained strong, with flagging recreational program attendance being reversed. Participation is related to a variety of factors, including time, cost, perceived safety and the availability of programs, services and amenities. With stress remaining the key issue of concern for Calgarians, providing flexible programs and services that fit into busy schedules will be important. As financial constraints may also affect the demand for programs and services, providing low-cost programming options will enhance the ability of people to participate.

Investments begin to address community infrastructure deficit

- ◆ Calgary continues to experience a community infrastructure deficit, affecting arts, recreation and community facilities managed by The City, community associations and non-profit organizations. Many of Calgary’s current facilities are ageing and require significant life-cycle maintenance and upgrading. Investments in new facilities have also lagged population growth, leading to the under-servicing of newer areas.

- ◆ This infrastructure deficit is having an important impact on the community. Ageing and insufficient infrastructure poses a barrier to physical activity, as the availability and quality of facilities affects their use. In the arts sector, the lack of smaller performance and exhibit space has limited Calgary’s cultural development.
- ◆ New investments in community infrastructure through the Municipal Sustainability Initiative (MSI) are beginning to overcome this deficit. New regional recreation facilities are under development, and a ten-year capital investment plan for arts infrastructure is being implemented. New planning approaches that focus on developing “complete communities” also aim to address the lack of amenities in newer developments.

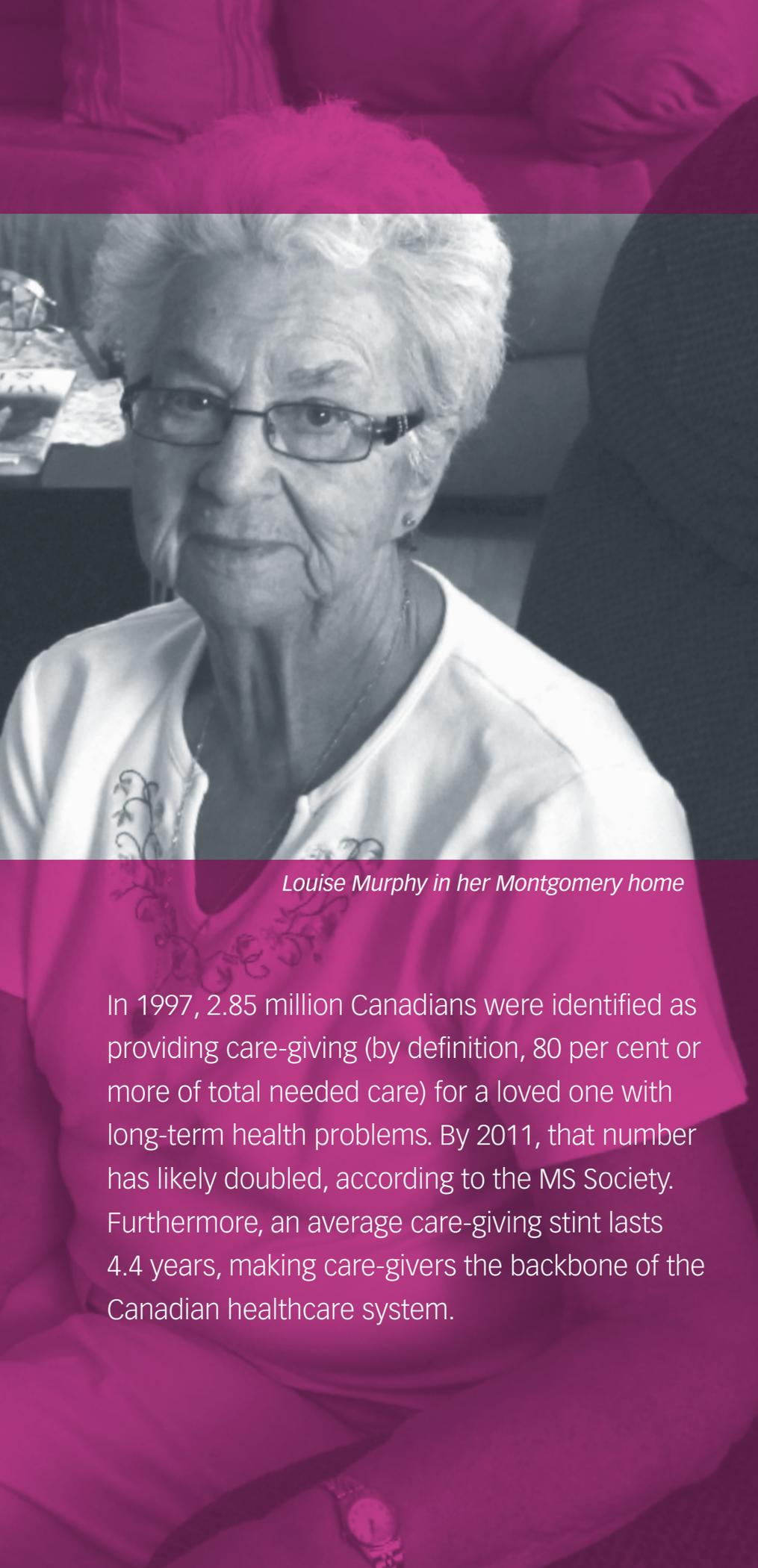
Improvements in safety and perceptions of safety

- ◆ Calgary continues to be a safe city. Citizen perceptions of safety remain high, as crime rates continue to fall along with the severity of crime. Social disorder calls, however, have shown an upward trend. Organized crime also remains a key area of focus, although street gang activity in Calgary has subsided considerably.
- ◆ Safety concerns remain high for certain groups such as women, Aboriginal persons and LGBT persons. Domestic violence remains a key issue of concern, as Alberta continues to have the highest rate of spousal violence in Canada, although the rate has fallen over past decade. Across Canada, cases of criminal harassment against women continue to rise.
- ◆ Safety from injury also continues to improve in Calgary. Workplace injuries, traffic injuries and Fire Department and EMS calls for service have all continued to trend downward. Calgary also continues to enhance its emergency preparedness as it bolsters its ability to co-ordinate responses to large scale emergencies.



Finding Peace in Caring for Each Other

"I wouldn't be here today if it weren't for my care-givers support group," says Louise Murphy, eighty years young in September. "Care-giving is a 24/7 job and if you bottle things up inside, you get sick yourself." Louise would know. In her lifetime, she's looked after her mother, her uncle, two sons, a daughter and her husband Reg, who was diagnosed with dementia in 1991. And like everyone else in her care-giver group – a program of Calgary Family Services – she gave up a paid job and numerous other employment opportunities to accomplish it.



Louise Murphy in her Montgomery home

In 1997, 2.85 million Canadians were identified as providing care-giving (by definition, 80 per cent or more of total needed care) for a loved one with long-term health problems. By 2011, that number has likely doubled, according to the MS Society. Furthermore, an average care-giving stint lasts 4.4 years, making care-givers the backbone of the Canadian healthcare system.

Practical support – resource sharing and logistical knowledge – is the simplest form of sharing within the care-givers group. For Louise though, because she’s been there herself, much fulfilment is found in helping her friends with their inner struggles. “The mental stuff requires a different type of healing: the anxiety, the dread, the re-living of each experience, the asking yourself if you did everything right or not,” she says. “It’s about finding peace. This work really allows me to give back so much of what was given to me, when I needed it the most.”

Website:
calgaryfamily.org

An Inclusive City

“The City of Calgary values and promotes independence and is a vital partner in creating an inclusive city where all Calgarians have the opportunity to take an active part in the social, economic and cultural life of the community. To accomplish this The City of Calgary seeks to ensure equitable access to City services and amenities regardless of age, income, culture or physical ability, and fosters participation by persons from diverse populations and seeks to ensure that civic programs and services reflect and respond to the changing social and demographic structure of society.”

–Triple Bottom Line Policy Framework

An inclusive city is one where all citizens have opportunities to participate in the life of the community, regardless of income, age, culture or ability. An inclusive city also ensures that people have access to the supports they require. This section discusses these dimensions of inclusion, focusing on the situation of Calgary’s diverse populations, respect for people’s rights, the ability of people to meet their basic needs and the strength of the voluntary sector that plays a critical role in fostering an inclusive community.

1.1 Who We Are

This section provides an overview of the many diverse populations and communities that make up Calgary, their strengths, issues and concerns. The section describes changes in Calgary's population and focuses specifically on issues facing Calgary's Aboriginal peoples, ethno-cultural communities, immigrants, LGBT persons, older adults, persons with disabilities and women.

SNAPSHOT

- ◆ Total Immigrant Landings, Calgary, 2010: 16,103 ↑
- ◆ Share of National Immigration, Calgary, 2010: 5.7 per cent ↑
- ◆ Total Number of Complaint Files Opened with the Alberta Human Rights Commission, Alberta, 2010: 803 ↑
- ◆ Hate/Bias Crimes, Calgary, 2010: 57 ↓

PROMISING TRENDS

- ◆ Calgary's population continues to become increasingly diverse, driven by rising immigration, an ageing population, increasing numbers of persons with disabilities, an increasing Aboriginal population and a growing number of LGBT people.
- ◆ Over the coming years, immigration to Calgary is expected to remain strong, though global interest in immigration is cooling.
- ◆ Hate-bias crimes fell significantly in Calgary in 2010.
- ◆ Children and youth of immigrant families are achieving positive outcomes in education, and educational achievement among Aboriginal Canadians is also rising.
- ◆ Gender based income disparities are showing improvement as women's wages and incomes rise relative to men.

CHALLENGES

- ◆ Across Canada, attitudes to multiculturalism, diversity and immigration are shifting and racism remains a persistent and growing problem.
- ◆ Many Canadians continue to experience discrimination in daily life. Increasing focus is being paid to the situation of LGBT persons, particularly youth, who are often subjected to violence.
- ◆ Women, visible minority persons, Aboriginal persons and persons with disabilities continue to be under-represented in corporate and community leadership positions contributing to feelings of alienation.
- ◆ Inequities in the workplace persist for diverse populations including immigrants, Aboriginal persons, women and persons with disabilities. These groups of people also face pressing financial challenges, as do seniors.
- ◆ Children and youth of immigrant families face significant challenges in education as the drop-out rate among ESL learners remains high.
- ◆ Immigrants and Aboriginal persons continue to experience compromised physical health. Mental health is also emerging as a critical issue for seniors.
- ◆ Safety remains a pressing issue among diverse populations, particularly women, Aboriginal persons, LGBT persons and the elderly as they are more vulnerable to victimization.
- ◆ Services will be challenged to respond to the needs of an increasingly diverse population. This includes a growing need for accessible housing and transportation as the population ages, as well as increasing support for older adults and their families to assist them in remaining in their homes.

DISCUSSION

1.11 Calgary's Growing and Changing Population

- ◆ Between 2010 and 2011, Calgary's population grew by 1.8 per cent an additional 19,421 people, reaching a population of 1,090,936 (See Table 1). Population growth was the result of 9,858 births, along with renewed net migration, as 9,563 people moved to Calgary in 2011 after suffering a net loss in 2010 (City of Calgary, 2011a).
- ◆ Over the next five years, population growth is expected to continue at a healthy but moderate rate. Between 2011 and 2016, Calgary's population is expected to grow by 5.7 per cent reaching 1,174,065, an additional 83,129 people, with an estimated 35,567 people moving to Calgary (See Table 2) (City of Calgary, 2011a).
- ◆ In 2010, immigration to Calgary continued to climb, with 16,103 immigrants landing in Calgary (See Table 3). This increase is due to Calgary's increasing attractiveness to immigrants to Canada, as Calgary continues to attract a growing share of the country's immigrants. In 2010, 5.7 per cent of immigrants to Canada chose Calgary as their destination of landing, up from 5.4 per cent in 2009 and 4.6 per cent in 2006 (Citizenship and Immigration Canada, 2011).
- ◆ Calgary's population continues to grow older. Between 2006 and 2011, the number of seniors grew by 13.5 per cent, and the number of persons age 45 – 64 by 16.4 per cent (See Table 4). The greatest increase, however, was among the 0-4 age group which grew by 18.6 per cent. Meanwhile, the number of youth (age 15 – 24) hardly grew at all. Over the next five years, this pattern is expected to continue with the seniors population rising by a further 24.8 per cent. By 2016, seniors will comprise 11.3 per cent of the population compared to 9.5 per cent in 2006 (City of Calgary, 2011a).

1.12 Our Diverse Communities

Attitudes to multiculturalism and diversity shifting

- ◆ As Canada continues to grow more culturally diverse, attitudes towards multiculturalism are shifting, and support for multiculturalism may be weakening. In a recent survey, almost one-third (30 per cent) of Canadians were found to believe that multiculturalism has been bad for Canada, while over half (54 per cent) also felt that Canada should be more of a "melting pot" as opposed to a mosaic (Angus Reid, 2010). Another recent international survey found that one-quarter of Canadians believe that "sharing cultural values" is the most important pre-condition for citizenship (German Marshall Fund, 2011).
- ◆ Support for multiculturalism may be weakest in Alberta. Among the regions in Canada, Albertans were the most likely to feel that multiculturalism has been bad for Canada, with 39 per cent holding that view. Among Albertans, support for the melting pot ideal was also one of the highest in Canada (60 per cent), second only to Quebec (64 per cent) (Angus Reid, 2010). Albertans are also the most likely to oppose inter-racial marriage, with one-quarter stating that they would not want their child to marry someone of a different race (Association for Canadian Studies, 2011).
- ◆ Changing understandings of multiculturalism in Canada mirror discussions occurring in other parts of the world. Recent events in Europe have called into question there the validity of the multicultural ideal. In Canada, discussions about "reasonable accommodation" have emerged in response to new human rights challenges calling for accommodation for different religious practices. From this debate support for the concept of "inter-culturalism" is emerging as opposed to "multi-culturalism." While *multi-culturalism* assumes the fundamental equality

of all cultures within Canada, *inter-culturalism* assumes the existence of a dominant culture, and then “works to integrate other minorities into a common public culture, all while respecting their diversity.” (Monpetit, 2011).

Corporate and public leadership not reflective of diversity

- ◆ While many marginalized groups struggle to gain a foothold in the job market, they are largely absent from senior executive and board positions. In 2010, only 14 per cent of the board members of the Financial Post’s top 500 companies were female, 5.3 per cent visible minorities, 2.9 per cent persons with a disability, and 0.8 per cent Aboriginal (CBDC, 2010). In Calgary, visible minorities are not well represented on the city’s most influential boards, councils, elected bodies and media. In 2010, of the 245 positions within such bodies, only 9.8 per cent were held by visible minorities, although visible minorities make up 23 per cent of Calgary’s population (Sustainable Calgary, 2011).
- ◆ Since 2001, some influential bodies have become more representative of Calgary’s diverse population, while others have become less so. Between 2001 and 2004, the number of people belonging to visible minorities on non-profit boards doubled from 7 per cent to 14 per cent, but has since decreased to only 12 per cent. The number filling high profile positions in the media more than tripled from 2001 to 2004 but as of 2010, the percentage is now just over double that of 2001. Though visible minorities are underrepresented across the board, Calgary’s government representatives include more visible minorities than any other sector (Sustainable Calgary, 2011).

Inequities in the workplace persist

- ◆ Attitudes toward diversity are particularly important in the workplace, where immigrants, visible minority persons, and Aboriginal persons have historically faced disadvantages. Persons from these groups have higher rates of unemployment and underemployment more insecure types of employment, and lower earnings. A recent study found that, across Canada, racialized men are 24 per cent and racialized women 48 per cent more likely to be unemployed compared to non-racialized men. Even in the best of economic times, racialized Canadians earned only 81.4 cents for every dollar paid to non-racialized Canadians and were over represented in precarious, insecure, low-paid employment (Block and Galabuzi, 2011). Despite this stark reality, two-thirds (65 per cent) of Canadians believe visible minorities and whites are treated equally in the workplace (Association for Canadian Studies, 2011).

Racism and anti-semitism remain significant issues across Canada

- ◆ Racism continues to present a challenge to Canadian society. A recent survey found that over one-third (38 per cent) of Canadians had witnessed a racist incident in the past year, with younger Canadians the most likely to have witnessed such an incident. Meanwhile, almost half (46 per cent) of Canadians believe that racism in Canada is on the rise. Albertans were the most likely to have witnessed a racist incident as well as to feel that racism is increasing. In 2010, 45 per cent of Albertans reported that they had witnessed a racist incident in the past year, and over half (54 per cent) believe racism is rising (Association for Canadian Studies, 2011).

- ◆ Across Canada, anti-semitic incidents continued to rise in 2010, with 1,306 such incidents reported, compared to 1,255 the previous year, the highest number of incidents recorded so far. This increase was led by a 9 per cent rise in incidents of harassment, while incidents of vandalism and violence fell. In Alberta, there were 66 total incidents reported, largely unchanged from the previous year. Of such incidents, three-quarters (76 per cent) were incidents of harassment and 24 per cent of vandalism; there were no violent incidents reported in Alberta in 2010. Of the 66 incidents reported in Alberta, 38 occurred in Calgary. Of concern is an increase in online harassment being reported in Alberta (B'nai Brith, 2011).

- ◆ In Calgary, a recent study of racial profiling¹ among racialized communities found that most (82 per cent) survey respondents had experienced racial profiling, while 96 per cent reported that they know someone in their community who had. This included being treated differently in school (38 per cent), being stopped by security or watched closely while shopping (29 per cent), being denied certain employment (26 per cent), being stopped by police while driving (23 per cent), being treated differently accessing social services (23 per cent), being treated differently at the airport (21 per cent), being refused admission to a bar/night club (20 per cent), waiting too long for service at a restaurant (20 per cent), being treated differently by health care professionals (15 per cent), being targeted for CTrain/transit valid ticket checks (12 per cent) and being refused rental accommodation by a landlord (12 per cent) (ECCC, 2010).

- ◆ Racial profiling was experienced by those from across the income and education spectrums, but most frequently by those with less income and education. Although racial profiling was experienced by people from many different racial backgrounds, it was experienced most frequently by those from African, Asian and Middle Eastern communities (ECCC, 2010). This supports recent survey data that found that one-third of Canadians believe that Canada is intolerant towards Muslims, while one-quarter believe it is intolerant to South Asians and 16 per cent towards immigrants from Africa (Angus Reid, 2010).

Human rights complaints continue to rise

- ◆ Human rights complaints continue to rise in Alberta. In 2010, there were 803 complaint files opened with the Alberta Human Rights Commission, up from 799 in 2009, the third consecutive year of increase (See Table 5). Of these, roughly one-third (32 per cent) were based on the grounds of physical disability, and a further 16 per cent on the grounds of mental disability (See Table 6). Gender accounted for 20 per cent of complaints, while the combined grounds of race, ancestry or religion accounted for 18 per cent of complaints (Alberta Human Rights Commission, 2011).

Barriers to inclusion foster social alienation

- ◆ As people experience barriers to participating fully in the social and economic life of the community, their sense of isolation and alienation grows. A 2009 survey found that recent immigrants and visible minority persons in Calgary were somewhat less likely to report feeling like they belong in Calgary, though the vast majority does feel a sense of belonging. These groups, however, remained significantly more concerned about discrimination, with almost half (48 per

¹ The Alberta Human Rights Commission defines racial profiling as subjecting an individual to differential treatment or greater scrutiny because of negative stereotypes related to that person's race or other grounds such as religious beliefs, colour, ancestry or place of origin or a combination of these (ECCC, 2010).

cent) of visible minorities and 41 per cent of recent immigrants being concerned about being discriminated against compared to just 13 per cent of all Calgarians (Goss Gilroy, 2011).

- ◆ A recent study in Toronto found that immigration status, racial and ethnic identity, and experiences of racism affect the likelihood of youth identifying as “Canadian.” The study suggests that feelings of alienation are not the result of immigration, but of racism, which accounts for the reluctance of significant percentages of certain populations to identify as Canadian even when they are born in Canada (Burke and Wortley, 2010). Alienation, social exclusion, lack of opportunities and the resultant feelings of discontent are all risk factors for violence (Van Ngo, 2011) as well as poverty (Pruegger et al, 2009).

1.13 Aboriginal Peoples

Aboriginal population growing in size and importance

- ◆ Canada’s Aboriginal population is growing in size and importance. By 2017, Aboriginal Canadians are expected to make up 4 per cent of Canada’s population and to account for 30 per cent of Canada’s annual natural population increase between 2011 and 2017 (Sharpe, 2007). In Calgary, there were 24,420 people identifying themselves as Aboriginal in 2006, accounting for 2.5 per cent of the population. Of those, over half (55 per cent) identified as Metis, and 41 per cent as North American Indian. Between 2001 and 2006, Calgary’s Aboriginal population was the fastest growing in the city (Statistics Canada, 2006).

Inequalities between Aboriginal and non-Aboriginal Canadians persist

- ◆ Inequalities between the Aboriginal and non-Aboriginal population continue to limit the social and economic inclusion of the Aboriginal community into society. In 2009, almost one-third of Aboriginal peoples in Calgary reported being concerned about discrimination, more than double the rate of 13 per cent of the total adult population of Calgary (Goss Gilroy, 2011). Meanwhile, Aboriginal representation on Calgary’s major boards and organizations continues to be low. Throughout the 2001, 2004, 2007 Sustainable Calgary surveys, Aboriginal representation in positions of influence has been 0.9 per cent, 0.9 per cent, 0.4 per cent. By 2010, there were no Aboriginal persons in such positions (Sustainable Calgary, 2011).

Aboriginal workers make gains with recovery

- ◆ While inequities persist, employment opportunities for Alberta’s Aboriginal population have improved. Between 2009 and 2010, Aboriginal employment in Alberta rose by 5.1 per cent. This was an increase of 3,600 jobs, the vast majority (80 per cent) of which were full-time. As a result, the Aboriginal employment rate edged up to 60.9 per cent from 59.3 per cent. Alberta’s Aboriginal labour force participation rate was the highest rate among the provinces at 70.6 per cent. Over half of Alberta’s Aboriginal labour force is in Calgary and Edmonton, with 22.7 per cent residing in the Calgary Economic Region. Alberta’s Aboriginal labour force is predominantly employed in construction (13.7 per cent), followed by health care and social assistance (10.3 per cent), retail trade (10.0 per cent), mining and oil and gas extraction (9.9 per cent), accommodation and food services (8.3 per cent), and transportation and warehousing (7.1 per cent) (Government of Alberta, 2011b).

- ◆ While Alberta's Aboriginal labour force participation is relatively strong, it remains well below average. This has important long-term consequences for the labour market, which will struggle with declining participation as the workforce ages. The Conference Board of Canada estimates that eliminating the gap in labour force participation between the Aboriginal population and the rest of Canada would generate an additional 32,000 workers for the Canadian workforce immediately and 200,000 additional workers by 2026 (Hodgson, 2010).

Educational attainment rising

- ◆ Education is often cited as an important pathway to improving the situation of Aboriginal people. Over time, educational outcomes for Aboriginal students have improved as the proportion of Aboriginal students graduating from high school has risen steadily. Still, fewer than half of Aboriginal students across Canada are graduating, and improvements seem a long way off (Auditor General, 2011). For those who do graduate, continuing on to post-secondary education can be difficult, with cost remaining an important barrier for many (Palameta and Voyer, 2010).

Youth participation in sports and traditional cultural activities strong

- ◆ The physical and mental well-being of Aboriginal youth is critical for the future of Canada's Aboriginal population. In particular, knowledge of and attachment to Aboriginal culture is of paramount importance to supporting youth to develop a positive self-identity. In 2006, over one-third (40 per cent) of Aboriginal children participated in traditional Aboriginal cultural activities at least once a week (Smith, Findlay and Crompton, 2010). At the same time, however, only 20 per cent of off-

reserve Aboriginal children were able to understand an Aboriginal language and only 10 per cent were spoken to primarily in an Aboriginal language at home (Bougie, 2010).

- ◆ The physical health of Aboriginal children and youth is also important, as Aboriginal people tend to experience lower levels of health overall. Physical activity is an important factor contributing to overall health and well-being. Among Canadians in general, levels of fitness and physical activity remain less than optimal (See Section 3). In 2006, roughly two-thirds (69 per cent) of off-reserve Aboriginal children participated in sports at least once a week (Smith, Findlay and Crompton, 2010). By comparison, among Canadian children generally, only 55 per cent of boys and 53 per cent of girls in Grade 6 participated in school sports in 2010 (Active Healthy Kids Canada, 2010).

Affordable and adequate housing a challenge on and off reserve

- ◆ Housing remains an important challenge for Aboriginal people as they continue to be at greater risk of housing vulnerability and are over-represented among the homeless population. On reserves, the shortage of adequate shelter continues to increase, while conditions in existing housing have deteriorated (Auditor General, 2011). For those who have left the reserve and migrated to urban centres, housing often remains a challenge, with Aboriginal people at a significantly higher risk of homelessness.

- ◆ Often, Aboriginal homelessness is “hidden.” In a study of Aboriginal homelessness in Winnipeg, Regina and Saskatoon, it was found that only about one-third (30 per cent) of those without permanent housing had used an emergency shelter in the past year. Rather, many live temporarily with friends or family in housing that is often crowded and/or in poor condition. Such housing tends to be precarious, with many moving frequently. Less than a quarter (23 per cent) of those in such situations had subsidized housing, and only 18 per cent were on a wait list. For many, not having references or a deposit, as well as overt discrimination, present major barriers to finding more permanent and secure housing (Distasio et al, 2010).

Aboriginal people more likely to be victims of violence and crime

- ◆ Safety remains an important issue for Aboriginal people. In 2009, over one-third (37 per cent) of Aboriginal people in Canada reported being the victim of a crime, compared to only about one-quarter (26 per cent) of non-Aboriginal people. Similar to non-Aboriginal people, less than one-third of such incidents were reported to the police. Sexual assaults accounted for more than one-third of violent incidents with an Aboriginal victim. Aboriginal youth are at a particularly high risk, with those aged 15 to 24 years being victims in nearly half (47 per cent) of all reported incidents (Perreault, 2011).
- ◆ Despite the increased risk of victimization, the vast majority of Aboriginal people (89 per cent) are satisfied with their overall personal safety from crime, a rate comparable to the non-Aboriginal population (Perreault, 2011). In 2009, the vast majority (87 per cent) of Aboriginal people in Calgary reported that they felt that Calgary was a safe place to live, roughly the same as the non-Aboriginal population (Goss Gilroy, 2011). Most Aboriginal people also perceive

their neighbourhoods to be safe, although higher percentages of Aboriginal people report signs of social disorder, such as rowdiness, drug use or vandalism (Perreault, 2011).

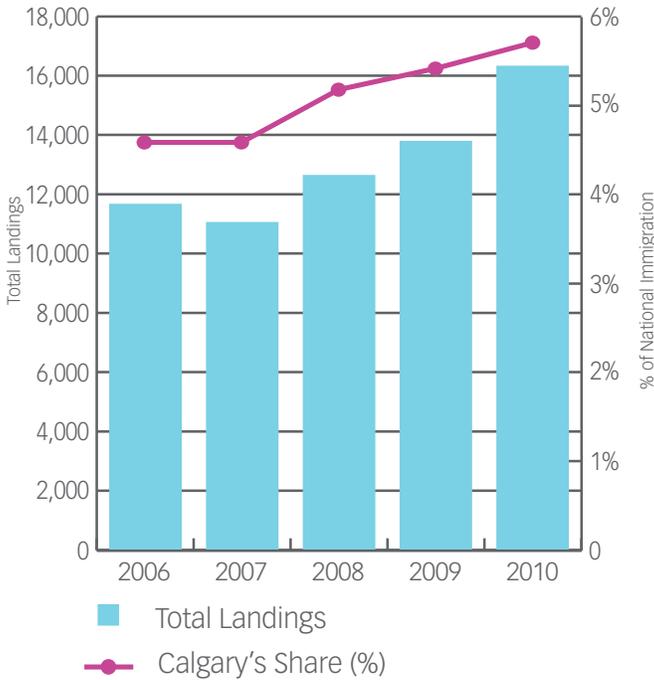
- ◆ Domestic violence also remains a critical issue among Aboriginal people. In 2009, 10 per cent of Aboriginal persons reported being a victim of spousal violence compared to 6 per cent of the non-Aboriginal population. Among Aboriginal women, the rate was even higher with 15 per cent reporting such victimization, compared to only 6 per cent of non-Aboriginal women (Perreault, 2011). In Calgary, 16 per cent of Aboriginal people reported a concern about being a victim of domestic violence in 2009, slightly higher than the 12 per cent rate of concern among non-Aboriginal Calgarians (Goss Gilroy, 2011).
- ◆ In the face of these safety concerns, confidence among Aboriginal people in their local police is below that of non-Aboriginal people nation-wide. Whereas 84 per cent of non-Aboriginal people reported “quite a lot” or “a great deal” of confidence in their local police, only 70 per cent of Aboriginal people reported such confidence. Aboriginal people were also less likely to feel that their police service treated people fairly (Perreault, 2011).

1.14 Immigrant Persons

Immigration to Calgary continues to rise

- ◆ In 2006, there were 242,750 immigrants living in Calgary, accounting for 25 per cent of the city’s population. Of those, one-quarter had arrived within the previous five years (Statistics Canada, 2006). In 2010, a record 16,103 immigrants landed in Calgary, accounting for 5.7 per cent of total immigration to Canada (See Table 3) (Citizenship and Immigration Canada, 2011).

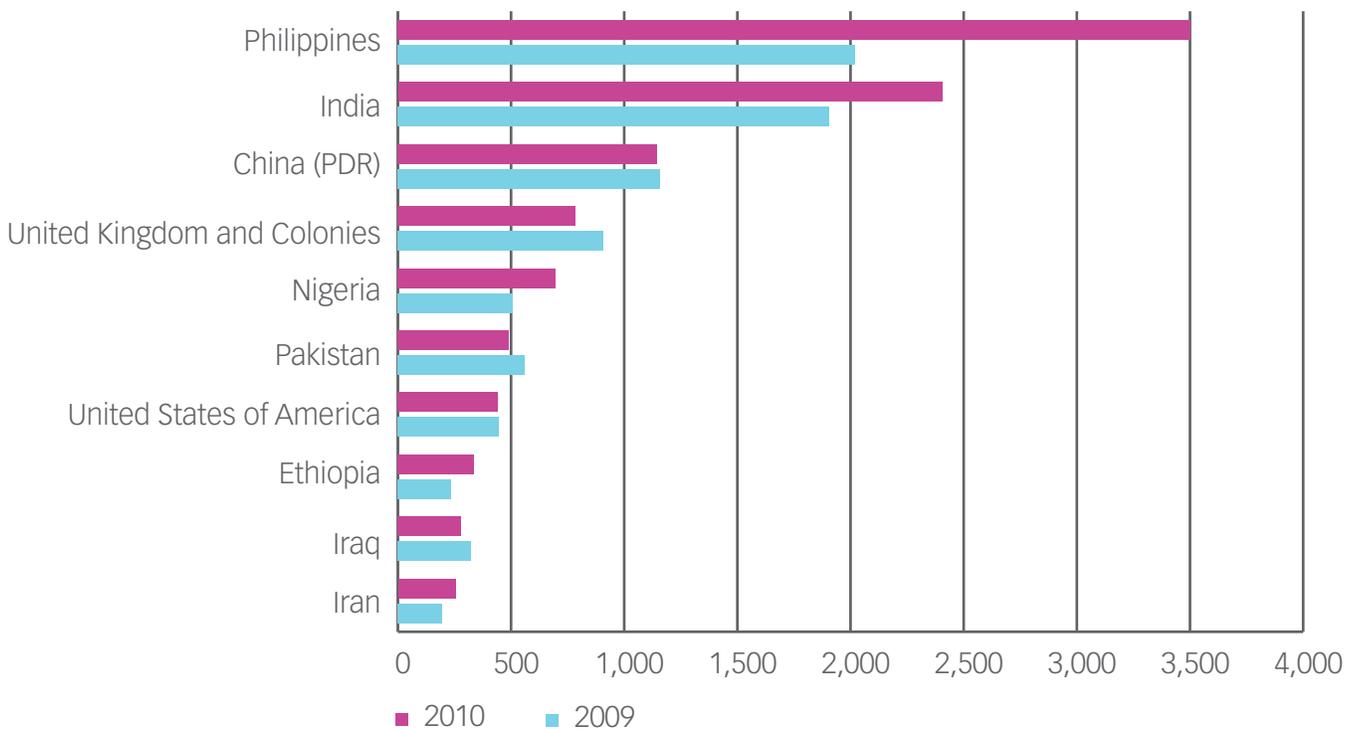
FIGURE 1: Total Immigrant Landings in Calgary Showing Calgary Share of National Immigration, 2006 – 2010



- ◆ The Philippines was the predominant source country for immigrants, accounting for 22 per cent of immigrants to Calgary in 2010 (See Table 7). Over the past five years, immigration from the Philippines has more than doubled. There has also been strong growth in immigration from India, Ethiopia, Nigeria and Iran. Meanwhile, the number of immigrants from China continues to fall. Immigration from Pakistan has also slowed significantly over the past five years (Citizenship and Immigration Canada, 2011).

- ◆ Immigrants to Calgary are predominantly of prime working age, or are children. Just over half (52 per cent) of immigrants who landed in 2010 were between the ages of 25 and 44, while about one quarter 23 per cent were children age 0-14 (See Table 8). At the same time, 13 per cent were older adults (age 45+) and 12 per cent were youth (age 15-24) (Citizenship and Immigration Canada, 2011).

FIGURE 2: Total Immigrant Landings in Calgary by Source Country (Top 10), 2009 – 2010



- ◆ The majority (72 per cent) of immigrants to Calgary were proficient in English while an additional 3 per cent were bilingual (See Table 9). Over the past five years, the percentage of immigrants lacking official language ability has declined from over one-third (37 per cent) to under one-quarter (24 per cent) (Citizenship and Immigration Canada, 2011).
- ◆ Economic Class immigrants accounted for over two thirds (68 per cent) of immigrants to Calgary in 2010 (See Table 10). Between 2009 and 2010, the number of Economic Class immigrants rose by 32 per cent, offsetting declines in the number of Refugees and Family Class immigrants (Citizenship and Immigration Canada, 2011).

Immigration expected to remain strong though global interest cools

- ◆ Over the past three years, the global desire to immigrate has dampened, likely due to the economic slowdown. Between 2007 and 2010, the percentage of the adult population worldwide with a desire to emigrate dropped from 16 per cent to 14 per cent. Among Southeast Asians, the percentage fell from 12 per cent to 9 per cent, and among South Asians from 11 per cent to 9 per cent. Canada remains one of the top intended destinations for potential emigrants, with 7 per cent interested in Canada, a total of 43 million people (Esipova and Ray, 2011).
- ◆ According to the Canadian 2011 Immigration Plan, Canada plans to accept between 240,000 and 265,000 immigrants and refugees in 2011. Of those, just over 60 per cent are expected to be Economic Class immigrants, about one-quarter Family Class and around 10 per cent Refugees. This represents a likely increase in the number of Economic Class immigrants and Protected Persons from the numbers admitted in 2009, and a decrease in Family Class immigrants (Citizenship and Immigration Canada, 2010).

Growth of temporary foreign workers eases

- ◆ Over the past decade, the number of temporary foreign workers (TFWs) in Canada rose significantly in response to labour shortages. This is part of a global trend due to growth in temporary foreign worker programs in many OECD countries (Thomas, 2010). In recent years, the demand for labour eased with the recession and the number of TFWs fell accordingly. In 2009, Canada accepted 178,478 TFWs, 7 per cent fewer than in 2008 (Citizenship and Immigration Canada, 2010).
- ◆ While temporary residents have typically resided in Ontario, Quebec and B.C., many are now moving to Alberta. Of Canada's temporary residents, almost one-third lived in Toronto, followed by Montreal (15 per cent), Vancouver (12.5 per cent), Calgary (5.5 per cent) and Edmonton (3.7 per cent) in 2006. That year, temporary workers accounted for a full 1 per cent of Calgary's full-time workforce (Thomas, 2010).
- ◆ Increasingly, temporary residents in Canada are coming from developing countries. As such, many are visible minorities and are less likely to speak an official language. The top source countries of temporary residents in 2006 were Philippines (13.9 per cent), United States (9.1 per cent), United Kingdom (6.0 per cent), China (5.8 per cent), India (5.7 per cent), Mexico (4.8 per cent) and France (4.6 per cent) (Thomas, 2010). Despite having important needs for settlement services and language training, TFWs are typically not eligible for them (Law Commission of Ontario, 2010).

Concerns grow about reverse migration

◆ As the Canadian economy remains weak, there are concerns about the potential of emigration as immigrants may choose to return to their home countries if economic opportunities in Canada remain limited. For Canada, the out-migration of recently arrived immigrants to their home or other countries has substantial implications, from the low return on settlement and integration services, to the lost contribution of immigrants' valuable skills in the knowledge-based economy. According to Statistics Canada, young male immigrants admitted under the business and skilled worker classes are the most likely to leave Canada within the first year of arrival.

Rising number of child migrants

◆ One emerging trend in immigration globally is the rise in unaccompanied migrant children². Children migrate for a variety of reasons, including to seek asylum from war, gangs or persecution, as victims of sex trafficking or slavery, to seek economic opportunities, to join parents or relatives already living in the destination country or to flee abusive situations (Levinson, 2011).

Attitudes towards immigration hardening as benefits questioned

◆ As challenges to the ideal of multiculturalism seem to be growing, support for immigration seems to be waning. An international survey in 2010 found that over one-quarter of Canadians (27 per cent) felt that immigration was more of a problem than an opportunity. While this was the lowest rate among major industrialized nations, it was up from 25 per cent in 2009 (German Marshall Fund, 2011). Another

survey found that while 71 per cent of Canadians felt immigration was good for Canada, only 48 per cent felt it was good for their neighbourhood. Further, the percentage of Canadians who believe that accepting immigrants from many different cultures makes Canadian culture stronger has fallen from 61 per cent in 2004 to just 57 per cent in 2010 (Greenaway, 2010).

◆ Almost one-quarter (23 per cent) of Canadians also feel that there are too many immigrants in Canada, though this is an improvement from 2004 when almost one-third (31 per cent) felt so (Greenaway, 2010). At the same time, around one-third of Canadians feel that immigrants take jobs away from citizens (32 per cent) or bring down their wages (30 per cent) (German Marshall Fund, 2011).

Immigrants continue to struggle to find place in labour market

◆ For many immigrants, the process of integration into the Canadian labour market continues to be difficult. A recent study on the effects of the recession on immigrants in Calgary reported that many feel completely shut out of the job market, either unable to find work or needing, but unable to find, a second job to help make ends meet. Some had been working, but were among the first to be laid off once the downturn began, and many have now exhausted their savings (Steward, 2010).

² Unaccompanied minors are defined as "an immigrant who is under the age of 18 and not in the care of a parent or legal guardian at the time of entry, who is left unaccompanied after entry, and who does not have a family member or legal guardian willing to or able to care for them in the arrival country."

- ◆ For many immigrants, the lack of recognition of foreign credentials continues to be a significant barrier. A recent study of Canadian immigrants found that among those who arrived between 2000 and 2001, just over one-quarter had received recognition for their educational credentials, and 40 per cent for their work experience within four years of landing. Immigrants in Alberta and B.C. had a lower probability of credential recognition (24 per cent and 23 per cent respectively) than immigrants in Ontario (32 per cent). Skilled workers were most likely to have their credentials and work experience recognized while refugees were the least (Houle and Yssaad, 2010).
- ◆ Discrimination also remains an important factor affecting labour market success. Visible minorities, women and those from non-English speaking regions experience greater difficulty getting their work experience recognized in Canada (Houle and Yssaad, 2010). Visible minority immigrants are also twice as likely as white immigrants to report experiencing discrimination in the workplace. Those who experienced workplace discrimination tend to have lower incomes, despite having higher levels of education (Preston et al, 2011).

Children and youth of immigrant families achieving positive outcomes ...

- ◆ Over the past decades, children and youth in immigrant families have generally achieved positive outcomes, typically having higher rates of university completion than non-immigrant children (Bonikowska and Hou, 2011; Picot and Hou, 2011). This is due in part to the higher level of education of their parents, which may increase the expectations of parents for their children. The support that immigrant children receive from their communities may also be an important factor accounting for their success (Picot and Hou, 2011).
- ◆ Despite increasing levels of educational attainment, however, the earnings of childhood immigrants continue to lag those of the Canadian-born population. While it is hoped that higher rates of university completion may narrow this gap over time, significant declines in the earnings of immigrant parents could affect the ability of their children to complete university (Bonikowska and Hou, 2011). Yet, in a reflection of the importance placed on education, students with immigrant parents are also more willing to take loans to finance their education (Palameta and Voyer, 2010).

... but face significant challenges

- ◆ Although children and youth from immigrant families have achieved above average levels of education overall, critical challenges remain. Many immigrant children, for whom English is a second language (ESL), face significant struggles, particularly in elementary and high school. Across Alberta, almost half of all high school ESL learners did not complete their studies in the K-12 system, compared to a completion rate of 70 per cent among non-ESL students (Cooper, 2008).
- ◆ In Calgary, the high school dropout rate of immigrant youth is strikingly high. Among those for whom English is a second language, 60 – 75 per cent fail to complete high school (Cooper, 2008). Most youth who drop out also lack the financial ability to continue or return to school past the age of twenty when it is no longer publicly funded (Rossiter, 2009). Those who do not complete high school tend to have lower levels of civic participation and considerably higher consumption rates of healthcare and social assistance. The actual cost for a single drop-out in Canada is estimated to be \$15,850, per year, throughout their lives (United Way of Calgary, 2011).

- ◆ One contributing factor may be the cultural competence of educators. Many teachers in Alberta have limited experience working with diverse populations and have little or no training in how to adapt curriculum content to accommodate these learners. Many feel unprepared to work with ethnically, culturally and linguistically diverse classrooms, and struggle to create an inclusive school environment (Alberta Education, 2006; Dunn et al, 2007; Guo et al, 2009 and Mujawamariya and Mahrouse, 2004). An unsupportive school environment, often accompanied by racism and bullying, can compound other personal and family challenges, leading to poor school achievement (Van Ngo, 2011).

Stresses of integration increase risk for immigrant youth

- ◆ While many childhood immigrants appear to be faring well, many also encounter significant stresses. Youth who have experienced trauma or a sudden uprooting, particularly refugees, can be left with a deep sense of anger and loss of trust. The socio-economic conditions of many families can also affect youth, with many parents working long hours or multiple jobs to meet their family's basic needs and unable to provide adequate emotional support for their children. Often these conditions are exacerbated by situations of domestic violence, as well as poor neighbourhood environments (Van Ngo, 2011).
- ◆ The combination of these factors can lead to a crisis of identity and belonging characterized by a disempowering self-concept, an underdeveloped Canadian identity and the lack of an empowering ethnic identity. Lacking a strong sense of belonging, marginalized youth can become involved with counter-cultural groups that provide the emotional and social support that was lacking in family and community (Van Ngo, 2011). Involvement with such

groups can lead to anti-social or criminal behaviour which leads to further social isolation and potentially dropping out of school. Once outside the school system, with inadequate education and literacy skills, they may become part of an underclass with few employment skills and are at great risk of ending up on the streets or in gangs (Rossiter, 2009).

Immigrants facing important health challenges

- ◆ The health and well-being of immigrants remains a key issue. Although new immigrants are healthier than resident Canadians when they enter Canada, their health status declines as they become increasingly exposed to the Canadian environment. This is partly the result of differential access to health care, as well as to health information due to linguistic and cultural differences. Not only is finding a family doctor difficult for many, health care providers often have minimal experience and lack knowledge in working with immigrant populations (Thomas, forthcoming).
- ◆ Immigrant children and youth can face particular challenges, especially concerning their sexual health. Many come from countries with strong sexuality taboos, high incidences of sexually transmitted infections and cultural practices like female genital mutilation. In Canada, they may experience confusion about sexual biology and sexual health issues. This confusion may be further complicated by conflicting messages from a sexualized popular culture and media and lack of access to reproductive health and sex education (Van Ngo and Schlieffer, 2004).

Accessing services a critical challenge

- ◆ Children and youth of immigrant families face a variety of barriers to accessing services. Many struggle with language and communication barriers, a lack of transportation, poverty and a lack of support from parents. Many are also unaware of the programs and services that could benefit them. Service providers often struggle to provide relevant programming and meaningful relationships with immigrant families. Many lack critical cultural competencies and face challenges integrating cultural diversity into their work. This includes policy and service development, communication, resource allocation, hiring and professional development (Hurlock et al, 2004; Howard Research, 2001, Boakye, 2009).
- ◆ A lack of sustainable funding also challenges the ability of many agencies to provide long-term support. At the same time, there is a lack of coordination among service providers, and competition for funding limits their ability to fully explore and capitalize on partnership opportunities. Access to programs and services could benefit from partnerships between organizations such as schools, family resource centres, mainstream organizations, immigrant serving agencies and ethno-cultural groups (Hurlock et al, 2004; Howard Research, 2001, Boakye, 2009).

Immigrant seniors also face challenges

- ◆ While immigrant youth face important adjustment challenges, immigrant seniors also experience stresses in adapting to life in Canada. This includes challenges with income and economic security, employment, housing, transportation, health, mental health and depression, caregiving, social isolation, elder abuse and safety. Cutting across all these issues are language barriers that impede access to information and community support services, preventing full participation in society. As

Calgary's immigrant population grows, there may be a significant increase in the population of seniors sponsored under the family reunification program and in need of support (Luthanen, 2009).

Political marginalization and voter participation

- ◆ Creating an inclusive community involves ensuring the full participation of all members of the community in civic life. Voting is one fundamental aspect of inclusion and a critical form of participation. Across Canada, municipal voting rights are typically extended to all citizens over 18. The citizenship requirement excludes many immigrants, however, despite the fact that they may use city services and schools, own property and pay taxes. Municipalities have a unique voters list that includes non-resident property-based voters, compiled from property-tax assessment and tenancy that could be used to extend voting rights to non-citizen immigrants (Siemiatycki, 2009, Austen and Bauder, 2010).
- ◆ Even when immigrants are eligible to vote, many face barriers in doing so. This includes a lack of information about where and how to vote, the name of the community/ward number and a lack of childcare to support women's civic participation. Many also lack knowledge about the election process, the role of the municipality and candidates' positions on issues affecting immigrants. Efforts to more actively engage immigrants in the political process may provide substantial benefits in supporting positive integration into the community (Belgrave and Vall, 2011).

1.15 Lesbian, Gay, Bisexual and Transgendered (LGBT) Persons

- ◆ Lesbian, gay, bi-sexual and transgendered (LGBT) persons make up an important part of our community. In the United States, it was estimated that around 3.5 per cent of the adult (age 18+) population identify as lesbian, gay or bisexual (LGB), while an additional 0.3 per cent of adults are transgender (Gates, 2011). Other estimates suggest the population is much higher, with most expert estimates placing the homosexual population at around 10 per cent. Assuming that a similar proportion of the Calgary population identify as LGB, the LGB population in Calgary in 2010 would be between 28,000 (3.5 per cent) and 100,000 (10 per cent).
- ◆ In addition to those who identify as LGBT, many more people are touched by LGBT issues. The number of people who report having same sex encounters or attractions is significantly higher than the number identifying as LGB. About 8.2 per cent of Americans report that they have engaged in same-sex activity at some point, while 11 per cent acknowledge at least some same-sex attraction (Gates, 2011). A recent survey of Canadians also found that two-thirds of Albertans report having homosexual friends, roughly the same as the national average (66 per cent) (Leger Marketing, 2011).

LGBT persons continue to face discrimination in daily life

- ◆ LGBT persons continue to face discrimination in daily life. In 2010, there were 42 complaints to the Alberta Human Rights Commission citing sexual orientation as the grounds for complaint, representing 2 per cent of all complaints to the commission that year. This is a 147 per cent increase from 2008 when there were only 17 complaints filed on the grounds of sexual

orientation (Alberta Human Rights Commission, 2011). LGBT persons also experience higher rates of victimization for violent crime, including sexual assault, robbery and physical assault (Stewart, 2007). In a recent survey of the attitudes of Canadians, 16 per cent reported that they believe Canada is intolerant towards gays and lesbians (AngusReid, 2010).

- ◆ Recently, many countries have moved to legally recognize same-sex marriages, prompting significant debate. Acceptance of same-sex marriage is one measure of the degree of acceptance of LGBT persons in society. A recent survey found that slightly more than half (52 per cent) of Albertans agree that allowing civil marriages between same-sex spouses is a good idea. This was considerably lower than the national rate where almost two-thirds (65 per cent) agreed, and the lowest rate of agreement among the regions. At the same time, over half (58 per cent) of Albertans reported that they would support a close family member who announced their intention to marry someone of the same sex. This was the lowest reported rate of support among the regions, and below the national rate of 67 per cent. Similarly, 63 per cent of Albertans reported that they would attend a same-sex wedding if invited, also the lowest rate of agreement among the regions, and below the national rate of 71 per cent (Leger Marketing, 2011).
- ◆ Discrimination against LGBT persons can occur in many settings. The International Labour Organization (ILO) reports that LGBT persons face discrimination in the workplace around the globe. This includes violence, harassment, discrimination, exclusion, stigmatization and prejudice, which leads to barriers to employment for LGBT persons in most countries. As a result, LGBT persons experience a salary gap of anywhere between 3 per cent and 30 per cent. As well, LGBT persons do not have

the same access to benefits for their partners, which can have important health and income consequences for LGBT couples (ILO, 2011).

- ◆ Another emerging area of concern regarding LGBT rights is in sport. For many people, participation in sport is important for health and social development. However, heterosexuality is the presumed norm in sports, and this leaves LGBT athletes feeling isolated and either hiding their identity or often being the target of discrimination, harassment and abuse. For men, team sport is often based on traditional ideas of masculinity, and those who do not conform to this image (homo or heterosexual) may face discrimination. For women, the opposite effect occurs where those who take part in sport are not seen to be “feminine” enough. This may make some women avoid sport for fear of stigmatization, regardless of their sexual orientation or gender identity (CAAWS, 2011).
- ◆ In sport, homophobia takes many forms, including rejection by team-mates and coaches, degrading activities such as anti-gay remarks, insults, cruel jokes and teasing, and initiation and hazing rituals, stigmatization and violence at the hands of peers. Homophobia is also present in the practices of sports organizations which can be directly discriminatory, such as when sport organizations limit employment or other opportunities for lesbians and gays. Organizational or institutional policies and practices can also be inadvertently discriminatory if they have an adverse effect on LGBT athletes, such as pricing in sport and recreational activities that does not take into account non-traditional families, or billeting practices requiring athletes of the same gender to share rooms or even beds (CAAWS, 2011).

LGBT youth at risk of isolation and victimization

- ◆ LGBT youth face significant challenges to being accepted as a result of their sexual orientation or gender identity. A recent study found homophobia to be rampant among Canadian youth, with almost three quarters (70 per cent) of participating students (both LGBT and non-LGBT) reporting that they hear homophobic remarks at school on a daily basis. Such remarks are not limited to students, as almost 10 per cent of LGBT students said that they hear homophobic remarks from their teachers on a daily or weekly basis. The negative effects of this environment extend beyond LGBT youth, as over half (58 per cent) of non-LGBT youth also find homophobic comments upsetting (Taylor and Peter, 2011).
- ◆ Safety is an important issue for most LGBT youth. Almost two-thirds (64 per cent) of LGBT youth reported that they feel unsafe at school, with more than one in five (21 per cent) having been physically harassed or assaulted due to their sexual orientation. Meanwhile, 10 per cent of non-LGBT students also said that they had been physically harassed or assaulted because of their perceived sexual orientation or gender identity. Washrooms and phys-ed change rooms were felt to be the least safe spaces in schools (Taylor and Peter, 2011).
- ◆ LGBT youth of colour and Aboriginal LGBT youth reported even higher degrees of victimization and isolation. Not only do they face harassment because of their sexual orientation or gender identity, they face additional discrimination on the basis of their culture or ethnicity. These youth are also much less comfortable discussing LGBT matters with anyone, including coaches, teachers, classmates, parents, or even close friends, leading to even greater isolation (Taylor and Peter, 2011).

- ◆ The level of acceptance of LGBT youth by their families has a significant impact on their self-esteem and psycho-social well-being. LGBT youth who were rejected by their families have a very high risk of mental health problems as young adults, being more likely to have attempted suicide, to suffer depression, to use illegal drugs, and are at high risk for contracting HIV or other STIs (Ryan, 2009). Conversely, those who had been accepted by their families as adolescents have higher levels of positive adjustment and health, including better self-esteem, social support and general health (Ryan et al, 2010).
- ◆ The consequences of rejection and discrimination against LGBT youth are severe. Research in the United States suggests that between 20 and 40 per cent of all homeless youth identify as LGBT, significantly higher than the estimated rate of between 3 and 5 per cent for the population as a whole. Familial conflict is the primary reason for LGBT youth homelessness, usually arising from the youth's sexual orientation or gender identity. One study estimates that about one-quarter (26 per cent) of LGBT youth are kicked out of their homes after coming out. Another study found that more than one third of youth who are homeless or in the care of social services experienced a violent physical assault after coming out (Ray, 2006).
- ◆ Homelessness has important impacts on LGBT youth who are especially vulnerable to depression, loneliness, social problems and delinquency. They are also more prone to drug and alcohol abuse due to the stress inherent in homelessness, compounded by the stress of the social response to their sexual orientation or gender identity. Many homeless youth engage in survival sex in order to obtain basic needs, such as food and shelter and are more likely to be victims of crime than their heterosexual peers (Ray, 2006).

A growing LGBT seniors population

- ◆ As the population ages, the number of LGBT seniors will also rise. Access to services is one key issue for this growing population, as many seniors service providers fail to consider that a portion of their clientele is undoubtedly LGBT, and so do not consider their special needs. A recent study of cultural competence in social services also found high rates of homophobia among social workers (Grant, 2010).
- ◆ These barriers can have important impacts on health. Lack of awareness of LGBT issues, as well as homophobia among health care providers, leads many LGBT people reluctant to access health care on a regular basis. When they do, they may choose not to disclose their sexual orientation or practices with their health care provider. The cumulative effect of years of poor health decisions and care may be felt acutely in senior years (Grant, 2010). LGBT elders will likely face significant financial challenges in their senior years, as they tend to have lower incomes and higher rates of unemployment, so many are not financially prepared for retirement. Further, because many are less likely to be partnered, their sources of household income are also more limited (Grant, 2010).
- ◆ Mental health issues are of growing concern for LGBT seniors. Throughout their lives, LGBT people face higher rates of mental distress, including suicide attempts, depression, anxiety and substance abuse, often compounded by poor social support. Most LGBT seniors will also have been exposed to hate violence at some point in their life, either personally or by witnessing violence against friends or members of their community. Such factors can present a cumulative impact in the elder years (Grant, 2010).

- ◆ Elder abuse is another reality for many LGBT elders who may be at risk, typically from a caregiver. *“One study of LGBT people found that eight per cent had experienced homophobic neglect and nine per cent had experienced financial exploitation or blackmail; nearly all of this abuse went unreported.”* (Grant, 2010:52). LGBT elders may be at particular risk of abuse by informal caregivers and in institutional settings. Many have spent their lives being the subject of intimidation or abuse already, so may be conditioned to accept it (Grant, 2010).

“Hate-motivated violence leaves an indelible mark on the consciousness and sense of safety of those who experience it. Providers of services to older adults would therefore be wise to consider the lasting impact that absorbing such violence over the lifespan may make on LGBT elders.”

(Grant, 2010:48).

- ◆ Caregiving in the senior years will be an issue of growing concern, particular in the context of recent policy directions to support ageing-in-place. Such policies may disadvantage LGBT seniors. While most elder care is informal, provided by spouses or immediate family, elderly LGBT people are more likely to be living alone, disconnected from their families and without children. As a result, they have less informal caregiving support available. At the same time, there is a lack of long-term care or assisted living facilities that are culturally competent and supportive of the needs of LGBT seniors (Grant, 2010).

1.16 Older Adults

Calgary’s population continues to grow older

- ◆ In 2011, there were 106,515 seniors (aged 65+) living in Calgary, a 13.5 per cent increase from 2006. Over the previous five years, the seniors’ share of the population rose from 9.5 per cent to 9.8 per cent and will continue to rise. Over the next five years, the number of seniors is expected to grow by a further 25 per cent, as seniors will account for an increasing proportion of the population (See Table 4). In the very oldest cohort, age 75+, there will be a 16 per cent growth between 2011 and 2016 (City of Calgary, 2011a).

- ◆ The rising seniors population is being driven by the baby boom, the front end of which reached retirement age in 2011. This begins a large upward swell in the older age cohorts in Calgary. Currently there are over 297,000 baby boomers in Calgary. Looking ahead as the baby boom population grows older, the rate of growth in the senior population is relentless, growing by major increments every five years. Looking further ahead, the population of seniors in Calgary is expected to rise by 66 per cent between 2010 and 2020, four times the growth rate of 16 per cent for the total population. By the mid 2020s, the seniors population in Calgary will have essentially doubled from what it is today (City of Calgary, 2010a).

Growing population of immigrant seniors

- ◆ In 2010, there were 2,170 older immigrant adults (age 45+) who landed in Calgary, a 26 per cent increase from 2006 (See Table 8). This growing population faces particular challenges. Many immigrant seniors struggle with language, relying on families to translate and navigate systems to get their needs met. Understanding how to access services and information in Calgary can be difficult for those who do not speak English. Most ESL programs are targeted to the needs of younger immigrants, focusing on topics such as job search, and there is a need for English language training that is specific to the needs of older adults.

More older adults working

- ◆ Over the past decade, labour force participation among seniors and older workers has continued to grow. In 2005, five million Canadians between the age of 50 and 75 were working or had worked in the previous two years (Pignal, Arrowsmith and Ness, 2010). Meanwhile, participation rates for workers aged 55 to 64 years has risen from 67.6 per cent in 2005 to 72.2 per cent in 2010, and the rate for those over the age of 65 years has increased from 10.7 per cent to 14.3 per cent (Statistics Canada, 2011d).
- ◆ Older workers may remain in the workforce for a variety of reasons. For some, continuing to work is a voluntary choice driven by a desire to remain active. For this group of workers, ongoing participation in the workplace is a positive trend. In fact, among older workers, the vast majority are satisfied with their work, even though many also find it stressful (Pignal, Arrowsmith and Ness, 2010).

- ◆ Of concern among older workers is the risk of unemployment. In 2010, over 12 per cent of older workers (657,000 Canadians) reported having lost a job due to layoffs or closures since the age of 50. While the vast majority (82 per cent) subsequently found new employment, lack of work, low wages and age barriers posed an obstacle for many (Pignal, Arrowsmith and Ness, 2010).
- ◆ While older workers are remaining in the labour force in increasing numbers, the number of retirees is also growing as the population ages. In 2005 the number of workers per retired persons aged 65+ was about 5 to 1. This ratio is expected to fall to about 2 to 1 by 2031, with the largest percentage of retirees being in the Prairies (Pignal, Arrowsmith and Ness, 2010).
- ◆ While retirement is viewed as a positive life transition for many, it can also present challenges. On average, those who have fully retired are in poorer health and many have multiple chronic conditions, particularly women. Retirees are also less likely to be physically active and have less social support, possibly due to the loss of the informal supports people received from their co-workers while working (Park, 2011)

Financial stresses affecting seniors

- ◆ Income security in retirement is an area of growing concern. Retirees are more likely to be among the lowest income groups, and almost half (40 per cent) have less than \$25,000 in savings and investments. One of the critical factors affecting the financial well-being of seniors is access to pensions. Pension coverage continues to fall, particularly in the private sector, where only 55 per cent have coverage. Meanwhile, the ability to contribute to private retirement savings plans (RRSPs) remains constrained (Pignal, Arrowsmith and Ness, 2010).

- ◆ Due to financial reasons, retirement is not an option for a growing number of workers. Among older workers across Canada, almost half (40 per cent) consider their financial plans for retirement inadequate and over one-third (39 per cent) expect their annual retirement income to be less than \$25,000. Financial concerns are now suspected of driving a number of retirees back to work. In 2010, half of all retirees who returned to work did so because of their financial situation. Immigrants, visible minorities and women tend to be among the lowest income groups and also the most likely to delay retirement or return to the workforce (Park, 2011; Pignal, Arrowsmith and Ness, 2010).

Significant health and well-being challenges arising from an older population

- ◆ As the population ages, the number of people living with chronic conditions and disabilities will also rise. Of particular concern is the potential increase in cases of dementia and Alzheimer's disease. In 2010, there were over 110,000 new cases of dementia diagnosed in Canada or one new case every five minutes. By 2038, it is estimated that 1,125,000 will have dementia in Canada, accounting for 2.8 per cent of the Canadian population. The cumulative economic burden is estimated to be \$872 billion, and the demand for long-term care will increase 10-fold (Alzheimer Society of Canada, 2010). In Alberta, the prevalence of dementia is predicted to double by 2038, unless there are significant new scientific discoveries. This will have considerable implications for Alberta's continuing care system.

- ◆ The sexual health of older adults is another emerging issue of concern. For a large majority of Canadians over age 65, sex is an important part of life, with a majority of those between 65 and 74 sexually active. According to a recent survey, one quarter of those age 75 and older are engaging in sexual activity at least once a week. Yet, sexual health is often over looked by health care providers, and as a result, we have seen increasing rates of STIs and HIV in Canadian adults over 50. From 1995 to 2002, the rates of HIV infection in adults 50+ increased from 6.5 to 13.5 per cent (Public Health Agency of Canada, 2006).

Mental health issues also a concern among seniors

- ◆ Older adults experience unique physical, psychological and social changes that individually and together challenge their mental health, sometimes resulting in mental illness. It is estimated that one in five persons aged 65 years has a mental health disorder (Jeste et al, 1999). Depression is the most common mental health problem for older adults and has profound negative impacts on all aspects of their life, not to mention the impact on family and the community.
- ◆ Despite its prevalence, depression is not a normal part of ageing, and is treatable. Successful treatment can result in major functional, social and health gains. However, members of an older generation struggle to overcome not only their own biases against seeking care for mental disorders, but also a lack of services. While many will get care from their family physicians, a significant number are not getting recognized and treated.
- ◆ According to the World Health Organization (WHO), older adults have among the highest rates of suicide worldwide. Research suggests that as many as 80-90 per cent of older adults who died by suicide were suffering from a diagnosable

mental disorder. Having a mental disorder (such as depression, substance abuse or psychotic disorders and personality disorders) can increase a person's risk for suicide.

Elder abuse an issue of growing concern

- ◆ Elder abuse³ is an emerging issue of concern. While the risk of being a victim of family violence tends to decrease with age, family violence against seniors is of concern due to the increased vulnerability of seniors. While the rate of family violence committed against seniors is low (54/100,000), it rose by 14 per cent from 2004. Senior women are more likely to be victimized than men, with common assault (the least serious category) being the most frequent offence committed by family members against seniors (Statistics Canada, 2011e).
- ◆ Of particular concern is the well-being of immigrant seniors. A recent report on elder abuse among immigrant women in Toronto found that many had experienced various forms of abuse by their husbands and other family members. In response, many felt they either had to either tolerate the abuse or leave the home, with neither choice providing an adequate resolution. Many did not access formal support services, as they did not want their community to know about their situation. Many also did not seek help due to concerns about their children's/grandchildren's welfare, language barriers or unfamiliarity with Canadian culture (Gourge and Kanthasamy, 2010).

- ◆ In Alberta, the ability to leave abusive environments can be difficult, particularly for immigrant seniors. Due to a long-standing 10-year residency criteria held by the housing operators, there are limited options for seniors subsidized housing. This means that subsidized housing is not available for immigrant seniors who have been in Canada less than 10 years.

Growing need to support older adults to remain in their homes and communities

- ◆ Providing appropriate housing to Calgary's growing seniors population will be an increasing challenge. The direction of The Government of Alberta's Long Term Care strategy is to support seniors more in their communities, rather than relying on more expensive facility living (Government of Alberta, 2008a). While many seniors would in fact prefer to remain in their homes and communities, environments and services must adapt to support them to do so. Of particular concern is the situation of lesbian, gay, bisexual and transgendered (LGBT) seniors (See Section 1.15).
- ◆ Housing affects peoples' ability to remain in their homes. Much of the housing stock constructed over the past 30 years was not built to accommodate the needs of older persons or those with disabilities. Given the challenges people may begin to face with their current housing, many may opt to move to smaller more accessible housing types. As a result, the market for single-detached two story homes may suffer, while the demand for ground-oriented and apartment style living may swell.

³ *Elder abuse is defined as "a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person." (WHO, 2008). Elder abuse can be physical, psychological/emotional, financial/material, sexual and neglect.*

- ◆ The neighbourhood environment also affects the ability to age in place. Providing safe and walkable environments with good services and access to public buildings and transit is important for supporting older adults. Such environments can help reduce isolation and ensure that older adults continue to have a meaningful role in society (Beard and Petitot, 2010).

Supporting family care-givers an emerging issue

- ◆ As the population ages, older and middle-aged adults may face conflicting demands on their time as older relatives and friends require care. Maintaining a healthy balance between work and care-giving will be a growing challenge for many. In Calgary, 40 per cent of adults (age 18+) reported being concerned about having to care for a family member in 2009 (Goss Gilroy, 2011). Nationally, 19 per cent of men and 22 per cent of women over the age of 45 assisted a senior because of the senior's long-term health condition in 2007. Of those providing such care, one in four was over age 65 themselves, with women bearing a disproportionate share of this informal care-giving work (Duxbury, Higgins and Schroeder, 2011).
- ◆ Caring for seniors can lead to changes in social activities, holiday plans or sleep patterns, as well as extra expense. Safeguarding the health and well-being of family caregivers is a growing issue. In order to support family care-givers, respite care is important, as well as creating flexible workplace environments that respect care-giving obligations. Strategies also need to be devised to minimize the financial burden placed on family care-givers (Duxbury, Higgins and Schroeder, 2011).

Transportation challenges growing as population ages

- ◆ Transportation is critical for seniors, not only to facilitate access to services, but also to allow them to maintain their independence. In 2009, 19 per cent of Calgary seniors reported being concerned about not having easy access to transportation (Goss Gilroy, 2011). In Calgary, the automobile is the primary means of transportation. However, as drivers age, their driving ability may be affected by changes in their physical, sensory and cognitive functions. In 2011, the Alberta Motor Association conducted a series of round tables leading to recommendations for addressing seniors' transportation challenges. These included improving the co-ordination of existing services, improving seniors' awareness of their transportation options and working with communities to enhance collaboration and share resources.

Needs of older adults a critical dimension of emergency preparedness

- ◆ Recent events around the world have raised awareness about disaster management and emergency preparedness. Lessons have been learned from the SARS crisis, Hurricane Katrina, the Asian tsunami and Pakistan earthquake, and have highlighted the need to address the needs of older people in disasters. For example, it is estimated that almost three quarters of the deaths from Hurricane Katrina were in those aged 60 and older. As federal, provincial and municipal efforts to enhance emergency preparedness gain momentum, it is critical that mental health issues in general, including the specific needs of vulnerable populations, such as frail older adults, are considered.

1.17 Persons with Disabilities

Number of persons with disabilities to grow as population ages

- ◆ As the population ages, the number and proportion of persons with disabilities is expected to continue to rise. As such, the demand for age-related disability services will increase and additional resources will be needed to accommodate the needs of persons with disabilities in how services are delivered. While some disabilities (such as mobility) are visible, others, such as hearing and vision loss, remain hidden. Such hidden disabilities can be expected to increase with the ageing population. In Calgary, one per cent are deaf and use sign language, while 200,000 are hard of hearing (Deaf & Hard of Hearing Society, 2011).
- ◆ Persons with disabilities often require support to enable them to be actively engaged in the community, yet many are unable to access the supports they require. A recent study found that, in 2006, one-quarter of Canadians living with a disability needed more support than they received, and five per cent received no help at all, even though they needed it. Insufficient help was most problematic for those with the most severe disabilities, with less than half (42 per cent) receiving sufficient help (Fournier-Savard, Mongeon and Crompton, 2010).

Persons with disabilities continue to face social and economic disadvantages

- ◆ Discrimination remains a fact of life for persons with disabilities. A recent survey found that fifteen per cent of Canadians believe that Canada is intolerant toward persons with disabilities (Angus Reid, 2010). In 2010, physical disability was the most frequently cited grounds for discrimination in complaints to the Alberta Human Rights Commission, accounting for 32 per cent of all grounds. Mental disability was the third most frequently cited ground, accounting for 16 per cent of all grounds cited (Alberta Human Rights and Citizenship Commission, 2011). In Calgary, almost one-third (31 per cent) of those with a long-term disability are concerned about being discriminated against, compared to just 21 per cent of those without such a disability (Goss Gilroy, 2011).
- ◆ Persons with disabilities tend to have lower incomes, higher rates of unemployment and lower levels of education. The ability to advance education may be related to the supports available to assist persons with disabilities in their studies. It may also be related to income and the ability of such students to afford education given persistent low incomes (Palameta and Voyer, 2010). In 2009, the welfare income (Income Support) for a disabled person in Alberta was just 51 per cent of the Low Income Cutoff (LICO), while those with a long-term disability receiving Assured Income for the Severely Handicapped (AISH) received income equal to 78 per cent of the LICO (See Table 26) (National Council of Welfare, 2011).

Family caregivers require support

- ◆ Many persons with disabilities require assistance with routine daily tasks, such as going to appointments, running errands and managing finances, in addition to nursing and specialized care. For the vast majority (80 per cent) of people, the immediate family is the principle source of help or care, often with additional help from extended family and/or friends (Fournier-Savard, Mongeon and Crompton, 2010). Care-giving can have important implications for the income of the household, as it can affect the ability of the family member to continue working (particularly among older couples), or to work full-time, thus limiting household income. In 2009, caring for a family member was one of the top issues of concern among Calgarians, with 40 per cent identifying this as an issue for them. At the same time, 41 per cent expressed a concern about their ability to care for themselves as they age (Goss Gilroy, 2011).

Need for accessible housing increasing

- ◆ Persons with disabilities also often face difficulties with basic household tasks, such as preparing meals, housework and moving around the house (Fournier-Savard, Mongeon and Crompton, 2010). Housing that is designed to accommodate persons with disabilities can be critical for supporting them to maintain their independence. In Calgary, persons with disabilities have a heightened concern about safe housing, with over one-quarter (28 per cent) being concerned about not having safe housing compared to just 20 per cent of those without a disability (Goss Gilroy, 2011).

- ◆ A key emerging housing challenge will be the current lack of units that offer accessible (universal design) features that can accommodate the needs of an older population with increased physical challenges. A recent survey found that over one-quarter (27 per cent) of people aged 55 and over felt that accessibility features would be essential in their next apartment (Waters, 2010). Given the financial challenges experienced by persons with disabilities, housing that is both accessible and affordable will be critical. In 2009, over one-third (39 per cent) of persons with disabilities in Calgary were concerned about not having enough money for housing compared to 29 per cent of those without a long-term disability (Goss Gilroy, 2011).

1.18 Women

- ◆ In 2006, half of Calgary's population was comprised of women. The proportion of men and women was roughly equal among all age groups, except for seniors (age 65+) where women accounted for 56 per cent of the population (Statistics Canada, 2006). As the population continues to age, it is expected that the proportion of women will continue to increase as the number of older women rises.

Gender-based income disparities persist, but show improvement

- ◆ Historically, women have consistently earned less than men. Within Canada, Alberta has the largest pay gap with women earning only two-thirds of what men earn for full-time, full-year jobs. In Alberta, 2/3 of minimum wage earners are women, and half of all women earn less than \$25,000 compared to just 28 per cent of men (Status of Women, 2011). Such disparities are one of the contributing factors to rising income inequality across the developed world. Over the past several decades, while women's labour force participation has grown substantially, they are much more likely to be working part-time and earn less, leaving a growing share of the workforce in the lower end of the wage spectrum (OECD, 2011a).
- ◆ While gender-based wage disparities persist, there are indications that female wages are slowly catching up to those of their male counterparts. Between 1988 and 2008, women's real average wages rose by 11.6 per cent compared to a gain of only 1.3 per cent for men. The narrowing wage gap is due in part to increasing female job tenure as earnings tend to be related to length of employment. Educational attainment among women has also been rising and now surpasses that of men, leading to increased earning potential. The shift of away from manufacturing also reduced higher paying unionized positions in this traditionally male dominated sector. Meanwhile, the unionization rate among women has been rising, and women are increasingly choosing higher paying occupations such as health and education, moving away from sales and clerical occupations (Drolet, 2011).

- ◆ Despite improvements in wages and education levels, gender-based income disparities persist. While this disparity may be partly explained by the fact that, on average, women continue to work fewer hours than men, the wage gap persists even when average hourly wages are compared. In Canada, female university graduates still earn an average of only \$62,800 compared to \$91,800 for men, even though more women are now graduating from university than men (Status of Women, 2011).
- ◆ Of particular concern is the financial security of senior women. As women tend to earn less over their lifetimes, this impacts their financial security in retirement, while many women delay retirement for financial reasons (Status of Women, 2011). Drolet (2011) notes, however, that while the gender wage gap increases with age, this gap should decrease over time as younger generations of women enter the workforce with higher education and engage in higher paying occupations (Drolet, 2011).
- ◆ Increasing female membership in registered pension plans (RPPs) will contribute to the increasing financial security of women in retirement. In 2010, while overall RPP membership rose marginally by 0.2 per cent from 2009, women accounted for two-thirds of the increase as male membership fell for the first time since 2006. At the same time, the pension coverage rate also edged up in 2010 to 39.2 per cent compared to a rate of 38 per cent in 2009, with female coverage of 40.1 per cent exceeding the male coverage rate of 38.1 per cent (Statistics Canada, 2011b).

Gender-based employment disparities persist

- ◆ The recent recession has affected men and women quite differently in the labour market. Between October 2008 and July 2009, males experienced a net loss of 73,600 jobs, compared to a net loss of 68,200 for women nation-wide. While men lost jobs at a greater rate than women, they have also gained them back at a much faster pace (Sauve, 2011). In fact, men accounted for two-thirds of total job gains across Canada between 2009 and 2010, while women accounted for 85 per cent of the employment decrease (Government of Alberta, 2011b).
- ◆ In Calgary, female employment fell by 1.7 per cent between 2009 and 2010, compared to a 0.8 per cent drop for men. Meanwhile, the female unemployment rate continued to rise, reaching 6.2 per cent, while the male unemployment rate remained unchanged at 7.3 per cent. Female participation also fell at a greater rate than males, dropping by 3.2 percentage points to 68.4 per cent, whereas male participation fell by only 1.3 percentage points to 80.5 per cent. Females also continued to be more likely to work part time, with one-quarter of female employment being part time compared to just 9.9 per cent of male employment (Statistics Canada, 2011d).
- ◆ Of concern is women's disproportionate share of "precarious" employment. Precarious work is characterized by low wages, lack of benefits, lack of continuity and risk of injury and ill health. Over the past several decades, the number of such workers has grown steadily, and women are more deeply concentrated in the most precarious forms of vulnerable employment, such as care work (e.g., home care and child care) and service occupations like clerical and retail. Racialized persons (including

indigenous persons) have also historically been over-represented in precarious employment, as are immigrants. For those for whom gender, race and immigration overlap, there is even deeper labour market insecurity (Law Commission of Ontario, 2010).

Safety issues remain a concern for women⁴

- ◆ In 2009, 6 per cent of Canadians reported having been a victim of physical or sexual violence by their partner or spouse in the past five years, and 2 per cent within the previous year. This rate is unchanged from 2004. While both men and women can be victims of spousal violence, female victims report more serious forms of violence than men (Statistics Canada, 2011e). In 2009, less than one-quarter (22 per cent) of victims of spousal violence across Canada reported the incident to police, down from 28 per cent in 2004. Of those who did report incidents to the police, many had been victimized multiple times before the police were involved (Statistics Canada, 2011c).
- ◆ In 2009, 28 per cent of victims reported using formal support services for help, down from 34 per cent in 2004 (Statistics Canada, 2011c). According to the Global Shelter Data Count, 816 women and 771 children received services from an emergency shelter in Alberta on the day of the count. Thirty-seven women who received help on that day reported that their intimate partner had threatened them with a gun. Fifty-nine women and their 79 children could not be accommodated on that day (ACWS, 2011).

⁴ For a complete discussion of domestic violence, please refer to Section 4.

◆ Criminal harassment⁵ is a growing safety issue affecting an increasing number of Canadian women. In 2009, there were 20,000 such incidents reported to police across Canada, accounting for 5 per cent of all violent crimes reported to police. Between 2008 and 2009 incidents reported to police increase by 7 per cent, continuing a pattern of steady increase over the decade. Females accounted for three quarters (76 per cent) of all victims. Just under half (45 per cent) of female victims were harassed by a former intimate partner and 6 per cent by a current partner. Threats and physical force were most commonly used against victims, although injuries arising from criminal harassment are very rare (Milligan, 2011).

◆ Immigrant senior women are often especially vulnerable to abuse and neglect. A recent study of the experience of elderly Tamil women in Toronto found that many had experienced various forms of violence including emotional, physical, sexual and financial abuse as well as threat, neglect and control, usually by their husbands, but also at the hands of their children, children-in-law and grandchildren. In these situations, people often feel that they must either tolerate the abuse or leave the home, with neither choice providing an adequate resolution to their issues (Guruge and Kanthasamy, 2010).

◆ Aboriginal persons are also at greater risk of being a victim of spousal violence. In 2009, 10 per cent of Aboriginal persons reported being a victim of spousal violence compared to 6 per cent of the non-Aboriginal population. Among Aboriginal

women, the rate was even higher with 15 per cent reporting such victimization compared to only 6 per cent of non-Aboriginal women. Aboriginal victims of spousal violence were also more likely to report that they feared for their life or that they had been injured as a result of the violence. Among those who had been victims of spousal violence, more than half (59 per cent) of Aboriginal people reported being victimized more than once, and 50 per cent more than three times. This compares to only 43 per cent and 29 per cent of the non-Aboriginal (Perreault, 2011).

Lack of childcare affects women's social and economic well-being

◆ Women are disproportionately responsible for child care across Canada, spending more time and energy on childcare than men, even when employed. Currently, almost three-quarters (70 per cent) of Canadian women with children under the age of six work outside the home. However, due to the shortage of childcare spaces and lack of "family friendly" work practices, many of these women often feel they must choose part-time work, turn down overtime and make other choices that allow them to juggle both their domestic and workplace responsibilities. This helps explain why 70 per cent of part-time workers are female. These same pressures also make it hard for women to return to school (Canadian Women's Foundation, 2011).

⁵ "Criminal harassment, commonly referred to as stalking, refers to repeated conduct that is carried out over a period of time that causes victims to reasonably fear for their safety."

- ◆ The lack of childcare remains a pressing challenge for Canadian women and families. In 2006, the number of regulated child care spaces across Canada could accommodate only 17 per cent of children aged 0-12 years (Townson, 2009). The situation in Alberta is worse, with Alberta spending the lowest amount per capita on childcare (Public Interest Alberta, 2007). In Calgary, over one-quarter (28 per cent) of women (age 18+) were concerned about not having access to childcare in 2009 (Goss Gilroy, 2011). With the poverty rate among single-parent female families substantially higher than the rate of two-parent families, access to affordable, quality childcare would help decrease women and children's poverty (Townson, 2009).
- ◆ In Calgary, The City of Calgary began offering an after school program in 2009 where youth ages 6-16 are able to access safe, supervised activities from hundreds of locations between the hours of 3 and 6 p.m. Such programs build safer communities by reducing the risk of gang involvement, crime, teen pregnancy, substance abuse, poor grades and other negative activities. Such programs also lower stress levels for parents and increases the time that mothers can stay at work.
- ◆ There are many systemic barriers to women's inclusion at the corporate level. Systemic barriers include stereotypes and a lack of access to networks. There is also a limited recruitment pool due to the fact that there is little female representation at higher levels of the organization. Nationally, women are making small gains, however, with the percentage of top 100 Canadian companies without any female representation dropping 12 per cent since 2000 (Fitzsimmons, 2010).
- ◆ Research has also demonstrated the benefits of increased female leadership to firms. Canadian companies with the most female representation on their boards have tended to outperform those with the least, having a 53 per cent higher return on equity, 42 per cent greater return on sales and 66 per cent higher return on invested capital. Women on boards have better attendance, are more likely to join monitoring committees, hold CEOs accountable, broaden decision-making to include the wider stakeholder community and approach responsibilities more collaboratively.

"Studies indicate that gender diversity is especially beneficial for boards pursuing complex, ill-defined tasks, because they bring new ideas to the table, keep a close watch on CEO activities, and force boards to spend more time debating the issues."
(Fitzsimmons, 2010)

Women continue to be under-represented in leadership positions

- ◆ There is ongoing concern about the lack of female representation in public and private leadership positions. In 2010, only 14 per cent of board positions among Canada's FP500 companies were held by women, despite representing more than half the population and almost half (47 per cent) of the workforce (Abma, 2011). In Calgary, female representation in leadership positions overall fell from 34 per cent to 31 per cent between 2001 and 2011, although in corporate positions it rose from 10 per cent to 19 per cent (Sustainable Calgary, 2011).

- ◆ However, simply increasing female board representation may not be sufficient to realize these benefits. “Group think” research suggests that it takes a minimum of three people to agree that something is wrong in order to change the opinion of the group.

“Simply having women on the board is not enough. One of the key benefits of board diversity is the likelihood that people from different backgrounds will think differently about the same problem, resulting in increased innovation, better problem solving ability and increased ability to recognize the needs of diverse stakeholders. In order to benefit from this diversity of thought, boards need to have a diversity culture – a culture that welcomes perspectives stemming from demographic differences, instead of training everyone to think and act the same way.” (Fitzsimmons, 2011).

- ◆ Thus, while more female representation on boards is needed, in order to effect organizational change, more than just one woman on a board is needed. The more equal the distribution, the better the performance and good governance, and the less potential there is to marginalize women and minority members and an increased opportunity to bring attention to the unique attributes each member brings (Fitzsimmons, 2010).
- ◆ Also of concern is the lack of female representation among Canada’s elected officials. *“It is generally accepted that a more equitable representation of women in parliament is required worldwide to more accurately reflect the composition of society and to ensure that women’s diverse interests are taken into account.”*

(Cool, 2010). Canada is still far from the 30 per cent minimum to reach critical mass (the widely accepted benchmark). Visible minority women and Aboriginal women are even further under-represented.

- ◆ The Law Commission of Canada concluded that, *“increased representation of women is an important reason for reforming Canada’s first past the post voting system.”* Canada ranks in the 40s in terms of gender representation at the political level. Twenty-four countries have reached critical mass. Most of these countries use a proportional representation system of government. Countries that rely on the “first past the post” system consistently have lower representation of women. Most political parties in Canada have implemented a variety of measures to attract and support female candidates (Cool, 2010).
- ◆ In the 2011 federal election, only 407 out of 1587 candidates were female (25.6 per cent). At the same time, that election produced a record number of women elected, with 76 women elected out of 308 seats, representing one quarter of the seats in the House of Commons. This is the highest proportion of female candidates and female members of parliament in the House of Commons that Canada has seen (Fitzpatrick, 2011)

1.19 Policy Developments

- ◆ Internationally, there is a growing movement to include sexual orientation and/or gender identity in national human rights regimes, including extending benefits to same-sex partners, as well as the recognition of same-sex marriage. At the same time, there are still seven countries that apply the death penalty to homosexuals, and 76 countries that criminalize same-sex sexual relations.

- ◆ In 2011, the Government of Canada introduced the *Preventing Human Smugglers from Abusing Canada's Immigration System Act*. The Act introduces minimum sentences for convicted smugglers, establishes mandatory detention for irregular mass arrivals and preventing those who are part of a smuggling operation from obtaining Permanent Resident status or sponsoring family for a period of five years.
- ◆ In 2011, the Government of Canada introduced changes to the Economic Immigrant program, limiting the number of new applicants under the federal Skilled Worker, Immigrant Investor and Entrepreneur programs.
- ◆ In 2011, the Government of Canada enacted *Bill C-35 An Act to amend the Immigration and Refugee Protection Act*. This bill makes a number of changes in the manner of regulating the intervention of third parties (immigration consultants) in immigration processes. It creates a new offence by extending the prohibition against representing/advising people at all stages including before an application is made/proceeding instituted. The bill provides the possibility that the minister may, by regulation, designate a body to be responsible for regulating immigration consultants. This bill became law on March 23, 2011.
- ◆ In 2011, the Government of Canada introduced a pilot project to help refugees who are fleeing persecution on the basis of their sexual orientation. Through this three-year pilot project, Citizenship and Immigration Canada is partnering with an organization, Rainbow Refuge, to assist with the sponsorship of lesbian, gay, bisexual and transgender refugees outside Canada who wish to resettle here.
- ◆ In 2011, the Government of Canada introduced *Bill C-407 Elimination of Racial and Religious Profiling Act*. The purpose of this Bill is to prevent individuals from being stopped or otherwise investigated by enforcement officers wholly or partly on the basis of the individual's race, colour, ethnicity, ancestry, religion or place of origin.
- ◆ In 2011, the Government of Canada introduced *Bill C-425 Foreign Credential Recognition Act*. This Bill ensures that any person who was educated and trained outside Canada is treated with fairness and respect and receives assistance to integrate into the Canadian labour market, where they can contribute their knowledge to their profession.
- ◆ In 2011, The City of Calgary adopted the *Welcoming Community Policy*. This Council Policy gives direction to The City to continue its engagement with senior governments and the local community in providing successful integration for immigrants to Calgary and addressing their needs as they relate to the municipal mandate of creating a welcoming and inclusive community.



Not So Sweet Surrender

The Calgary Humane Society (CHS) has seen a spike in pet surrenders during 2011 by as much as 30 per cent. "This includes many toy and purebred dogs, which we usually don't see," says Patricia Cameron, executive director, "It's very concerning." Such is the case of Gizmo (a Lhasa Apso/Poodle cross) and Alex (a Bichon/Beagle cross) who have lived together their whole lives and are joined at the hip – but for Alex, that would be an arthritic hip. They were surrendered to the CHS in the summer because their owners couldn't afford to keep them any longer. "Individuals who surrender their pets often do so under great duress," explains Cameron, "Loss of employment, landlords who threaten eviction, family breakdown, poverty and homelessness are common causes."



Gizmo and Alex await a new family

Whether surrendered for financial or personal reasons – or a combination thereof – the rise in the number of sheltered animals likely indicates increased levels of social stress, as research reveals that animal welfare issues are part of a nexus of social challenges, the like of which the CHS hasn't seen in decades. It's been at full capacity for most of 2011.

In addition, the majority of these animals arrive at the CHS in medical distress because their owners haven't provided them with veterinary care. Both Gizmo and Alex needed significant treatment to address their health, grooming and behavioural issues, but they're now ready to be adopted and looking forward – as are many Calgarians because of the recession – to more secure times.

Website:
calgaryhumane.ca

1.2 Economic Well-being

Economic well-being consists of the ability to participate meaningfully in the economic life of the community and receive an income sufficient to meet your basic needs. This section reports on the labour force and employment trends, income security, and people's ability to meet their basic needs.

SNAPSHOT

- ◆ Unemployment Rate, Calgary, 2010: 6.8 per cent 
- ◆ Labour Force Participation Rate, Calgary, 2010: 74.6 per cent 
- ◆ Full-time Employment Rate, Calgary, 2010: 83.6 per cent 
- ◆ Youth Unemployment Rate, Calgary, 2010: 12.4 per cent 

PROMISING TRENDS

- ◆ Economic growth in Calgary resumed in 2010, rising by 3.5 per cent.
- ◆ Employment and the employment rate are up nationally and provincially.
- ◆ Calgary continues to have the highest labour force participation rate of Canadian cities.
- ◆ Employment quality across Canada is up, with growth in full-time and higher paying jobs. Alberta and B.C. are leading the way in the rise of higher quality jobs.
- ◆ Aboriginal employment up in Alberta.
- ◆ Youth employment in Calgary is up, with a strong gain in full-time jobs, leading to a decrease in the youth unemployment rate.
- ◆ The wage gap between men and women is narrowing.

CHALLENGES

- ◆ Employment growth lags GDP growth, with unemployment continuing to rise in Calgary.
- ◆ The duration of unemployment is increasing. Long term unemployment has significant health and social costs for individuals, families and communities.
- ◆ Under-employment is high across Canada, particularly involuntary part-time work.
- ◆ The labour force participation rate in Calgary fell for the second consecutive year.
- ◆ There is a rise in precarious employment, and vulnerable workers. Women, recent immigrants, temporary foreign workers and racialized persons are more likely to be engaged in precarious employment. Young families with children are also more at risk of being in low-income employment.
- ◆ Women have been disproportionately affected by the recession; men accounted for 2/3rds of job gains and women for 85 per cent of job losses.
- ◆ Recent immigrants continue to face higher rates of unemployment and do not appear to be benefitting from the recovery as much as other Canadians.
- ◆ Despite rising youth employment, the youth unemployment rate in Calgary remains high and the youth participation continues to fall. This is placing financial stress on students and their families.
- ◆ Increasing retirement may negatively affect the long-term labour supply. At the same time, however, many retirees are facing income challenges, and are returning to work. Many older workers are delaying retirement for financial reasons.

DISCUSSION

1.21 Employment

Economic growth resumes ...

- ◆ Economic growth in Canada resumed in 2010, with the Gross Domestic Product (GDP) rising by 3.3 per cent following a 2.6 per cent decline in 2009. Key drivers of economic growth were a strong Canadian dollar, moderate inflation, low and stable interest rates, as well as population growth (Government of Alberta, 2011c).
- ◆ In Alberta, GDP rose by 3.4 per cent in 2010, driven by high energy and commodity prices that spurred renewed oilsands development. This had spinoff benefits for the construction, manufacturing and transportation sectors. A recovering housing market and a rebound in retail and wholesale trade also contributed to economic growth (Government of Alberta, 2011c).
- ◆ Calgary's GDP was slightly above that of Alberta and Canada, rising by 3.5 per cent in 2010, following a record 4.7 per cent decline in 2009. Economic growth in Calgary was driven by low and stable inflation and a rebound in the housing market. The economic recovery, however, was not reflected in income and employment gains in 2010 (Government of Alberta, 2011c). Over the next five years, economic growth is projected to pick up, with GDP in the Calgary Economic Region expected to grow by 2.7 per cent in 2012 and 3.1 per cent in 2013, before tapering off 2.0 per cent by 2016 (City of Calgary, 2011a).

... but employment growth lags

- ◆ In 2010, Canada's employment growth lagged growth in the GDP, with national employment up by 1.4 per cent. While this was a net gain of 228,000 jobs, it left Canada with total employment below its pre-recessionary level. Reports indicate that employers have been reluctant to hire due to uncertainty over future economic growth, preferring to bring on part-time or contract staff if additional staff are required (Government of Alberta, 2011c).
- ◆ Meanwhile, the national employment rate remained steady at 61.6 per cent, down from 63.5 per cent in 2008. In Alberta, total employment dropped by 0.4 per cent in 2010, a net loss of 8,600 jobs, the second consecutive year of decline (See Table 11). In Calgary, employment also fell, down by 1.2 per cent, a loss of 8,800 jobs and the second consecutive year of decline. As a result, the employment rate in Alberta and Calgary also dropped for the second consecutive year (Government of Alberta, 2011c).
- ◆ Looking forward, the labour market appears to be picking up. Over the next five years, the Calgary Economic Region is expected to generate 106,000 new jobs, posting a 2.8 per cent gain in 2011 and 3.4 per cent in 2012 (City of Calgary, 2011a). A recent survey also found that more than one quarter (26 per cent) of Calgary companies are expecting to expand in the coming year. Layoffs are also reported to be down, with only 15 per cent of firms reporting layoffs in the previous year, compared to 28 per cent in 2009, and only 4 per cent expected to downsize in 2011 (Government of Alberta, 2011c).

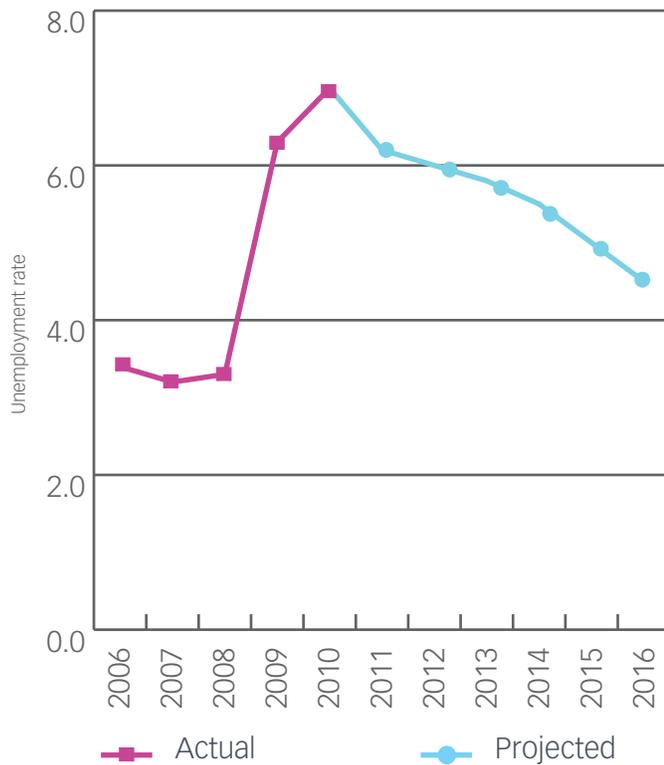
Services drive growth nationally, but goods production leads in Alberta ...

- ◆ Across Canada, the goods producing sector was hit particularly hard by the recession, with the biggest job losses occurring in manufacturing. Meanwhile, the service sector posted the biggest employment gains, with a 1.9 per cent increase in employment in 2010, accounting for 90 per cent of total job gains, compared to a gain of 0.7 per cent in the goods producing sector (Government of Alberta, 2011c).
- ◆ In Alberta, however, the situation was reversed, with most of the job losses in 2010 concentrated in the service sector, which posted a 0.8 per cent decline in 2010, compared to a 0.6 per cent increase in the goods producing sector, led by increases in construction (+5.4 per cent) and agriculture, mining, oil and gas (+1.2 per cent). (Government of Alberta, 2011b).
- ◆ In the Calgary Economic Region, the goods sector also out-performed the service sector, posting a net loss of 0.4 per cent compared to a 1.2 per cent decline in service sector jobs (See Table 12). In the goods sector, construction and manufacturing posted strong job gains, while in the service sector trade, health care and social assistance led the way. These gains, however, were offset by losses in almost all other industries (Statistics Canada, 2011d).

... while unemployment remains high

- ◆ Despite the worldwide economic recovery following the 2008-09 recession, there has not been a significant fall in unemployment. One key reason for this is that many firms reduced work hours during the crisis rather than laying off staff. As the economy recovers, firms are now bringing work hours for their employees back up, rather than hiring additional staff (OECD, 2011b).
- ◆ In Canada, the national unemployment rate edged down from 8.3 per cent to 8.0 per cent between 2009 and 2010 (See Table 11). In Alberta, the unemployment rate also fell marginally from 6.6 per cent in 2009 to 6.5 per cent in 2010. Despite relatively weak improvement in unemployment, Alberta still had the third lowest unemployment rate among the provinces. Although BC and the Prairie provinces have below average unemployment rates, one in four of the unemployed in Canada live in Western Canada (Canadian Labour Congress, 2010).
- ◆ Meanwhile, in Calgary, there was a marginal increase in the unemployment rate from 6.7 per cent to 6.8 per cent between 2009 and 2010 (Government of Alberta, 2011c). Over the next five years, unemployment in the Calgary Economic Region should ease, falling from an estimated 6.2 per cent in 2011 to 6.0 per cent in 2012. By 2016, the unemployment rate is projected to fall to 4.5 per cent (City of Calgary, 2011a).

FIGURE 3: Unemployment Rate (Age 15+), Calgary Economic Region, Actual and Projected



◆ Reducing the number of unemployed will depend on overall employment growth, as well as the match between occupation growth and the occupational profile of the unemployed. If there is a mismatch, employment growth alone may not be effective in reducing persistent unemployment (OECD, 2011b).

Long-term unemployment rising

◆ While unemployment did not reach the same level during the recent recession as in previous ones, long-term unemployment⁶ has risen. In 2010, one-quarter of Canada's unemployed were long-term, compared to just 15 per cent in 2008. The principle reason for this is that, although the economic recovery has reduced the number of lay-offs, it has been unable to generate enough new employment to accommodate new entrants to the labour market who accounted for almost half of the increase in the number of unemployed between 2008 and 2010 (Gilmore and LaRochelle-Cote, 2011). This is contributing to persistent unemployment and a lengthening of the duration of unemployment, despite a 2 per cent growth in the national labour force between 2008 and 2010 (Canadian Labour Congress, 2010).

◆ In addition to the unemployed, the under-employed are an important component of the labour force. This includes those who are working part-time involuntarily. In October 2010, the involuntary part-time workforce represented 4.9 per cent of the labour force, up from 4.1 per cent in October 2008, a 20 per cent increase in the number of involuntary part-timers. This may be due to the fact that full-time employment did not recover as quickly as part-time. Taking the under-employed into account would significantly increase the national unemployment rate from 5.6 per cent to 7.4 per cent in October 2008, and from 7.6 per cent to 9.9 per cent in October 2010 (Gilmore and LaRochelle-Cote, 2011).

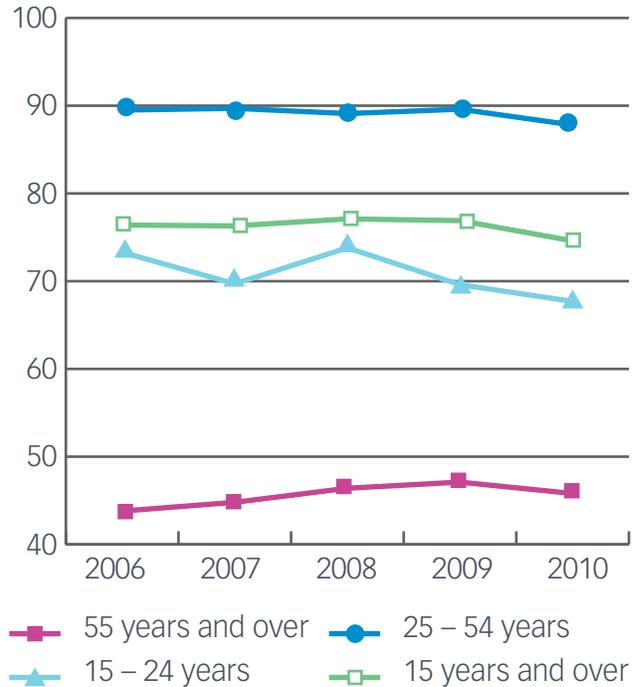
⁶ Long-term unemployment is a period of unemployment that has lasted for 26 weeks or more.

- ◆ The risk of persistent and long-term unemployment is that it may lead to a widespread deterioration of human capital, discouragement and withdrawal from the labour market. The risk is particularly high among immigrants, youth and less skilled workers who comprise the bulk of new labour market entrants and were disproportionately affected by the recession (OCED, 2011a; Canadian Labour Congress, 2010). There is some evidence that this is occurring, particularly among youth and less skilled workers as labour force participation falls.

Labour force attachment remains strong despite high unemployment

- ◆ In Canada, however, although unemployment rose sharply during the recession, workers generally remained in the labour force. Despite a 31 per cent increase in the number of unemployed nation-wide, the number of people who opted not to participate in the labour force grew by just 5 per cent, leading to a marginal drop in the participation rate (Gilmore and LaRochelle-Cote, 2011). In Calgary, while the participation rate fell from 76.9 per cent to 74.6 per cent between 2009 and 2010, it remained the highest of major Canadian cities (Government of Alberta, 2011c).

FIGURE 4: Labour Force Participation Rate by Age, Calgary (CMA), 2006 – 2010



- ◆ In fact, across Canada, “discouraged workers” represented just 0.3 per cent of those who were not participating in the labour market in 2010. The growth in the number of non-participants was driven more by those who are able to work, including students who accounted for half of all non-participants. Growth in the number of non-participants was also due to population ageing, as seniors accounted for about one-third of the growth of non-participants (Gilmore and LaRochelle-Cote, 2011).

Unemployment can have significant lasting health and social impacts

- ◆ Unemployment has significant negative effects on the lives of individuals and families. A recent poll conducted in the United States found that more than half of the unemployed have borrowed money from friends or relatives since becoming unemployed, and about one-quarter had either lost their home or been threatened with foreclosure or eviction due to non-payment of mortgage or rent. The impacts, however, are more than just financial. Almost half also reported that they have suffered from depression or anxiety, with the same proportion also reported having more frequent conflicts or arguments with family members or friends. About 4 in 10 parents have noticed behavioural changes in their children, which they attribute to their difficulties in finding work (Luo, 2009).
- ◆ Unemployment and persistent job insecurity can also have significant health impacts. Layoffs have been found to increase the risk of heart attack, stroke and other stress related health problems. While the relationship between job loss and reduced health and life expectancy isn't clear, it may be due to physiological responses to stress, as well as lifestyle changes that can affect health, such as increased smoking or drinking and reduced exercise (Luo, 2010). Persons who are unemployed may also change their spending habits, which could have health consequences (such as reduced spending on healthy food) (Roelfs, Shor, Davidson and Schwartz, 2011).

Work hours starting to rise after falling in recession

- ◆ As the economy recovers, hours worked are also starting to rise as employers seek to increase production while remaining reluctant to bring on new staff. Nationally, a recent survey found that over one-quarter (28 per cent) of Canadians are working more hours now compared to a year ago, while about two-thirds (64 per cent) reported working the same amount of hours (Framework Partners, 2010). In Alberta, average weekly work hours rose by 1.5 per cent in 2010 to 34.1 hours, after falling sharply in 2009 (See Table 13). Work hours rose most for men and for those in the prime working ages (25 – 54) (Statistics Canada, 2011d).

The quality of employment continues to rise, particularly in Alberta ...

- ◆ As employment growth resumes, the quality of employment is also rising. During 2010, the CIBC Employment Quality Index (EQI) improved significantly, regaining all of the ground it lost during the recession. This upward trend continued into the first quarter of 2011, with Alberta and B.C. leading the increases in the national EQI. Between the first quarter of 2010 and the first quarter of 2011, the EQI in Alberta rose by 2.1 per cent, following a 2.3 per cent decrease the previous year (Tal, 2011a).
- ◆ Rising job quality comes from increasing paid-employment (vs. self-employment), more full-time positions and the creation of large numbers of jobs in higher paying sectors. This is likely due in part to increases in the public sector and construction industry, spurred on by stimulus funding, which together accounted for one-third of all new jobs in 2010 (Tal, 2010, 2011a).

- ◆ In Calgary, job growth was concentrated among higher waged jobs. Between 2009 and 2010, the number of jobs paying less than \$30.00 per hour declined while the number paying more than \$30.00 rose (See Table 14). As a result, the share of high paying jobs (\$40.00 or more) rose from 5.3 per cent in 2005 to 13.7 per cent in 2010, while the percentage of low paying jobs (<\$20.00) fell from 59.2 per cent to 41.8 per cent (Statistics Canada, 2011d).
- ◆ Growth in full-time employment, a significant contributor to higher job quality, was also evident in Calgary. In 2010, 84 per cent of all jobs in the Calgary CMA were full-time, up from 83 per cent in 2009 (See Table 11). Full-time jobs also held up better during the recession. Between 2009 and 2010, the number of part-time jobs fell by 3.6 per cent, compared to a loss of only 0.8 per cent in full-time jobs (Statistics Canada, 2011d).
- ◆ Unionization affects job quality, as unions tend to command higher wages and benefits. In 2010, union membership rose at a faster rate than employment, pushing the national unionization rate up marginally to 29.6 per cent from 29.5 per cent in 2009. Although unionization rose nationally, it fell in four provinces, including Alberta. Increases in union membership were greatest for women, as well as among permanent employees. Union membership was highest in public administration (68.5 per cent) and education (67 per cent) (statistics canada, 2010a).

... but concerns remain for vulnerable workers in precarious work

- ◆ Lower quality jobs are often said to be “precarious” because they are typically unstable, low paid and without benefits. The major types of precarious employment are self-employment, part-time and temporary employment, including through temporary help agencies and Temporary Foreign

Worker (TFW) programs. Workers in these types of jobs often have an increased risk of injury and ill health, and lack legal protection or control over their work (Law Commission of Ontario, 2010).

- ◆ Over the past several decades, the number of such workers has grown steadily due to technological change and the decline of manufacturing, changes in immigration policy, and increased global migration of people and corporations. In Canada, programs such as the TFW and Live-in-Caregiver programs have contributed to the rise in precarious work (Law Commission of Ontario, 2010).
- ◆ Some workers are more likely to be in precarious employment than others. Women are highly involved in the most precarious types of work, such as care work (home care and child care) and service occupations like clerical and retail. Visible minorities, Aboriginal persons and recent immigrant are also over-represented in precarious work (Law Commission of Ontario, 2010).
- ◆ For many people engaged in precarious employment, there is little time for family and friends. This is due to working multiple jobs or long hours, having conflicting work schedules, or spending free time searching for additional work. This may also leave workers isolated with less opportunity to engage meaningfully in the community. As vulnerable workers age, they typically have little opportunity to save for retirement and usually have no form of employer pension plan, so often continue working past the normal retirement age (Law Commission of Ontario, 2010).

Temporary foreign workers prone to vulnerable employment

- ◆ Temporary foreign workers often find themselves in precarious work. Despite having above average education, most work in low-skilled and low wage jobs. Ontario, Quebec and B.C. have been the most frequent destinations for TFWs, though a growing share is coming to Alberta. Almost one-third of temporary residents live in Toronto, followed by Montreal (15 per cent), Vancouver (12.5 per cent), Calgary (5.5 per cent) and Edmonton (3.7 per cent). In Calgary, TFWs accounted for 1 per cent of the city's full-time workforce in 2006 (Thomas, 2010).
- ◆ Prior to the recent recession, the number of TFWs in Canada was rising, consistent with global trends. Between 1996 and 2006, the number of TFWs rose from 142,000 to 265,000. As the recession took hold, the number of TFWs accepted into Canada fell. There are indications, however, that the demand for TFWs may again be rising as the economy recovers. In 2010, a survey of Calgary companies found that 17 per cent had employed TFWs in 2010, compared to 9 per cent in 2008, while 7 per cent indicated that they would be applying for TFWs in 2010, compared to 4 per cent in 2008 (Government of Alberta, 2011c).

Child workers are of particular concern

- ◆ In Alberta, children represent a particularly vulnerable group of workers. A recent survey of Alberta households revealed that 6 per cent of children (age 9-11) and 19 per cent of adolescents (age 12-14) had worked in the previous year, working on average 5.2 hours per week. The most common forms of employment were babysitting, newspaper/flyer delivery, restaurant work, janitorial work, golf course, sports, agricultural work and yard work. Of the jobs performed by children, many are illegal, such as newspaper delivery and janitorial services. The same is true of adolescents, where

many work in restricted jobs, such as janitorial services, sports teams or working on a golf course (Barnetson, 2010).

- ◆ Among child and adolescent workers, employment standards violations were common. Frequent violations included working too many hours (most commonly a four-hour shift on a school day), receiving less than minimum wage, working under age or in prohibited occupations or performing prohibited tasks. Children and their parents were typically unaware of employment standards or their rights. In a complaints-based system like Alberta's, ignorance of regulations and rights is a key barrier to their enforcement (Barnetson, 2010).

Women experience greater impacts of recession ...

- ◆ The recent recession affected men and women quite differently in the labour market. Between October 2008 and July 2009, males experienced a net loss of 73,600 jobs, compared to a net loss of only 68,200 for women. Although men lost jobs at a greater rate than women, they have since re-gained them faster (Sauve, 2011). In fact, men accounted for two-thirds of total job gains across Canada between 2009 and 2010, while women accounted for 85 per cent of the employment decrease (Government of Alberta, 2011c).
- ◆ In Calgary, female employment fell by 1.7 per cent between 2009 and 2010, compared to a 0.8 per cent drop for men. Meanwhile, the female unemployment rate continued to rise between 2009 and 2010, reaching 6.2 per cent, while the male unemployment rate remained unchanged at 7.3 per cent. Female participation also fell at a greater rate than males, dropping by 3.2 percentage points to 68.4 per cent, whereas the male participation fell by only 1.3 percentage points to 80.5 per cent. Females also continued to be more likely to work

part time, with one-quarter of female employment being part time compared to just 9.9 per cent of male employment (Statistics Canada, 2011d).

Youth unemployment remains high ...

- ◆ Youth unemployment has risen dramatically worldwide since the start of the recession. Young people were disproportionately affected because they began entering the job market at a difficult time and are also more likely to be employed in jobs that are more prone to unemployment. In 2010, the unemployment rate for youth globally was 21 per cent. During the previous recession, which was less severe than this one, youth unemployment continued to rise for five years after the recovery. If that happens again, high levels of youth unemployment are likely to persist for some time (Ha, McInerney, Tobin and Torres, 2010).

- ◆ In Canada, over half of the jobs lost between October 2008 and July 2009 were held by youth (Sauve, 2011). In Alberta, youth employment fell by 3.6 per cent in 2010 compared to a 0.2 per cent gain in employment among adults (Government of Alberta, 2011a). In Calgary, youth employment was up between 2009 and 2010, growing by 4.9 per cent led by a 7.9 per cent growth in full-time jobs. This resulted in a 1.4 percentage point decline in the unemployment rate which fell to 12.4 per cent after peaking at 13.8 per cent in 2009 (See Table 15) (Statistics Canada, 2011d). While expected job growth from the recovery may benefit youth, because youth are often employed in precarious jobs (part-time/temporary), these jobs may be the first to be affected if the recovery were to weaken (Ha, McInerney, Tobin and Torres, 2010).

... and labour force participation falls

- ◆ As youth unemployment has risen, youth labour force participation has fallen across the country. In Calgary, labour force participation also fell, despite a decline in the unemployment rate, down for the second consecutive year, reaching 67.7 per cent compared to a rate of 73.8 per cent in 2008 (See Table 16) (Statistics Canada, 2011d). There is a concern that the withdrawal of youth from the labour force could have long-term negative effects, unless it is matched by increased enrollment in education or skills training (Ha, McInerney, Tobin and Torres, 2010).

- ◆ There is some evidence that reduced youth labour force participation is being matched by increasing enrollment in education. In 2010, students accounted for more than 50 per cent of the increase in non-participants in the labour force nation-wide (Gilmore and LaRochelle-Cote, 2011). At the same time, however, prolonged unemployment may also make it increasingly difficult for youth to finance post-secondary education, leading to higher debt loads for graduating students, as well as increased financial burden on parents to support children through their education. Students can also be affected if their parents lose their jobs and can no longer afford to support their studies (Sauve, 2011).

- ◆ A recent study on the impacts of the recession on students in Calgary reported that they are particularly stressed due to the necessity to work in order to finance ever-increasing tuition fees. Often students who are working find it difficult to carry a full course load, resulting in them having to stay in school longer, leading to even higher overall costs. Due to the financial challenges facing students, many are rethinking their career choices or their decision to continue their studies (Steward, 2010).

Older workers remain strongly attached to the labour force

- ◆ Older workers continue to be increasingly attached to the labour force. Across Canada, the participation rate for workers aged 55 to 59 years rose from 72.2 per cent to 74.0 per cent, from 48.8 per cent to 52.2 per cent for those 60-64 years and from 10.5 per cent to 11.8 per cent for those 65+ (Canadian Labour Congress, 2010). A recent survey of older workers⁷ found that five million Canadians age 50 to 75 were working or had worked in the past two years (Pignal, Arrowsmith and Ness, 2010).
- ◆ In Calgary, the labour force participation rate among workers age 65+ fell for the first time in five years, declining to 14.3 per cent from 15.9 per cent in 2009 (See Table 16). This may reflect a 5.2 per cent drop in employment among this age group, led by a 26 per cent drop in part-time employment (Statistics Canada, 2011d).
- ◆ Compared to other groups, older workers fared comparatively well during the recent recession, suffering no net job losses and capturing over half (57 per cent) of new jobs created in Canada up to December 2010 (Sauve, 2011). Across Canada, while over 12 per cent of older workers reported having lost a job due to displacement since the age of 50, the vast majority (82 per cent) who immediately looked for work found employment. Almost one-third (31 per cent) reported experiencing no barriers to re-employment (Pignal, Arrowsmith and Ness, 2010).
- ◆ While this is positive news, such strong labour force attachment may also suggest some level of anxiety among older workers about their financial readiness for retirement (Sauve, 2011). Among older workers not yet retired, financial readiness is the most important determinant of retirement. Financial challenges are also causing some retirees to return to work, while low wages are posing a barrier to re-employment among older workers (Pignal, Arrowsmith and Ness, 2010).
- ◆ Although older workers are continuing to remain in the workforce to an unexpected degree, population ageing will eventually lead to rising retirements. Whereas in 2005 the number of workers per retired persons aged 65+ was about 5 to 1, this ratio is expected to fall to 2 to 1 by 2031. Older workers report that they may work longer, however, if employers offered options such as part-time work, working from home or the ability to collect a pension as a wage (Pignal, Arrowsmith and Ness, 2010).

⁷ An older worker is a respondent aged 50-75 years who is either still working or had worked in the past 24 months prior to the interview. (Pignal, Arrowsmith and Ness, 2010).

1.22 Financial Security

SNAPSHOT

- ◆ Median Total Individual Income, Calgary, 2009: \$35,100 ↓
- ◆ Median Total Family Income, Calgary, 2009: \$68,800 ↓
- ◆ Total Number of Persons in Low-income Households, Calgary, 2009: 118,000 ↑
- ◆ Low-income Rate, Calgary, 2009: 11.0 per cent ↑
- ◆ Child poverty rate, Calgary, 2009: 10.2 per cent ↑
- ◆ Total Number of Social Assistance Recipients, Calgary, 2010: 55,692 ↑

PROMISING TRENDS

- ◆ Household spending in Calgary rebounded in 2009, up by 6.3 per cent after three consecutive years of reduced spending. As household income rose faster than spending, some Calgary households experienced a relative income gain.
- ◆ After slowing during the recession, wage growth is expected to pick up again as the economy and labour market recover.
- ◆ Women made important income gains in 2009, as women's income increased and men's income fell.
- ◆ The percentage of seniors living in low-income continued to fall in 2009, the second consecutive year of decline.
- ◆ While rising debt levels are contributing to financial vulnerability of Alberta households, anticipated income gains are expected to be sufficient to enable most households to withstand projected interest rate hikes.

CHALLENGES

- ◆ While household income rose in 2010, the median income of individuals and families dropped during the recession led by declines in retirement income and earnings. For those at the bottom of the income ladder, household spending was equal to 122 per cent of household income.
- ◆ As incomes deteriorated, poverty rates began to climb after five years of declines.
- ◆ Increased income from government transfers (notably Employment Insurance and Social Assistance) helped offset the decline in market income. Social benefit rates, however, remain insufficient to adequately support low-income households.
- ◆ The number of those who are working and poor has increased during the recession as wages stagnated at the lower end of the earnings spectrum.
- ◆ Household savings remain low while debt loads mount, with Canada's debt-to-income ratio reaching a record high.
- ◆ Income inequality continues to rise as income gains at the upper end of the income spectrum have outpaced those of the lower.

DISCUSSION

Individual income dips in wake of recession as low-income rises

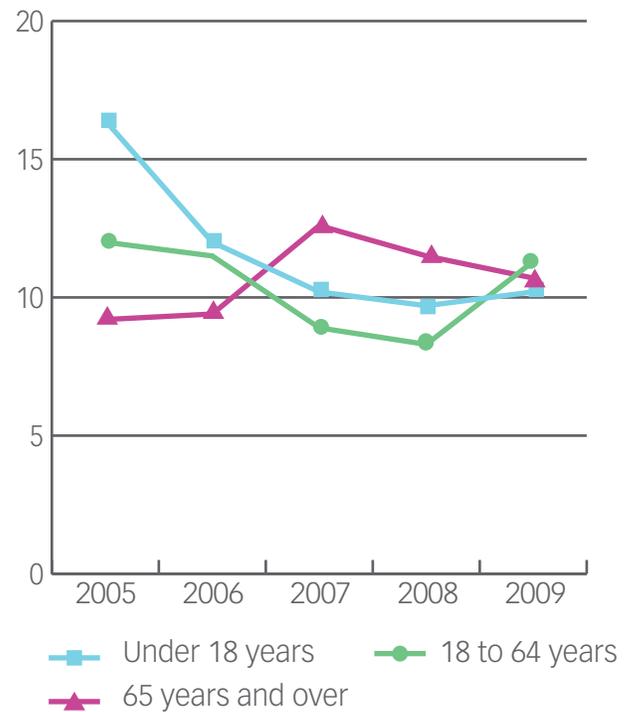
◆ In the wake of the recession, the income of individuals in Calgary fell after three consecutive years of gains. Between 2008 and 2009, the median total income of individuals fell by 1.4 per cent to \$35,100, though it remained 11.1 per cent higher than in 2005 (See Table 17). Youth (under 20) suffered the most severe drop in income (-15.0 per cent), while the income of seniors fell, by 5.0 per cent. Incomes of older pre-retirement workers also fell with those age 45 – 54 experiencing a 10.5 per cent drop in income and those age 55 – 64 a 2.9 per cent drop (See Table 18) (Statistics Canada, 2011c).

FIGURE 5: Median and Average Total Income of Individuals, Calgary (CMA), 2005 – 2009



◆ In 2009, the number of people in low-income households rose sharply in Calgary, after starting to edge up the previous year. Between 2008 and 2009, the number of persons in low-income households grew by 23 per cent to a total of 118,000 persons (See Table 19). This led to an increase in the poverty rate from 8.9 per cent in 2008 to 11.0 per cent in 2009 (See Table 20). This was the first increase in the poverty rate in the past five years (Statistics Canada, 2011c).

FIGURE 6: Percentage of Persons Living in Low-income Households (Pre-tax) by Age, Calgary (CMA), 2005 – 2009



Income of families also down

- ◆ The income of Calgary families also fell in 2009, dropping by 1.3 per cent to \$68,800, the second consecutive year of decline. Despite dropping in 2008 and 2009, median family income remained 12.1 per cent above the 2005 level (See Table 21). Income declines were most pronounced for unattached individuals who saw an 11.6 per cent drop in income, followed by lone-parent families whose income fell by 4.0 per cent. Two-parent families with children also saw their income fall by 2.2 per cent (Statistics Canada, 2011c).
- ◆ As family income fell, poverty rates began to rise. Between 2008 and 2009, the poverty rate in Calgary for two-parent families with children rose from 7.1 per cent to 9.7 per cent (See Table 22). While the poverty rate among lone-parent families was significantly higher at 17 per cent, this was actually a decline from 18.9 per cent in 2008, continuing a long term decline from 2004 when slightly more than half (52.2 per cent) of lone-parent families were living in poverty. Meanwhile, unattached individuals continued to report the highest poverty rate at 25.8 per cent, up from 22.3 per cent in 2008 (Statistics Canada, 2011c).

Household savings remain low ...

- ◆ In response to the recent recession, Canadian households began saving again after years of failing to do so. In 2009, the national savings rate reached 6.1 per cent, up from only 2.8 per cent in 2007. As the economy began to recover, however, the savings rate started to drop once more, averaging just 4.2 per cent during the first three quarters of 2010. This is significantly lower than the 13 per cent savings rate during the 1990-91 recession, and 20 per cent during the recession, of 1981-82 (Sauve, 2011).

- ◆ For many households, saving money just isn't possible. A 2011 survey by TD Canada Trust revealed that over half (54 per cent) of Canadians find it almost impossible to save, and 38 per cent report that they have no savings at all. Further, 12 per cent report that they are unable to pay all of their bills every month and 12 per cent also report that they have needed to borrow money from family or friends (TD Canada Trust, 2011). In 2009, the failure to save money for the future was one of the top concerns of Calgarians, with over half (53 per cent) being somewhat or very concerned about their inability to save (Goss Gilroy, 2011).

... while debt loads mount

- ◆ As savings remain low, household debt continues to climb. In 2010, average debt per Canadian household surpassed \$100,000. This represents an increase of 78 per cent since 1990 and 46 per cent since 2000. While rising incomes or assets can partially offset the effects of increasing debt, debt has been rising faster than both income and assets. Average debt is now equal to 150 per cent of household disposable income, and is expected to rise to 160 per cent within two years if debt growth continues at its present rate (Sauve, 2011). Further, Canada's debt-to-asset ratio hit 19.6 per cent in 2009, the highest level in over 35 years (Hurst, 2011).
- ◆ While some Canadians are using debt for productive purposes, such as acquiring assets or improving their skills, two-thirds also report that they are relying on debt just to cover their day-to-day living expenses (Investors Group, 2011). Not surprisingly, lower income households are most prone to debt, with those earning less than \$50,000 being more than six times as likely to have a high debt-to-asset ratio than those with incomes of \$50,000 – 79,999. Debt also affects children, as couples with children have the highest average debt (\$147,000), while lone-parent families have the highest debt-to-income, debt-to-asset and total debt-service ratios (Hurst, 2011).

- ◆ Growing debt is a concern for many households. In 2009, 41 per cent of Calgarians reported that they were somewhat or very concerned about their level of debt (Goss Gilroy, 2011). A 2011 survey of Canadian households also found that one-third of Canadians have lost sleep over their debt and one-quarter report that it has triggered arguments with their spouse or partner. Further, 24 per cent are considering delaying retirement while 13 per cent plan on working more than one job in order to pay down their debt (Investors Group, 2011).
- ◆ According to TD Economics, rising household debt is leading to increased financial vulnerability, with Alberta being the second most vulnerable province in Canada. Although record low interest rates have kept debt-service ratios manageable in the short term, vulnerability may rise as interest rates begin to trend upward. Over the past four years, Alberta has had the greatest increase in vulnerability, a trend that will likely continue as borrowing costs rise. Assuming that such increases are gradual, however, most households should have time to adjust, and expected income gains over the next few years should be sufficient to support interest rate hikes for most households (Alexander et al, 2011).

Earnings and retirement income down ...

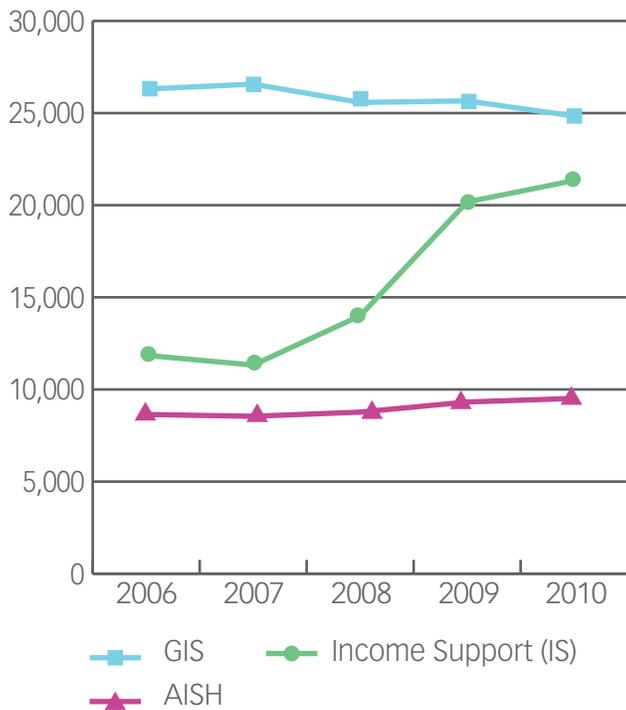
- ◆ Income declines in Calgary were led by an 8.4 per cent drop in retirement income and a 0.5 per cent drop in earnings between 2008 and 2009 (See Table 23) (Statistics Canada, 2011c). The drop in earnings reflects slower wage growth, which has been one of the principal effects of the recession. Across Canada, a recent survey of employees found that two-thirds of respondents either did not receive an increase in pay in the past year (32 per cent) or their increase did not keep up with the cost of living (34 per cent) (Framework Partners, 2010).
- ◆ In 2010, median wages in Alberta grew by just 1.7 per cent compared to an increase of 5.5 per cent the previous year (See Table 24) (Statistics Canada, 2011d). Meanwhile, in Calgary, income derived from wages (including salaries and commissions) edged up in 2009, rising by 1.9 per cent to \$37,600. This was considerably lower than the 6.0 per cent rate of growth recorded in 2008 (Statistics Canada, 2011c). Looking forward, however, the situation may be improving as the recovery gains steam. Almost two-thirds (62 per cent) of respondents to a 2010 survey reported that it is likely that they will be getting a salary increase over the next 12 months (Framework Partners, 2010).

... while governments transfers up ...

- ◆ As earnings declined, income from Government Transfers⁸ has risen, up by 27 per cent in 2009, led by a 40 per cent increase in Employment Insurance (EI) benefits (See Table 23). In 2009, the number of EI beneficiaries climbed to 66,000, up from 55,000 the previous year (Statistics Canada, 2011c). As the number of low-income households rose, Social Assistance receipt also began to climb after several years of successive decreases. In 2008, the number of people receiving Social Assistance in Calgary began to climb and rose significantly in 2010 to 21,339 (See Table 25). Income Support caseloads continued to drive the increase in Social Assistance receipt, rising by 5.8 per cent between 2009 and 2010. Most of this growth was attributed to increases in the number of single persons without children, who account for the majority of Income Support cases (Government of Alberta, 2011d). Meanwhile, the number of seniors in receipt of the Guaranteed Income Supplement (GIS) has continued to fall (Human Resources and Skills Development Canada, 2011).

⁸ Government transfers include federal and provincial payments including child tax benefits, social assistance, Employment Insurance, Canada Pension Plan, disability benefits, and Old Age Security.

FIGURE 7: Total Number of Social Assistance Recipients by Program, Calgary, 2006 – 2010



... but remain inadequate

◆ While government income programs can play an important role in lifting low income people above the poverty line, they are increasingly insufficient. Over the past two decades, eligibility for EI benefits has eroded, covering less than half (46 per cent) of Canada’s unemployed in 2009 compared to over three quarters (76 per cent) in 1990-91 (Sauve, 2011). Unemployed workers are also increasingly exhausting their claim before they can find a new job. Between June 2009 and August 2010, the number of EI beneficiaries was falling three times faster than the number of unemployed workers (down 17.8 per cent compared to 5.1 per cent) (Canadian Labour Congress, 2010).

◆ The amount of benefits that Canadians receive from government income transfers is also inadequate, and Canadian benefits fall well below that of other industrialized countries (Millway, Chan, Stapleton and Cook, 2010; Campaign 2000, 2010). In 2009, a single employable person receiving Income Support benefits in Alberta received only 39 per cent of the income necessary to reach the Low-income Cutoff (LICO) (See Table 26). Meanwhile, a lone-parent with one child would receive 70 per cent and a couple with two children 63 per cent of the LICO (National Council of Welfare, 2011).

Employment not a remedy for poverty

◆ Employment is not always a remedy for poverty as many low-income households have at least one working member. In Alberta, over half (53.8 per cent) of children who live in poverty live in a household where one or more persons are working full-time for the full-year (Kolkman, Ahorro and Varlen, 2010). Typically, low-income working households are two-parent families with only one earner and a larger number of dependents. Those who are young and with relatively low education are at much greater risk of being working and poor, as are visible minority persons and those where the earner is not working full-time (Brady, Fullerton and Cross, 2010; Gottfried and Lawton, 2010).

◆ Recent evidence suggests that working poverty has increased worldwide during the recent recession. This may be due to the fact that, during the recession, many workers were willing to accept reduced hours and pay freezes in return for continued employment. While this may have preserved employment, it also had the effect of reduced earnings for many whose earnings were not that high to begin with (Gottfried and Lawton, 2010).

Income inequality continues to rise

- ◆ Income inequality continues to grow in Canada. Over the past two decades (1990 – 2008), the richest 20 per cent of Canadians experienced income gains of 31 per cent, while the poorest saw gains of only 8 per cent (Sauve, 2011). This reflects a broader trend throughout the developed world where, over the past two decades, real disposable income among OECD countries rose by 2.0 per cent for the top income group and by only 1.4 per cent for those at the bottom (OECD, 2011a).
- ◆ In Calgary, average income rose in 2009 even as median income fell (See Table 17). Between 2008 and 2009, average income rose by 2.5 per cent while median income dropped by almost the same amount. At the same time, there has been a steady rise in higher income earners over the past five years. Between 2005 and 2009 the percentage of Calgarians earning \$60,000 or more rose by six percentage points, while the share of those in the lowest income category (<\$10,000) fell by 3.5 percentage points (See Table 27) This suggests that increases at the upper end of the income spectrum are leading income growth, while incomes at the bottom are stagnant or falling behind (Statistics Canada, 2011c).
- ◆ Across the OECD, growing income inequality is being driven by changes in the distribution of wages. This is partly due to rising part-time employment, which has reduced the average number of hours worked, leading to lower earnings. As well, technological change and globalization has shifted production technologies in favour of higher skilled workers, disadvantaging the lower skilled. Changes in household structure have also affected household incomes, as the rise in single-person households has meant that more households lack the income generating capability available to households of two or more persons (OECD, 2011a).

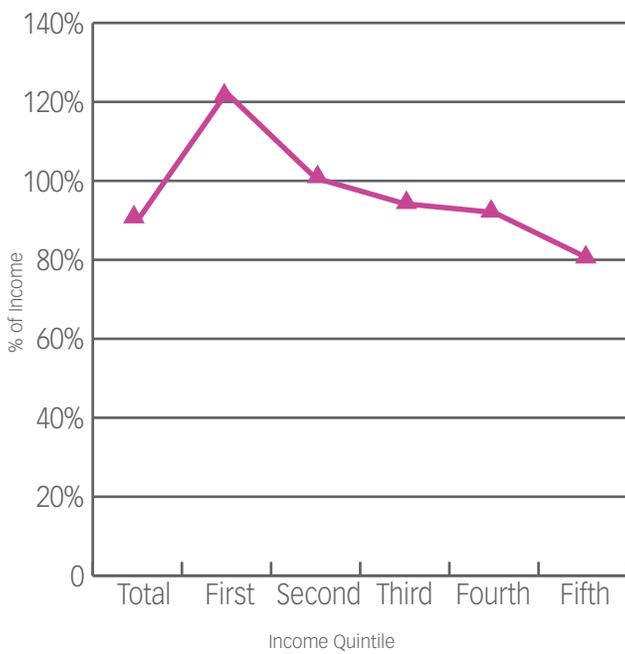
- ◆ Regulatory reforms across the OECD have also contributed to rising inequality. Reductions in real minimum wage rates, employment protections, union coverage and unemployment benefits have all impacted real wages at the lower end of the earnings ladder. The effects of these reforms have been exacerbated by changes in tax structures and reduced social welfare benefits. While these reforms have had a positive impact on employment levels, *“... many of these reforms have also contributed to widening wage disparities, as more low-paid people were brought into employment and the high-skilled reaped more benefits from a more dynamic economy.”* (OECD, 2011a).

Household spending in Calgary rebounds ...

- ◆ In 2009, the average Calgary household spent \$95,187, up 6.3 per cent from 2008 and the first increase in overall spending since 2006 (See Table 28). While household expenditures rose, average household income rose even faster, leaving some Calgary households with a relative income gain. Between 2008 and 2009, average household income rose by 9.4 per cent to \$107,760. As a percentage of income, expenditures fell to 89.2 per cent, the third consecutive year of decrease. This may point to an easing of the financial stress many households have been feeling. Spending on shelter consumed the largest share of household income in 2009 in Calgary at 16.3 per cent, followed by transportation (11.2 per cent), and food (8.0 per cent) (Statistics Canada, 2011f).

◆ Although average income has gained relative to expenditures, growth at the upper end of the income spectrum can distort the income picture, as rising income and expenditures may not be equally shared by all households. Across Alberta, while income rose relative to expenditures for most income groups, it continued to fall for the lowest. In 2009, the lowest 20 per cent on the income ladder were spending 122.3 per cent of their income, up from 121.9 per cent in 2008, while those at the top were spending just 81 per cent of their income (See Figure 8) (Statistics Canada, 2011f).

FIGURE 8: Average Household Expenditure as a Percentage of Average Household Income by Income Quintile, Alberta, 2009



... but rising energy and food costs constrain budgets

◆ In 2011, household budgets were strained by increases in energy and food costs. As of the second quarter of 2011, gas prices in Canada had risen by 23 per cent since September 2010. The price increase would have been greater, were it not for the offsetting effect of the rising Canadian dollar which has lowered the cost of energy imports. Spending on gasoline is now almost on par with the peak seen in 2008. While higher gas prices will not likely have an impact on higher income earners, it may have a significant impact on middle and low-income households, as low-income households spend more than twice as much of their income on energy (Tal, 2011b).

◆ Meanwhile, global food prices rose by 67 per cent between February 2009 and February 2011, with a particularly steep 40 per cent increase between June 2010 and February 2011. This rise in food prices is the result of reduced supply due to severe weather in major food producing regions, as well as the conversion of cropland from food to bio-fuel production. Supply shortages have been exacerbated by governments who began stockpiling food while speculators drove up the price of commodity futures (Fong, 2011).

◆ While food prices have risen sharply in other parts of the world, price increases in Canada have been more modest due to the strength of the Canadian dollar, which has reduced the cost of imports. Rising energy prices, however, may lead to steeper food price increases in Canada in 2011 due to the rising cost of processing, packaging and transporting food. It is expected that prices should begin to moderate in 2012, assuming no adverse weather effects and no further appreciable rise in energy prices (Fong, 2011).

- ◆ While food price increases in Canada to date have been moderate, they have nonetheless placed a significant strain on low-income households, particularly those receiving Social Assistance. As higher quality foods tend to cost more, lower income families are more likely to purchase foods with poorer nutritional content. As a result, low-income households are simply not consuming a healthy diet leading to poorer health and an increase in chronic conditions such as obesity, heart disease, diabetes and cancer (Millway, Chan, Stapleton and Cook, 2010).

Poor health one of the critical impacts of poverty

- ◆ Poor health remains one of the greatest impacts of poverty. Of particular concern is the impact on the health of children, which can carry far into adulthood. Low-income children are more likely to have low birth weight, asthma, Type 2 diabetes and suffer from malnutrition. They are also 2.5 times more likely to have a disability and least likely to access medical/community supports and most do not have benefit plans (Campaign 2000, 2010).
- ◆ One of the key ways in which poverty impacts health is through living in poor housing conditions. A recent study found that those in vulnerable housing have a higher risk of chronic health conditions, such as arthritis, Hepatitis B and C, asthma, high blood pressure and COPD. They are also more likely to suffer poor mental health, with more than half (52 per cent) having been diagnosed with a mental health condition (Holton, Gogosis and Hwang, 2010).

Low-income neighbourhoods affect well-being

- ◆ In addition to the impact of low-income in the household, living and growing up in low-income neighbourhoods can also affect health and social well-being. Those in low-income neighbourhoods are at an increased risk of being overweight or obese and are more likely to be hospitalized due to poisoning or injury than those in high income neighbourhoods (Oliver and Kohen, 2010). A study of immigrant youth in Calgary found that those who became involved in gangs often grew up in lower income neighbourhoods where they had early and prolonged exposure to negative influences like drug use, drug dealing and prostitution, as well as a high degree of violence (Van Ngo, 2011).
- ◆ Poorer health in low-income neighbourhoods may also be related to diet, as healthier food has typically been less available due to there being fewer retailers in such areas that offer healthy foods. This is exacerbated by the fact that many low-income people have limited mobility, or lack access to a car, so are limited to purchasing only what they can carry. As a result, they are more likely to rely on purchases from smaller corner stores where prices are higher and the quality poorer (Millway, Chan, Stapleton and Cook, 2010).

Access to services important for moving out of poverty

- ◆ In order to ensure a reasonable quality of life and increase their financial capacity, low-income households often require access to a range of important support services, such as education, housing, childcare and health services. The majority of low and modest income families, however, have difficulty accessing such services (Campaign 2000, 2010; Holton, Gogosis and Hwang, 2010). Many also face steep barriers to accessing post-secondary education as education costs rise (Campaign 2000, 2010). A study of immigrant youth involved in gangs in Calgary also found that such youth typically grew up in areas where there were few supports and services, including sports and other recreational activities (Van Ngo, 2011). Meanwhile, demands on human services organizations are growing, while government and community resources are shrinking, challenging the ability of these organizations to provide the appropriate level of service to people in need (Kolkman, Ahorro and Varlen, 2010).

Women make important income gains ...

- ◆ In Calgary, women's income continued to rise in 2009, while men's income fell. Between 2008 and 2009, women's income rose by 5.7 per cent compared to a 5.4 per cent drop in men's income (See Table 29). Over the previous five years, women's income advanced by 19.2 per cent compared to a gain of only 10.2 per cent among men. As a result, women's income as a percentage of men's rose from 60.5 per cent in 2004 to 65.5 per cent in 2009 (Statistics Canada, 2011c).

- ◆ Wages in Calgary showed similar gains for women, with women's wages rising by 9.1 per cent between 2008 and 2009, compared to a 5.8 per cent increase among men (Statistics Canada, 2011c). Across Canada, the wage gap between full-time male and female workers narrowed by more than 5 percentage points between the early 1990s and the late 2000s. Between 1988 and 2008, women's real average wages rose by 11.6 per cent compared to a gain of only 1.3 per cent for men (Drolet, 2011).
- ◆ As women's income has risen, the female poverty rate has dropped, falling below that of men in 2009, the first time in the past five years that the male rate has exceeded the female rate (See Table 30). Although the female poverty rate rose by 1.8 percentage points to 10.9 per cent, the male rate rose faster, climbing 2.4 percentage points to 11.1 per cent (Statistics Canada, 2011c).

... but remain financially vulnerable

- ◆ Despite income and wage gains and relatively lower poverty rates, women continue to earn less than men. Although women's average wage growth exceeded that of men in Calgary last year, over the past five years, men's wage gains outstripped those of women. Between 2004 and 2009, men posted a 19.8 per cent wage gain compared to only 10.3 per cent for women on average. As a result, over the past five years women's wages fell relative to men from 66 per cent in 2004 to just 61 per cent in 2009, despite the gains made between 2008 and 2009 (Statistics Canada, 2011c).
- ◆ Women also remain more likely to be working in low wage or precarious jobs. In Alberta, over two-thirds of low wage workers 25+ years are women (67 per cent) (Kolkman, Ahorro and Varlen, 2010). Among older workers, women are more likely to have a part-time rather than a full-time job (24 per cent women vs 10 per cent male), and female older workers are consistently over represented at the

lowest earning category and under represented at the highest, regardless of work situation (Pignal, Arrowsmith, & Ness, 2010).

Children and youth remain at greater risk of poverty

- ◆ Children and youth remain at a greater risk of poverty than the rest of the population. One in ten Canadian children continue to live in poverty (Campaign 2000, 2010), while in Alberta 53,000 (6.8 per cent) children under 18 years lived in poverty in 2008, with even higher rates for younger children. Children and youth also comprised almost half (43 per cent) of those turning to food banks for help in Alberta in 2010 (Kolkman, Ahorro and Varlen, 2010). In Calgary, the youth poverty rate rose to 10.2 per cent in 2009, up from 9.7 per cent in 2008 (See Table 20).
- ◆ Childhood poverty can have lifelong effects for those impacted by it. A recent study of immigrant youth involved in gangs in Calgary found that many lived in families that struggled to meet their basic needs both in Canada and in their countries of origin. In many cases, parents worked long hours to make ends meet and consequently had little time to spend with their children. Many families also had to move frequently, often from one low-income neighbourhood to another, resulting in lower stability and reduced connections to peers and community (Van Ngo, 2011).

Seniors income drops but poverty rates unaffected

- ◆ In 2009, the median income of seniors in Calgary fell by 5.0 per cent to \$24,700 after two consecutive years of increases. As noted previously, the decline in retirement income led the overall drop in income in Calgary in 2009. Despite a reduction in income, the poverty rate among seniors continued to fall, reaching 10.7 per cent, the second consecutive year of decrease (See Table 20) (Statistics Canada, 2001c).
- ◆ Although great strides have been made in significantly reducing poverty among seniors over the past several decades, the recent recession has brought the financial vulnerability of seniors into focus again. A recent report on older workers found that over one-third (39 per cent) of older workers (age 55+) expected their income to be less than \$25K upon retirement, while 41 per cent expected it to be between \$25-50K and 20 per cent \$50K+ (Pignal, Arrowsmith, & Ness, 2010).
- ◆ Income security for those who have retired remains a pressing concern. While most retirees find their income sufficient to cover monthly expenses, those with debt and lower incomes are less likely to feel financially secure. Among those with incomes of less than \$25,000, 75 per cent report that their income is sufficient to meet their monthly expenses, significantly less than the rate of 85 per cent among those with incomes of \$25,000 – 49,999 (Marshall, 2011). For many older workers, financial readiness is the single most important determinant of retirement and many workers are now delaying retirement or returning to the workforce for financial reasons (Pignal, Arrowsmith, & Ness, 2010).

Inadequate retirement savings a continuing challenge

- ◆ Financial security in retirement is dependent on the ability to save, either through an employer sponsored Registered Pension Plan (RPP) or independently through a Registered Retirement Savings Plan (RRSP). While RPPs have historically been a pillar of retirement incomes, the percentage of workers covered by RPPs has been declining in recent years. In 2010, however, RPP membership rose marginally, with 39.2 per cent of workers covered by an RPP, compared to 38 per cent in 2009. This increase came entirely from the public sector. Women accounted for two-thirds of the increase, continuing a long upward trend, while male membership fell for the first time since 2006 (Statistics Canada, 2011g). For those not covered by an RPP, RRSPs are an important savings vehicle. In 2009, however, less than one-quarter (24 per cent) of taxfilers contributed to an RRSP, down from a peak of 30 per cent in 1997 (Sauve, 2011).
- ◆ For those without adequate retirement savings, financial challenges can pose difficulties later in life. According to a 2011 survey, 87 per cent of pre-retirees reported that they would be forced to move if their retirement income was insufficient, while 37 per cent reported that they would return to work. In fact, over the past year, there has been a significant rise in the number of retirees returning to the workforce because they need the income (41 per cent in 2011 compared to 32 per cent in 2010). Of those retirees who returned to work, the primary reason was the need for income (41 per cent) (Ipsos Reid, 2011).

- ◆ Increasingly, older Canadians are retiring while still holding debt. Whereas in 2010 61 per cent of retirees retired debt-free, by 2011 this had dropped to just 56 per cent (Ipsos Reid, 2011). Among Canadians aged 55+, one-third of those who are retired carry some form of debt. While retired debt-holders mostly hold consumer debt, over one-third (40 per cent) also still hold a mortgage (Marshall, 2011). As the share of retirees with debt rises, so too does the number of older Canadians facing bankruptcy. In 2007, more than 825,000 Canadians aged 45 and older (more than 6 per cent) had experienced bankruptcy at least once in their lifetime, including roughly 8 per cent (over 480,000) of non-retired Canadians (age 45 – 64) (Crompton, 2011).
- ◆ While bankruptcy is the result of being financially overextended, it is usually the result of additional factors that produce a shock to those who are financially vulnerable. Such shocks are frequently marital breakdown, job loss or a sudden unforeseen expense. Those with low levels of education, an unstable work history, low income and poor health are especially vulnerable. Among those who had experienced bankruptcy, less than half (48 per cent) felt their income would be sufficient to maintain their standard of living in retirement. As a result, many either did not know when they would retire or didn't plan to stop working because they couldn't afford to retire (Crompton, 2011).

1.23 Basic Needs: Housing, Food and Transportation

SNAPSHOT

- ◆ Average monthly rent for private market apartment, Calgary CMA, 2010: \$969 
- ◆ Vacancy rate for private market apartments, Calgary, 2010: 3.6 per cent 
- ◆ Total Clients of the Calgary Interfaith Food Bank, 2010: 53,357 
- ◆ Percent of Households Reporting Expenditures on City Transit, Calgary, 2009: 62.2% 

PROMISING TRENDS

- ◆ Apartment vacancy rates remain high, but start to edge downward.
- ◆ Average rents improve marginally.
- ◆ Many homeless are employed or engaged in some economic activity
- ◆ The number of homeless in Calgary continues to drop.
- ◆ The majority of Calgarians live in communities with good transit coverage and quality.
- ◆ Public transit usage continues to climb as vehicle kilometres travelled falls.

CHALLENGES

- ◆ Many households are facing housing vulnerability, and are at risk of homelessness.
- ◆ Calgary's apartment and rental stock dwindles while the demand is expected to grow.
- ◆ Food insecurity remains an issue for Canadian and Calgary households as food bank usage continues to rise.
- ◆ The rising cost of food and other essentials is impacting low-income households
- ◆ The demand for alternative modes of transportation is increasing

DISCUSSION

Many households facing housing vulnerability

- ◆ In 2010, an estimated 3.2 per cent of Canadian households (360,610 households) were experiencing housing vulnerability⁹. In Alberta, approximately 2.2 per cent of households are experiencing housing vulnerability, an estimated 26,300 households, including 8,605 in Calgary (Holton, Gogosis and Hwang, 2010). In Calgary, those whose gross annual household income is less than \$44,000 and whose housing costs exceed 30 per cent of gross household income face serious housing affordability challenges. A total of 19 per cent of *all* Calgary households (72,195 households) fall into this category. Over one-third (37 per cent) of renters fall into this category (38,610 households) and 12 per cent of all owners (33,585 households) (City of Calgary, 2008a). Most low and moderate income households identified by The City of Calgary simply cannot afford to pay average market rent.

⁹ A person was “**vulnerably housed**” if they had their own place, but at some point in the past year had either been homeless or had moved at least twice (Holton, Gogosis and Hwang, 2010).

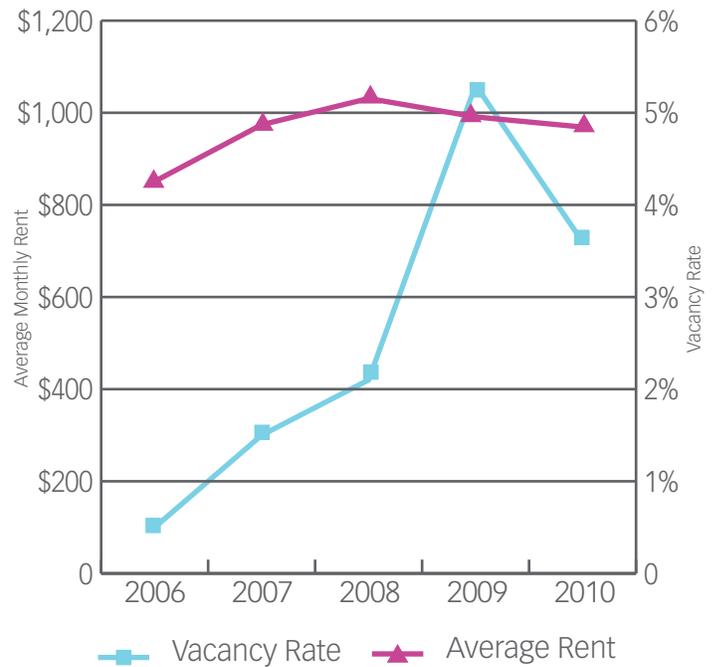
◆ Recent research has demonstrated that those living in housing vulnerability experience negative health effects similar to those of homelessness. Many have poor physical health, suffering from chronic conditions such as arthritis, hepatitis, asthma, high blood pressure and COPD. Many also have mental health conditions, either a mental health problem or a traumatic brain injury. Those in vulnerable housing situations are also more likely to end up in the emergency department or to be hospitalized due to injury or illness (Holton, Gogosis and Hwang, 2010).

Apartment vacancy rates remain high, but edge downward ...

◆ Vacancy rates play an important role in regulating rental costs, and high vacancy rates are generally associated with lower rents. Purpose-built private market *apartments* in Calgary had a vacancy rate of 3.6 per cent in 2010, down from 5.3 per cent in 2009 but still high compared to previous years (See Table 31). Canada Mortgage and Housing (CMHC) notes that although this decline was enough to remove some rental incentives, average rent for a two-bedroom apartment still dropped in 2010 as increased stock became available in the secondary rental market (where owners rent properties to others). Similarly, *row homes* in the purpose-built private market had a vacancy rate of 3.7 per cent, down from 4.7 per cent over 2009 (City of Calgary, 2011b).

◆ Looking forward, it is expected that improved labour market conditions will create more jobs in 2011, which will increase net migration and lead to a higher demand for rental accommodation. Although vacancy rates are expected to remain much the same this year, some upward pressure on rents and even fewer incentives for renters are forecast (City of Calgary, 2011b).

FIGURE 9: Average Private Market Apartment Rent and Vacancy Rate, Calgary (CMA), 2006 – 2010



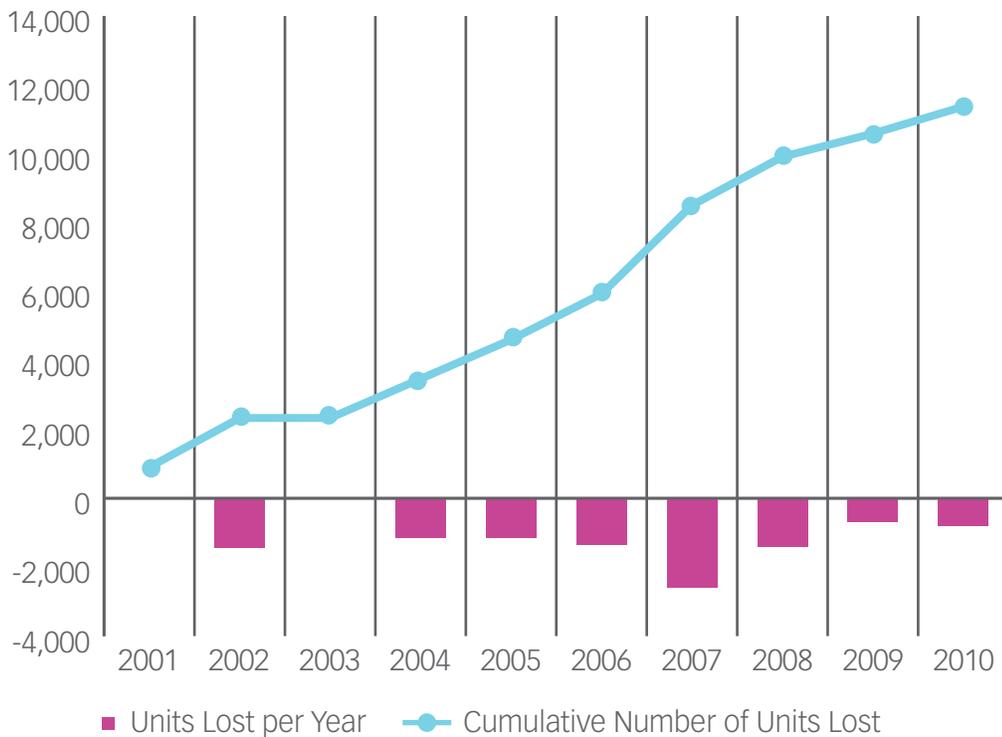
... while rents improve marginally

◆ In 2010, the average monthly rent for purpose-built private market apartments in Calgary was \$711 for a bachelor apartment, \$895 for a one-bedroom apartment, \$1,072 for a two-bedroom apartment, and \$1,060 for an apartment with three or more bedrooms. The *overall* average rental cost for *apartments* in the private market was \$971 per month (City of Calgary, 2011b). As migration is expected to rise over the next five years, this should result in upward pressure on rents given that there is not expected to be any significant increase in rental stock (CMHC, 2010).

◆ The average monthly rent for private market row homes varied when compared to apartment rent, based on the unit size. Average monthly rent was lower than similar sized apartments for both one-bedroom and two-bedroom row homes, at \$848 and \$1,027 respectively. However, at \$1,163 per month, average monthly rent was higher for row homes with three or more bedrooms. The *overall* average rental cost for *row homes* in the private market was also higher than for apartments, at \$1,080 per month (City of Calgary, 2011b).

◆ Housing cost is also driven by utility rates. Overall spending in Calgary on utilities fell by 2.0 per cent in 2009, though remained 18 per cent higher than five years previous. Utility costs in Calgary were the second highest among major Canadian cities, though the percentage of income spent on utilities was the second lowest (Statistics Canada, 2011f). Rising energy prices, however, may further fuel utility rate increases over the forecast period.

FIGURE 10: Annual Net Loss of Rental Stock, Calgary (CMA), 2001 – 2010



Apartment and row home stock continues to dwindle ...

- ◆ As in previous years, the private rental market apartment and row home stock continued to dwindle in the Calgary CMA. The number of private rental market units declined in 2010 to 39,408 units¹⁰. While apartment stock declined by 662 units in 2010 and row home stock decreased by 121 units, three new rental units were added, for a net loss of 783 units (See Table 32). A total of 311 rental units were converted to condominiums, which comprised 40 per cent of all the stock that was lost in 2010 (CMHC, 2010: 1; 4). This is a much smaller number and proportion than in previous years; indeed, the lowest since 2002.
- ◆ New rental construction that could offset these losses remained largely absent. Of the 241 rental units completed during the first 10 months of 2010, only three of them were added to the private market. The other 238 units were built as non-market (social or subsidized) housing units (CMHC, 2010: 4). This is part of a significant long-term trend; from 2001 through 2010, Calgary's net loss of private market rental apartments and row homes is a staggering 11,571 units (City of Calgary, 2011b).

... while demand for apartment and rental stock expected to grow

- ◆ Looking forward to 2011, an improving job market in Calgary is expected to increase income and lead to higher migration, resulting in increasing demand for rental apartments (CMHC, 2010). Rising immigration is also increasing demand for apartment units, as many immigrants are used to living in dense urban environments and will not

be averse to renting or living in apartment units, even if their long-term goal is home ownership (Waters, 2010).

- ◆ In addition to demand generated by population growth and migration, changes in the social and economic landscape may also fuel demand. As the economy shifts from an industrial to a knowledge economy, industrial employment in suburban locations is declining as knowledge work grows. Increasingly, this knowledge work is concentrated in higher density inner-city areas. Apartment growth tends to be strongest in these areas, as knowledge workers seek not only to be close to work, but also value the culture and amenities that accompany higher density inner-city living (Waters, 2010).
- ◆ Accompanying the shift to a knowledge economy is a shift from a consumer goods economy to an "experience" economy. This is being reflected in a shift of discretionary income from consumer goods to experiences such as personal services, dining or recreational pursuits. This shift is fueling the growth in apartment living as people seek to free time and income to pursue experience rather than goods (Waters, 2010).
- ◆ Rising gasoline prices, along with a growing environmental consciousness, are also raising the demand for apartment units as people are increasingly seeking housing closer to employment to minimize driving. Younger generations in particular seem to have less interest in automobile ownership and walkable or transit-oriented development may be more suitable to their lifestyle. Increasingly, short commutes and proximity to transit are key factors driving apartment dwellers to certain locations (Waters, 2010).
- ◆ As rising demand and constrained supply continue to drive housing costs upward, it is expected that there will be renewed interest in rental units as people need to save longer to enter the housing market. This may shift the profile of

¹⁰ Net losses are calculated by adding the total new stock built to the number of units lost to condominium conversion, demolition, or removal from the market for renovation.

renters from single occupants to two or more occupants as young couples and families seek apartment rental accommodation. Further, as the life expectancies of women and men converge, seniors are also more likely now to be in couple households. All of these factors may increase demand for larger units (Waters, 2010).

- ◆ One key challenge for the future will be accommodating the needs of families with children, as apartment style living is expected to grow. Two factors that currently limit the demand for apartments by families are lack of schools in close proximity, as well as the lack of larger (3+ bedrooms) units. A second key challenge will be the lack of units that offer accessible (universal design) features that will accommodate the needs of an ageing population (Waters, 2010).

“To have a dynamic knowledge and experience based economy, a city must be able to embrace newcomers, whether recent university graduates, national migrants or international immigrants. A low supply of rental options makes it hard for newcomers to find a home and leads to rental rates that newcomers as well as long time residents struggle to afford. Such a situation can also contribute to labour shortages if people do not choose the city.”

(Waters, 2010, p. 20)

Those in vulnerable housing at greater risk of homelessness

- ◆ Those experiencing housing vulnerability are at greater risk of homelessness. The 2008 count of Homeless Persons in Calgary estimated that 569 people were living on the streets on May 14, 2008, representing 14 per cent of the total 4,060 individuals estimated to be homeless that night (City of Calgary, 2008b). “Street homeless” or “rough sleeping” individuals are generally considered to be those homeless individuals who sleep in the open air (on the streets, in parks, in doorways, under bridges, etc.) or in places not meant for human habitation (such as bus and subway stations, in barns or sheds, in abandoned buildings, etc.). This differs from sheltered homeless individuals who are those who usually sleep in public and/or private shelters (Homeless Link, 2008; Kryda & Compton, 2009; Larsen et al., 2004).
- ◆ Counts typically underestimate the number of individuals sleeping rough, because of the difficulty in finding those who do not use services or who do not spend time where homeless individuals typically gather (Goldberg et al., 2005). In addition, certain populations of rough sleepers – especially young people, women and members of ethno-cultural groups often remain hidden, and their numbers are under-recorded (Randall & Brown, 2002).
- ◆ Griffiths (2002) identifies a number of specific health issues of concern among rough sleepers. These include physical health issues (such as higher rates of tuberculosis or hepatitis, when compared to the general population; poor tooth and foot health; respiratory problems; skin diseases and infections), mental health issues (such as schizophrenia, depression and personality disorders), and drug and alcohol dependency. Many rough sleepers experience a combination of these health issues.

- ◆ Griffiths (2002) and Randall and Brown (2006) further report that the incidence of health problems is two to three times higher among individuals who sleep rough, when compared to the general population. Rough sleepers are four times more likely to die from unnatural causes, such as accidents, assaults, murder, drugs, or alcohol poisoning, and 35 times more likely to commit suicide. The overall mortality rate among rough sleepers is estimated to be 3.8 to 5.6 times that of the general population.

Many homeless are hidden

- ◆ While “rough sleepers” are more visible to the public, many of those who are homeless are hidden from view, temporarily housed with family or friends. Recent research investigated hidden homelessness among Aboriginal peoples in three prairie cities (Winnipeg, Regina and Saskatoon). Of those interviewed, three quarters were living temporarily with friends or family, often in tenuous living arrangements. Most had extremely low incomes, living in housing that was crowded, in poor condition or in need of major repair, often moving frequently. Most were unemployed, but 14 per cent were also reported to be students (Distasio, Sylvestre and Muligan, 2010).

Many homeless employed or engaged in some economic activity

- ◆ Many of Calgary’s homeless persons are engaged in some form of employment or other economic activity, though the rates of employment fluctuate. In the spring of 2009, over one-third (36 per cent) of people surveyed at the Project Homeless Connect event stated that they were working either full or part-time, reporting employment earnings as their primary source of income. This dropped to 23 per

cent in the winter of 2010 and was 24 per cent in the winter of 2011. Barriers to employment included a lack of permanent and secure housing, the lack of skills or education, physical and/or mental health issues, drug or substance abuse, a lack of transportation and an irregular employment history.

- ◆ According to a survey of the prairie Aboriginal hidden homeless population, 18 per cent were employed in some capacity, while a further 20 per cent indicated that they were involved to some degree in informal economic activity, which could include the drug or sex trade (Distasio, Sylvestre and Muligan, 2010). A 2010 study in Calgary on informal labour patterns of homeless individuals revealed two primary sources of informal labour – binning¹¹ and panhandling. Those who predominantly bin do not usually panhandle, but those who panhandle often also engage in binning. Many panhandlers will bin to supplement their income. The research showed that people with physical disabilities engage in most of the panhandling, as those in wheelchairs or over 60 years of age may find binning outside their physical abilities. Panhandling is decreasing in Calgary, and there appear to be only a few consistent panhandlers remaining (as confirmed by Downtown Business Association Outreach program).

FAST FACT: An average day of binning begins between 5 and 7 a.m., and consists of up to two runs per day along a particular route. A single day of binning can involve 25 kilometres of foot travel and earn an informal recycler between \$25 and \$40. At seven hours of binning, this works out to \$3.57 to \$5.71 per hour.

¹¹ A ‘binner’ is someone who works through garbage and recycle bins with the prospect of finding recyclable items that can be exchanged for money (UWC website, accessed September 7, 2010).

- ◆ Of those engaged in binning, some noted that if they had secure housing, even just a room to rent, they would be less likely to bin. Others stated that they would continue to bin to maintain contact with their street families and friends if they were provided secure, affordable housing. Individuals who have been binning and living on the street for extended periods develop close ties with similar like-minded individuals, resulting in a kin relationship. Long term individuals note they have “street” fathers, mothers, brothers and sisters. They all express “respect” for each other as imperative to survival. Individuals new to the area are not initially trusted, but need to show their “respect” for others before they will be considered one of the family.

“We look out for one another” and “if one of us needs something, we know we can get it from our group”

(interview participant)

Many discharged from corrections released to homelessness

- ◆ Over 2,000 people in Alberta are discharged every year from correctional facilities directly into emergency shelters or to no-fixed address. Research consistently shows that a lack of discharge planning from jails increases the likelihood of repeated offence, relapse and admittance to mental health facilities. Recidivism among homeless populations is high as many get caught in a cycle of homelessness and incarceration (Gaetz & O’Grady, 2006). Penalties for minor offences, such as loitering, public transit violations and panhandling, bring many homeless individuals in and out of correctional facilities on a regular basis. Criminal sanctions without treatment options has been shown to “slightly increase the rate of re-offending” in Canada, while inclusion

of in-prison treatment programs and community-based treatment following release has shown a reduction in recidivism rates of 26 per cent for habitual high-risk offenders and a reduction of 11 per cent for lower-risk offenders (Andrews, 1996).

- ◆ In a Calgary Homeless Foundation (2008) study of 443 long-term homeless, 394 or 89 per cent, reported time spent in a provincial jail or remand centre in the previous 12 months. The average length of stay in such facilities was reported to be 45 days. The average cost of incarceration is \$108 per day in the Calgary Remand Centre, which increases to \$143 per day in provincial facilities. The cost of incarceration for this sample (using \$108 per day) was \$1.9 million.

- ◆ If approximately 2,000 people in Alberta are discharged from correctional facilities into homelessness every year, and if we apply the Calgary study results to the provincial figure, incarceration for the 2,000 discharged costs \$9.7 million yearly. The overall public system costs also include emergency shelters and health care, making the actual dollar costs significantly higher. Based on an average total cost of \$72,000 annually for other public system costs of supporting chronically homeless people (RSM Richter & Associates, 2008), the 2,000 being discharged from corrections into homelessness cost Alberta \$144 million per year.

- ◆ Correctional Service Canada (2000) reported two types of cost savings related to effective discharge planning and reduced recidivism: taxpayers savings related to reduced police, corrections and court costs, and victim savings, which are described as reduced mental and physical health care costs for victims, property damage and future earnings. Their analysis showed potential to save 12 dollars in taxpayer and victim expenses for every one dollar spent in discharge planning.

- ◆ Reducing or eliminating the factors that lead to homelessness, including the need for affordable supportive housing, effectively reduces crime rates. Many incarcerated homeless people are repeat offenders as poverty and lack of housing become driving forces for their ongoing involvement in crime (Hagan & McCarthy, 1998). Calgary Remand records for 37 homeless inmates showed each individual had been in custody an average of 11 times; one individual was in custody 49 times (Calgary Homeless Foundation 2009), mostly due to minor offences (public inebriation, minor drug possession, panhandling).

Food insecurity remains an issue for Canadian and Calgary households

- ◆ Food insecurity describes the situation when individuals and families cannot afford to buy enough healthy and safe foods to meet their nutritional needs and food preferences for an active and healthy life (Food and Agriculture Organization, 1996). Moderate food insecurity¹² impacts a household through anxiety or worry about whether food in the household will last and where the food will come from, as well as compromises in food quality and/or the quantity of food consumed. Severe food insecurity impacts the amount of food available, and is an indication of reduced food intake and disrupted eating patterns (Statistics Canada, 2010b). Actions such as skipping meals or going a full day without eating are examples of impacts on households who experience severe food insecurity.

- ◆ In 2007/2008, 7.7 per cent of Canadian households or almost 956,000 households and 6.4 per cent of Albertan households reported experiencing food insecurity (Statistics Canada, 2010b).¹³ In 2009, 21 per cent of Calgarians reported that they were concerned about not having enough money for food, with 9 per cent reporting that they were “very concerned”. At the same time, more than one-third (35 per cent) were concerned about not eating healthy food (Goss Gilroy, 2011).

Food bank usage continues to rise

- ◆ Food bank usage is an indirect measure of food insecurity. While useful, food bank usage data only captures information about one way in which food insecure households obtain food, and it is estimated that only one-third of households experiencing food insecurity access a food bank (Power, 2005). It is also important to note that obtaining food from a food bank or other emergency food assistance source, such as drop-in meal programs are socially unacceptable means of obtaining food (Radimer, 1992). Food bank data also does not measure how individual family members within a household are impacted by food insecurity. For example, although children may be in a household that accesses a food bank, children are the most protected from food insecurity in a household as adult family members make compromises in their food intake to ensure that the youngest members in the household have adequate food (Kirkpatrick, 2008; Statistics Canada, 2010b)

¹² Household food insecurity in Canada (and the United States) is measured on a consistent basis using a survey tool called the Household Food Security Survey Module (Bickel et al, 2000). This survey allows characterization of a household as either: food secure; moderately food insecure; or severely food insecure.

¹³ Information on the prevalence of household food insecurity is measured at the national (Canadian) and provincial (Alberta) levels.

◆ In 2010, 867,948 people across Canada accessed a food bank, accounting for 2.6 per cent of Canada's population. This was 9.2 per cent more than 2009 and the highest level on record. Of those who accessed a food bank in 2010, 9.2 per cent were first time users. About half of recipients are Social Assistance beneficiaries, while 17 per cent receive disability supports. Meanwhile, the proportion of recipients citing employment income as their primary income source declined for the second consecutive year to 11.4 per cent, down from 13.6 per cent in 2009 and 14.5 per cent in 2008. The majority (86 per cent) of food bank clients are renters (60 per cent market rent and 26 per cent social housing) (Food Banks Canada, 2011).

"For all those needing help, it is low income that brings them to a food bank."

"In 2008, more than three million Canadians could not afford the basic goods and services that most middle-class households would take for granted."

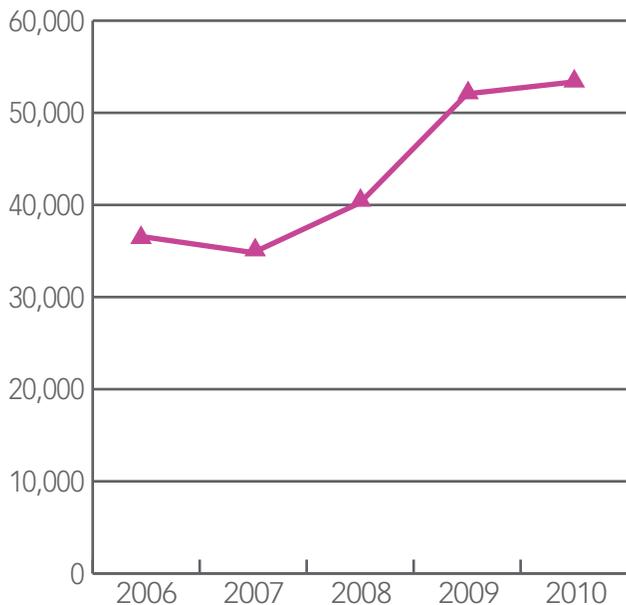
"In any given year, about 10 per cent of Canadians don't have enough money to make ends meet. Over any given five-year period, the number is much higher: between 2002 and 2007, nearly 20 per cent of Canadians experienced at least one year of low income."

Food Banks Canada (2011:12)

◆ While in 2009, growth in national food bank use was led by increases in Alberta and B.C., in 2010 increases were steepest in Ontario, Quebec and Manitoba. In Alberta, 59,311 people used a food bank in March 2010, 9.9 per cent more than 2009. Of those, 43 per cent identified having children in their households and 4.6 per cent were seniors. More than one-third (39 per cent) reported to be receiving Social Assistance (SA): 16 per cent disability supports and 6 per cent Employment Insurance. This marks a change in Alberta, with the number reporting employment income dropping significantly for the first time, while the number reporting EI, SA or AISH increased markedly (Food Banks Canada, 2011). Roughly half (51 per cent) of food bank users in Alberta identify themselves as First Nations, Métis or Inuit (Kolkman, Ahorro and Varlen, 2010).

◆ In Calgary, the Calgary Interfaith Food Bank (CIFB) provided emergency food assistance to 53,357 individuals in 2010 (See Table 33). While this was an increase of 2.5 per cent from 2009, the rate of increase was substantially lower than the 29.4 per cent increase in demand recorded in 2009. Of total clients, roughly one-third (32 per cent) were children aged 12 and under. Children also accounted for the greatest increase in CIFB clients (+16 per cent). While seniors accounted for the smallest share of users (6.1 per cent), the number of seniors accessing the CIFB services rose by 13 per cent from 2009, the second greatest rate of increase after children (Calgary Inter-faith Food Bank, 2011)

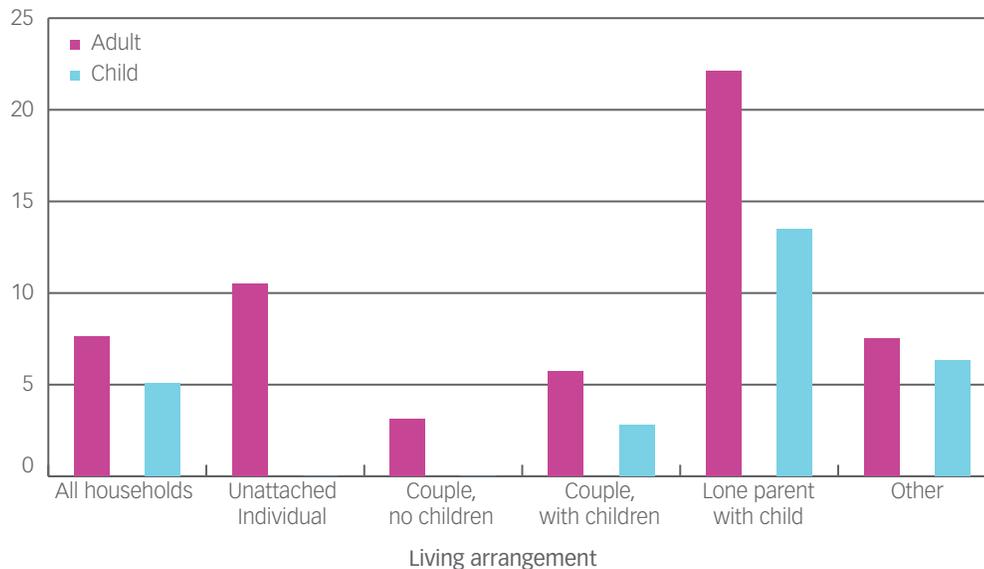
FIGURE 11: Total Unique Clients (excluding repeat visits) Receiving Emergency Food Assistance from the Calgary Inter-faith Food Bank, Calgary, 2006 – 2010



◆ Those reporting wages as their primary source of income remained the largest share of CIFB users (12.5 per cent), although the number of such users fell in 2010 after three consecutive years of increases. The greatest increase in users was among those reporting Income Support, with 25 per cent more Income Support recipients using emergency food assistance in 2010 compared to 2009. Income Support recipients accounted for 10 per cent of CIFB clients. The CIFB also reported significant increases in the number of Student Finance clients (+19 per cent), those with pension income (+15.5 per cent), as well as those receiving AISH (+14 per cent) (Calgary Inter-faith Food Bank, 2011).

Lone parents and single persons most vulnerable

- ◆ Food insecurity is well recognized to be an income issue, as households living in poverty in Canada are among the most vulnerable to food insecurity (Health Canada, 2007). Results reported from the 2007-2008 Canadian Community Health Survey (CCHS) showed the highest incidence of food insecurity among lone parent households. In lone parent households with children the prevalence of food insecurity was 22.1 per cent at the adult level and 13.5 per cent at the child level. In other words, in adults and children living in household living arrangement identified as “lone parent households,” almost one-quarter of the adults experience food insecurity. Among children living in these households, food insecurity is reported, but at approximately half the prevalence rate of adults in the household (Statistics Canada, 2010c).
- ◆ When all household living arrangements are considered, lone parents with children made up only 5.3 per cent of all households reflected in the CCHS survey, but they accounted for 16 per cent of all food insecure households. Unattached individuals had a food insecurity prevalence rate of 10.5 per cent at the adult level. This group represented the largest group of all households; just over one-quarter (28.1 per cent) and also accounted for 38.3 per cent of food insecure households (Statistics Canada, 2010c).

FIGURE 12: Food Insecurity Prevalence Rate by Household and Family Type, Canada, 2007-2008

Rising food costs impacting low-income households

◆ Determining the cost of a basic healthy diet is important to understanding the affordability of basic needs. In June 2010, the average monthly food costs for eating a healthy diet for Calgarians (based on Eating Well with Canada's Food Guide) were:

- \$326.50 for an adolescent male, 14 – 18 years of age
- \$264.20 for a pregnant woman, 19 – 30 years of age
- \$921.35 for a reference family of four comprised of a man (31 – 50 years), a woman (31 – 50 years), a boy (9 – 13 years) and a girl (4 – 8 years)

Food costs continue to be highest for adolescents; particularly boys aged 13 – 18 years of age, and pregnant and lactating women.

◆ To put this information into perspective, for the lone-parent household with children (households with the highest prevalence rate of food insecurity) the cost of eating a healthy diet would consume at

a minimum 1/3 of household income. This amount is based on only one child being in the household and the lowest food cost age category for children, thus being a substantial underestimation of basic food costs for an actual lone-parent household. Even at this level, food costs are well above the 15 per cent benchmark used for affordable food costs in Cost of Eating reports in Canada (Dietitians of Canada, 2008) and more than quadruple the Calgary average of 8 per cent, as the average expenditure of household income on food reported for Calgary in 2009 (Statistics Canada, 2011f).

◆ Food costs in Calgary were the highest among major Canadian cities in 2009, though the percentage of income devoted to food was conversely the lowest (Statistics Canada, 2011f). Over the past two years (Feb 09 to Feb 11), global food prices have risen by 67 per cent, with a particularly steep 40 per cent increase between June 2010 and February 2011 (Fong, 2011). Issues such as climatic conditions (drought, flood, cold), agricultural policies and individual government responses, fuel prices and other global issues

inevitably impact the cost of food. However, local (Calgary) data collected on the cost of a healthy diet, using the National Nutritious Food Basket¹⁴ approach has demonstrated only a modest increase in the price of food to date.

- ◆ While food price increases in Canada to date have been moderate, they have nonetheless placed a significant strain on low-income households, particularly those receiving Social Assistance. Kirkpatrick and Tarasuk et al (2011) found better dietary intakes among Canadians with more adequate household incomes and higher levels of education. In particular, higher intakes of milk and alternatives were found among both adults and children with more adequate household incomes and higher education levels, as well as higher education and income adequacy linked to higher vegetable and fruit intake among adults.

Rising costs of other essential items impacting spending on food

- ◆ Housing costs have been found to impact the ability of households to maintain an adequate and healthy diet. Recent research found that two-thirds (65.5 per cent) of families living in subsidized and market rental housing were food insecure. Not surprisingly, the lower the household income, the higher the chance that the household would be food insecure (Kirkpatrick and Tarasuk, 2011). Gas prices are an additional rising cost of living expense that can impact food security. Gas prices in Canada

¹⁴ The National Nutritious Food Basket (NNFB) 2008, developed by Health Canada, is the standardized tool used to collect food costs provincially and nationally (Health Canada, 2009). A partnership between Alberta Agriculture and Rural Development and Nutrition Services, Alberta Health Services results in food costs being collected in Calgary on a semi-annual basis. Information is collected from representative, full service, grocery stores about the cost of vegetables and fruit, grain products, milk and alternatives, meat, poultry, fish, eggs and alternatives and other basic foods. Convenience foods, packaged foods and take-out or restaurant meals are not included in this costing. Access to safe food storage such as refrigeration, cooking equipment, such as a stove and pots and basic cooking knowledge and skills are required to use many of the items included in the food basket.

have risen by 23 per cent since September 2010 and this may have a significant impact on middle and low-income households, which spend more than twice as much of their income on energy (Tal, 2011).

- ◆ The complexity of the relationships between household income, spending and food security are highlighted by Kirkpatrick and Tarasuk (2011) who point out

“... the complexity of the relationships between income, housing and utility costs, housing affordability interventions, and food security at the household level, highlighting that it is not simply the income entering a household that influences the resources available for food but also the financial burden of non-discretionary expenses” (Kirkpatrick & Tarasuk, 2011:292).

Food insecurity compromises health

- ◆ Food insecurity can have important impacts on health. Those who are experiencing food insecurity are more likely to be in poor or fair health, have physical limitations, mental health problems and multiple chronic conditions (Vozeis & Tarasuk, 2003, Che & Che, 2001, Seligman et al, 2007; Seligman et al 2010). Diabetes in particular is much more prevalent among households experiencing food insecurity. Food insecure households also often have poorer diabetes management, such as lower physical activity and lower fruit and vegetable consumption (Gucciardi et al, 2009). For households dealing with food insecurity, it is often challenging for those on low incomes to follow dietary recommendations for their chronic illness. People living in food-insecure households are also more likely to have inadequate nutrient intakes compared to those living in food-secure households (Kirkpatrick, 2008).

Public transit usage continues to climb ...

- ◆ Spending on city transit by Calgary households rose steeply in 2009, climbing by 48.6 per cent from the previous year. Calgarians had the third highest level of spending on transit among major Canadian cities. At the same time, overall transportation expenditures continued to decline in 2009, falling by 2 per cent from 2008, the third consecutive year of decline (See Table 28) (Statistics Canada, 2011f).
- ◆ In 2009, almost two-thirds (62.2 per cent) of Calgary households reported transit spending (Statistics Canada, 2011f). This corresponds with survey data from The City of Calgary, which found that two-thirds of Calgarians had used public transit in 2009 (Goss Gilroy, 2011). Over the past several years, the percentage of households reporting city transit expenditures has continued to grow, rising from 57.4 per cent in 2005 and just 53.5 per cent in 2008 (Statistics Canada, 2011f). This growth has coincided with a significant rise in the price of gasoline.

... as vehicle kilometres travelled falls

- ◆ Coinciding with the rise in transit use and decrease in overall transportation expenditures is a decrease in vehicle kilometres travelled (VKT)¹⁵ on Calgary streets. After rising between 2005 and 2007, VKT/capita plateaued in 2007 and decreased after that. This may be due to higher fuel prices and/or the economic downturn (City of Calgary, 2011). Good urban design that provides mixed use development (jobs, retail, amenities, homes) can reduce automobile trips or make them shorter, while increasing other more active modes of

transportation, such as walking or transit. This has the benefit of reduced congestion, roadway and parking cost savings, enhanced transportation safety, improved health and greater efficiency of goods movement.

Majority of Calgarians live in communities with good transit service

- ◆ The vast majority of Calgarians live in communities with good transit coverage and quality. In 2010, almost half (45 per cent) lived in communities that had at least 95 per cent transit coverage, while close to one in five (19 per cent) lived in communities that had 100 per cent transit coverage. Some Calgarians, however, continue to face transportation challenges, with over one-quarter (27 per cent) concerned about not having easy access to transportation in 2009. Public transit was also the second most frequently reported unmet service need among Calgarians in 2009 (Goss Gilroy, 2011).
- ◆ While transit coverage is important, the quality of public transit also needs to be taken into consideration. Households are more likely to use transit in areas where it is more widely available, and inconvenient scheduling and slow or infrequent service are two of the key reasons for not using transit (Statistics Canada, 2010d). The City of Calgary has developed a transit score to measure how well a location is served by transit¹⁶. Transit scores are highest in the inner city and lowest in the recent suburbs and developing communities. Communities along rapid transit routes (LRT or BRT) scored higher than other communities (City of Calgary, 2011d).

¹⁵ Daily vehicle kilometers travelled (VKT) is a calculation of the total number of kilometers travelled daily by all vehicles in the city. It is calculated by multiplying the average 24 hour annual weekday traffic volumes by the total length of the primary roadways in the city.

¹⁶ The transit score is calculated by distance to the nearest transit stop, transit frequency and type of transit.

Transit use highest among younger Calgarians

- ◆ In Calgary, transit use is related to a variety of factors, including age. In 2009, the most frequent transit users were those age 18 -24 (75 per cent) while the lowest transit use was among those age 65+ (50 per cent) (Goss Gilroy, 2011). This is consistent with national data where, according to Statistics Canada, households with teenagers are most likely to use public transit (Statistics Canada, 2010d). As Calgary's population ages, efforts will need to be made to encourage older residents to consider transit and other transportation alternatives. At the same time, the demand for special needs transportation may be expected to climb (City of Calgary, 2007).
- ◆ Transit use is also related to income. In Calgary, transit use is highest among those with lower incomes (Goss Gilroy, 2011), consistent with national trends (Statistics Canada, 2010d). Among Canadian households, cost is not a significant barrier to transit use, with only 4 per cent of households finding it a deterrent (Statistics Canada, 2010d). In Calgary, a Low-income Transit Pass is available from Calgary Transit for riders with low incomes. In 2010, there were 84,640 low-income transit passes issued, compared to 72,954 the previous year.

Demand for alternative modes of transportation growing

- ◆ In addition to transit and motor vehicles, other modes of transportation are also important. Walking is one such mode, and the design of streets and neighbourhoods can have an important impact on the willingness and ability of people to walk. Factors that facilitate greater walking include the distance to amenities, such as restaurants, parks, coffee shops, open spaces, libraries, grocery stores, schools, entertainment and banks. Based on these factors, The City of Calgary assessed the walkability of communities and found that older inner-city communities were the most walkable, while developing communities and recent suburbs were the least (City of Calgary, 2011d).
- ◆ Cycling is another important emerging mode of transportation. Over the past 10 years, the number of people cycling into the downtown has consistently increased as the length of pathways and bikeways has grown. While the decision to cycle is related to temperature and weather conditions, many Calgarians continue to cycle even during the winter months. Other factors affecting cycling include the presence of bicycle parking and shower facilities at one's destination, safety and individual fitness levels (City of Calgary, 2009).

1.24 Policy Developments

- ◆ In 2011, the Government of Canada introduced regulatory changes to the temporary foreign worker program to enhance protection of temporary foreign workers. The regulatory changes include a more rigorous assessment of the genuineness of a job offer; a two-year period of ineligibility for employers who fail to meet their commitments in terms of wages, working conditions and occupation; and a four-year limit on the length of time some temporary foreign workers can remain in Canada.
- ◆ In 2011, the federal, provincial and territorial ministers responsible for housing announced a new *Affordable Housing Framework*. The Framework is intended to guide affordable housing investments that respond to the unique needs of the various provinces and territories. The Framework aims to increase the supply of affordable housing across Canada, improve housing affordability for vulnerable Canadians, improve or preserve the quality of affordable housing and foster safer independent living.
- ◆ In 2011, *Bill C-615 National Public Transit Strategy Act* was introduced. The purpose of this act is to establish a national strategy to provide public transit that is fast, affordable and accessible for Canadians. The act aims to increase access to and use of public transit through support for service and affordability measures, improve the economic competitiveness of Canadian cities and communities, enhance quality of life, reduce greenhouse gas emissions and improve air quality.
- ◆ In 2011, the Province of Alberta introduced a new two-tier minimum wage. Under the reforms, the basic minimum wage rose to \$9.40 for most employees. A new lower minimum wage rate of \$9.05 was established for employees serving liquor as part of their regular job.
- ◆ In 2011, The City of Calgary approved a new Cycling Strategy that will build and improve cycling infrastructure and maintenance, as well as promote cycling through public education.



Online Solutions for Counselling Distressed Teens

After almost 40 years of critical service to the Calgary community, the Distress Centre (DC) had a major challenge on their hands: how to remain relevant and connected to youth in a world ruled by social media? Solution: Internet chat, with texting on the horizon.

The huge value of peer support has been a known entity to the DC since 1983, and now new technological advances have offered up interesting and cost-effective possibilities to engage young people.



Youth volunteer Chelsea, working the "lines" with Program Co-ordinator Ashika

"We must speak differently to different audiences," says Michelle Wickerson, communications manager of the 24-hour, all-ages DC call centre. "What works for an adult audience is not necessarily going to work for a teen audience, because privacy and anonymity are bigger concerns when one lives in situations not necessarily of one's own choosing."

Chatting online with kids in crisis requires an entirely different set of communication skills, as 16-year-old volunteer Chelsea points out. She's been volunteering at the DC since April and wants to continue throughout her remaining high school years. "You need a good vocabulary and need to know how to structure sentences well," she says. "Conveying support in writing is even harder, but genuine compassion is always translatable, even if you haven't necessarily had the same experiences."

Website:
calgaryconnecteen.ca

1.3 The Voluntary Sector

Calgary is home to a dynamic and diverse nonprofit and voluntary sector. With thousands of organizations, tens of thousands of paid employees and hundreds of thousands of volunteers, the sector serves and influences virtually all aspects of community life. The work done by the non-profit sector is directly linked to the quality of life in Calgary delivering services across a wide spectrum from social services, to arts and culture, to sports and recreation.

SNAPSHOT

- ◆ Percentage of Households Reporting Charitable Donations, Calgary, 2009: 68.0 per cent ↑
- ◆ Average Charitable Donation Amount per Household, Calgary, 2009: \$1,628 ↑

PROMISING TRENDS

- ◆ Charitable giving recovered in 2009 as charitable contributions rose steeply while the percentage of Calgary households reporting charitable donations edged up.
- ◆ Charitable giving is expected to continue to rise in 2011 as the economy recovers.
- ◆ The non-profit sector continues to adapt to organizational and funding challenges. As other forms of revenue are constrained, earned income and social enterprise grow in importance.
- ◆ Coalitions, partnerships and new forms of collaboration are emerging.
- ◆ Volunteering in Alberta remains above the national average and is rising and expected to remain strong.
- ◆ The growing seniors population may be a significant volunteer resource
- ◆ New forms of volunteering are emerging, with interest in family and employee volunteering growing.

CHALLENGES

- ◆ Output and revenue growth in the non-profit sector slowed in the wake of the recession while expenditures and service demand continued to rise. This is producing a significant challenge for organizations in the sector. Organizations in Alberta report one of the highest rates of organizational stress in Canada.
- ◆ Government funding remains the second most important income source for non-profit organizations, but funding is expected to decline
- ◆ The bulk of both charitable donations and volunteer hours are contributed by a small share of donors and volunteers
- ◆ There is a growing focus on outcomes and impacts from organizations and funders, which is challenging organizations to enhance their monitoring, reporting and evaluation functions to respond to multiple funder criteria.
- ◆ The increased professionalization of the non-profit sector workforce is challenging organizations in managing human resources.

DISCUSSION

Canada's non-profit sector a key contributor to Canadian economy ...

◆ Canada's non-profit sector is a significant contributor to the Canadian economy and society. With over 161,000 charities and non-profits, it is one of the largest in the world, making significant contributions to the country's economy and labour force, as well as being a key program and service delivery partner of federal, provincial and municipal governments. In 2009, the sector delivered over \$3B in federal programs alone in communities across Canada and internationally. The non-profit sector is also a significant contributor to Canada's research community being a significant funder of research (Mulholland, Mendelson and Shamshiri, 2011).

... but sector growth slows with recession

◆ In 2008, Canada's core non-profit sector accounted for 2.4 per cent of the country's total GDP. Social services accounted for the largest share of GDP in 2008 (21 per cent), followed by development and housing (17 per cent), recreation and culture (11 per cent) and education and research (10 per cent). As the economy moved toward recession, however, growth in the non-profit sector had started to slow. Between 2007 and 2008, growth in the non-profit sector fell to 6.0 per cent, faster than the 5.2 per cent increase in total GDP, but below rates of growth in previous years. The health sector grew most rapidly, double the rate of growth for the sector as a whole (Statistics Canada, 2010e).

Increased service demand stresses non-profit sector

◆ Despite the strength of the sector, it began to experience stress with the onset of the recession due to increased demand and reduced capacity. This stress has continued through 2010; in late 2010, over half (54 per cent) of Canadian non-profit organizations reported that they continued to experience increased demand for services, up from 45 per cent in 2009. Meanwhile 14 per cent of organizations reported that they are under "high stress" and about one-quarter (23 per cent) that their very existence is at risk. At the same time, there is concern that the sector is continuing to lose paid staff as total staff complements across the sector fell by 2.3 per cent between 2009 and 2010 (Lasby and Barr, 2011).

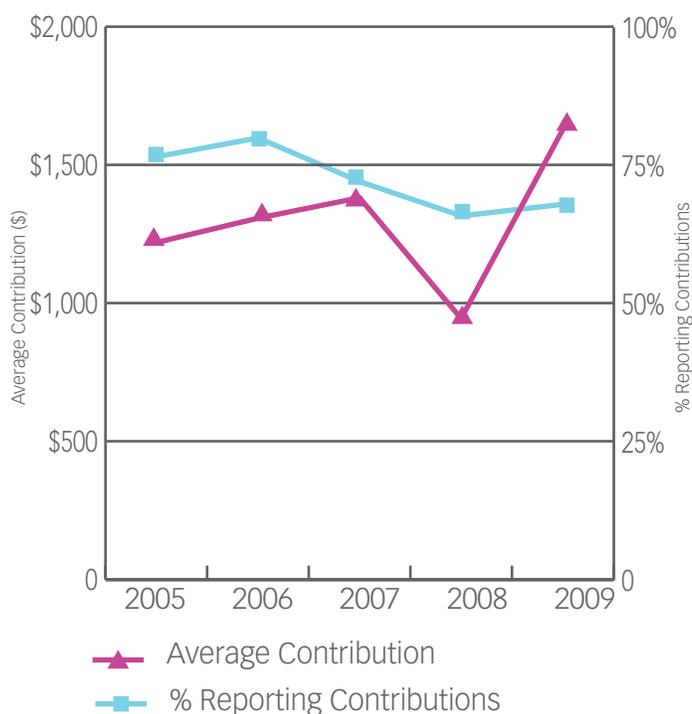
◆ Organizations in Alberta were more likely to be under high stress, with 17 per cent reporting high stress, the second highest rate in Canada after B.C. (19 per cent). The highest rates of stress were among health (17 per cent), social services (16 per cent) and arts, culture, recreation and sport organizations (16 per cent). Stress was also greatest among organizations with the smallest annual revenues (Lasby and Barr, 2011).

Revenue growth slows while expenditures rise ...

- ◆ As the economy cooled leading up to the recession, income growth in the non-profit sector also began to slow. In 2008, income in Canada's core non-profit sector rose by 4.7 per cent, down from a 6.5 per cent increase in 2007 (Statistics Canada, 2010e). As revenues fell, expenditures continued to rise, leading to a \$1.3B drop in savings in the non-profit sector nation-wide (Statistics Canada, 2010e). This pattern of decreasing revenues and increasing expenditures has continued. Between late 2009 and late 2010, non-profit revenues dropped by about 0.4 per cent, while expenditures rose by 4.8 per cent, increasing the strain on many organizations (Lasby and Barr, 2011).
- ◆ There are three core sources of income that the non-profit sector relies on: government funding, philanthropy and earned income. Over the past two years, the sector has suffered from reduced revenues from all three sources. Of the three primary sources of funding to the sector, government funding is the most stable and accounts for 21 per cent of total funding. Provincial governments contribute the most, accounting for almost three quarters (70 per cent) of government funding, followed by the federal government (26 per cent) and local government (4 per cent) (Statistics Canada, 2010e). Over the coming decade, it is expected that government funding will decline as governments at all levels cut back spending to deal with ongoing deficits.

- ◆ As the recession took hold, charitable giving also suffered. While charitable donations are an important contributor to the financial viability of non-profit organizations, they account for only 13 per cent of the income of non-profits (Statistics Canada, 2010e). Nevertheless, declines in charitable donations contributed to the increasing stress of the sector. Between 2007 and 2008, household charitable donations fell by 2.6 per cent nationwide. Constrained household giving continued through the recession with about one-third (34 per cent) of Canadians reducing the amount of their charitable donation in 2010 compared to the previous year (Angus Reid, 2010b).
- ◆ In Calgary, after falling sharply in 2008, the percentage of Calgary households reporting charitable donations increased to 68 per cent in 2009 (See Table 34). This increase was the result of gains by non-religious charities, offsetting a continued decline in giving to religious organizations. While the percentage of households reporting charitable contributions edged up slightly in 2009, the average donation rose steeply to \$1,628, 72 per cent above the 2008 level (See Table 35). This was driven by a 117 per cent increase in the value of contributions to religious organizations, and a 55 per cent increase to non-religious charitable organizations (Statistics Canada, 2011f).

FIGURE 13: Percentage of Households Reporting Charitable Contributions Showing Average Charitable Contribution per Household Reporting, Calgary (CMA), 2005 – 2009



◆ Compared to other Canadian cities, Calgary reported the highest average charitable contribution, for both religious and non-religious organizations. Calgarians, however, were not the most likely to donate, with the donor rate in 2009 ranking sixth among major Canadian cities. Thus, although Calgarians were not the most likely to donate, among those who did, donations tended to be larger, likely due to Calgary's higher average income (Statistics Canada, 2011f).

◆ Earned income remains the most important source of revenue for the sector with sales of goods and services accounting for 41 per cent of total income and membership fees 17 per cent. Investment income is another important earned income revenue stream. In 2009, a 20.5 per cent drop in investment income was a significant contributor to the overall decline in revenues for the sector (Statistics Canada, 2010e). This had a significant impact on foundations who use investment income to extend funding to community organizations to deliver programs and services. As the economy has recovered, investment income has also rebounded, leading to a more secure position for foundations and other organizations in the sector reliant on investment income or foundation grants.

◆ With charitable income somewhat constrained due to the recession and government investments in the sector expected to decline, earned income offers a long-term prospect for growth. In this environment, many non-profits are turning to social enterprise¹⁷ to provide some financial stability for their organizations. In order to support this emerging trend, there are growing calls for modernization of the policy, tax and regulatory frameworks governing the non-profit sector. In 2010, a Canadian Task Force on Social Finance released a report calling for regulatory reform. The three key regulatory issues are an overlap in federal, provincial and territorial responsibilities for non-profits and charities, a failure to harmonize regulations across provinces and territories, and the lack of a unifying national vision and goals for the sector (Mulholland, Mendelson and Shamshiri, 2011).

¹⁷ Social enterprise is generally understood to mean any organization or activity that uses the market-oriented production and sale of goods and/or service to pursue a public benefit mission (Mulholland, Mendelson and Shamshiri, 2011, p.5).

... but signs point to improving outlook

◆ Despite the financial challenges faced by organizations over the recent past, many appear confident in the future, with almost half (44 per cent) predicting that they will be better able to carry out their missions within the next twelve months. Foundations also appear to be on a more solid footing as markets have rebounded, leading to a recovery in the value of investments used for funding (Lasby and Barr, 2011). Charitable giving also appears to be recovering, with almost two-thirds of Canadians planning to either maintain (41 per cent) or increase (21 per cent) their charitable giving compared to the previous year. In Alberta, 30 per cent expect to increase their donation, while 31 per cent expect to be able to give the same amount (Angus Reid, 2010b).

Bulk of donations from a small proportion of donors

◆ Most charitable donations come from a relatively small proportion of donors. According to a recent report examining charitable giving in Canada, in 2007:

“the top 10 per cent of donors ... contributed 63 per cent of the total value of donations, while the 15 per cent who donated between \$500 and \$1,269 contributed 20 per cent. In contrast, the 50 per cent of donors who contributed less than \$150 accounted for just 5 per cent of the value of donations.” (Vodarek, Lasby and Clarke, 2011:4).

Further, in the years preceding the recession (2004-07), the increase in charitable donations in Alberta was driven by significant increases among a few large donors, but little increase among the rest of the population. Age, education and income are the greatest predictors of both the propensity to donate and the amount donated (Vodarek, Lasby and Clarke, 2011).

◆ Different types of organizations tend to be regarded differently by donors. Nationally, health related organizations and hospitals are the most frequent recipients of donations, followed by social service and religious organizations (Vodarek, Lasby and Clarke, 2011). However, in terms of who people think is the most in need of donations, hunger and food and relief organizations are first (61 per cent), followed by health care (43 per cent) housing (43 per cent), and children’s organizations (41 per cent). The arts and museums were felt to be least in need of donations, with only 5 per cent identifying them as a priority (Angus Reid, 2010b).

Growing focus on outcomes and impacts from organizations and funders

◆ In an era of constrained resources, funders are increasingly focused on getting the maximum return for their investment and are changing their expectations of funded organizations, as well as the number of organizations funded. This is leading to a preference to fund fewer but larger organizations and a need for greater sophistication in the gathering and use of program information and outcomes. While this may enhance accountability, it can also reduce efficiency as many agencies struggle with multiple outcomes measurement systems and a lack of congruity and compatibility in reporting requirements among funders.

Increased professionalization of the non-profit sector workforce

- ◆ As the demands on the non-profit sector grow, along with a focus on accountability, there is a rising professionalization of the sector workforce. In demand now are staff skilled in program design, management and evaluation. For non-profit organizations, this is leading to an increased need for effective human resources management. The resources demanded by this increased focus on human resources are more than just financial; there is an associated need for strong leadership, as well as information technology to support an increasingly professional workforce.

Coalitions, partnerships and collaborations emerging

- ◆ In order to improve service delivery and increase efficiencies, formal and informal collaboration between non-profit organizations is increasing. Interest in collaborative structures and methods is being driven by limited financial resources, new funding models and growing funder expectations, reduced availability of key staff and a growing awareness of the need to avoid or reduce the duplication of services. Opportunities for increased collaboration are being facilitated by the emergence of new communication technologies.

Volunteering in Alberta above national average and rising

- ◆ Estimates of the number of volunteers in Alberta vary significantly. According to an Ipsos Reid survey, roughly one-third (32 per cent) of Albertans reported volunteering their time in 2010, higher than the national average of 26 per cent (Angus Reid, 2010). However, the National Survey of Giving and Volunteering reported that over half (52 per cent) of Albertans (1.4 million people) volunteered for a charitable or non-profit organization in 2007, up from 48 per cent in 2004 (Vodarek, Lasby and Clarke, 2011:18). In Calgary, just under half (43 per cent) of adults reported that they had volunteered in the previous year (Goss Gilroy, 2011).
- ◆ In 2007, the total voluntary contribution in Alberta was 248 million hours, an average of 172 hours per volunteer. This was the equivalent of more than 129,000 full time jobs (Vodarek, Lasby and Clarke, 2011:18). In Calgary, most people who reported that they had volunteered in 2009 contributed 10 hours or less, with the average number of hours being 5.4 (Goss Gilroy, 2011).

Bulk of volunteer effort contributed by small group of volunteers

- ◆ Similar to charitable donations, the majority of volunteer hours are contributed by a small group of volunteers. *“In 2007, the 10 per cent of volunteers who contributed 434 hours or more over the course of the year together accounted for over half (56 per cent) of total volunteer hours ... Conversely, 50 per cent of volunteers contributed less than 58 hours annually and collectively contribute just 6 per cent of total hours.”* (Vodarek, Lasby and Clarke, 2011:19). Looking forward, a recent survey of non-profit organizations finds that voluntarism appears to be stable or rising, with two-thirds of organizations across Canada reporting that their volunteer numbers have remained the same and one-quarter reporting that they have increased (Lasby and Barr, 2011).
- ◆ Older Canadians (age 55+) are the most likely to volunteer their time, with almost one-third (31 per cent) reporting that they had volunteered in the previous year (Angus Reid, 2010). In Alberta, however, younger Albertans are more likely to volunteer, though average number of hours volunteered tends to increase with age (Vodarek, Lasby and Clarke, 2011). In Calgary, those aged 45 – 64 are the most likely to volunteer, with almost half (47 per cent) having volunteered, compared to one-third (34 per cent) of those age 18-24, 42 per cent of those age 25 – 44 and 40 per cent of those aged 65+ (Goss Gilroy, 2011).

- ◆ Volunteer rates and hours volunteered tend to increase with education and income (Vodarek, Lasby and Clarke, 2011). Volunteering also tends to change through the life cycle. Most people volunteer for organizations and activities that have a direct link to their life situation. Once their life situation changes, volunteers tend to withdraw when they no longer find the direct link between their lives and the volunteer activity (e.g., school volunteering or children’s sports activities) (Sladowski and Hientz, 2011).

Intention to volunteer remains good, but lack of time a constraint

- ◆ The future of volunteering appears healthy. According to one recent survey, the vast majority (88 per cent) of current volunteers reported that it is very likely that they would continue to volunteer in 2011. Roughly one-third (31 per cent) of past volunteers also reported that they will likely volunteer in the next 12 months (Sladowski and Hientz, 2011). However, the National Survey on Giving and Volunteering reports that lack of time was the biggest reason for not volunteering more, with 70 per cent of Albertans citing this as a reason, while 63 per cent reported that they did not volunteer more because they were unable to make a long-term commitment (Vodarek, Lasby and Clarke, 2011).
- ◆ Current and past volunteers reported several factors that made their past volunteer experiences less than ideal. These were organizational politics, feeling that their skills were not being put to the best use, feeling that they were not making a difference and frustration with a lack of organization of the volunteer activity. Increasingly, volunteers are looking for reciprocity in the volunteer relationship where their goals align with those of the organization (Sladowski and Hientz, 2011).

Interest in corporate and family volunteering emerging

- ◆ Employee Volunteer Programs are emerging as a new and important volunteer resource. Employer Supported Volunteers (ESVs) have their own unique characteristics and needs. Typically, ESVs are seeking short-term high skilled volunteer opportunities that allow them to not only contribute but also develop their skills. There is also an increasing demand for volunteer opportunities that families can do together, but the number of such opportunities remains limited. Family volunteers tend to be seeking casual opportunities that are family friendly and appropriate for all ages, and that can help parents develop character and skills with their children. Family volunteering is one way to help families overcome the time barrier many are experiencing (Sladowski and Hientz, 2011).

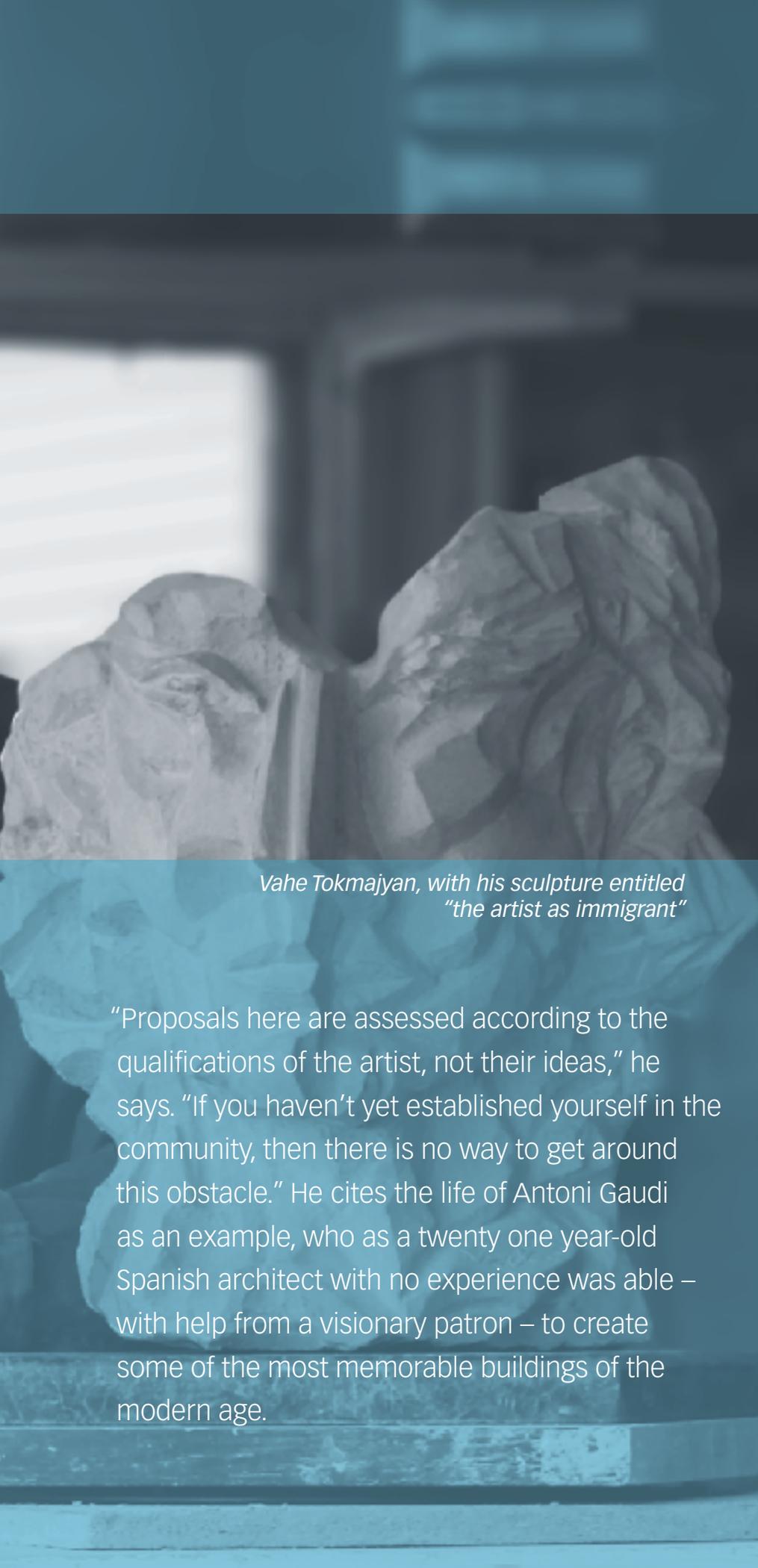
Growing seniors population a potential volunteer resource

- ◆ The ageing baby boom population represents a potentially significant volunteer pool. “Boomer” volunteers tend to be leaders and are one of the most likely age groups to volunteer. They are the ones with the most available time and greatest flexibility, and are seeking meaningful volunteer opportunities, often outside their normal areas of work and expertise. While they are very loyal to the organizations they become involved with, they also expect volunteer activities to be well managed. Of importance is the growing number of immigrants within this group, requiring increased understanding and competency in cross-cultural management and communication on the part of organizations (Sladowski and Hientz, 2011).

Building community, one block of marble at a time

Research on resiliency reveals that a thriving arts-and-culture sector is one of the prime indicators of a city's health. European cities have demonstrated this success most spectacularly, via massive investments in culture in the 1970s; resulting today in enviable improvements in tourism, economic development and neighbourhood revitalization. The common wisdom is that giving local artists a few green lights and some resources will always yield fabulous results (Brault, 2010).

In Calgary, similar effects are starting to be felt, although not always for newcomers or emerging artists, who continue to experience barriers to professional success. Take the case of Vahe Tokmajyan, an internationally-acclaimed sculptor hailing from Armenia.



*Vahe Tokmajyan, with his sculpture entitled
“the artist as immigrant”*

“Proposals here are assessed according to the qualifications of the artist, not their ideas,” he says. “If you haven’t yet established yourself in the community, then there is no way to get around this obstacle.” He cites the life of Antoni Gaudi as an example, who as a twenty one year-old Spanish architect with no experience was able – with help from a visionary patron – to create some of the most memorable buildings of the modern age.

But barriers are not about to stop creative individuals, and Tokmajyan is no exception. He’s been chosen to represent Canada twice at international competitions, and would love to create a local sculpture exhibition to encourage other immigrant artists. “It’s not easy to know where to go to get guidance. The processes are different here than in Europe but I remain hopeful that I’ll find someone to mentor me through the documentation process. Then I can teach the same skills to my immigrant colleagues.” And that’s resiliency in action.

A Cultural City

The City of Calgary seeks to promote and maintain a high quality of life through the provision and support of opportunities for recreation, leisure, artistic expression and appreciation, special events, and the preservation of the city's heritage. The City of Calgary is a vital partner in creating an inclusive community where cultural diversity is embraced and valued as a community asset. The City of Calgary both initiates and supports projects aimed to enhance and support diverse cultures and traditions.

–Triple Bottom Line Policy Framework

“What is culture, if it is not the momentum that drives humankind to greater humanity...that which indicates progress in the humanization of human beings?”

– Daniel Lafond, French-born filmmaker and husband to Michaëlle Jean, in a speech to the Calgary Arts & Culture Sector, 2007

SNAPSHOT

- ◆ Households reporting expenditures on live performing arts, Calgary, 2009: 38.5 per cent ↓
- ◆ Average household expenditure on live performing arts, Calgary, 2009: \$393 ↑
- ◆ City of Calgary arts program participants, 2010: 9,119 ↑
- ◆ Number of performing arts companies, Calgary, 2009: 61 ↓

PROMISING TRENDS

- ◆ Cultural participation in Calgary remains strong. Culture remains a significant spending area for households as household cultural spending across Canada grows over past decade.
- ◆ Spending on admission to museums and heritage sites stable.
- ◆ Arts and culture sector continues to be a significant economic contributor and local employer.
- ◆ Household expenditures on live performing arts up.
- ◆ New organizational and funding models emerging.

CHALLENGES

- ◆ Cultural organizations have suffered from the recent recession as non-profits arts organizations experience considerable stress. Reductions in provincial cultural funding in 2010 are expected to have a significant impact on the arts and culture sector
- ◆ Percent of households reporting expenditures on live performing arts and admissions to museums and heritage sites continues to fall.
- ◆ Income challenges restrict cultural participation for lower-income households.
- ◆ Arts and culture workers continue to face difficulties earning a sufficient income, and many artists require second jobs in order to support their artistic pursuits.
- ◆ Lack of exhibition, performance and living space remains an issue for artists.



DISCUSSION

- ◆ Arts and culture¹⁸ are an integral part of every human life span and the collective expression of communities, regardless of the individual and/or their geographical location. “We need to understand that almost everybody in this world, if not everybody, is culturally engaged. Even if they don’t know it,” says Simon Brault, author of *No Culture, No Future* in an interview with the National Post in 2010. “They like some song, they like some artist, they like some picture, they like some TV program – everybody has a connection with culture.”
- ◆ Supporting these “products” is an array of public, private and non-profit organizations – for the most part requiring public investment – that provide the venues and activities that form the sector’s essential infrastructure. This infrastructure is somewhat different from other professional sectors, where full-time employment and professional advancement within a well-defined structure is the expectation of anyone entering with specialized training. Artists of every discipline, on the other hand, are predominantly self-employed and “plug into” available venues and activities in order to showcase their work and express themselves professionally. Theirs is essentially a less passive approach to employment, requiring constant surveillance of opportunities and the marketing of oneself to the public – not to mention the challenge that comes from being professionally isolated in some cases – in addition to the skills required to actually produce quality works of art. This chapter will focus on these two aspects of the state-of-the-arts-and-culture sector: its intrinsic value to society, and what it means to be a professional in this context.

¹⁸ This section addresses issues of culture as they relate to artistic expression. For a discussion of issues of multicultural diversity, please refer to Section 1.1 – An Inclusive City, Who We Are. Due to data limitations, this section is oriented more towards the performing arts, but acknowledges the value and contribution of the literary and visual arts.

Definitions

Culture is defined as “...a country’s...body and soul, reflecting the way its inhabitants act and think. In its broadest sense, culture includes a community’s knowledge, experience, beliefs, values, customs, traditions and distinctive institutions....Through a government policy that promotes the arts and whose primary goal is cultural, individuals are familiarized with the characteristics of their own society and their sense of belonging and cultural identity is strengthened.” (Jackson and Lemieux, 1999)

Along with some of Calgary’s long-standing cultural institutions, heritage preservation and the diverse and numerous festivals that Calgarians enjoy, are “spaces” and “centres of activity” that provide much-needed facilities for Calgary’s artists and cultural events. As well, these serve as a means for fostering education about our past, present and future.

Arts (and artists) are the largest branch of culture, and are deemed to “... not only mirror the values of the society in which they live, but also to reflect on the issues that society must address if it is to know itself better. The role of the State in this regard is to support artistic activity, to provide creators with conditions favourable to the practice of their art, and to ensure access to their work by the general public”. (Jackson and Lemieux, 1999, 1999)

The performing arts (music, theatre, dance and filmmaking) and fine arts (visual arts, design, literature and architecture) all factor significantly in developing and sustaining Calgary’s cultural, social and economic identity.

2.1 The Intrinsic Value of Arts and Culture

◆ Understanding and communicating the value of arts and culture is challenging. Is it to be evaluated in terms of economic output only or consumption, supply and demand, or tourism dollars? Rather, is it a basic need for human beings to be creative, or use the creative efforts of others in understanding their world? Or is it, perhaps, a combination of all these things? “The problem of value for the cultural sector is rooted in three issues:,” says Dr. Dave O’Brien, AHRC/ESRC Placement Fellow, “The meaning of the word ‘culture’, the tensions over making value judgments within the cultural sector and the difficulties of measurement within the cultural sector.” (AHRC, 2010). Participation in arts and cultural activities as either a consumer of cultural goods and services, or as a creator/participant in arts and cultural activities is one means of measuring value.

“I believe we can advance the cause of cultural participation by emphasizing more the direct impact of developing creativity in every human being. Creativity is a powerful driver of progress and this observation is widely accepted.”

Simon Brault, No Culture, No Future, 2010

Cultural participation in Calgary remains stable

◆ In 2009, total public attendance at arts activities in Calgary, including theatre, dance, opera, gallery exhibitions, concerts, film screenings and literary readings was almost 2.7 million. During that year, there were 7,300 opportunities to view and participate in activities offered by arts organizations (Calgary Arts Development, 2011). The City of Calgary is a significant provider of arts and culture opportunities for citizens. In 2010, 9,119 participants took part in a City of Calgary arts program, roughly the same as in 2009 (See Table 38). Slightly more than half (53 per cent) of arts program participants were enrolled in a visual arts program, while the remainder (47 per cent) were enrolled in dance or performing arts. Between 2009 and 2010, enrollment in visual arts programs rose slightly, while enrollment in dance and performing arts declined (City of Calgary, 2011e).

Culture sector a significant spending area for Canadian households

◆ People also participate in arts and cultural activities as consumers of cultural products and services. In 2008, Canadians spent an average of \$841 per person on culture, totaling \$24.7B and accounting for 2.9 per cent of total consumer spending nation-wide. Total consumer cultural spending in Alberta in 2008 was \$3.3B, accounting for 2.8 per cent of total consumer spending in the province. Total consumer cultural spending in Alberta was more than four times larger than total government expenditures on culture in the province by all levels of government combined (\$810m). On a per capita basis, consumer cultural spending was highest in Alberta at \$963 per person. In Calgary, total consumer cultural spending in 2008 was \$1.1B, an average of \$1,020 per person, the highest per capita spending of Canada's 12 largest CMAs (Hill, 2010).

Household cultural spending across Canada grows over past decade

◆ Over the past decade, spending by Canadian households on cultural goods and services has grown, rising by 28 per cent between 1997 and 2008. Across Canada, the greatest increase in cultural spending was in Alberta, where consumer cultural spending grew by 40 per cent. Although cultural spending rose, expenditures on all consumer goods and services rose even faster (+37 per cent), so that the percentage of total spending accounted for by culture actually fell as Canadian households devoted a smaller proportion of their increasing spending to culture. Over this period of time, spending increases across Canada were highest in art works and events (+59 per cent), home entertainment (+44 per cent) and movie theatre admissions (+21 per cent). Meanwhile, spending fell in reading material (-1 per cent), art supplies and musical instruments (-1 per cent), and photographic equipment and services (-2 per cent) (Hill, 2010).

Some of the Many Languages Spoken in Calgary

Akan (Twi), Amharic, Arabic, Armenian, Bengali, Bisayan languages, Blackfoot, Bosnian, Bulgarian, Cantonese, Chipewyan, Cree, Creoles, Croatian, Czech, Dakota / Sioux, Danish, Dene, Dutch, English, Estonian, Farsi, Finnish, Flemish, French, Frisian, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Ilocano, Inuktitut, Italian, Japanese, Khmer, Korean, Kurdish, Lao, Latvian, Lithuanian, Macedonian, Malay, Malayalam, Maltese, Mandarin, Mi'kmaq, Nisga'a, Norwegian, Ojibway, Panjabi, Pashto, Polish, Portuguese, Romanian, Russian, Serbian, Serbo-Croatian, Sindhi, Sinhala (Sinhalese), Slovak, Slovenian, Somali, South Slave, Spanish, Swahili, Swedish, Tagalog, Taiwanese, Tamil, Telugu, Tigrigna, Tlingit, Turkish, Ukrainian, Urdu, Vietnamese, Yiddish

Source: Census of Canada, 2006

Home entertainment and reading dominate cultural spending

- ◆ Across Canada, home-based activities like home entertainment or reading materials dominated cultural spending, accounting for 56 per cent and 18 per cent of spending respectively. Home and entertainment and reading materials also accounted for the highest expenditures in both Alberta and Calgary. Home entertainment and reading materials accounted for 55 per cent and 16 per cent of spending in Alberta, and 54 per cent and 18 per cent respectively in Calgary (Hill, 2010). Over the past five years (2004-09), however, the percentage of Calgary households reporting expenditures on reading materials has been trending downward, consistent with national trends (Statistics Canada, 2011f).
- ◆ In 2008, Alberta reported the highest average expenditure on works of art among the provinces. In Calgary, spending on works of art rose between 2003 and 2008, while spending on artists' materials fell. However, the percentage of households spending money on each of these recovered somewhat in 2009 after falling from a spending peak in 2006. In 2009, about one of every five households in Calgary spent money on works of art, while the same proportion spent money on artist supplies (Statistics Canada, 2011f).

Expenditures on live performing arts up, but attendance down

- ◆ Spending on both live performing arts has been trending upward in Calgary over the past five years. Between 2008 and 2009, the average expenditure on live performing arts rose by 30 per cent, reaching its highest level in recent years (See Table 36). Although average expenditures on live performing arts continued to rise, the percentage of households reporting expenditures on live performing arts declined for the third consecutive

year in 2009, falling to 38.5 per cent in 2009, compared to 39.3 per cent and a peak of 52.2 per cent in 2006 (See Table 37). Compared to other major Canadian cities, Calgarians were somewhat less likely to report expenditures on live performing arts, ranking seventh among 11 cities (Statistics Canada, 2011f).

Spending on admission to museums and heritage stable, but attendance down

- ◆ Spending by Calgary households on admissions to museums and heritage activities remained relatively unchanged at \$153 for the past four years. However, the percentage of households reporting expenditures on admissions to museums and other activities fell to 41.1 per cent, down from 42.8 per cent in 2008 and its peak of 53.4 per cent in 2006. At the same time, however, Calgarians were the most likely to have spent money on admissions to museums and other cultural activities. Although fewer Calgarians spent money on live performing arts, Calgary's average expenditure on live performing arts was the third highest among major Canadian cities, while average expenditure on admissions to museums and cultural activities also ranked third (Statistics Canada, 2011f).

Income and education influence cultural spending

- ◆ Income and education are two key factors affecting spending on cultural activities, with expenditures on live performing arts increasing with both (Hill 2011). As cultural spending is influenced to a significant degree by income, the recent recession may account for much of the changes noted in cultural spending patterns. Some of the impacts of the recession may include reduced cultural tourism, a shift to less expensive arts experiences, reductions in spending on theatre experiences and fewer arts purchases. At the same time, however,



“Imagination is more important than knowledge. Knowledge is limited. Imagination encircles the world.”

– Albert Einstein

- ◆ Economic change is also driving changes in cultural spending. Accompanying the shift to a knowledge economy is a shift from a consumer goods economy to an “experience” economy. This is being reflected in a shift of discretionary income from consumer goods to experiences (Waters, 2010). This shift is being experienced most significantly in large urban centres, and it is also in the largest centres that cultural spending is highest and most frequent (Hill, 2011).

Arts education as an important indicator of future cultural participation

- ◆ According to the United Nations Educational, Scientific and Cultural Organization (UNESCO), in this age of knowledge-based, modern and global societies, demand is increasing for “...creative, innovative, and adaptable workforces that can address and respond to constantly changing global challenges such as major environmental changes, rapid technological development. In this light ... the importance of creativity and the arts as well as the learning of arts and creativity (is) indispensable for the growth and sustainable development of societies and of individuals” (UNESCO, 2011).

- ◆ In Canada, early childhood exposure and experience with the arts are increasingly recognized as important determinants of later arts and cultural practices and participation. However, arts programming in schools often loses out to other subject areas, perceived as more critical to learning. This is due, to some degree, to the separation of culture (both federal and provincial jurisdictions) from education (provincial at the primary and secondary levels) which has often had a negative impact in terms of government spending on culture. In addition, this structure limits the standardization of arts, history, literary and cultural curricula across the country. Without a comprehensive and clear voice that speaks to the value of arts education (also known as creative literacy), arts organizations and educational programmers have a much more difficult time making a case for government funding (Hazelton Group, 2005).
- ◆ Appreciation of the arts begins at an early age. Children are exposed to culture and the arts in the schools, through local libraries, through the media, via their families and through their interactions with others' diverse experiences. Despite the importance of arts education, however, total federal and provincial spending on arts education in Alberta fell by 18.5 per cent between 2007/08 and 2008/09 (Statistics Canada, 2011k).
- ◆ In Calgary, arts education activities remain strong. According to Calgary Arts Development (2011), total attendance at arts education activities in Calgary was just over one million in 2009. Roughly half (54 per cent) of this attendance was for theatre activities, followed by festivals (15 per cent), music (13 per cent), visual arts (11 per cent) and dance, literary, film/new media and multidisciplinary (7 per cent).

THE CALGARY PUBLIC LIBRARY: OUR NEW TOWN SQUARE

"The next library is filled with so many web terminals there's always at least one empty. And the people who run this library don't view the combination of access-to-data and connections-to-peers as a sideline – it's the entire point. Wouldn't you want to live and work and pay taxes in a town that had a library like that?" – Seth Godin

The Calgary Public Library demonstrates that innovation brings opportunity. Once quiet book repositories, libraries are evolving into dynamic, interactive information and cultural laboratories, designed around the needs of a growing and increasingly diverse population. In short, public libraries have become spaces for unprecedented discovery, enrichment, and connection.

As curators and stewards of Calgary's cultural heritage, information and ideas, libraries are where we learn about ourselves and others, and enhance the skills that contribute to creativity and understanding – whether by checking out a "living book," listening to the Calgary Philharmonic's free lunch-hour performances or viewing an exhibit of photographs by Calgary's homeless population.

Moving from a place of content delivery to content creation, the public library is also becoming the place where you go to produce poetry, comics, music and art. Both physical and virtual spaces are open and welcoming for all, supporting learning and growth at every life stage, age and ability, and where literacy in all its forms finds knowledgeable and passionate champions.

2.2 Arts and Culture as a Profession

Arts and culture a significant economic contributor

◆ The vitality of the arts sector for both professional and non-professional artists, as well as the consumers of arts and cultural products and services, rests on the strength of the organizations that support artistic and cultural pursuits. According to Statistics Canada (2010e) the cultural sector in Canada is a significant contributor to Canada's economy. In 2008, recreation and culture organizations accounted for 10.7 per cent of total GDP in the Canadian non-profit sector, growing by 9.1 per cent to \$3.8B between 2007 and 2008. In Calgary, the total revenue of arts organizations in 2009 was \$103M, while expenses totaled \$100M, leaving the arts sector overall in a surplus position (Calgary Arts Development, 2011).

"...I am trying to express how essential it is that some of our fellow citizens devote themselves full-time to art, to satisfy not their own desire for expression, but to reflect our own, and to pose questions and suggest answers to our current existential and social questions....To be an artist is thus both to carry out a profession and to assume a destiny linked to creation."

– Simon Brault, No Culture, No Future, 2010

The arts sector a significant local employer

◆ The arts sector in Calgary employs 8,900 people, including 8,200 professional artists and over 700 full time staff. Almost half (40 per cent) of Calgary artists are employed by the 13 largest arts organizations (budgets of \$1M+) (Calgary Arts Development, 2011). In addition to those artists who work for professional arts organizations, there are also those who work independently. In 2009, there were 299 independent artists, writers and performers registered in Calgary, down from a peak of 366 in 2006 (Statistics Canada, 2011).

◆ The Arts and Culture sector is not structured in the same way as other sectors. While a supportive infrastructure exists for cultural workers (such as museums, arts administrators, heritage institutions, etc...), there is no such infrastructure for artists to connect with professionally once they have finished their artistic education. "Success" in the arts (meaning, financial success) is entirely dependent on the availability of venues and events that would contract or commission artists to participate. The opportunities available to artists are thus always dependent on the number and quality of arts organizations within any particular region.

- ◆ In cities like Toronto, Montreal and New York, venues are naturally more prolific due to the greater population base, thereby providing a greater chance of success. In smaller cities, like Calgary, the odds of success are lessened if there aren't enough spaces and events running throughout the year. As a result, many aspiring artists and performers migrate to larger and more established cultural centres for the greater professional opportunities afforded there. In Calgary, the number of performing arts companies has fallen over the past decade from 169 in 2003, to just 117 in 2010. Meanwhile, in Calgary, the number of businesses working as agents and managers for artists, athletes, entertainers and other public figures rose over the second half of the decade from 27 in 2006 to 36 in 2010 (Statistics Canada, 2011).

Many artists require second jobs in order to support their artistic practice

- ◆ Due to the nature of employment within the cultural sector, incomes tend to be lower. In Calgary, artists earn roughly half the income of other workers. In 2006, the median earnings of artists in Calgary were \$14,500, 54 per cent less than the median of all Calgary workers (Calgary Arts Development, 2011). As a result, many require additional employment outside of their artistic discipline in order to earn a sufficient income. Economic conditions and fluctuations can thus have a disproportionate impact on those working in the arts and culture sector.

Lack of exhibition, performance and living space remains an issue

- ◆ Finding affordable, accessible "spaces" for arts and cultural activities is a major task for artists and cultural workers in Calgary. Calgary Arts Development (2011) notes:

"...(Calgary's) system of growing the next generation of artists and creative workers faces challenges associated with high costs of living, undercapitalization, fragmentation and a lack of facilities dedicated to early-stage creative development."

- ◆ In most major cities these spaces are to be found in and around a city's core, and Calgary is no exception. Rental rates for established performance or exhibition space, however, are often prohibitive to the vast majority of artists. In 2009, the average arts organization in Calgary spent 10 per cent of its total expenditures on facility costs, while about one-third (34 per cent) spent \$25,000 or more on their facilities. Facility expenses are highest for theatre organizations, followed by visual arts, festivals, dance and music. In 2008, Calgary City Council committed \$165m to culture-related infrastructure investment over the next 10 years (Calgary Arts Development, 2011).

- ◆ Closely tied to the space issue are the regulations that surround its private and public use. In cities, this refers to zoning and bylaw specifications – for example, limitations in regards to the age of participants, capacity, hours of operation, noise, etc. These regulations are critical in a democratic society, but are sometimes experienced as barriers to participants of arts and cultural activities, rather than being supportive of them.

Did You Know

Arts-Hab Alberta Avenue, an affordable housing cooperative for Edmonton artists opened its doors in July 2011. Receiving a \$2.4 million cash infusion from the city and the province, the three-story building houses a main floor gallery and a mixture of one-bedroom apartments and studio spaces for painters, musicians, poets, dancers, photographers and other artists.

"The artists foot the budget, they set the rent level, and analyze what they need to cover all their costs," said Linda Huffman, general manager of the Arts Habitat Association. Mayor Stephen Mandel is behind the project as well, "Artists don't get paid, unfortunately, the kind of money they should get paid, so this is a way where we can create that atmosphere for them to be successful." (Edmonton Journal, 2011)

Cultural establishments suffer from recent recession

◆ Globally, arts and culture organizations have suffered significant financial impacts from the recent recession. In the United States, funding constraints have led to layoffs and reduced service among arts institutions. In Europe, recent reductions in government subsidies coupled with falling corporate donations have led to new strategies, including increased admissions and reduced operating hours, as well as organizing global tours of masterworks to generate revenue (Carvajal, 2011).

◆ While still a strong component of the Canadian economy, the recent recession affected Canada's culture sector, as it did worldwide. Income sources for the sector were impacted, particularly sponsorships, philanthropic giving from foundations, and endowment income. It is expected that the recession will have a greater impact on the private arts sector worldwide, as government funds are typically more stable than other revenue sources. The recession has also impacted expenses, specifically the cost and availability of credit (Madden, 2009).

◆ In 2009, operating revenues for the performing arts industry fell by 3.7 per cent from the previous year as the Canadian economy contracted. With operating expenses nearly equal to revenues, for-profit companies saw their operating profit margin was cut nearly in half from 13.2 per cent to 7.2 per cent, while not-for-profit companies fell into a slight loss position at -0.2 per cent after breaking even the year before (Statistics Canada, 2011j).

◆ In Alberta, operating revenues fell by 7.5 per cent, which was offset by a 5.9 per cent decline in expenses, leading to a reduction in the profit margin from 3.6 per cent in 2008 to 1.8 per cent in 2009. For-profit establishments in Alberta, however, fared well during the contraction, with operating revenues rising by 4.7 per cent. This rise was offset by an 8.5 per cent increase in expenses, which led to a reduced profit margin, but still kept for-profit establishments in the black. Non-profit establishments, however, fared worse. Between 2008 and 2009, revenues for these establishments fell by 11.5 per cent, a decline that was partially offset by a 10.1 per cent fall in expenses. However, this left non-profit performing arts establishments in a net loss position of -2.8 per cent (Statistics Canada, 2011j).

- ◆ It is expected that, globally, performing and visual arts are expected to bear a greater impact of the recession than the literary arts (Madden, 2009). In Canada, while all types of performing arts suffered reduced operating profit margins, some types fared better than others. Musical groups and artists continued to report the highest profit margins (11.1 per cent), followed by theatre companies (2.4 per cent) and musical theatre and opera companies (2.1 per cent). For-profit companies continued to fare better, posting healthy profit margins for each category, while non-profit companies were in a net loss position for each category, except for theatre companies that posted a 1.2 per cent surplus (Statistics Canada, 2011j).

Non-profit arts organizations experience stress

- ◆ Revenue declines for non-profit arts organizations reflected in part reduced charitable giving across the board. Arts organizations, however, had the smallest share of the charitable donation pie to start with. In 2007, the donor rate to arts and culture organizations in Alberta was only 3 per cent, with the sector accounting for only 1 per cent of total charitable donations province wide (Vodarek et al, 2011).
- ◆ Arts and culture organizations similarly attract comparatively fewer volunteers to support their operations. In 2007, the volunteer rate for arts and culture organizations in Alberta was only 3 per cent, with arts and culture volunteers contributing among the lowest average hours among the various types of organizations in the province (Vodarek et al, 2011).
- ◆ As the financial impact of the recession became felt, non-profit organizations became increasingly stressed. Nationally, 14 per cent of non-profit organizations reported that they were under “high stress” in 2010. Arts, culture, recreation and sport

organizations reported above average levels of stress, with 16 per cent reported to be under high stress. Non-profit organizations in Alberta were more likely to be under high stress, with 17 per cent reporting high stress, the second highest rate in Canada after B.C. (19 per cent) (Lasby and Barr, 2011). This level of stress may be reflected in recent declines in the number of performing arts organizations in Calgary. Between 2007 and 2009, Calgary lost 148 performing arts and spectator sports establishments (See Table 41) (Statistics Canada, 2010f).

Government spending on culture suffers with recession

- ◆ In 2010, there was a large cut to provincial cultural spending. This included a 16 per cent (\$5.5m) cut to the Alberta Foundation for the Arts, and similar cuts to investment in film, publishing, museums and other aspects of the cultural economy. These 2010-11 cuts are continuing through 2011-12. Statistics reflecting the consequences of these cuts will not be forthcoming for another year, although the arts community expects the impact to be significant.
- ◆ The provincial spending cuts in 2010 reversed a trend of rising government expenditures. In 2009, cultural expenditures by all three orders of government across Canada totaled \$9.75B, a 6.2 per cent increase from the previous year (See Table 39). Provincial expenditures increased the most, rising by 7.4 per cent, followed by a 7.2 per cent increase in federal spending and 3.4 per cent in municipal spending. The federal government contributed the most, accounting for 41 per cent of total cultural spending, while provincial governments accounted for 31 per cent and municipal governments 28 per cent of cultural spending (Statistics Canada, 2011k).

- ◆ In Alberta in 2009, total government expenditures on culture by all three orders of government totaled \$890.3 million, in 2008/09, a 9.9 per cent increase from the previous year (See Table 40). Provincial spending rose the most, increasing by 14.5 per cent, while federal cultural spending in Alberta rose by 8.5 per cent and municipal spending by 5.5 per cent. In Alberta, the provincial government contributes the largest share of cultural spending, accounting for 42 per cent of total government spending. Municipal governments account for about one-third (34 per cent) of spending, while the federal government contributes the least, contributing just under one-quarter (24 per cent) of total government expenditures on culture (Statistics Canada, 2011k).

- ◆ In Alberta, the majority of government spending on culture is directed to heritage and libraries. In 2008/09, heritage resources accounted for 40 per cent of combined federal and provincial expenditures, while libraries accounted for 20 per cent. Increased cultural spending by these two orders of government was driven by a 14.0 per cent increase in spending on heritage and an 8.3 per cent increase in spending on libraries. Among municipal governments in Alberta, libraries account for 90 per cent of cultural spending, and increased spending among municipal governments was largely the result of a 4.5 per cent increase in library spending (Statistics Canada, 2011k).

Did You Know

BioARTCAMP is a hybrid workshop/symposium / performance event that marries public conceptions of biotechnology (arguably the most significant technological development of our time) with a performative strategy aimed at engaging public discourse around the hard sciences. Working together, artists, scientists, theorists, filmmakers, and students are building a portable science laboratory in Banff National Park, at Castle Mountain.

A variety of collaborative art actions and projects will be conducted in this outdoor laboratory, with senior artists presenting bioartworks within a camping/laboratory context at a public art/science fair event hosted live at the Castle Mountain location. (Banff Centre, 2011)

Sector demonstrates resilience as new organizational and funding models emerge

- ◆ As arts organizations experience increased levels of organizational and financial stress, new organizational and funding models and strategies are being pursued, and the cultural sector is being looked to by other sectors as front runners of this innovation. In Europe, arts organizations are also increasingly looking to the private sector for new forms of support through commercial partnerships, including sponsorship, name licensing agreements and open air advertising (Carvajal, 2011). While many are critical of this new relationship with commercial interests, Kockache (2011) argues that the ongoing development of private philanthropy is

vital to a thriving arts sector. This is not to suggest that it replace public funding. Rather, private capital *“relieves the public sector, not by filling overall funding gaps, but rather by helping streamline and better articulate public funding priorities and strategies. Private capital can give public funding a more acute sense of where it is really needed.”* (Kockache, 2011).

- ◆ Recent efforts to demonstrate the arts’ instrumental value, while important, have also alienated parts of the arts community, and have failed to capture the whole value of the arts. *“New communities of knowledge sharing and training would help to aggregate our findings and build more holistic arguments that acknowledge, respect and defend the spectrum of qualities, values and benefits of culture and art.* Arts institutions also need to operate more holistically and develop leaders who are versed in all aspects of the arts, rather than segmenting artists, historians, curators and managers (Kockache, 2011).
- ◆ Kockache further argues that as public funding continues to erode, arts institutions will need to rethink their place in society while becoming more transparent and accessible. Part of this process will involve a reconsideration of funding arrangements. This includes *“re-conceiving asking for funds as the act of giving to the arts as an invitation for participation rather than as an act of charity.”* (Kockache, 2011). This may be a critical conceptual shift to articulate given the current priority given by Canadians to arts focused charitable donations. A recent survey found that only 5 per cent of Canadians felt that museums and the arts were high priorities for charitable donations, compared to other types of organizations such as hunger/food and relief organizations which 61 per cent felt should be a priority (Angus Reid, 2010).

- ◆ Meanwhile, new models of *“creative production and artistic activity”* are emerging. This is taking the form of increased artist entrepreneurial activity, not only in the arts themselves, but in activities of social entrepreneurship that may support the arts. New information technologies are also expanding opportunities not only for artistic production, but also for networking, collaborating and funding creative projects (Kockache, 2011).

Policy Developments

- ◆ In 2011, The Government of Canada passed *Bill C-32 The Copyright Act*, which allows Canadians to legally make backup copies of, or transfer to their computer, music they have purchased, without any kind of compensation to the creator.
- ◆ In 2010, The City of Calgary adopted the *Festival and Event Policy*. This policy provides a clear definition of events supported by The City of Calgary and guiding principles to ensure consistent policy implementation. The policy clarifies funding strategies and provides a transparent and open system for evaluating, bidding and hosting major events involving The City of Calgary.
- ◆ In 2011, the Calgary Stampede backed The City of Calgary’s bid to become the *Cultural Capital of Canada in 2012*, along with the Niagara region. The designation comes with a \$1.6 million federal grant.

Calgary's Public Spaces, a Shared Treasure

There's a reason people freely associate "parks" and "recreation" — both are public spaces. And public spaces are essentially social spaces, where people find reasons to "bump up" against fellow citizens and grow a sense of pride in their community. "We are lucky to have so many diversified public areas in Calgary," says Dennis Urquhart, communications consultant for The City of Calgary's Parks Department. "Our diversified park structure draws diversified users." These parks allow for maximum choice of activity, depending on what the users want from them.



Dennis Urquhart at the Prince's Island playground

In Calgary, the list is long. We have athletic parks, tot-lots and playgrounds, spray parks where children can play in the water on a hot summer's day, regional destination parks like Bowness, Nose Hill and Fish Creek educational parks like Ralph Klein and the Inglewood Bird Sanctuary, natural environment parks like Bowmont or Weaselhead Flats, festival sites like Prince's Island and Shaw Millennium, 700 km of pathways and approximately 150 off-leash areas for dog walking. "We have far more off-leash areas here than any other Canadian city," says Urquhart.

Studies show that most citizens equate the quality of their public spaces and the built environment with having a direct impact on their lives and on the way they feel about their city. Concludes Urquhart, "Calgary's parks system is based on making sure access is inclusive for all citizens. It doesn't matter what walk of life you come from, you have a right to be there."

Website:
calgary.ca/parks

“The City of Calgary strives to create and sustain a healthy community by promoting active living through the provision of a wide range of sustainable and accessible recreational programs, services, facilities, and amenities. The City of Calgary provides leadership and encourages physical activity through funding, capital, promotion, partnerships and appropriate urban planning and design.”

–Triple Bottom Line Policy Framework

Increasingly, recreation is understood as a necessary component of overall wellness, rather than just discretionary leisure time. This coincides with a new understanding of health as a condition of overall personal wellness rather than the absence of disease. In this new environment, recreation is increasingly recognized as a critical element of the community’s quality of life. This section discusses trends and issues with respect to Calgary’s participation in active recreation and sport.

SNAPSHOT

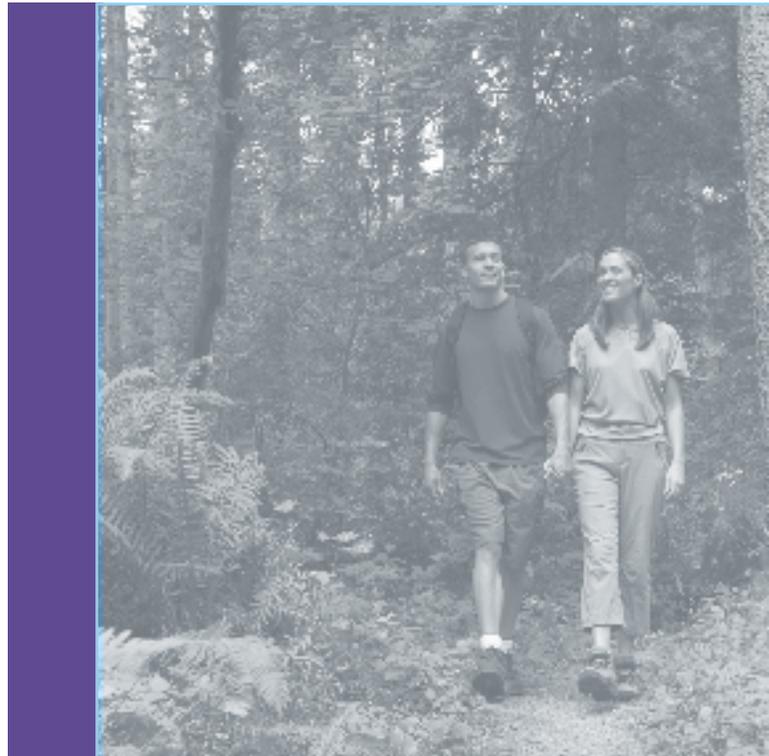
- ◆ Percent of Households Reporting Expenditures on Use of Recreation Facilities, Calgary, 2009: 47.3 per cent ↓
- ◆ Average Household Expenditure on Use of Recreation Facilities, Calgary, 2009: \$1,085 ↑
- ◆ Total Number of Participants in Calgary Recreation Programs and Facilities, 2010: 90,641 ↑

PROMISING TRENDS

- ◆ Participation in active recreation and sport recovering in wake of recession.
- ◆ Rising income and wealth may provide new revenue sources for facilities to support active living.
- ◆ Growing environmental awareness is leading to increased interest in outdoor educational activities.
- ◆ New governance and funding models are emerging to address sustainability challenges.

CHALLENGES

- ◆ Population growth may increase demand for active recreation opportunities including programs and facilities as well as open spaces.
- ◆ Physical activity among Canadian children, youth and adults is declining.
- ◆ Population ageing and growing cultural diversity shifting physical activity and participation of Albertans.
- ◆ Income, safety concerns, and access to programs and facilities restricting participation.
- ◆ Ageing and insufficient infrastructure and neighbourhood design pose barriers to physical activity.
- ◆ Environmental issues are shaping the future of recreation and parks.
- ◆ Parks and recreation sector facing fiscal constraints, as the capacity of public and non-profit recreation organizations is strained.



DISCUSSION

Population growth driving demand for recreation and parks

- ◆ Historically, Calgary has had one of the strongest rates of growth among major Canadian cities. After stalling in 2010, population growth resumed in 2011 and is expected to remain healthy over the next five years. This will increase demand for recreational programs, services and facilities, while putting pressure on the city's natural capital. At the same time, a growing population can also provide new revenues to pay for such services and provide economies of scale to improve service efficiency.
- ◆ Calgary's population is relatively young, and many are new to the city. As people work to get established, they seek out communities of interest along with opportunities for spontaneous unstructured social activity. Recreation and parks can play an important role in meeting these needs as drop-in recreation programs, urban parks and public gathering spaces can provide such opportunities.
- ◆ As Calgary's "knowledge economy" grows, those moving to Calgary are likely to be highly creative people who may have different expectations of recreation. Such people tend to be less interested in traditional programs and services, such as fitness and team sports, but rather seek authentic experiences that invite creativity, celebrate diversity and nurture personal growth. Programs and spaces that provide this will become increasingly important (ARPA, 2010a).

Physical activity among Canadian children, youth and adults declining

- ◆ Physical activity among Canadian children and youth is low, with the vast majority not meeting either national or international standards for healthy levels of activity. While Health Canada recommends that children engage in 90 minutes of physical activity per day, only 12 per cent of Canadian and 11 per cent of Alberta children and youth are achieving this (AHKC, 2010). The World Health Organization (WHO) recommends that children and youth have at least 60 minutes of Moderate-Vigorous Physical Activity (MVPA) every day. However, a recent study found that only 7 per cent of Canadian children and youth attain this level, and half do not have even 5 minutes of MVPA at least one day per week. (Colley et al, 2011a).
- ◆ While activity levels are less than optimal, they are also declining. Nationally, the 12 per cent of children receiving the recommended 90 minutes of daily physical activity was down from 13 per cent in 2009, but above the rates of 9 per cent and 10 per cent in 2007 and 2008 (AHKC, 2010). Between 1981 and 2007-09, fitness levels fell significantly, with decreases in strength and flexibility while the average Body Mass Index (BMI) rose (Tremblay et al, 2009). Activity decreases with age as children take fewer and fewer daily steps as they grow older, their participation in sports decreases and their amount of sedentary time goes up (AHKC, 2010; Colley et al, 2011a).

- ◆ Reduced physical activity is having an impact on overall health. Between 1981 and 2007-09, the percentage of Canadian children and youth classified as overweight or obese rose significantly, from 14 per cent to 31 per cent among boys, and from 14 per cent to 25 per cent among girls. Meanwhile, the percentage assigned to the bottom three fitness categories (good, fair or needs improvement) rose from 2 per cent to 14 per cent for boys, and from 4 per cent to 16 per cent for girls. At this rate, the average 11 to 14 year old will be overweight by the time they are 36, and the fitness profile of today's children will be poorer than today's adults once they are grown (Tremblay et al, 2009).
- ◆ Similar to the situation of children and youth, levels of physical activity among Canadian adults are also low. Currently only 15 per cent of Canadian adults are getting enough daily physical activity to experience health benefits, and only 5 per cent are getting the recommended amount of Moderate to Vigorous Physical Activity (MVPA). While many are getting at least some physical activity, more than one-third are not even getting 15 minutes of MVPA at least one day per week, and the majority of adults' waking time (69 per cent) is spent in sedentary activities (Colley et al, 2011b). The effect of reduced physical fitness is compromised health and an increased risk of developing a physical disability later in life (Shields et al, 2010).
- ◆ Similar to children, fitness levels for Canadian adults are declining. Compared to 1981, fitness scores were typically lower in 2007-09. Shields et al, (2010) remarks:

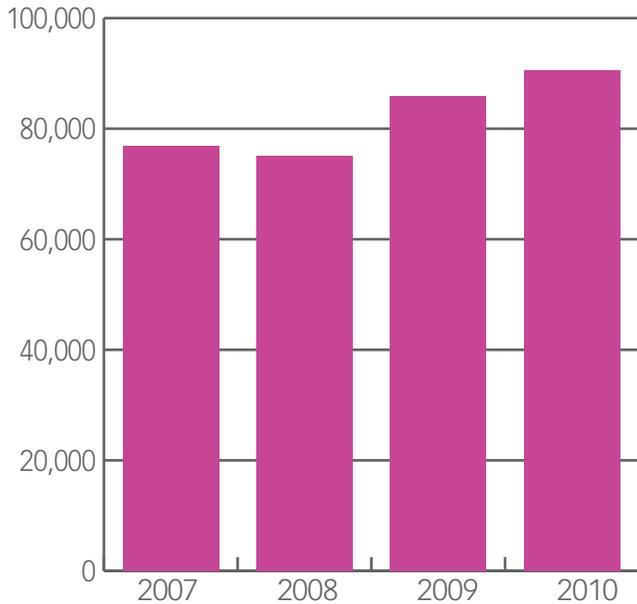
"Currently, the average 20 – 39 year old man and woman are overweight and have the same body composition profile as those who were aged 40 years or older in 1981. If these trends continue for another 25 years, half of males and females over the age of 40 years will be obese ... with commensurate increases in the personal and economic burden of avoidable non-communicable disease." (Shields et al, 2010:9).

- ◆ In Alberta, slightly more than half (54 per cent) of Albertans were getting enough exercise in 2010 to experience health benefits, down from 58.5 per cent in 2009 and 62.4 per cent in 2007. In Calgary, the active proportion of the population dropped dramatically between 2009 and 2011, falling by 12.6 percentage points to 51.4 per cent (ACAL, 2011). According to a 2009 survey of adult Calgarians, 41 per cent were concerned about being physically inactive. Further, between 2006 and 2009, the percentage of Calgarians who reportedly used recreation and leisure programs and services fell by almost 10 percentage points from 74 per cent to 65 per cent (Goss Gilroy, 2011).

Participation in recreation and sport recovering in wake of recession

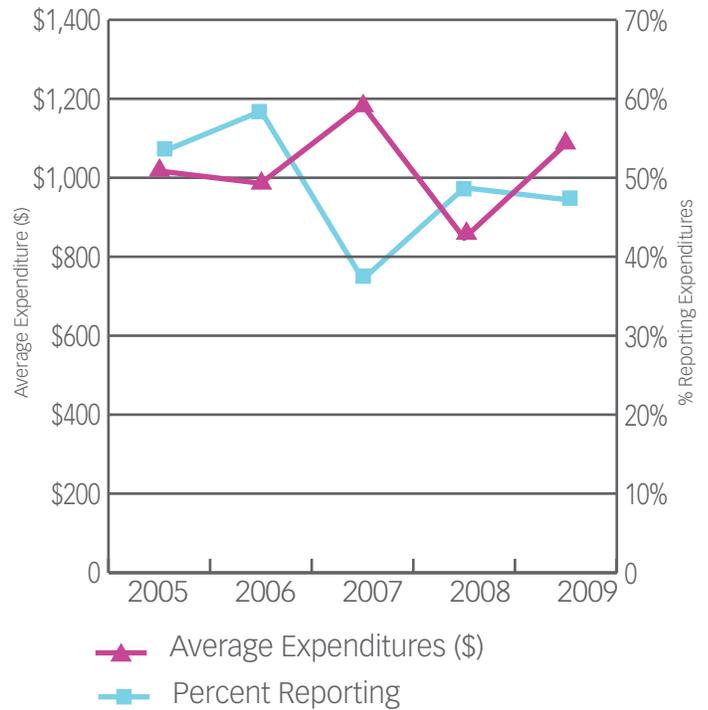
- ◆ In Calgary, participation in City of Calgary Recreation facilities and programs continued to grow. In 2010, the number of participants in Calgary Recreation programs and facilities rose by 5.5 per cent from the previous year, the second consecutive year of increase after falling in 2008 (See Table 42). Meanwhile, the average amount spent by Calgary households on the use of recreation facilities rose by 28 per cent between 2008 and 2009 (See Table 43) (Statistics Canada, 2011f).

FIGURE 14: Total Number of Participants in City of Calgary Recreation Facilities and Programs, 2007 – 2010



◆ In 2009, almost half (47.3 per cent) of Calgary households reported expenditures on the use of recreation facilities (See Table 44). While this is largely unchanged from the rate of 48.8 per cent in 2008, it is roughly ten percentage points lower than the rate of 57.2 per cent who reported such expenditures in 2004. Compared to other Canadian CMAs, Calgary had the highest average expenditure on the use of recreation facilities and the fourth largest percentage of households reporting expenditures on the use of recreation facilities (Statistics Canada, 2011f).

FIGURE 15: Percentage of Households Reporting Expenditures on Use of Recreation Facilities Showing Average Expenditure per Household Reporting, Calgary (CMA), 2005 – 2009.



Population ageing affecting physical activity of Albertans

- ◆ As the baby boom generation ages, the average age of Calgary's population continues to rise. Between 2011 and 2016, Calgary's seniors population is expected to grow by 26,394 people, a 25 per cent increase. Providing programs and facilities that enable an older population to remain physically active will be a critical challenge as activity levels typically decline with age. In 2010, the percentage of Albertans who were sufficiently active fell from 81 per cent among 18-24 year olds to 51 per cent among 45-54 year olds and just 34 per cent among seniors (age 65+) (ACAL, 2011). According to a 2009 survey by The City of Calgary, seniors are much less likely to use recreation or leisure facilities, programs or services, with only 46 per cent having used such facilities or services in the previous year compared to 68 per cent of non-seniors (Goss Gilroy, 2011).
- ◆ As the population ages, levels of physical activity may continue to fall unless strategies are implemented to increase physical activity among older adults. Older adults typically prefer less active pursuits, and this will likely lead to increased demand for leisure services such as walking, cycling and bird watching. This may in turn increase and change the demand for parks and open space (ARPA 2010a).

Changing lifestyles contribute to reduced physical activity

- ◆ One of the factors contributing to low levels of physical activity is increased sedentary activity. In 2010, six out of 10 waking hours of Canadian children and youth were devoted to sedentary pursuits. One factor contributing to increased sedentary behaviour is rising screen time (TV or computer), with Canadian youth spending an average of six hours per day at a screen on weekdays and over seven hours on weekends (AHKC, 2010).
- ◆ Increasingly, time is a critical factor limiting people's ability to participate in sport and recreation. For almost half (45 per cent) of Calgarians "lack of time" is their primary barrier to participating in physical activity (Ipsos Reid, 2010). Given these time constraints, more and more people are using their available time in smaller chunks that allow for multi-tasking. These time pressures are also drawing people away from more formal activities, such as team sports, to less organized and more individualized ones. (ARPA 2010a).
- ◆ As people struggle with rising levels of stress, recreation is a potential means of stress reduction that can provide a sense of calm. In 2009, stress was the most important concern reported by Calgarians, with over half concerned about their stress level (Goss Gilroy, 2011). In order to meet the needs of a population under stress, recreation programming will need to be flexible, with more short workshops and drop-in programs as opposed to longer courses. Waiting times will also need to be reduced or eliminated, along with feelings of being rushed (ARPA 2010a).

Income challenges restricting participation

- ◆ The level of physical activity a person is able to achieve is directly related to income. In 2010, the proportion of sufficiently active Albertans rose from 37.5 per cent among those with incomes of less than \$30,000 per year, to 48 per cent among those earning \$40-\$60K, and 54 per cent among those earning \$100K+ (ACAL, 2011). Nationally, people with higher income and education also tend to have more undesignated physical activity facilities available to them to be active (CFLRI, 2010b). Meanwhile, about half (49 per cent) of Canadian parents report that cost is a barrier to using fitness programs available in their neighbourhoods (AHKC, 2010).
- ◆ While Calgary's young professional population and resource-based workforce has provided a relatively large upper income group, there is also a growing gap between the rich and the poor. The ARPA (2010a) notes that this widening gap is leaving many people unable to participate in recreational activities, particularly younger low-income Albertans. Cost has now replaced lack of time as the number one barrier to participation. Active Healthy Kids Canada notes that there is inadequate and unequal access to facilities and programs in Alberta, stating: "*Due to income and other socio-demographic factors ... there is a severe lack of safe, accessible, affordable and available facilities and opportunities.*" (AHKC, 2010:55).

- ◆ In Calgary, 85 per cent of people said that they would increase their level of physical activity if more affordable recreation services, facilities and programs were available. Meanwhile, cost was the fourth most important reason for not participating in physical activity in 2010, with 8 per cent identifying this as a barrier (Ipsos Reid, 2010). In 2010, Calgary Recreation provided subsidized access to City of Calgary registered recreation programs and admissions to its aquatic and fitness facilities, leisure centres and golf courses (and participating partner facilities) to 24,180 low-income Calgarians through its Fee Assistance Program, up 23 per cent from 2009¹⁹ (See Table 45). The number of seniors receiving Fee Assistance rose most dramatically, jumping by 111 per cent between 2009 and 2010.

Perceptions of safety influencing activity and participation

- ◆ Physical activity tends to be lower when people don't feel that their environment is safe enough for walking or engaging in activity, particularly among older adults, as well as parents with children (Beard and Petitot, 2010; CFLRI, 2010d). Canadians generally do feel safe in their neighbourhoods, with well over half of Canadians perceiving their neighbourhood to be safe enough to walk in and engage in physical activities with their neighbours (AHKC, 2010). Two-thirds of Canadians also report that their community has many safe places to walk (e.g., sidewalks and walking trails). Men are more likely than women to report that their community has many safe places to walk. Those with higher income and/or education are also more likely to report that their community has many safe places to walk (CFLRI, 2010b).

¹⁹ The substantial increase can be explained, at least in part, to changes in electronic record keeping implemented in 2010 that changed how admissions are tracked.

Neighbourhood design influences physical activity

◆ The design of a neighbourhood can either promote or hinder daily physical activity. Among adults, improving the “walkability” of a neighbourhood has been found to greatly increase physical activity and health. Beard and Petitot (2010) note that:

“Good street design, access to public transport and diverse retail outlets may encourage individuals to remain engaged with their local community and maintain supportive social networks. Such features may encourage walking and other physical activity.”

◆ Among children, those who walk or bicycle to school tend to have higher amounts of daily physical activity, and they are more likely to do so in neighbourhoods where traffic is perceived to be safe and schools are easily accessible with sidewalks (CFLRI, 2010d). In Calgary, the new suburbs and developing communities where the largest share of children live are also the least walkable (City of Calgary, 2011d).

Access to programs and facilities important for increasing physical activity

◆ Physical activity is enhanced when programs and facilities that support that activity are easily accessible. Nationally, almost half of Canadians (45 per cent) report that their community has many facilities designated for physical activity and sport. Meanwhile, just over one-third (35 per cent) report that their community has many non-designated facilities for physical activity and sport (e.g., schoolyards), a proportion that has been rising over the past decade (CFLRI, 2010b).

◆ In Alberta, more than half (55 per cent) of Albertans in 2010 agreed they have “easy access” to places where they can be physically active (ACAL, 2011). In Calgary, almost one-third (31 per cent) of adults reported in 2009 that they were concerned about not having recreation and leisure opportunities available to them (Goss Gilroy, 2011). At the same time, a lack of places to exercise was identified by 8 per cent of Calgarians as the most important reason for not engaging in physical activity (Ipsos Reid, 2010).

◆ Although the majority of Canadians report that facilities are readily available, there is a need for supports and services that would help people access them. Nationally, only 16 per cent of Canadians report that their community has many support services to facilitate physical activity and sport (e.g. instruction or childcare), while 19 per cent report that their community has none (CFLRI, 2010b). This may partly explain why less than half of Canadian children and youth use the community physical activity amenities that are available to them (AHKC, 2010).

◆ Evidence suggests that increasing access to facilities and supports will enhance physical activity. In 2010, more Canadians reported that they would increase their usage of supports and facilities for physical activity if more were available in their community compared to a decade earlier (CFLRI, 2010a). The proportions that would increase their usage of various facilities and supports are as follows:

- ◆ Places to safely cycle – 39 per cent
- ◆ Multi-purpose trails – 30 per cent
- ◆ Places, programs and facilities designated for physical activity – 32 per cent
- ◆ Places to safely walk – 28 per cent
- ◆ Support services – 24 per cent
- ◆ Non-designated spaces for physical activity – 22 per cent

- ◆ In Calgary, a recent survey found that support services are important for helping people increase their level of physical activity. According to this survey conducted in 2010, important supportive factors included information on physical activity, health and well-being (74 per cent), convenient transportation to activities (68 per cent), services to link people with common interests (64 per cent), and specific coaching or instruction (60 per cent) (Ipsos Reid, 2010).
- ◆ Women are more likely to report that they would increase their usage of such supports and facilities if more were available. However, women tend to feel less safe and also have lower incomes, factors that both reduce participation. Lower income women or those with less education may thus be especially disadvantaged, having less access to supports and facilities, and feeling less safe to engage in activities in their neighbourhoods (CLFRI, 2010a).
- ◆ Proximity of parks and open space also enhances physical activity. In Alberta, people reported that they would increase their use of places programs and facilities designated for physical activity if more were available, particularly younger adults, women and those from lower-income households (CFLRI, 2010a, c). In Calgary, 91 per cent of people reported that having better access to paths, trails and green spaces would be the most important factor to help them increase their level of activity (Ipsos Reid, 2010).
- ◆ Providing open spaces that can support a wide variety of activities such as walking, cycling and running is also important (CFLRI, 2010c). Currently, however, there are no guidelines in place to guide community planning to create quality open spaces and open space networks. As a result, opportunities to design parks and open spaces to support the physical activity needs of Albertans are being missed (ARPA 2010a).

Ageing and insufficient infrastructure a barrier to physical activity

- ◆ Due to the ageing of facilities and years of deferred investments, Alberta faces a significant infrastructure deficit. Much of the province's infrastructure is entering the last quarter of its viable life and suffering from insufficient capital management, requiring significant retrofitting and/or major upgrades. While multipurpose facilities built in the 1980s are in better shape, they need work, especially aquatic facilities, and few communities have undertaken life-cycle capital maintenance. In Calgary, the majority of indoor facilities were built in the 1960s and 1970s, and Calgary Recreation has struggled with the lack of a consistent source of capital funding to address their life-cycle and maintenance needs. Currently, The City's maintenance backlog is approximately \$186 million.
- ◆ Active Healthy Kids Canada estimates that Alberta requires approximately \$327m to upgrade existing sports and recreation infrastructure, with a replacement cost of \$2.8B. This does not include parks, trails, community halls or infrastructure like gyms. Nor does this include any new facilities to meet the needs of a growing population growth and changing trends (AHKC, 2010: 55). The Alberta Recreation and Parks Association further estimates that an additional one billion dollars in capital investment is required to upgrade and further develop parks and open spaces in Alberta municipalities, over half of which would need to come from municipalities themselves (ARPA 2010a). Not only do older facilities place a strain on municipal budgets, many are ill-suited to today's mix of recreation interests and pose health, safety and access concerns.

Growing cultural diversity shifting recreational participation

- ◆ Growing cultural diversity is changing the demand for parks and recreation programs and facilities. For many visible minority groups (particularly east and south Asian), community parks play a key role in family related gatherings. In this increasingly multicultural environment, there is a growing need within the recreation sector to address language barriers, increase cultural competency among recreation staff and to better match services to increasingly diverse interests (ARPA 2010a).
- ◆ In addition to a growing visible minority population, Alberta and Calgary also have a rapidly growing Aboriginal population. As parks and open space play an important role in Aboriginal culture, there is a need to ensure barrier free access for this growing population (ARPA 2010a). Physical activity is also important for the health of Aboriginal people, particularly children and youth. In a recent study of off-reserve Aboriginal children, it was reported that roughly two-thirds (69 per cent) participated in sports at least once a week in 2006, and children who spent time with elders were more likely to be involved in sports. Aboriginal children from higher income families were also more likely to participate (Smith et al, 2010).

Sexual orientation and gender identity affect participation

- ◆ Sexual orientation and gender identity are becoming increasingly recognized as important factors affecting the willingness of youth to participate in sport. In most sports, heterosexuality is the presumed norm, and this leaves lesbian, gay, bisexual and transgendered (LGBT) athletes feeling isolated and either hiding their identity or often being the target of discrimination, harassment and abuse. For men, team sport is often based on traditional ideas of masculinity, and those who do not conform to this image (homo or heterosexual) may face discrimination. For women, the opposite effect occurs. Often females who engage in sport are not seen to be “feminine” enough, which may make some avoid sport for fear of stigmatization, regardless of their sexual orientation or gender identity (CAAWS, 2011).
- ◆ In sport, homophobia takes many forms, including rejection by team-mates and coaches, degrading activities, such as anti-gay remarks, insults, cruel jokes and teasing, along with initiation and hazing rituals, stigmatization and violence at the hands of peers. Homophobia is also present in the practices of sports organizations, which can be directly discriminatory, such as when sport organizations limit employment or other opportunities for lesbians and gays. Organizational or institutional policies and practices can also be inadvertently discriminatory if they have an adverse effect on LGBT athletes, such as pricing in sport and recreational activities that does not take into account non-traditional families, or billeting practices requiring athletes of the same gender to share rooms or even beds (CAAWS, 2011).

Environmental issues shaping the future of recreation and parks

- ◆ Environmental challenges are growing and will have important impacts on the delivery of recreation and parks programs and services. Over the next century, the average global temperature is expected to climb 5 to 8 degrees, leading to accelerated glacial melting, threatened ecosystems, and extreme weather swings. Such climate disruption may dictate many operational changes in the recreation and parks sector.
- ◆ One critical challenge will be responding to increased water scarcity as demand continues to rise while water supplies shrink. Local governments may be called on to play a pivotal role in ensuring that water is used wisely by individuals, as well as public and private institutions. This may require improvements in watershed management and a move to retrofit open space areas with drought resistant plantings and other natural features that reduce water demand and enhance moisture retention. There may also be a demand for facility retrofitting to reduce water usage, particularly in the operation of aquatic facilities (ARPA 2010a).
- ◆ As public concern with environmental quality and sustainability grows, interest in environmental education is also increasing. There is concern about a growing disconnect between children and the natural environment, and urban parks and open space can provide an important resource for environmental education for children and adults. At the same time, liability issues, particularly the increasing cost of liability insurance, are constraining outdoor activities that could enhance environmental education (ARPA 2010a).

- ◆ As concern about the environmental impact of fossil fuel consumption, especially its use for vehicles, grows, there is an increased emphasis on active transit and public transportation improvements. One of the impacts of this is increased demand for safe routes for active transportation. This can be achieved through the provision of linear green space and the linking of existing parks (ARPA 2010a). In fact, a recent study found that parks and recreation settings were more frequently used for exercise and utilitarian functions (e.g., transportation) than for recreation per se (CFLRI, 2010c).

Recreation sector facing fiscal constraints

- ◆ The economic significance of recreation is on the rise. Currently recreation accounts for \$2.24B of GDP and 22,000 full-time jobs in Alberta (ARPA 2010a). At the same time, the sector faces important fiscal challenges in the wake of the recent recession. In 2009, revenues in Canada's recreation and amusement industry fell by 0.3 per cent due to the effects of the recession as well as poor weather conditions that affected outdoor activities. While fitness and recreation sports centres reported an increase in revenues, expenses rose at a faster rate, dropping the operating profit margin from 5.3 per cent in 2008 to 4.4 per cent in 2009 (Statistics Canada, 2011h). In Calgary, household spending on recreation in Calgary declined in 2009 for the third consecutive year.
- ◆ Current fiscal challenges are partly the result of changes in the sector's funding mechanisms. Combined, provincial recreation transfers for operating and capital fell by 70 per cent between 1989 and 1997 and only regained their 1989 level in 2006. In the late 1980s and early 90s, recreation's share of total funding to municipalities was about 10 per cent. This fell to a low of 3 per cent by the beginning of the 2000s, but has since risen to 6 per cent (ARPA 2010b).

- ◆ This has left municipalities bearing a larger share of recreation costs. In 2010, Alberta municipalities accounted for about 90 per cent of recreation spending, with recreation accounting for approximately 10 per cent of total municipal expenditures province wide. While total municipal recreation expenditures have climbed significantly over the years, when adjusted for inflation and population growth:

“total expenditures re-achieved levels of the 1988-1990 period only very recently, following more than a decade of reduced spending levels ... Had municipal expenditures for recreation (adjusted for inflation and population growth) remained at late 1980s levels throughout the period to 2006, cumulative spending over that time would have been higher by about \$2.7 billion in 2007 constant dollar terms.” (ARPA 2010b:5).

- ◆ Over the years, not only has provincial funding been reduced, it has changed its focus from primarily operational funding to capital funding. Whereas In 1988, operating transfers accounted for 75 per cent of total provincial transfers, by 2006, the situation was reversed with about 75 per cent of provincial transfers directed to capital and only 25 per cent to operations. This has left municipalities largely responsible for funding operations, with two-thirds of municipal recreation expenditures being operational (ARPA 2010b).

- ◆ As provincial funding has lagged, municipalities have become increasingly reliant on their own resources to fund recreation. For operational costs, this has resulted in increased reliance on user fees. Whereas In 1989 sales and user fees accounted for about 14 per cent of requirements, by 1997, this share had risen to a high of 24 per cent. While this share has since fallen slightly, it remains above the levels of the late 1980s (ARPA 2010b).

- ◆ For capital expenditures, municipalities are dependent on property taxes and debt. And while the provincial government has shifted its funding focus from operations to capital, the provincial share of total capital expenditures remains low. Due to a variety of new capital investment programs the provincial government accounted for 13 per cent of total capital expenditures in 2006, but this represents an increase from its low of 4 per cent in 2000 (ARPA 2010b).

- ◆ For many municipalities, local resources are insufficient to meet growing and changing demands. Increasing user fees has implications for user affordability and program accessibility. At the same time, there are practical and political limits to the extent to which municipalities can raise property taxes and/or incur debt (ARPA 2010b). All of this has contributed to a significant under-investment in the programs, services and facilities that are required to support an active and healthy population.

Capacity of recreation organizations also strained

- ◆ Apart from municipalities, most recreation and sport programs and services are delivered by non-profit organizations. As such, these organizations are experiencing the same challenges as many non-profit organizations in other sectors. This includes a challenging funding environment, human resource pressures, cost constraints and challenges with volunteer recruitment and management.

- ◆ Charitable giving is an important source of funding for recreation and sport focused non-profit organizations. In 2007, 14 per cent of those who made charitable contributions donated to recreation and sport organizations, accounting for 3 per cent of total donations in that year. As charitable donations contracted during the recession, recreation and sport organizations experienced a revenue squeeze similar to other non-profits.

- ◆ Human resource pressures are also impacting recreation and sport organizations as they are across the non-profit sector. The human resource capacity in the recreation sector is particularly challenging due to the fact that many in leadership positions are approaching retirement. This potential loss of leadership and knowledge may exacerbate existing challenges arising from a loss of knowledge capital due to cutbacks and bottom-line management of the 1990s. Meanwhile, there is a significant gap opening up at the entry level as the youth population dwindles, and a labour shortage is expected to re-emerge. The future of the sector demands focused attention on recruitment, training, and succession planning.

- ◆ Volunteering is one important source of human resources for the recreation and sport sector. In 2007, 13 per cent of Canadians who volunteered did so with recreation and sport organizations, the second highest volunteer rate among non-profit organizations. On average, volunteers for recreation and sport organizations volunteered an average of 116 hours annually, the third highest average number of volunteer hours among various types of voluntary organizations. As the population changes and ages, the characteristics and needs of volunteers will also change, and recreation and sport organizations will need to respond. For a fuller discussion of issues facing the non-profit sector, please see Section 1.3.

New governance models emerging to address sustainability challenges

- ◆ There is a move to shared governance as public services increasingly involve partnerships and citizen engagement. This may include a growing number of public-private partnerships, as well as partnerships with other public bodies, such as education. As such partnership opportunities emerge, traditional joint-use agreements with education may need to expand to include planning and programming to address youth inactivity and other community needs. Increasingly, recreation services are being integrated into larger community service departments that recognized the linkage of recreation with other broader quality of life issues and objectives. The Calgary After School Program, a collaborative effort between Calgary Recreation, Community & Neighbourhood Services and numerous community partners offering affordable after school programming for youth ages 6-16 during the critical hours of 3 p.m. to 6 p.m. weekdays, is one such example.

- ◆ Shared governance provides new opportunities to demonstrate the upstream benefits of recreation. To fully realize these opportunities, new skills are required, including facilitation and collaborative leadership, especially at the local community level. To be successful partnerships need strong and comprehensive agreements, improved accountability, and excellent communication. Forging and evaluating public-private partnerships requires contract management competencies not traditional to the field, and relevant training will be essential to improve partnership outcomes and ensure public policy outcomes are achieved.

Policy Developments

- ◆ In 2011, the federal, provincial and territorial (FPT) ministers responsible for sport, physical activity and recreation endorsed *Curbing Childhood Obesity: A FPT Framework for Action to Promote Healthy Weights*. The ministers also agreed to set physical activity targets for adults as part of the *Pan-Canadian Healthy Living Strategy*.
- ◆ In 2011, the FPT ministers responsible for sport, physical activity and recreation agreed to proceed with the development of a successor policy to the current *Canadian Sport Policy* along with a joint FPT action plan.
- ◆ In 2011, the Province of Alberta approved *Active Alberta – A Recreation, Active Living and Sport Policy*. This policy “will identify actions and outcomes to help individuals, communities, active outdoor environments and ‘systems’ embrace participation in physical activity, recreation and sport. This policy is being developed in collaboration with 11 provincial government departments.” (AHKC, 2010:55)
- ◆ In 2010, Calgary City Council approved the *Recreation Master Plan: 2010-2020*. This Plan, which will serve as a roadmap for Recreation over the next decade, is the culmination of extensive consultation with citizens and stakeholders. It brings together the foundational recreation cornerstones that are instrumental to building complete communities. The Recreation Master Plan will provide a consistent definition of what is meant by “recreation” and the scope of The City’s role in providing recreational services to Calgarians. Recreation will adopt a Recreation for LIFE service approach to ground the development of a broad continuum of recreation opportunities across the lifespan.
- ◆ In July 2011, Calgary City Council approved the establishment of a *Community Investment Fund*, which will see The City of Calgary invest \$252 million into tangible and useful community improvements over the next six years. This includes libraries, recreation centres, swimming pools, arenas, athletic fields, parks, playgrounds and emergency services. The Community Investment Fund will help to address the need for new facilities stemming from the city’s growth, as well as critical life-cycle upgrades to existing facilities. This fund will assist in filling the funding gap due in part to the shrinking dollars coming from other levels of government.



Working “Out”: LGBT Workers Speak Up

There’s good news and bad news: an overall easing of stigma against homosexuality has alleviated pressure on the lesbian, gay, bisexual and transgendered (LGBT) community in recent years. Consequently, more individuals are aware of their rights and coming forward with stories of abuse and discrimination, meaning that unfortunately bullying is still alive and well on the job site.

“Imagine going to work every day in a hostile and dangerous environment, and your boss did nothing to support you,” says Ricardo de Menezes, union representative for the United Food and Commercial Workers (UFCW, local 401). “It would become a choice between your paycheque and your health, and what kind of choice is that?”



*Ricardo de Menezes and Alex Shevalier
on Stephen Avenue*

Since 2009, the courts, human rights tribunals, unions and management have been tasked with establishing the limits of a new category of human rights legislation pertaining to sexual orientation – the culmination of work on hate/bias crime begun by gay activists in the 1970s.

In companies, the places where these precedents are now colliding with enforcement (for instance, in drafting appropriate non-discrimination clauses in collective agreements), the challenges are being experienced most directly. Some are adjusting better than others.

Alex Shevalier, president of the Calgary & District Labour Council agrees and adds, “We can’t provide exact numbers, but we’ve seen an increasing number of complaints on the grounds of sexual orientation in certain pockets of the city – with the ‘T’ in LGBT (gender expression and gender identity) being the final frontier for most companies.”

“The City of Calgary seeks to ensure a safe environment for individuals and families through the provision of emergency services (Police, Fire and Emergency Medical Services). The City also works with the community to promote safety and prevention through programs such as education and appropriate physical design.”

–Triple Bottom Line Policy Framework

A safe city is one in which policies and practices are employed in the development of healthy and safe public spaces, and non-violence is promoted as a way of resolving conflict among citizens. A safe city is also one in which risk factors associated with the onset of criminal behaviour in youth – and reduced health, educational and employment opportunities, such as family violence, poverty and substance abuse – are proactively addressed and mitigated. This section provides an overview of the issues and trends affecting safety in Calgary, as well as some of the ways in which governments at all three levels have sought to address them.

SNAPSHOT

- ◆ Person Crime Rate, Calgary, 2010: 826.5 ↓
- ◆ Property Crime Rate, Calgary, 2010: 4,056.0 ↓
- ◆ Violent Crime Severity Index, Calgary, 2010: 80.7 ↓
- ◆ Non-violent Crime Severity Index, Calgary, 2010: 69.3 ↓
- ◆ Youth Crime Rate, Calgary, 2010: 551 ↓
- ◆ Domestic Related Calls for Service, Calgary, 2010: 15,789 ↑
- ◆ Calgary Fire Department Incidents, 2010: 47,554 ↑

PROMISING TRENDS

- ◆ Reported crime rates continue to fall, with declines in both violent crime and property crime.
- ◆ Crime severity also continues to lessen and is lower than the national average.
- ◆ The youth crime rate continues to fall.
- ◆ Hate/bias crimes fall in Calgary.
- ◆ Perceptions of safety in Calgary continue to improve.
- ◆ Workplace injuries are down.
- ◆ Calgary ramps up its ability to co-ordinate a response to large scale emergencies.

CHALLENGES

- ◆ Victimization rates are stable, but remain above the national average.
- ◆ Domestic violence continues to increase in Calgary.
- ◆ Organized crime remains a significant issue.
- ◆ Social disorder calls for service increasing.
- ◆ Some types of injuries remain a cause for concern and the focus of preventive efforts.
- ◆ Workplace fatalities up, even as overall injuries are declining.
- ◆ Calgary Fire Department called out to slightly more incidents, even though fire incidents actually decreased.

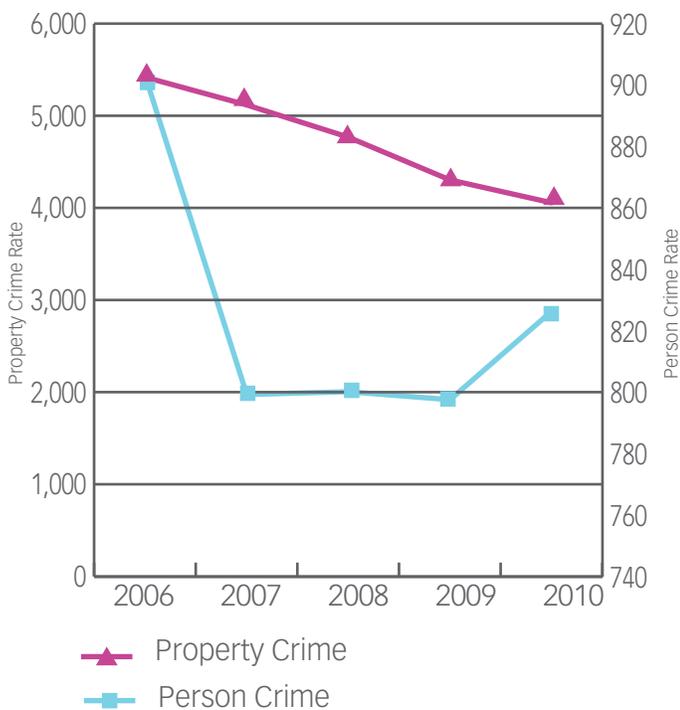
DISCUSSION

Reported crime rates continue to decline

- ◆ Crime rates are a key consideration in any discussion of citizen safety. Reported person crime rates in Calgary, after being static for the past three years, increased slightly between 2009 and 2010, due to small increases in assaults and sex offences (See Figure 16 and Table 46). Nevertheless, the person crime rate remained 22 per cent lower than ten years ago. Moreover, the Violent Crime Severity index, which applies a weighting to each crime type according to its seriousness, fell by 9 per cent between 2009 and 2010, and remained several points below the national average and 17.6 per cent below Calgary's 2006 index value (See Table 47) (Calgary Police Service, 2011a).
- ◆ Reported property crime rates in Calgary fell to a 10-year low in 2010, with the only type of crime showing an increase being break and enters. The property crime rate in 2010 was 33.7 per cent lower than it was 10 years ago. Also, the Non-Violent

Crime Severity Index fell by 5.2 per cent between 2009 and 2010, was almost 40 per cent below the 2003 index (Calgary Police Service, 2011a) and several points below the national average. Calgary is the only metropolitan area in western Canada with a crime severity index below the national average. (Dauvergne, 2011)

FIGURE 16: Person and Property Crime Rates (Per 100,000) Calgary, 2006 – 2010



Victimization rates remain stable, but above national average

◆ Reported crime does not tell the whole story, however, as many crimes go unreported. Victimization rates are a better measure of the prevalence of crime and include both reported and unreported crimes. Although victimization rates have remained stable in Calgary, there is evidence that Calgary victimization rates for some crimes are higher than the national average, and some demographic groups have higher rates

of victimization than the rest of the population (Perreault and Brennan, 2010).

◆ In Calgary, the latest available Police Commission survey (2010) reported that only 14 per cent of Calgarians had been a victim of crime. This rate has remained stable for the past three years. Most respondents were victims of property crime, although fraud and identity theft are increasing concerns, rising from 2 per cent to 8 per cent between 2009 and 2010 (Illumina Research Partners, 2010).

◆ The victimization rate in Calgary is considerably less than the rates indicated in surveys like the General Social Survey 2009, which indicated that 27 per cent of Canadians had been a victim of crime in the year prior to the survey (Statistics Canada, 2010g). It is not known whether this is related to actual differences in definition used by each survey, or actual differences in victimization rates.

◆ Regardless of actual victimization rates, Calgarians are still concerned about being a victim of crime, as shown in the recently released Signposts II (2009) survey (Goss Gilroy, 2011). If there is a large gap between reported crime and perceptions of crime, the implication is that efforts should be made to narrow this “insecurity gap.” Forty two per cent of adult Calgarians reported in 2009 that they were very (13 per cent) or somewhat (29 per cent) concerned about being a victim of crime in their community. Meanwhile, 21 per cent were very or somewhat concerned about not having safe housing, and 11 per cent were very or somewhat concerned about being a victim of domestic violence.²⁰

²⁰ Because safe housing and domestic violence were not specifically defined for the survey, it is possible that the rates are under reported.

- ◆ Calgarians also reported that they had important unmet needs for security services. In 2009, the biggest unmet needs for security services were for police and ambulance services, but there were also unmet needs for fire and women’s shelter services (Goss Gilroy, 2011).

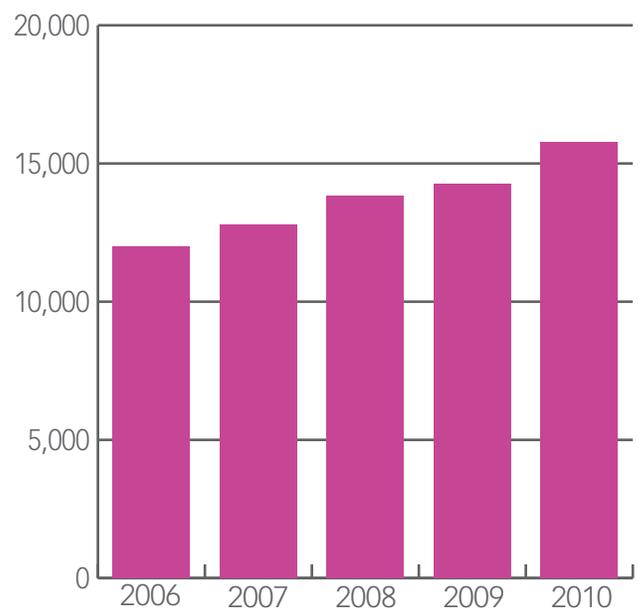
Perceptions of safety continue to improve in Calgary

- ◆ Calgarians continue to report that they feel safe in the city. The Calgary Police Commission reported that the percentage of citizens who felt very safe in Calgary increased from 29 per cent to 38 per cent between 2009 and 2010. The percentage overall that felt Calgary is a safe city was 91 per cent in 2010. Similar reporting has occurred in respect to Calgarians perceptions of safety on Calgary Transit (Illumina Research Partners, 2010).
- ◆ Generally, citizens felt much safer in their neighbourhoods than downtown. The Calgary Citizen Satisfaction Survey (2010) indicated that 77 per cent of Calgarians felt safe in their own neighbourhoods. This is an improvement from a low of 70 per cent in 2008 (City of Calgary, 2010b).
- ◆ Despite the improving outlook, some crimes still remain of concern. While gangs and drugs remain the top concerns for citizens on a city-wide basis, the primary concern at the neighbourhood level was house break and enters (Illumina Research Partners, 2010).

Reported domestic violence continues to increase

- ◆ The number of domestic violence incidents reported to the Calgary Police Service has increased in the past five years, by 31.6 per cent. (See Figure 17 and Table 48). The 2009 General Social Survey from Statistics Canada reports that less than a quarter of spousal violence is reported to police. A recent survey also indicated that almost two-thirds of Calgarians are either personally affected by domestic violence or know someone who is (Calgary Womens Emergency Shelter, 2011).

FIGURE 17: Victim Reported Domestic Calls for Service to Calgary Police Service, 2006-2010



- ◆ Certain groups of people remain at a greater risk of being victims of domestic violence. In Calgary, 18 per cent of immigrants reported in the Signposts II survey that they were very or somewhat concerned about being a victim of domestic violence in 2009, compared to only 10 per cent of respondents born in Canada. This was particularly true of recent immigrants, of whom 27 per cent were very or somewhat concerned, compared to only 17 per cent of non-recent immigrants (Goss Gilroy, 2011). Nationally, Aboriginal persons were almost twice as likely as the average to report being a victim of spousal violence in the past five years (10 per cent versus an average of 6 per cent) (Perreault, 2011).
- ◆ In addition to spousal violence, criminal harassment²² (stalking) is a growing concern related, largely, to intimate relationships. In Calgary, there were 317 incidents of criminal harassment reported to the Calgary Police Service in 2010, 38 per cent more than in 2009. Across Canada, females accounted for three quarters of all victims, with almost half being harassed by a former intimate partner. Harassment typically took the form of threats (38 per cent) and physical force (12 per cent) (Milligan, 2011). There is also concern about the way stalking and harassment can now occur; with the use of tracking cell phones, social media sites, online tracking, and so on, this becomes increasingly complex for victims. Ex-intimate partner stalking is considered the most dangerous form of stalking. Most women killed by their spouses are killed after leaving the relationship or while attempting to leave. Nearly half of all spousal homicides occur within two months of separation.

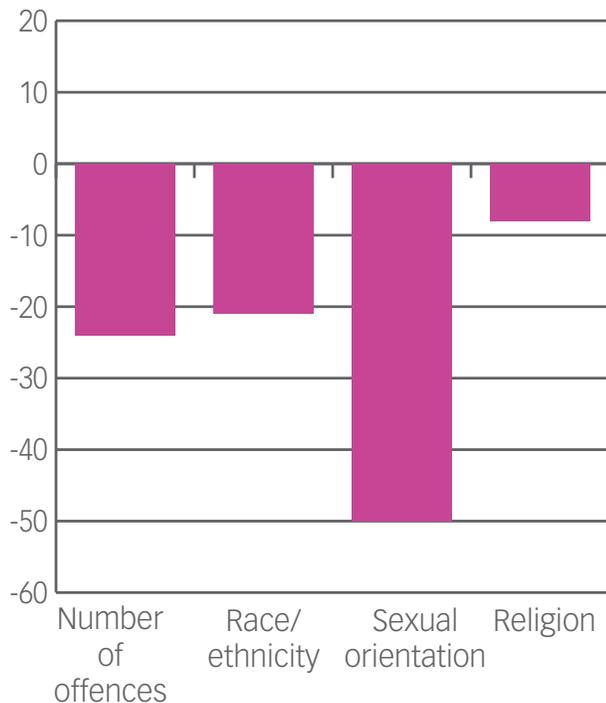
- ◆ Among Canadians who reported being victims of abuse, just over one-quarter, (28 per cent) reported using formal support services for help, down from 34 per cent in 2004 (Statistics Canada, 2011e). In Calgary, women's emergency and second stage shelters sheltered 1,070 women and 1,159 children between April 1, 2010, and March 31, 2011. In addition, 16,135 calls were received for information, referrals, support, crisis counselling and requests for space through crisis lines and shelters. Unfortunately, 3,612 women and 1,853 children could not be accommodated by the shelters, although they were referred to other shelter and community services and resources to assist them. Of the women admitted to the emergency shelters, 58 per cent were assessed to be at risk of being killed by their abusive partner (Calgary Womens Emergency Shelter, 2011).
- ◆ The number of child abuse investigations by the Calgary Police Service has fluctuated over the past five years, but declined from 272 to 253 cases between 2009 and 2010. The Calgary Police Service is collaborating with Children' Services, Alberta Health Services and The City of Calgary to build a Child Advocacy Centre for the full investigation of child abuse complaints and to monitor high risk parents and prevent abuse from occurring (Calgary Police Service, 2011a). The Centre should be open by the end of 2011.
- ◆ Elder abuse is becoming an increasing concern as the population ages. Nationally, while the rate of family violence against seniors is low (54/100,000 population), it has risen by 14 per cent since 2004 (Statistics Canada, 2011e). Immigrant seniors are particularly vulnerable due to the rising numbers of such persons, as well as their vulnerability due to language and cultural barriers to accessing assistance (Guruge and Kanthasamy, 2010).

²² "Criminal harassment, commonly referred to as stalking, refers to repeated conduct that is carried out over a period of time that causes victims to reasonably fear for their safety."

Hate/bias crimes decrease in Calgary

◆ Hate/bias crimes reported to the Calgary Police Service have fluctuated in Calgary since 2006, but have dropped by 24 per cent overall between 2006 and 2010. (See Figure 18 below and Table 49). In 2010, almost half were assaults, and a third involved damage to property. Most of the reported hate crimes were motivated by race/ethnicity in Calgary (Calgary Police Service, 2011a).

FIGURE 18: Percent Reduction in Hate/Bias Offences in Calgary, 2006-2010



◆ Despite the recent decrease in hate/bias crimes, there is a need for constant vigilance/prevention, due to growing diversity in our population. According to a recent Statistics Canada report, Calgary’s rate of such crime exceeded the national average. In 2008, Calgary had a hate crime rate of 5.3 per 100,000 population in 2008 and 5.6 in 2009, compared to a national average of 3.5 and 5.0 in those years (Statistics Canada, 2011i).

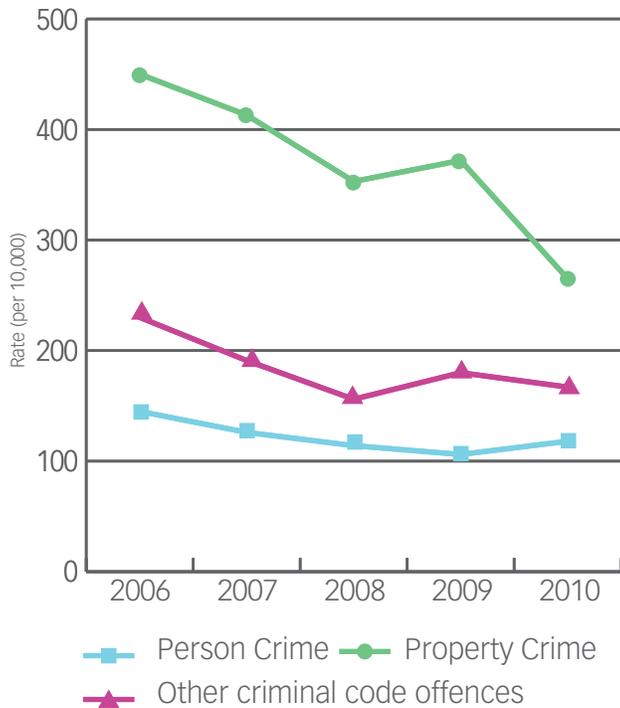
◆ In 2009, hate crime rates were generally highest among youth and young adults. For both victims and persons accused of police-reported hate crime in 2009, the rate peaked among those aged 12 to 17 years and generally decreased with increasing age (Statistics Canada, 2011i). The Calgary Police Service provides an education program for junior and senior high school students called the “Hate, Don’t Buy In” program, which was awarded the Solicitor General’s Crime Prevention Award and the Civil Rights Award.

Overall youth crime rate continues to fall, but youth person crime rate increases

◆ Youth crime continues to decrease in Calgary, with the youth total crime rate decreasing by 33 per cent between 2006 and 2010. (See Figure 19 below and Table 50). However, there was an 11 per cent increase in the youth person crime rate between 2009 and 2010 (Calgary Police Service, 2011a). Therefore, while the overall youth offending rate has dropped over the last five years, there is a need for continuing vigilance in terms of early intervention and prevention.

◆ A number of collaborative programs have been developed in Calgary to assist youth. These include New Roads, Calgary Community Conferencing, Gateway, YARD, About Face, the Multi-Agency School Support Team (MASST), and Calgary AfterSchool programs. Specifically, the Calgary AfterSchool Program in 2010 provided 5,505 children aged 6 to 16 with healthy recreational alternatives during critical hours when many tend to be unsupervised (City of Calgary, 2011e).

FIGURE 19: Youth Offending Rate, Per 10,000 Youth Aged 12-17, Calgary, 2006-2010



◆ “Towards Resiliency for Vulnerable Youth,” a study published by the United Way of Calgary and Area in April 2011, identifies a number of areas in which the support to vulnerable youth in our community could still be enhanced. Vulnerable youth include those affected by poverty, exclusion for ethnic or other reasons, mental illness, addiction, family breakdown, abuse or involvement in the criminal justice system. Vulnerable youth face barriers to completing their education, obtaining employment, meeting their basic needs for food, housing and transit, and in accessing mental health and social supports. A co-ordinated response among all levels of government and community agencies is required (United Way of Calgary, 2011).

Organized crime remains a significant issue

- ◆ The Criminal Intelligence Service of Canada (CISC) estimates that there are between 600-900 organized crime groups in Canada, ranging from small street gangs to highly organized and sophisticated criminal networks²³. Organized crime groups engage in a variety of illicit activities. Identity fraud has been growing due to the increased availability and ease of access to personal and business information, which makes it easier for organized groups to steal information and use it fraudulently. The emergence of cloud computing and smart phones is increasing the opportunity for criminal organizations to acquire information if securities can be breached (Criminal Intelligence Service Canada, 2011).
- ◆ Often, identity fraud supports financial crimes like mortgage fraud or payment card fraud. In particular, debit card fraud spiked in 2009, although credit card fraud was down. Wireless technology, such as Bluetooth, enables the illicit extraction and transmission of payment card information that is then relayed to card manufacturing factories, which can be located worldwide. Organized crime also involves itself in the theft of vehicles and equipment. The number of vehicle thefts has been decreasing across Canada since 2006 (Criminal Intelligence Service Canada, 2011).
- ◆ Finally, organized crime is also highly engaged in drug production and trafficking. Drugs are often obtained illegally through armed robberies, customer or employee theft, theft of prescription pads and illegal Internet pharmacies. Cocaine remains one of the most significant drug markets, along with marijuana. Cocaine is imported by

²³ “Since 2005, the concept of organized crime within law enforcement has broadened to include, not only tightly knit groups comprised of individuals with familial, ethno-geographic or cultural ties, but also more loosely associated, ethnically diverse, integrated criminal networks.” (CISC, 2011. p.23).

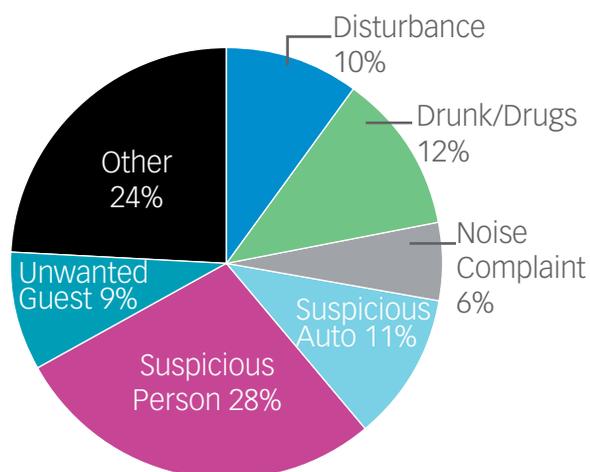
highly organized groups, but retail level distribution is often controlled by street gangs (Criminal Intelligence Service Canada, 2011).

- ◆ Street gangs remain among the least organized of criminal organizations. They remain, however, an area of concern due to the recent growth in number observed by police across Canada. They are also of concern because of the greater level of violence associated with them, violence that can expose innocent bystanders to harm (Criminal Intelligence Service Canada, 2011). In Calgary, gang-related homicides were down from a high of 15 in 2008, to just 3 in 2010 (Calgary Police Service, 2011a).

Social disorder calls for service increasing

- ◆ While police generated disorder calls remained relatively stable between 2009 and 2010, public generated calls increased by 6 per cent, due to higher volumes of calls for suspicious persons and disturbances (See Table 51). However, disorder is defined differently by different agencies.

FIGURE 20: Major Social Disorder Complaints Handled by Calgary Police Service in 2010, by Percentage of Total Complaints



- ◆ Animal & Bylaw Services also responds to social disorder incidents, such as disturbances, public behavior concerns, graffiti, vandalism and property damage. In 2010, Animal & Bylaw Services dealt with 13,769 calls of this nature, representing nearly 23 per cent of total general bylaw calls for service. Social disorder calls remained relatively static from 2009 to 2010 (City of Calgary, 2011f). Animal & Bylaw Services understands that addressing social disorder issues drives perceptions of safety and have worked to involve community stakeholders in developing initiatives proactively to respond to citizens' concerns. To that end, 2010 saw a continued increase in community based initiatives.

- ◆ Animal & Bylaw Services looks for opportunities to work with the community to give citizens the tools they need to improve their neighbourhoods. Leveraging the Community Standards Fund, Animal & Bylaw Services facilitates grassroots initiatives like Community Clean Ups. These neighbourhood driven events saw significant growth, increasing from 38 in 2009 to 57 in 2010 and removing over 600,000 kg of unwanted materials and garbage in 2010. The Corporate Co-ordinated Graffiti Abatement Program (CCGAP) relies on citizens to report graffiti on private property and works with property owners to ensure removal and provide a deterrent to further vandalism. This initiative removed over 225,000 square feet of graffiti from private property in 2010. These innovations provide significant opportunity for Calgarians to demonstrate they care about their community and are willing to get involved to ensure safe, clean neighbourhoods.

- ◆ Similarly, the Crime Prevention Investment Plan (CPIP) works in partnership with other funders to augment the capacity of community based organizations to proactively address issues of social disorder through crime prevention. By leveraging CPIP funds, 6,553 intoxicated individuals were transported and referred to safe and appropriate

services, including housing supports, through the Downtown Outreach Addictions Partnership. CPIP also provided funding to support Calgary Drug Treatment Court clients to provide 1,230 hours of subsidized employment to enable them to reintegrate into the work force. CPIP funds also support 12 Community Safety Initiatives and early intervention programs, in collaboration with the Calgary Police Service and other agencies.

- ◆ Animal & Bylaw Services also participated in numerous organizational partnerships to proactively address citizen concerns. The Illegal Encampment Strategy has taken a proactive approach to providing support to individuals experiencing homelessness, while also addressing illegal encampments in City parks.
- ◆ In 2010, Calgary Transit Peace Officers also responded to a total of 7,511 disorder events, up from 6,658 in the previous year. Of the total, Check on Welfare calls were the biggest category (42 per cent) and Unwanted Patron calls the second largest (23 per cent). These patrons may exhibit nuisance or disruptive behaviours such as panhandling, or consuming alcohol on transit property.
- ◆ Despite the different categories used, the number of calls that all three agencies handle that relate to people and behavioural concerns is notable (City of Calgary, 2011g).

Every 10 minutes, at least one Calgarian is admitted to an emergency department for an injury-related concern.

Every two hours, at least one Calgarian is admitted to a hospital for an injury-related concern.

Every day at least one Calgarian dies as a result of injury.

– Alberta Health Services, 2011

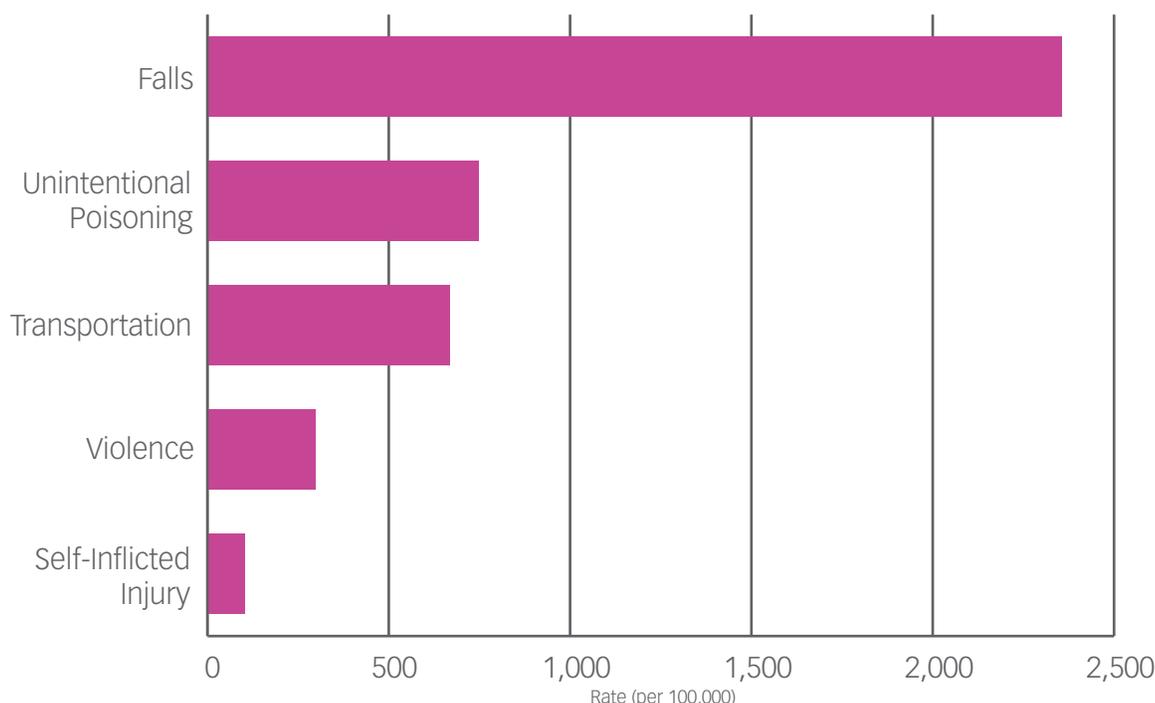
Injuries remain a cause for concern and the focus of preventive efforts

- ◆ Injuries remain a leading safety concern and are increasing nationally. Between 2001 and 2010, the overall injury rate for Canadians rose from 13 per cent to 15 per cent. The most noticeable increase over this period was among young people aged 12 to 19. While adolescent males remain the group most at risk (30 per cent), the proportion of girls injured increased from 18 to 23 per cent during that time period. Two-thirds of adolescent injuries were linked to sports (Statistics Canada, 2011i).
- ◆ Injuries related to falls and transportation and self-inflicted injuries are the most frequent causes of injuries in Calgary (See Table 52). Rates vary widely by age and gender, so preventive efforts must take these differences into consideration (See Table 53).
- ◆ Fall related injuries are the leading cause of direct healthcare costs due to injury in Alberta. Those most at risk are young children and those over the age of 65. Women over the age of 75 are three times more likely to be injured by falling than men (Weeks, 2011). Falls account for 83 per cent of all injury-related hospitalizations for Calgarians over the age of 65. Falls cause more than 90 per cent of all hip fractures in seniors, and one in five seniors who fractures a hip will die within a year of the break. The health care cost of falls in Canada is estimated at \$2.8 billion (Public Health Agency of Canada, 2005).

- ◆ Transportation injuries include motor vehicle, pedestrian and cyclist injuries. Males are at greatest risk, particularly between 13 and 24 years of age (Alberta Health Services, 2011). Although the number of persons injured in motor vehicle collisions was at a five-year low in 2010, the fatality rate did increase slightly, after declining for the previous four years (Calgary Police Service, 2011a). A recent study suggests that communities with high levels of social capital (i.e., strong connections with other people in the community) have more courteous drivers, have fewer traffic collisions, and thus fewer injuries and fatalities (Nagler, 2011).
- ◆ In 2009, 36 per 100,000 Calgarians were hospitalized for attempted suicide or deliberately harming themselves. While young women aged 13-24 were more than twice as likely to injure themselves, males in this age group were 8 times more likely to die (Alberta Health Services, 2011).

- ◆ According to the Signposts II survey, 9 per cent of adult Calgarians were somewhat or very concerned about suicide, either for themselves or someone in their household (Goss Gilroy, 2011). Groups which are most at risk of suicide in Alberta have been identified as Aboriginal peoples, individuals affected by the aftermath of another suicide or suicidal behaviour, individuals diagnosed with a mental illness, middle aged males, and school aged teens and young adults (Vincent, Sunley and Patterson, 2009). Safer Calgary, with the Calgary and Area Suicide Prevention Council, are targeting the issue of lack of resources available for men at risk of suicide.

FIGURE 21: Calgary Emergency Department Visit Rate per 100,000 Population, by Injury Type, 2009



- ◆ As indicated in Chapter 5, research also suggests that citizens living in low-income neighbourhoods may be more at risk for injury. There are many possible reasons for this increased risk. Housing and/or community amenities in such areas may be less well maintained and such areas may also be in closer proximity to heavier traffic areas. Additionally, there may also be less parental supervision due to parents working long hours to make ends meet, leaving children at greater risk.

Workplace injuries down but fatalities up

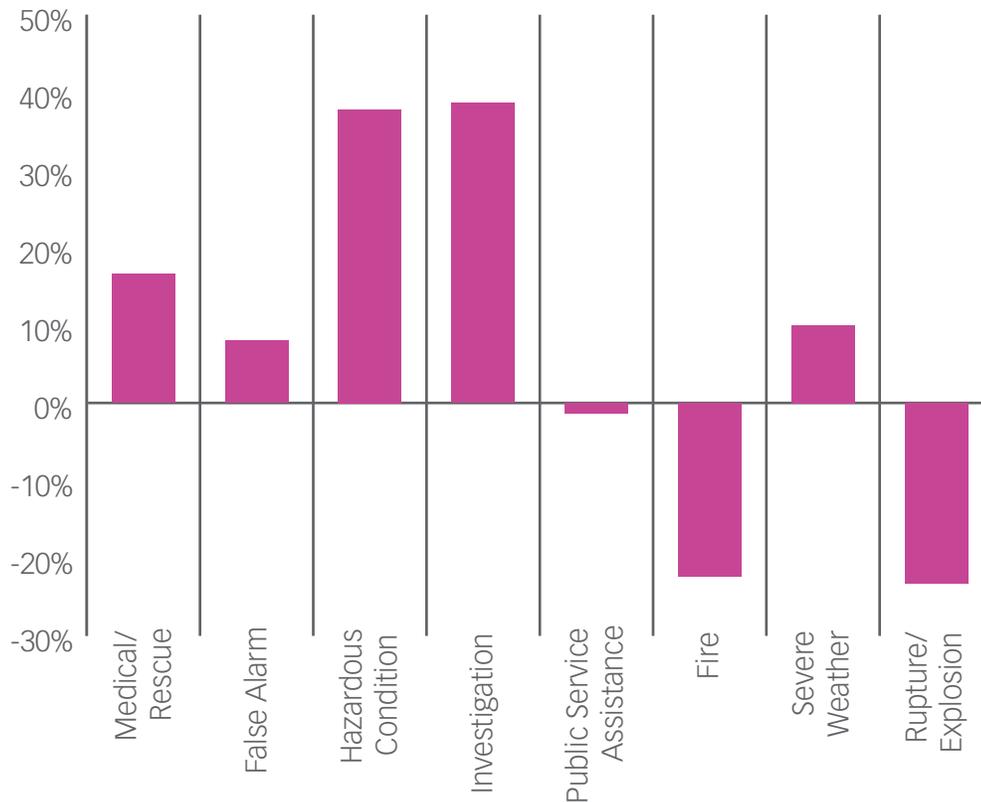
- ◆ In Alberta, lost time claim rates for workplace injuries have slid to a 20 year low. In 2010, lost time rates were down to 1.41 injuries for every 100 full-time jobs, from a high of 4.13 in 1991. The disabling injury claim rate was also down, falling to 2.67 per 100 full-time jobs in 2010, from 3.34 per 100 in 2008. Nonetheless, employers may under-report injuries in order to pay lower WCB premiums.
- ◆ Occupational fatality rates, however, increased from a rate of 63 in 2009 to 78 per million full-time jobs in 2010. One quarter of those fatalities were due to work-related motor vehicle incidents, a quarter were due to workplace incidents, and about 42 per cent related to occupational disease (Government of Alberta, 2011e). In July 2010, a *Ten Point Plan to Achieve Greater Occupational Health and Safety Accountability and Transparency* was announced, including improved monitoring of the safety records of employers, hiring additional Health and Safety officers and online posting of the safety records of individual companies (Government of Alberta, 2011f).

Emergency Medical Services (EMS) responses continue to decline

- ◆ Emergency Medical Services, now part of Alberta Health Services, made 107,176 unit responses for Calgary Metro in 2010, which is a decline from 112,464 responses in 2009 and 114,280 responses in 2008. Calgary Metro is now an expanded service area, compared to the historical City of Calgary EMS (Vogelar, 2011). The City of Calgary Fire Department also provides Emergency Medical Assists – of the total incidents responded to in 2010, 45.7 per cent related to medical assists, and these have increased by 16.6 per cent between 2006 and 2010 (City of Calgary, 2011h).

Calgary Fire Department called to slightly more incidents, even though fire incidents actually decreased

- ◆ In 2010, the Calgary Fire Department attended 47,554 incidents, with 99,476 apparatus responses, a 1.2 per cent increase in incidents over 2009, and a 1.3 per cent decrease in apparatus responses (See Figure 22 below and Table 54). However, only 4.1 per cent of incidents attended by the Fire Department are actual fires, and fires as a percentage of total incidents have decreased over time (22 per cent between 2006 and 2010). Hazardous condition incidents accounted for 15.1 per cent of calls in 2010, and their number has also increased by 38 per cent between 2006 and 2010. In addition, the Fire Department made 106,947 non-emergency contacts in 2010, to promote fire safety, through educational programs to students, checking residences, patrolling rivers, and removing needles from community public areas, among other things (City of Calgary, 2011h).

FIGURE 22: Percentage Change in Fire Department Incidents, By Type, 2006 – 2010

- ◆ In Alberta, cooking was the primary cause of fires, responsible for starting 19 per cent of fires, while arson accounted for 15 per cent, electrical 12 per cent, and smoking 11 per cent (Government of Alberta, 2009). Building codes can affect fire safety as well. Newer homes are built closer together, and furnishings are made with more synthetics, which make fires ignite, burn faster and release more toxic gases.
- ◆ Seniors in Alberta are at the highest risk of dying in fires (average fire death rate of 1.3 in 2008), while children and youth had the lowest risk (average rate of .3 per 100,000 population). As for fire injuries, young adults aged 18-34 had the highest risk of being injured (a rate of 6.8 per 100,000 population). Males are twice as likely to die in fires as women, and three times more likely to be injured.
- ◆ Other groups at higher risk for fires are immigrants (possibly due to limited English ability, to understand safety messages), those with low income (who may be less likely to undertake needed home repairs and purchase safety equipment, such as smoke alarms), those with low education/literacy levels (who may be less likely to understand instruction manuals and warning labels) and those who use tobacco and engage in substance abuse (Government of Ontario, 2009).
- ◆ Most fire victims (70 per cent in 2007 in Alberta) die from smoke inhalation, not burns. Because fires now burn more aggressively, the time needed to escape them has been reduced from about 17 to three minutes, making it particularly difficult for older or less mobile citizens to escape. In 2008, Alberta toughened its building codes to improve fire safety, which included a requirement for fire-

resistant wallboard under vinyl siding and additional sprinklers in multi-family buildings, among other recommendations.

Calgary ramps up its ability to co-ordinate large scale emergencies

- ◆ In 2008, Calgary City Council approved the establishment of the Calgary Emergency Management Agency (CEMA), to assess risk for, prevent, and also co-ordinate the responses of multiple agencies in the event of major disasters, such as natural disasters (e.g., floods, tornados), major fires or toxic material leaks, or pandemics. In 2010, there were seven Municipal Emergency Plan activations, which included responding to three major fires, two natural gas leaks and a chemical spill (City of Calgary, 2011i).
- ◆ Potential risks for large scale emergencies include the rising potential for pandemics as global travel allows new strains of disease to spread quickly around the globe. Climate change may also increase the risk of emergencies as global warming may have unpredictable impacts and produce extreme weather events. Even without climate change, Calgary and area is statistically due for a major flooding event in the surrounding watersheds. A major fire in a multi-unit apartment building may also leave many people without shelter for extended periods of time – all of whom need to be sheltered, fed and provided with services to deal with psychological trauma.
- ◆ While citizens rely heavily on government in the event of a disaster, this has led to complacency and a lack of family preparedness in the event of service disruption or extended periods of isolation during a large scale emergency. The potential for broad disruption of essential services and critical infrastructure may leave citizens without food, water, utilities or even shelter. All citizens should be prepared with a 72-hour kit of emergency

supplies. To support community preparedness, CEMA sent Household Emergency Plan flip books to every child in both the Public and Catholic School Boards in 2010. CEMA also hosted the first Annual Disaster Alley special event and other events during Emergency Preparedness Week, to help raise the awareness of the need for people to prepare 72-hour kits.

- ◆ The ability of households to respond to a disaster may be affected by socioeconomic status. Those with few resources or community connections are very reliant upon the system of social agencies – agencies which are very stressed already due to the impact of the recession, even without the influx of clients and increased demands for service during and after a disaster. To increase preparedness, CEMA is mapping out the locations of vulnerable citizen groups, such as shelters and seniors lodges, to better plan for evacuation routes, reception centres and access to needed services.

POLICY/LEGISLATIVE DEVELOPMENTS

Federal

- ◆ Bill S-2, *The Protecting Victims from Sex Offenders Act*, requires sex offenders to provide certain personal information to the National Sex Offender Registry and the National DNA Data Bank, as well as information on their employers and vehicles used. This allows police the ability to access critical information for investigations in a timely manner.
- ◆ Bill C-22, *An Act Respecting the Mandatory Reporting of Internet Child Pornography*, requires Internet service providers and services such as Facebook, Google and Hotmail, to report any incident of child pornography to police and preserve the computer data.

- ◆ *The Limiting Pardons for Serious Crimes Act*, (Bill C-23A) replaces the current system of pardons with a more restricted and narrowly defined term called a “record suspension.” Those individuals who have been convicted of sexual offences against minors and those convicted of more than three indictable offences would be ineligible for a record suspension. The waiting period would also be lengthened to five years for summary offences and 10 years for indictable offences.
- ◆ Some notable changes have been made in the *2010 National Model Building Code of Canada*. Part 3: Fire Protection, Occupant Safety and Accessibility Protection against Falls from Residential Occupancy Windows. A requirement has been introduced providing for a guard or a mechanism that prevents a window from opening more than 100 mm.
- ◆ In March, 2011, Bill S-6, *Serious Time for the Most Serious Crime Act*, was passed, which repeals the “faint-hope clause” allowing murderers to obtain early parole. Bill C-48, *Protecting Canadians by Ending Sentence Discounts for Multiple Murders Act*, also came into force.
- ◆ Also in March 2011, Bill C-21, *Standing Up for Victims of White Collar Crime Act*, came into force. It toughens sentences for fraud, requires judges to consider restitution for victims and also allows for community impact statements.
- ◆ In June 2011, the *Fair and Efficient Criminal Trials Act* received royal assent. It will assist in prosecuting large and complex cases, such as drug trafficking, white-collar crime, terrorism, organized crime or crime-related activity, by improving case management and procedures.
- ◆ In November 2010, *The Tackling Auto Theft and Property Crime Act* was passed, which will improve enforcement tools for trafficking in stolen property, identified as a primary activity for organized crime.
- ◆ In October 2010, *Canada’s Cyber Security Strategy* was released. The Strategy will invest in securing Government of Canada systems, as well as partnering with other governments and with industry to ensure systems vital to Canadian security, economic prosperity and quality of life are protected. It also includes boosting education and awareness to better help Canadians keep their personal information safe and secure when online at home and at work. Legislative changes have also been introduced and are currently in the review stage.

Provincial

- ◆ Bill 16, *a new Traffic Safety (Distracted Driving) Amendment Act*, came into effect on Sept. 1, 2011. It will impose a fine for various activities, such as talking on non-hands free cell phones, texting, reading/viewing printed materials and engaging in personal grooming, while operating a vehicle.
- ◆ Bill 2, the *Protections Against Family Violence Amendment Act*, will add offence and penalty provisions for breaching protection orders. It allows police or social workers to obtain an Emergency Protection Order on a 24-hour basis, and police to obtain a Warrant of Entry to assist victims of family violence.
- ◆ Bill 8, *Missing Persons Act*, will allow police to search personal information, such as cell phone and financial records, upon application to the Courts when working on a missing person’s case, even when there is no reason to suspect a crime has been committed.
- ◆ Bill 15, *Victims of Crime Amendment Act*, will amend procedures for voluntary organizations to obtain grants, if they can demonstrate that they have programs that directly benefit victims of crime.
- ◆ *Addressing Elder Abuse in Alberta: A Strategy for Collective Action* was released in November 2010.

- ◆ In July 2011, changes to the *Alberta Building Code* were announced, which substantially increased the maximum fine levels from \$30,000 to \$500,000, and extended the length of time that charges can be laid for safety violations from six months to three years.
- ◆ In September 2011, the Government of Alberta announced *Creating Connections: Alberta's Addiction and Mental Health Strategy*, to co-ordinate and improve addiction and mental health services in the province. There is a strong link between mental health and addiction issues and safety issues, both from a social disorder and criminal justice perspective. A report done for the Standing Senate Committee on Social Affairs, Science and Technology in 2006 indicated that the number of offenders with mental disorders admitted to federal institutions was 60 per cent higher in 2004 than in 1967, and when substance abuse was included as a factor, the total increase was 84 per cent. (Statistics Canada , 2009)

Municipal:

- ◆ Animal & Bylaw Services realized significant success working alongside the community in the *Downtown Entertainment Enforcement Project (DEEP)*, addressing late night social disorder concerns in the city's core.
- ◆ There has also been significant work with Animal & Bylaw Services, the Calgary Police Service and other City departments, with respect to addressing community concerns surrounding *Derelict and Abandoned Properties* in neighbourhoods. These efforts have provided welcome relief to citizens dealing with the social ills associated with abandoned properties.
- ◆ A *Safe Housing Inspection Program (SHIP)* was commenced to ensure safe and healthy living conditions at multiple tenant/rooming house locations. This program is a partnership between Animal & Bylaw Services, the Calgary Police Service, Fire, Business Licensing, Development Inspection Services, from The City, and Alberta Health Services.
- ◆ A *Calgary Police Service Cadet Corps* was established in January 2011, in partnership with Cenovus Energy, to engage youth aged 12-18 and promote leadership, citizenship and a career in policing.
- ◆ The Calgary Police Service also initiated a *Start Smart Stay Safe Children's and Family's Projects* in 2011, in partnership with Mount Royal University, the Calgary Board of Education and the Calgary Catholic School District, to teach good decision-making, healthy relationships and positive behaviours to children and parenting practices to adults.
- ◆ In February 2011, Council approved the Terms of Reference for a *Co-ordinated Safety Response Team*, to identify safety issues on construction/ building sites, unsafe and derelict buildings (including marijuana grow ops). The CSRT coordinates the responses of the Calgary Police Service, Alberta Health Services, ALERT (Safe Communities and Neighbourhoods), Animal & Bylaw Services, and Development & Building Approvals – both the Business Licence and Safety Response Units. "A Practical Guide to Construction in Calgary" was also presented to Council in July 2011 to educate the public on both legislative requirements and best practices for construction safety. For example, informational signage must be posted on all building sites, and the public, if unable to resolve concerns with the contractor, may address the concern to the Co-ordinated Safety Response Team. In addition, The City proposed changes to the Alberta Building Code to the Province to improve construction safety.
- ◆ A *Calgary Transit Bylaw* was in the final stages of stakeholder consultation in 2011, in an effort to address behaviours that foster feelings of insecurity among customers of Calgary Transit and area residents.

Safety Linkages to Other Aspects of The Social Outlook

ISSUES THAT AFFECT SAFETY:

Poverty/Low Income:

- Substandard housing, proximity to heavy traffic may be less safe.

Growing Diversity:

- Poor understanding of English may limit ability to understand public safety messages.
- Discrimination may increase hate/bias incidents.
- Other cultures may trust police less.

Aging Population:

- Advancing age, physical and mental fragility can increase susceptibility to crime, likelihood of fires and injuries, such as falls.

Urban Design:

- Sidewalk, roadway design can affect number of pedestrian, collision injuries.
- Sight lines, lighting, etc. can affect perceptions of safety.

VARIOUS ASPECTS OF SAFETY:

Crime:

- Person
- Property
- Reported Crime versus Total Victimization
- Perceptions of Safety

Disorder

Fires

Hazardous Materials

Injuries:

- Falls
- Transportation
- Self-Inflicted
- Violence
- Unintentional Poisoning

Emergency Medical Responses

Emergency Preparedness

SAFETY'S EFFECT ON OTHER ISSUES:

Inclusiveness:

- Neighbourhoods perceived as unsafe may discourage citizens from going outside and interacting with others, leading to social isolation and less physical activity.

Changing Face of Calgary:

- Injuries may result in permanent disability, increasing costs for accessible infrastructure.

Poverty:

- Low-income citizens less able to weather unexpected emergencies, adding costs to government and social agencies.

Using “Social Enterprise” Models to Train Professionals

The Calgary Sexual Health Centre (CSHC) receives one-third of their funding from The City of Calgary’s FCSS fund, one-third from the United Way and one-third from private donors. In recent years, the latter has proven unstable, so “social enterprise” was fronted as an alternative. At heart, social enterprises operate like any regular business – by recovering costs or applying fee-for-service parameters – but are distinct in how they manage their operations and redirect their surpluses in pursuit of social and environmental goals.



*Dr. Ron Read, in Calgary's downtown
Sheldon Chumir STI clinic*

Applying this model to teaching Calgarians about healthy sexuality is proving a novel fit. In a society where sex both sells merchandise and is considered taboo, finding good information on sexuality is challenging — even for Calgary's medical professionals. "Doctors and nurses don't always receive adequate professional development in this area," says Dr. Ron Read, specialist in infectious diseases. "This, in spite of the fact that our sexuality — our physicality and our gender, not just our activity — deeply informs the way we

interact with other people. It's a normal part of being human and is as much social as health-related."

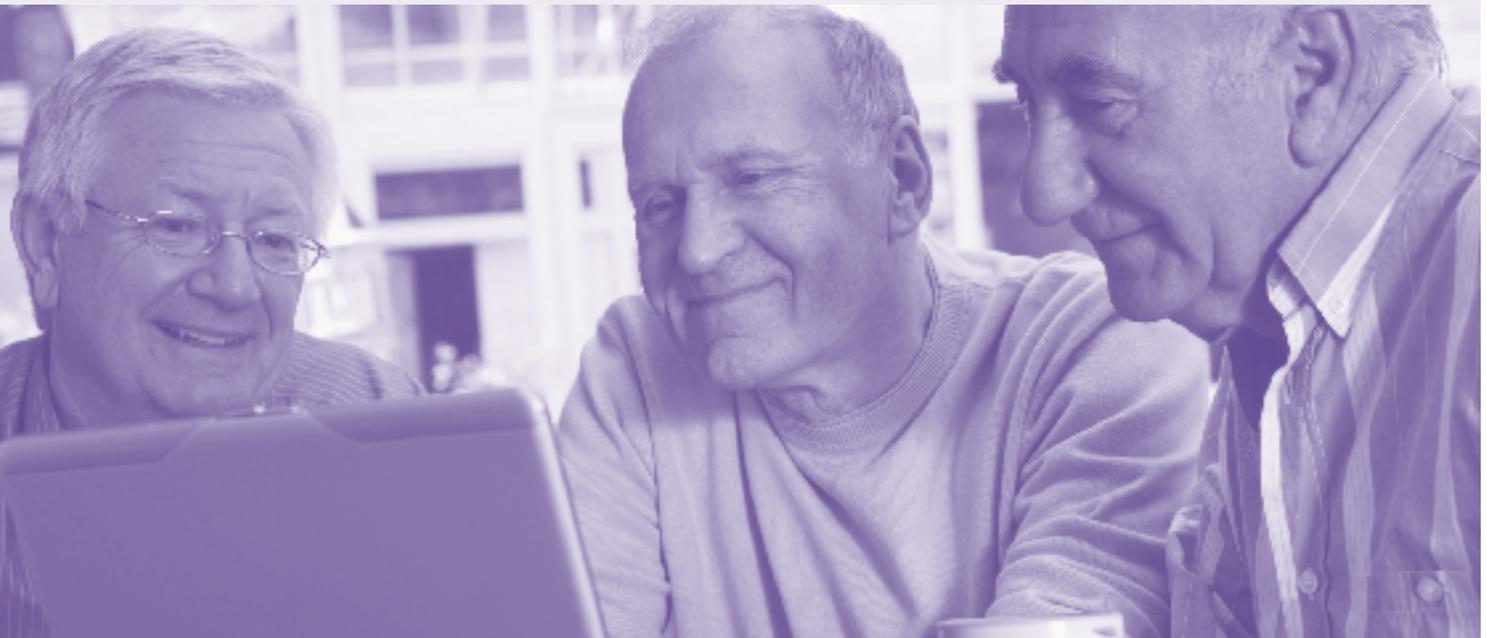
To this end, the CSHC recently developed a training centre to help medical professionals enhance their knowledge and successfully broker difficult conversations with their patients. Some of the topics they explore are sexual orientation, gender diversity, senior's sexuality, sexual abuse and self-esteem, etc., in addition to traditional help with pregnancy and sexually transmitted diseases. "It's very important work," says Read, "I'm thrilled to be a part of it."

Website:

calgarysexualhealth.ca

The City of Calgary promotes strong neighbourhoods through the development and support of integrated communities with a varied social composition and a strong sense of place. Working in partnership with other stakeholders, The City achieves this through appropriate planning and design that provides easy access to a compatible range of public and private services and amenities that respond to the needs of a diverse population. A high quality of life in neighbourhoods is maintained through planning approaches that promote privacy, safety and quiet within residential areas, with easy access to transit, community services, parks, open space and amenities.

–Triple Bottom Line Policy Framework



SNAPSHOT

- ◆ Population Growth Rate, 2010-11:
 - ◆ Downtown: 4.2 per cent ↑
 - ◆ Inner City: 1.3 per cent ↑
 - ◆ Inner Suburbs: 1.0 per cent ↑
 - ◆ Established Suburbs: (-0.3 per cent) ↓
 - ◆ Recent Suburbs: (-4.0 per cent) ↓
 - ◆ Developing Communities: 7.8 per cent ↑
- ◆ Percent of Population Growth Accommodated in Developing Communities, 2010-11: 92.4 per cent ↓

PROMISING TRENDS

- ◆ Calgarians report a strong level of social cohesion.
- ◆ Calgary moving to develop “complete communities”.
- ◆ Public transit access and quality remains good for most Calgarians.
- ◆ Housing diversity and choice increasing across the city.
- ◆ Improving pedestrian safety contributing to better walkability.
- ◆ Community Economic Development initiatives strengthening communities.
- ◆ Local food production increasing with rising interest in Community Gardens.

CHALLENGES

- ◆ Development pressure in new communities grows as population growth resumes.
- ◆ Cities struggle to provide new, and finance existing, community infrastructure.
- ◆ Housing quality a concern, particularly for renters.
- ◆ Housing needs changing with ageing population.
- ◆ Demand for open space to grow along with population, with deficiencies in the quality of open space an issue in the established areas.
- ◆ Walkability and access to transit remains lower in newer communities.

DISCUSSION

- ◆ The development of strong neighbourhoods is related in large part to their design. Over the past several decades, the design of communities was based on an ideal of separating land uses to create uniform, distinct and separate residential, commercial and industrial areas. This pattern of development was typical in Calgary, much of which developed in the post-war era.
 - ◆ Typical of this development form were residential areas comprised of single-detached homes, oriented to the needs of young families with children. Such developments were also built to accommodate a transportation system oriented around the private automobile. This approach to planning was premised on having an unlimited land supply along with cheap energy to support automobile transport. Urban planning also assumed that financial prosperity was linked to owning a home and that residential property values were best protected by separating land uses (Lewis, 2011).

- ◆ This form of urban development is now posing important challenges, and its underlying assumptions are being questioned. Land supply is no longer unlimited and oil dependence has proved to have significant environmental, economic and geo-political consequences. Meanwhile, homogenous land use has diminished the efficiency of city services, wastes energy and promotes social segregation, while not necessarily protecting property values. Demographic changes are also challenging this land use approach as communities have become much more complex, and the majority of households are no longer couple families with children (Lewis, 2011).

- ◆ As communities grapple with these new challenges, different planning approaches are being sought that contribute to the development of strong neighbourhoods in this new social and economic environment. In Calgary, strong neighbourhoods are understood to be ones that are socially cohesive and inclusive; have sufficient accessible and quality services, amenities and infrastructure; have healthy and safe natural and built environments; and attract and sustain appropriate business and economic development. This section reports on the strength of Calgary's neighbourhoods as they grow and develop.

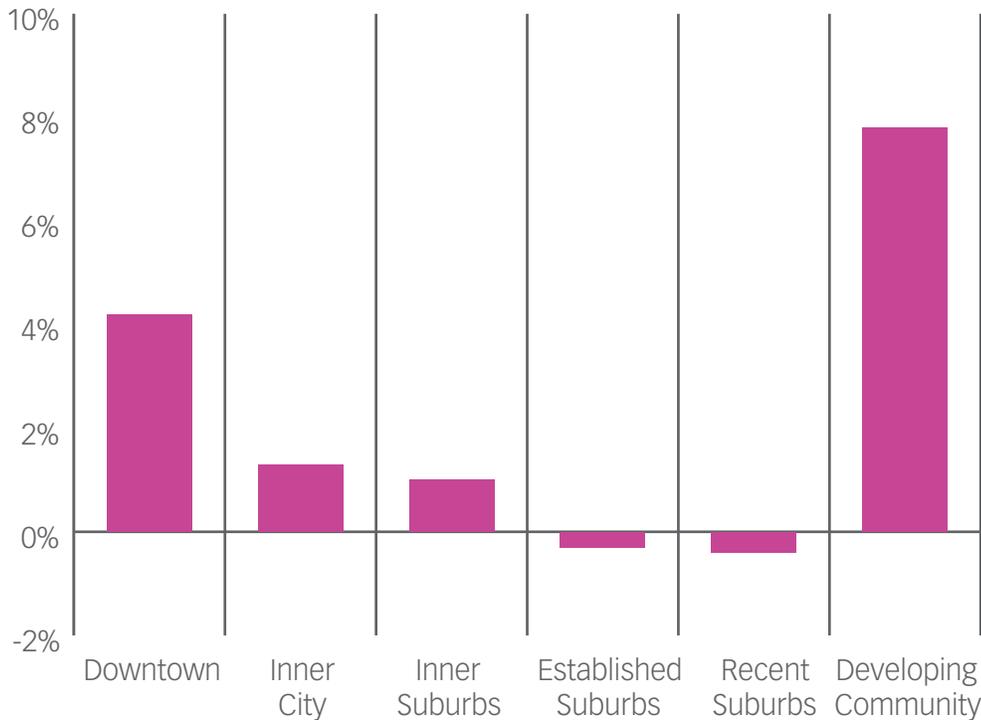
Development pressure in new communities as population growth resumes

- ◆ Over the next five years, Calgary's population is expected to grow by 5.7 per cent, accommodating an additional 83,129 people. Of those, almost half (43 per cent) will be migrants to Calgary (City of Calgary, 2011a). Historically, Calgary's population growth has been accommodated in the developing communities (new suburbs). In 2011, the developing communities grew by 7.8 per cent compared to an overall city growth rate of 1.8 per cent, accounting for 92.4 per cent of the city's growth (See Table 55). This is a significant reversal from 2010 when the developing communities accounted for 236 per cent of the city's growth, offsetting population declines in almost all other parts of the city (City of Calgary, 2011o).

- ◆ In 2011, population growth in the downtown, inner city and inner suburbs picked up, recording a combined 6.5 per cent rate of growth, an additional 3,316 people. Combined, these areas accommodated 17.1 per cent of Calgary's population growth. This reverses a population decline in 2010, when these areas suffered a net loss of 1,432 people. Meanwhile, population in the established and recent suburbs continued to drop, falling by 1,868 people, a 0.64 per cent decline (City of Calgary, 2011o).

- ◆ Over the next five years, it is projected that Calgary's developing communities will account for 99 per cent of population growth, resulting in an additional 80,770 people in the developing communities by 2015, an average of 16,154 per year. Over that time, the southeast sector is expected to grow the most, accommodating an additional 27,019 people, followed by the north sector (+23,049). Meanwhile, the south sector is projected to grow by 12,971, the west sector by 8,399 and northeast sector by 8,209. The east sector is not projected to increase significantly, growing by only 1,123 (City of Calgary, 2011j).

FIGURE 23: Population Growth Rate by Urban Area, Calgary, 2010-2011



- ◆ In 2010, the developed areas (DA) accounted for 80 per cent of Calgary’s population (See Table 56). Over the previous decade, the DA population grew by 1.6 per cent. Slower population growth in the developed areas is largely due to ageing families, with a loss of 25,000 school aged children and an increase of 82,000 adults over the age of 45. Over the next 30 years, the population of the developed areas is expected to pick up, growing by 25 per cent as a result of “*new policy directions, transportation issues, and a desire for a more sustainable city,*” which will lead to a greater share of growth being directed to the DA (City of Calgary, 2011k).
- ◆ Within the developed area, growth over the past decade has been concentrated in the city centre. Over that time, the city centre population rose by 21.5 per cent, with this population dominated by the 20-44 cohort, while the number of children fell. Over the next 10 years (2010-19), the population of the

city centre is expected to grow by 15 per cent, rising from 34,527 in 2010 to a projected 39,300 by 2019.

- ◆ The population of the inner city has remained relatively stable, falling by 1.1 per cent over the past decade. The population of the inner city is ageing, with the age 45-64 being the only cohort to show growth over the past decade, while the age 5-19 cohort fell most sharply (-14 per cent). Over the next ten years, growth in the inner city will be more moderate (+1.4 per cent), with higher growth in the 20-44 and 65+ age cohorts, as those age groups are most attracted to the greater diversity of housing types and amenities available in the inner city.
- ◆ Similar to the inner city, the established areas, home to almost 60 per cent of Calgarians, showed virtually no population growth. Like the inner city, the established area population is ageing, with growth being greatest in the age 45-64 cohort. Over the next ten years, the established area is expected

to suffer marginal population loss, with total population falling from 633,558 in 2010 to 631,241 by 2019, a 0.4 per cent drop. Over the longer term, the established areas are expected to see moderate population growth due to in-migration to offset life-cycle losses, as well as small scale intensification, particularly as local commercial sites are redeveloped as neighbourhood activity centres (City of Calgary, 2011k).

- ◆ As intensification efforts grow over the next decade, certain areas within the developed area may experience more development pressures. Over the long term (30 years), the population within major activity centres is expected to grow by 663 per cent, while community activity centres can expect to see a 415 per cent population increase. Urban corridors are also expected to grow by 75 per cent, as are neighbourhood corridors which are projected to see a 54 per cent rate of growth. Much of the growth in these nodes is expected to take the form of higher density mixed uses and will accommodate the housing needs of an older population (City of Calgary, 2011k).

Calgarians report strong level of social cohesion

- ◆ “Social cohesion” refers to a sense of unity and co-operation among neighbours and the desire and willingness to work together for the collective good of community members. Calgarians feel a strong sense of community, indicating high levels of social cohesion within the city. In 2009, almost all (90 per cent) of Calgarians reported that they felt they belonged in Calgary (Goss Gilroy, 2011). The sense of belonging to one’s neighbourhood, however, is somewhat less. A 2010 survey found that almost half (45.5 per cent) of Calgarians felt a “strong” or “very strong” sense of belonging to their neighbourhood, while 37.3 per cent felt “somewhat” of a sense of belonging, and 17.2 per cent felt either a slight belonging or none at all (City of Calgary, 2010c).

- ◆ Neighbourhoods where people know and support each other is a critical dimension of social cohesion. While only slightly more than a quarter of Calgarians (27 per cent) state that they know many or most of the people in their neighbourhood (Goss Gilroy, 2011), four out five (80.6 per cent) agree that their neighbourhood is a place where people help each other out. In 2010, two-thirds (66 per cent) of Calgarians reported that they had done a favour for their neighbour in the past month, and over three-quarters (83 per cent) have a few or many neighbours that they know well enough to ask for help (City of Calgary, 2010c).

- ◆ In addition to the informal supports that neighbours provide to one another, many Calgarians also support their community in more formal ways. Almost one-third (30 per cent) of Calgarians report that they are members of their community association (Goss Gilroy, 2011), while almost three-quarters (71 per cent) of Calgarians report that they attend community events (City of Calgary, 2010c). Almost half of Calgarians (42 per cent) also reported in 2009 that they had volunteered in the past year (Goss Gilroy, 2011).

Neighbourhood design affects physical activity and engagement

- ◆ The design of our communities can have an important impact on the ability of people to be involved in their community and to stay active and healthy. While good urban design can foster inclusive and cohesive communities, the current design of many neighbourhoods does not take the needs of all residents into account, especially children, seniors and persons with disabilities. One of the fundamental design challenges facing urban areas is the dependency that has been created on the automobile, which results in less physical activity for both adults and children.

- ◆ The design of many newer neighbourhoods can impact the ability of residents to actively engage in their communities. Most neighbourhoods are not designed to meet the needs of children for exercise and activity, as they have not been built with the needs of pedestrians in mind (CFLRI 2010d). Similarly, most were not built with the needs of seniors in mind, leaving many feeling trapped in their homes, which produces increased health and social service costs in addition to the social cost of lack of participation of older residents (Harding, 2007). For both seniors and children, providing neighbourhoods that are safe, accessible and walkable, with good amenities, open space and transit, is important for supporting physical activity and engagement with the community.

- ◆ Increasingly, planners now aim to design communities to meet the needs of people through all stages of the life spectrum, with varying abilities, family situations and financial means. Many older communities, however, find themselves segregated by socio-economic status, lacking the social diversity that supports resilience. In Calgary, many neighbourhoods were designed to meet the needs of a growing population of younger families, characterized by predominantly single-detached low-density housing, typically separated from employment and retail services. The lack of housing diversity has resulted in neighbourhoods that are relatively homogenous in their social make-up.

- ◆ Of particular concern are neighbourhoods that are predominantly of lower socio-economic status. People living in such neighbourhoods tend to have poorer mental and physical health, and are at greater risk of injury (Oliver and Kohen, 2010, Beard and Petitot, 2010). Often people in such neighbourhoods face increased stress while living in an environment that does not support the development of personal networks that can help them manage that stress. These neighbourhoods

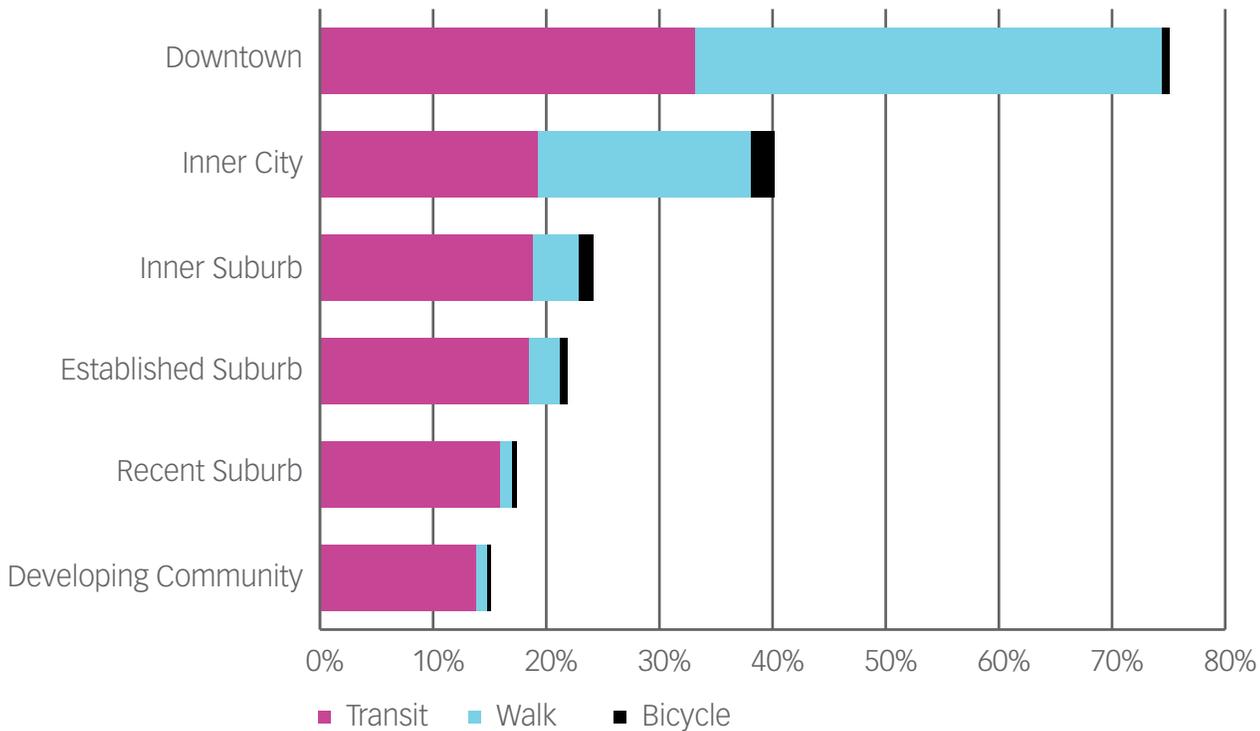
often lack important services, such as health or recreation, and have poorer access to healthy food (Beard and Petitot, 2010; Rochon, 2011).

Calgary moving to develop “complete communities”

- ◆ Providing equitable access to amenities, programs and services is in part a challenge that arises from our historical patterns of development. In Calgary, population growth has typically been accommodated by new development in suburban communities, where the provision of amenities and services has often lagged the growth of population. New communities have also typically been oriented towards meeting the needs of young families with children. This produces a community “life cycle” effect of initially rapid population growth, followed by stability and eventually population loss as children leave home. Often, the amenities and services initially provided to meet the needs of young families with children are no longer appropriate to the community as the population ages and requires new and different services.

- ◆ According to the 2009 Signposts Survey, 83 per cent of Calgarians agree that there are enough community facilities and programs to meet their needs, with just over one-third (34 per cent) strongly agreeing. At the same time, there is some concern about the availability of certain programs and services. In 2009, one-third of Calgarians were concerned about not having recreation and leisure opportunities available, while over one-quarter (27 per cent) were concerned about not having easy access to transportation, and almost one-quarter (22 per cent) about not being able to access childcare services (Goss Gilroy, 2011).

FIGURE 24: Percentage of Population Reporting Sustainable Modes of Commuting to Work by Urban Area, Calgary, 2011



◆ In response to these challenges, current planning is now focusing on the development of “complete communities” that are open to all people and offer people’s daily needs within a reasonable distance of home (City of Calgary, 2006). This includes the provision of a variety of amenities and services including food, housing choice, public services, open space and recreation, and transportation options, along with quality infrastructure. By ensuring equitable provision of such amenities and services, social inclusion is enhanced.

“Sustainable commuting” important for physical, social and environmental health

- ◆ Designing communities that promote walking, cycling or public transit as viable alternatives for commuting to school or work can reduce auto dependence and increase physical activity and health. In Calgary, roughly one-quarter (23 per cent) of the population engages in such “sustainable commuting” to work (See Table 57). Sustainable commuting is highest in the downtown, where three-quarters of workers actively commute to work. The percentage who sustainably commute declines with distance from the downtown, from 40 per cent in the inner city, to just 15 per cent in the developing communities (City of Calgary, 2011o).
- ◆ Cycling is an important component of sustainable commuting. According to a 2010 survey, 19 per cent

of Calgarians cycle at least once a week, and 59 per cent said they would like to cycle more often. When asked about barriers to cycling, personal safety was the biggest concern. Most Calgarians who cycle feel safe cycling on pathways and quiet residential streets, and many feel comfortable on collector streets with bike lanes, even with bus traffic. The level of comfort declines significantly without bike lanes, however. Designing communities and transportation corridors that respond to the needs of cyclists will be important for increasing sustainable commuting throughout the city.

Neighbourhood walkability contributes to health and safety

- ◆ The design of a community contributes to the ease with which people can walk to access amenities, goods, services and employment. Generally, people are more active and likely to walk when key destinations are easily accessible through a well-connected active transportation network. In Calgary, older inner-city communities tend to be the easiest to walk in, followed by the established areas. Developing communities and recent suburbs tended to be the least walkable (City of Calgary, 2011d).
- ◆ Walkability is a particular issue in lower income neighbourhoods. While the suburbs were designed for automobile use, the older suburbs are increasingly areas of lower-income where some people cannot afford a car. In these areas, services and amenities are geographically dispersed and walking or taking transit to them can involve traversing significant distance. In many cases, simple improvements can dramatically increase the ease of walking, short of completely redesigning the neighbourhood. These include improving shortcuts to provide more direct access to services and amenities. Also, fixing cracked sidewalks, installing curb cuts for people with walkers and strollers,

putting marked walking routes through parking lots, providing benches where people can stop and rest, lengthening crossing times at traffic lights and removing obstructions in the walking path such as dumpsters (Gee, 2011).

- ◆ Pedestrian safety is an important factor that contributes to neighbourhood walkability. Traffic and pedestrian safety is often associated with traffic volume. In Calgary, traffic volume rose between 2005 and 2007, but then plateaued in 2007 and has decreased since, possible due to higher fuel prices, the economic downturn and increased transit ridership (City of Calgary, 2011l). This may be contributing to reduced traffic collisions, injuries and fatalities, which have fallen consistently in Calgary over the past several years (Calgary Police Service, 2011a).
- ◆ Traffic and pedestrian safety is also greatly affected by the design of streets and neighbourhoods. A recent study of motor vehicle accidents in the United States found that collisions with other vehicles or pedestrians were greater on arterial roadways or around “big-box” and strip commercial developments, as compared to pedestrian scaled retail environments. This is due to the fact that crashes are most likely to occur at intersections and driveways, and the risks posed by these features are exacerbated by speed. Consequently, features such as trees, sidewalks and street-oriented buildings common in pedestrian scaled environments serve to reduce speed and also increase safety (Dumbaugh and Li, 2011).

Public transit critical for complete communities

- ◆ Good access to public transit is a key element of a strong neighbourhood. In 2010, 19 per cent of Calgarians lived in communities that had 100 per cent transit coverage, while almost half (45 per cent) lived in communities that had at least 95 per cent transit coverage. Still, over one-quarter (27 per cent) of Calgarians in 2009 reported concern about not having easy access to transportation, and public transit was the second most frequently reported unmet service need across the city (Goss Gilroy, 2011).
- ◆ The downtown and inner city have the highest transit coverage, with 89 per cent and 63 per cent of the population living in communities with 100 per cent transit coverage. Conversely, transit coverage is poorest in the recent suburbs and developing communities where only 17 per cent and 1 per cent of the population lived in communities with 100 per cent transit coverage. In the developing communities, 17 per cent of people lived in communities with less than 50 per cent transit coverage.
- ◆ While transit coverage is important, of equal importance is the quality of public transit. The City of Calgary has developed a transit score to measure how well a location is served by transit. The transit score is calculated by distance to the nearest transit stop, transit frequency and type of transit. According to the transit score, excellent transit (transit is convenient for most trips) is highest in the inner city, while transit scores are lowest in the recent suburbs and developing communities. Communities along rapid transit routes (LRT or BRT) also have higher transit scores higher than other communities (City of Calgary, 2011d).

- ◆ The degree to which public transit meets an individual's needs is related not only to the accessibility and frequency of service, but also to the ease with which it can deliver you to your destination. For many people, that destination is work. In Calgary, like many other North American cities, urban development was typified by a strong downtown, which accounted for a large share of metropolitan employment and suburban residential developments where workers typically lived. This employment pattern led to the traditional "hub and spoke" transit system that effectively ferried suburban workers to downtown employment. Strong transit ridership, then, was typically tied to employment in the downtown (Belzer et al, 2011).
- ◆ Over the past several decades, employment has become much more dispersed, with the downtown accounting for a smaller share of total metropolitan employment. Increasingly, employment is moving into lower-density suburban developments or higher density suburban employment centres. Since 1980, "suburb to suburb" commuting has increasingly dominated the commuter flow for most regions, as opposed to the traditional suburb to downtown flow (Belzer et al, 2011).
- ◆ Critical to the success of transit in this new dispersed pattern of development is job density and the creation of high density employment centres of sufficient size and in reasonable proximity to denser commuter neighbourhoods. Transit systems that effectively connect employment centres are more likely to achieve higher ridership. In this new environment, employment density along the transit corridor itself, not just the downtown, is important for transit ridership (Belzer et al, 2011). In Calgary, planning for Transit Oriented Development (TOD) that incorporates high density mixed uses along the CTrain corridors is underway with the development of several "Station Area Plans" around key LRT stations.

Access to employment opportunities important for strong neighbourhoods

- ◆ Strong neighbourhoods provide employment opportunities and offer residents the opportunity to live close to their place of work. For most cities, however, housing and jobs are highly separated. Not only has housing been separated from industrial use, over the past several decades it has also become increasingly separated from office and commercial employment as many companies have located in suburban locations, citing a preference among their employees (Florida, et al, 2011).
- ◆ Recently, however, many corporations are moving back into inner cities and away from suburban campus developments. This trend is being driven in part by poor access by both transit and car to suburban areas. Many younger professionals are also less interested in working in isolated sprawling developments. Companies themselves are also realizing the benefits of having workers in close contact with others (Benfield, 2011). This trend may have far-reaching implications for urban development patterns.

“The change has the same far-reaching implications for the region that the suburban stampede of the post-war era had on living and working patterns around Chicago. Well-paying jobs are up in the city, raising questions for the housing market in outer suburbia. New transit challenges will arise as more workers ditch suburb-to-suburb auto commuting and board trains and buses headed downtown.” (Benfield, 2011)

- ◆ In Calgary, the office market and employment continues to be dominated by the downtown. As of the first quarter of 2011, roughly two-thirds (65 per cent) of Calgary’s total office space (sq. ft) was located in the downtown, with one-third (35 per cent) located in the suburbs. However, the Beltline is not considered to be downtown. If the Beltline is combined with the downtown, the city centre accounts for almost three quarters (73 per cent) of total office space in Calgary (CB Ellis, 2011a, b).
- ◆ While there hasn’t been a large-scale movement in Calgary of jobs from the core to suburban areas, there has been growth in suburban office development and employment. Over the past two years, suburban office vacancy rates have continued to decrease, with an expectation of strong demand for suburban office space in 2011. Meanwhile, the downtown office vacancy rate continues to fall, and there is also strong and growing demand for office space in the Beltline area, which is not currently considered to be a downtown location. CB Ellis reports that *“Lower rental rates and operating costs and an abundance of parking which historically enticed tenants to the suburbs, have lost some of their luster, as tenants opt for affordable offerings in Class A buildings in the core” (CB Ellis, 2011c).*

Community economic development initiatives strengthening communities

- ◆ Strong neighbourhoods provide opportunities for meaningful participation in the local economy. Community economic development (CED) is one strategy for increasing local economic opportunity. In large cities, CED initiatives typically focus on creating economic and social value by providing opportunities for marginalized people to participate in the economy. In Calgary, there are several types of CED organizations.

1. **Social enterprise** – *“Social enterprise is defined as a business operated by a non-profit organization that can (1) provide goods and/or services, (2) provide employment opportunities for marginalized people, and (3) generate funds to reinvest into their respective organization’s programs.”* Some social enterprises in Calgary include the Centre for Newcomers (Ethnicity Catering), Servant Anonymous Society (Venue 1008), The Women in Need Society (Thrift stores), Green Calgary (EcoStore), Habitat for Humanity (Restore) and Vecova (Momentum, 2011). A 2009 survey of 76 Calgary non-profits found that 60 per cent were engaged in social enterprise. While there is a readiness among Calgary non-profits to embrace social enterprise, many require support to do so, especially training and access to capital (United Way of Calgary, 2009).
2. **Non-profit organizations** – provide programs and services that contribute to a strong local economy. Some examples of this type of work by non-profit organizations in Calgary include Momentum (micro-enterprise development), Arusha Centre (Calgary Dollars), Norfolk Housing (low-income housing), Good Life Community Bike Shop, Prospect (Studio C) and Market Collective (Momentum, 2011).
3. **Co-operatives and credit unions** – co-ops and credit unions are important as they offer shared ownership models, as well as access to credit for those who may otherwise be unable to access it. Co-ops and credit unions in Calgary include First Calgary Financial, Calgary Co-op grocery stores, Mountain Equipment Co-op, Calgary Cooperative Memorial Society, Sarcee Meadows (Housing Co-op), Calgary Alternative Transportation Cooperative and the Canadian Workers Cooperative Federation (Momentum, 2011).

- ◆ The Calgary Community Economic Development Network has identified four key ways to stimulate economic opportunity and a sustainable local economy. First, neighbourhood revitalization can create local economic development opportunities that lead to more complete and integrated communities. Secondly, providing meaningful employment ensures that all Calgarians have access to well-paid jobs that enable them to use their skills and develop new ones (Momentum, 2011).
- ◆ Local business development also fosters the development of non-profit social enterprises and locally-owned and operated businesses that incorporate CED into their operations. Increasingly, social economy activities are contributing to increasing community food security based on principles of sustainability. Food security oriented social economy activities range on a continuum from short term (such as food banks) to medium term strategies (such as co-operatives) to longer term more sustainable strategies (such as fair trade policies). Many of the initiatives underway across Canada in each of these three areas are being driven by organizations engaged in the social economy, and it is suggested that the social economy will have a very significant role to play in further developing a Canadian food security system (Brown, et al, 2008).
- ◆ In order to support community economic development and social enterprise, new models of financing will be required. In 2011, the Social Venture Exchange launched in Canada in order to link investors with ventures that have demonstrable social and/or environmental impact. In Britain, a new form of non-profit financing is emerging called “Social Impact Bonds.” In this model:

“Investors put up the initial money for the charity to run their project ... If the charity achieves or exceeds its agreed targets .. then the investors get a return on their investment (from the government). If the charity doesn’t (meet its targets) then the investors lose their money. So, taxpayers would only pay for the charitable projects that produce results.” (Douglas, 2011).

The first pilot project has started in the U.K. with interest growing in the United States and Canada. While attractive, some potential challenges with this model have been noted. First, this model provides an incentive for non-profits to work only with those most likely to produce results. Those that work with more complex issues may struggle to find funders. Secondly, critics note that, ultimately, funding continues to come from the government, who has simply transferred the risk from taxpayers to investors. The question remains as to whether this is really a new model, or simply a reconstituted form of government funding (Douglas, 2011).

Access to food a challenge in lower income neighbourhoods

- ◆ Access to healthy food is another important component of a strong neighbourhood. Research has shown that low-income households are not consuming a healthy diet and are typically purchasing food with lower nutritional content. This is partly due to the fact that healthier food has been less available in low-income neighbourhoods due to fewer retailers in such areas that offer such foods. This is exacerbated by the fact that many low-income people have limited mobility or lack access to a car and so are limited to purchasing what they can carry. As a result, they are more likely to rely on purchases from smaller corner stores where prices are higher and the quality poorer (Milway et al, 2011). In Calgary, recent increases in

food prices are resulting in financial stress among lower-income households.

- ◆ Across Canada, some innovative strategies have been developed to increase access to food, particularly in disadvantaged neighbourhoods. These include mobile food programs to bring food to areas where it is needed, such as mobile food vans, establishing community food distribution points, a farm to school program for transporting surplus apples, as well as a bus program that brings seniors to and from the grocery store (Manarina and Bergeron, 2010). A Calgary initiative, *Food ‘n More*, is currently testing a bulk food purchasing project among 25 agencies who feed homeless and other hungry Calgarians to develop a more sustainable food system.

- ◆ Community gardens are an emerging local food source. Farmers markets are also gaining in importance, with two such markets in Calgary. While farmers markets are important for supporting a local and sustainable food supply, there have been challenges engaging low-income households (Manarina and Bergeron, 2010). According to Alberta Agriculture and Rural Development, those who most frequently shop at farmers markets are those with the highest incomes (\$120,000 or more), while those with lower incomes are much less likely to frequent them (Government of Alberta, 2008b).

Housing diversity and choice increasing across the city

- ◆ Providing a range of housing choices is important to ensure a strong neighbourhood. A range of options should be provided for people of varying household types and financial means. Accommodating these diverse needs involves providing housing of varying types, tenure and levels of affordability. In Calgary, single-detached dwellings are the predominant form of housing. In 2010, single-detached dwellings accounted for 57.9

per cent of all dwellings in Calgary and housed over two-thirds (69 per cent) of the city's population. Most people in Calgary also own their homes, with an ownership rate of 70.6 per cent, up from 68.2 per cent at the beginning of the decade (City of Calgary, 2010d). Affordability, however, remains a challenge with almost one-third of Calgarians (31 per cent) concerned about not having enough money for housing in 2009 (Goss Gilroy, 2011).

- ◆ While ownership remains the preferred tenure for Calgarians, there are indications that the demand for rental accommodation may rise. In the United States, homeownership rates are dropping, with one-third (33.6 per cent) of American households now being renters, up two full percentage points from 2007. While this is due in part to the recession and the crisis in the housing market, observers also suggest it reflects a shift in values. *"Younger adults don't value homeownership as earlier generations did and many prefer to rent, studies show ... Many younger Americans see owning as risky. It hardly seems the best way to build wealth, especially when prices are falling."* Many now see homeownership as a burden rather than an investment (Kravitz, 2011). Further, as housing costs in Canada's major cities continue to move upward, there may also be renewed interest in rental units as people need to save longer to enter the housing market (Waters, 2010).

- ◆ The growing interest in rental accommodation is being accompanied by a demand for apartment housing, partly due to shifts in the economy. As the economy shifts from an industrial to a knowledge economy, traditional industrial employment in suburban locations is declining as knowledge work grows. Increasingly this knowledge work is concentrated in higher density inner-city areas where apartment growth tends to be strongest, as knowledge workers seek not only to be close to work, but also value the culture and amenities that accompany higher density inner-city living (Waters,

2010). Florida et al (2011) note that the demand for inner-city accommodation for higher skilled workers is most pronounced in larger metropolitan areas (population 1M+) as commuting time and distance from the suburbs are greater in larger areas, thus increasing the desirability of the city centre to higher skilled workers.

- ◆ The rising demand for apartment accommodation, however, is also being driven by changing values and preferences. Waters (2010) notes that there is a shift in Canada from a consumer goods economy to an "experience" economy, reflected by a shift of discretionary income from consumer goods to experiences such as personal services, dining or recreational pursuits. This shift is fueling the growth in apartment living as people seek to free time and income to pursue experience rather than goods, and the reduced cost and time associated with apartment living facilitates this. As people reduce their acquisition of consumer goods, they no longer need the same amount of space for those goods, which makes apartment living more feasible (Waters, 2010).

- ◆ Rising immigration is also increasing demand for apartment units. Many immigrants are used to living in dense urban environments and are accustomed to a range of amenities at their doorstep. As such, they will not be averse to renting or living in apartment units, even if their long-term goal is home ownership. As many immigrants come with families, apartment housing must be suitable for families with children. One of the key challenges for the future will be accommodating the needs of families with children for both immigrant and non-immigrant households, as there is a lack of larger (3+ bedrooms) units, as well as a lack of schools in close proximity to apartments in inner-city areas where a large proportion of apartment stock is typically located (Waters, 2010).

- ◆ In Calgary, housing diversity has tended to be greater in the developed areas, particularly the inner city. In 2010, housing units in the developed area grew by 11.0 per cent, of which almost three-quarters (72 per cent) were multi-unit and ground oriented dwellings, and only one-quarter (28 per cent) single detached. *"This trend is due to increased diversity in household structure (e.g., more single occupant households, a lower overall birthrate, and more 'empty nester' households)."* Within the developed area, housing activity has been strongest in the city centre where housing units rose by 6,100 (+32.3 per cent) over the past decade, roughly equal to the 6,100 increase in population. *"This nearly one to one ratio is due to the construction of many high density, low occupancy apartments, sometimes at the expense of lower density (and high occupancy) units."* The city centre is dominated by multi-unit housing types (City of Calgary, 2011k).
- ◆ Similar to the city centre, housing activity in the inner city has also been quite strong, with the number of units rising by 7.3 per cent over the past decade, driven by significant re-development activity. This has affected all communities in the inner city, driven by its proximity to the core as well as the area's ageing housing stock. As a result, the number of ground-oriented and multi-family units has risen relative to single-detached, leading to dramatically increased density (City of Calgary, 2011k).
- ◆ In the established areas, there has been little redevelopment pressure over the past decade given the relatively young age of these communities. Nevertheless, the number of dwellings still rose by 8.0 per cent, with 41 per cent of those being ground-oriented or multi-unit dwellings. Since 2003, the growth in ground-oriented and multi-unit dwellings was double the rate of growth of single-detached (+14 per cent compared to +7 per cent respectively) (City of Calgary, 2011k).

- ◆ While multi-family unit developments are driving housing and population growth in the developed areas (particularly the inner city), the developing communities are also experiencing significant multi-family developments. In fact, over the next five years it is estimated that almost half (47 per cent) of new multi-unit development will occur within the developing communities, resulting in an additional 5,750 units (City of Calgary, 2011j).

Housing quality a concern, particularly for renters

- ◆ While housing type and affordability is important, the quality of housing is an equally critical factor contributing to the health, safety and resiliency of communities. In 2009, about one-in-five (21 per cent) of Calgarians were concerned about not having safe housing conditions (Goss Gilroy, 2011). Unsafe housing conditions are particularly significant for lower income households. While improving the health and safety of living environments is important, there are critical challenges to doing so. Many low-income households lack the finances to remove unhealthy materials in the home, as well as the knowledge of what hazards may exist (Manarina and Bergeron, 2010).
- ◆ Those most at risk of unsafe housing conditions tend to be renters. In Calgary, one-third (34 per cent) of renters expressed concern about unsafe housing conditions in 2009, double the rate (17 per cent) of home owners (Goss Gilroy, 2011). As renters, many have little control over their environment, and there are often insufficient resources to enforce minimum standards. At the same time, there are lengthy waitlists and a shortage of decent affordable housing for low-income tenants (Manarina and Bergeron, 2010).

Housing needs change with ageing population

- ◆ Providing appropriate housing stock for all ages and abilities is a key component of the creation of strong neighbourhoods and complete communities. This will be an increasing challenge as the population ages, especially as the ageing population is largely located in ageing suburbs where housing was not built to accommodate the needs of older persons or those with disabilities. In the United States, a recent survey found that over three-quarters (84 per cent) of Americans would prefer to remain in their homes as they age. However, only about half (49 per cent) felt that they would be able to do so as their current home will not accommodate their physical needs as they age (Sullivan, 2011).
- ◆ Waters (2010) notes that this is a key challenge that also currently limits the growth of apartment dwelling. Consequently, many builders are incorporating universal design features into their homes to accommodate the needs of people throughout the lifecycle. This includes grade level access, wider hallways and doors, and movable fixtures. Such design features will support ageing in place. Such universal design features, however, also accommodate the needs of people of varying ages and abilities (Sullivan, 2011).

Demand for open space to grow along with population

- ◆ The demand for parks and open space is expected to continue to grow with increased immigration to the city and province (ARPA, 2010a). In 2009, close to one-third (29 per cent) of Calgarians were concerned about not having access to parks

and open space (Goss Gilroy, 2011). The City of Calgary has developed a measure of the adequacy of parks and open spaces across the city in terms of their quantity and distribution²⁴, as well as the quality of open space. Based on these criteria, 17 communities have been identified as being deficient in open space, 15 of which are in the established areas and two in the suburban communities (City of Calgary, 2008c).

- ◆ In Calgary's established areas (developed prior to the 1960's), open space tends to be unplanned with deficiencies in both quantity and distribution, with 28 communities having a deficiency in the quantity (per capita) of open space in 2008. Suburban communities (developed during the 1960's or later), were subject to provincial legislation requiring that 10 per cent of a community's area be dedicated to parks and open space. As such, suburban communities typically do not have deficiencies in quantity or distribution. In 2008, 17 suburban communities were identified as having a deficiency in quantity based on the 10 per cent guideline, however, only two communities showed a deficiency in terms of both percentage allocation and per capita distribution (City of Calgary, 2008c).
- ◆ While the provision of open space is important, of equal importance is the quality and appropriateness of such open space. The ARPA (2010) notes that an ageing population and growing cultural diversity, including a rapidly growing Aboriginal population, may change the preferred type and use of open space as well. The provision of adequate parks and open space is also challenged by a lack of funding for community parks and open space. The Alberta Recreation and Parks Association (ARPA) estimates

²⁴ The standard for quantity of open space is either 10 per cent of land area or 2ha/1,000 population. Measures of the quality of open space include the visual appearance, level and quality of maintenance, condition and standard of amenities, shade and weather protection, and design.

that the capital investment required to upgrade and further develop parks and open space in Alberta is roughly one billion dollars. Over half of this investment would likely be borne by municipalities (ARPA, 2010a).

Cities struggle to provide new, and finance existing, infrastructure

- ◆ Strong neighbourhoods require strong infrastructure to support them. Across Canada, however, cities are struggling to fund the new infrastructure required by growth as well as to maintain and upgrade existing ageing infrastructure. The Federation of Canadian Municipalities (FCM) estimates that the total infrastructure deficit among Canadian municipalities is \$238B (The Economist, 2011). In Calgary, the total infrastructure deficit of The City in 2011 is \$7.4B, down from \$10.4B in 2007. This includes \$3.3B required for growth and \$3.2B for maintenance. While the majority of Calgary's infrastructure is in good condition, almost one-quarter (22 per cent) is in poor condition (City of Calgary, 2011e).

- ◆ For the development of strong neighbourhoods, infrastructure that supports community activities is of particular importance. Access to recreation programs, facilities and services is one critical component of a strong neighbourhood. According to the 2011 Survey on Physical Activity (conducted in 2010), almost half (49 per cent) of Calgarians are not sufficiently active to receive health benefits (AAFL, 2011). Physical activity is strongly correlated with access to amenities that support physical activity. While more than half of Albertans (55 per cent) agree that they have "easy access" to places where they can be physically active (AAFL, 2011) almost one-third of Calgarians (31 per cent) reported that they were concerned about not having recreation or leisure opportunities available to them (Goss Gilroy, 2011).

- ◆ In 2011, The City of Calgary's infrastructure deficit for Recreation stood at \$318m and for Parks at \$619m. Ageing Recreation facilities are a significant issue, with such facilities having used up 75 per cent of their projected life. As facilities age, they require more resources to maintain current levels of service. Several facilities have already exceeded their life and require re-development. At the same time new facilities are required to service new growth areas. This requires financial resources as well as land which is often difficult to acquire (City of Calgary, 2011m).

- ◆ Libraries are another important piece of community infrastructure. In 2009, libraries were the most frequently identified unmet need for service among adult Calgarians (Goss Gilroy, 2011). Ideally, a branch library should be located within 3.5 kilometers of residential areas. Currently, there are 215,000 Calgarians that live outside of this target range. Generally, the condition of library facilities is good, though five branches are below optimal condition. The accumulation of capital funds to refurbish or replace these facilities is through diversion of operating funds to reserves, which detracts from current operations (City of Calgary, 2011m).

Data Tables

Table 1: Total Population and Growth by Component, Calgary

	2007	2008	2009	2010	2011	Percent Change	
						2010 – 11	2007 – 11
Total Population	1,019,942	1,042,892	1,065,455	1,071,515	1,090,936	1.8	7.0
Increase	28,183	22,950	22,653	6,060	19,421	220.5	-31.1
Net Migration	17,631	12,441	12,920	(-4,154)	9,563		-45.8
Natural Increase	10,552	9,695	9,643	10,214	9,858	-3.5	-6.6

Source: City of Calgary (2011). 2011 Civic Census. Calgary: City of Calgary, City Clerks.

Table 2: Total Projected Population and Growth by Component, Calgary

	2012	2013	2014	2015	2016	Percent Change	
						2011 – 12	2011 – 16
Total Population	1,110,281	1,127,353	1,143,154	1,158,547	1,174,065	1.8	5.7
Increase	19,345	17,072	15,801	15,393	15,518	-0.4	-19
Net Migration	7,711	6,672	6,525	6,967	7,692	-21.7	-0.2
Natural Increase	9,361	9,129	8,868	8,552	8,224	-1.5	-12.1

Source: City of Calgary (2011). Calgary and Region Economic Outlook. Calgary: City of Calgary, Corporate Economics.

Table 3: Total Immigrant Landings, Calgary and Canada

	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
Calgary	11,635	10,972	12,689	13,708	16,103	36.2%	17.5%
Canada	251,653	236,754	247,243	252,124	280,681	11.5%	11.3%
% of Canada	4.6%	4.6%	5.1%	5.4%	5.7%		

Source: Citizenship and Immigration Canada (2011).

Table 4: Age Distribution, Actual and Projected, Calgary

	2006		2011		2016		Percent Change	
	Number	Percent	Number	Percent	Number	Percent	2006 – 11	2011 – 16
0 – 4	57,709	5.8%	68,429	6.3%	82,547	7.0%	18.60%	20.6%
5 – 14	119,330	12.0%	126,220	11.6%	136,212	11.6%	5.80%	7.9%
15 – 24	142,808	14.4%	144,262	13.2%	131,801	11.2%	1.00%	-8.6%
25 – 44	337,133	34.0%	365,139	33.5%	375,014	31.9%	8.30%	2.7%
45 – 64	240,920	24.3%	280,371	25.7%	315,582	26.9%	16.40%	12.6%
65+	93,859	9.5%	106,515	9.8%	132,909	11.3%	13.50%	24.8%

Sources: City of Calgary (2011). 2011 Civic Census. Calgary: City of Calgary, City Clerks.

City of Calgary (2011). Calgary and Region Economic Outlook. Calgary: City of Calgary, Corporate Economics.

Table 5: Complaint Files Opened with the Alberta Human Rights Commission

	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
Total complaint files opened	778	659	680	799	803	3.2%	0.5%

Source: Alberta Human Rights Commission (2011)

Table 6: Grounds Cited in Complaint Files Opened with the Alberta Human Rights Commission from April 1, 2009 – March 31, 2010

Ground	Number of times ground cited	Ground as a % of total number of grounds cited
Physical Disability	686	32%
Gender	431	20%
Mental Disability	333	16%
Race/Colour	174	8%
Ancestry/Origin	158	7%
Family Status	102	5%
Age	78	4%
Religious Beliefs	63	3%
Sexual Orientation	42	2%
Marital Status	36	2%
Other	30	1%
Source of Income	3	less than 1%

Source: Alberta Human Rights Commission (2011)

Table 7: Immigrant Landings by Country of Birth (Top 10), Calgary (CMA)

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Philippines	1,181	1,414	1,948	2,021	3,500	196.4%	73.2%
India	1,651	1,521	1,721	1,907	2,405	45.7%	26.1%
China (PDR)	1,583	1,133	1,084	1,160	1,145	-27.7%	-1.3%
United Kingdom and Colonies	587	664	959	909	785	33.7%	-13.6%
Nigeria	393	277	284	509	695	76.8%	36.5%
Pakistan	913	937	822	559	490	-46.3%	-12.3%
United States of America	391	405	490	447	440	12.5%	-1.6%
Ethiopia	187	160	204	234	335	79.1%	43.2%
Iraq	71	97	106	325	280	294.4%	-13.8%
Iran	247	231	210	196	255	3.2%	30.1%

Source: Citizenship and Immigration Canada (2011)

Table 8: Immigrant Landings by Age, Calgary (CMA)

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
0 to 14 years	2,575	2,424	2,887	2,854	3,715	44.3%	30.2%
15 to 24 years	1,739	1,744	1,922	1,970	1,865	7.2%	-5.3%
25 to 44 years	5,786	5,510	6,307	6,800	8,355	44.4%	22.9%
45 years and over	1,723	1,568	1,922	2,084	2,170	25.9%	4.1%
Total	11,823	11,246	13,038	13,708	16,105	36.2%	17.5%

Source: Citizenship and Immigration Canada (2011)

Table 9: Immigrant Landings by Official Language Ability, Calgary (CMA)

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
No official languages	4,341	3,703	3,388	3,469	3,855	-11.2%	11.1%
English	6,677	6,607	8,673	9,511	11,595	73.7%	21.9%
French	137	143	133	143	125	-8.8%	-12.6%
Bilingual	480	519	490	578	525	9.4%	-9.2%
Total	11,635	10,972	12,684	13,701	16,105	38.4%	17.5%

Source: Citizenship and Immigration Canada (2011)

Table 10: Immigrant Landings by Immigrant Class, Calgary (CMA)

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Family class	3,669	3,604	3,638	3,980	3,745	2.1%	-5.9%
Economic immigrants	6,598	6,253	7,774	8,339	10,990	66.6%	31.8%
Refugees	1,295	1,110	980	1,097	1,075	-17.0%	-2.0%
Other	261	279	297	292	285	9.2%	-2.4%
Total	11,823	11,246	12,689	13,708	16,105	36.2%	17.5%

Source: Citizenship and Immigration Canada (2011)

Table 11: Labour Force Estimates (000's), Canada, Alberta and Calgary (CMA)

Canada	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Population	26,145.9	26,519.9	26,907.4	27,298.2	27,658.5	5.8%	1.3%
Labour force	17,516.7	17,884.2	18,203.9	18,329.0	18,525.1	5.8%	1.1%
Employment	16,410.2	16,805.6	17,087.4	16,813.1	17,041.0	3.8%	1.4%
Full-time	13,431.6	13,732.7	13,922.9	13,578.9	13,736.7	2.3%	1.2%
Part-time	2,978.6	3,072.9	3,164.5	3,234.2	3,304.4	10.9%	2.2%
Unemployment	1,106.5	1,078.6	1,116.5	1,516.0	1,484.1	34.1%	-2.1%
Not in labour force	8,629.2	8,635.7	8,703.5	8,969.1	9,133.4	5.8%	1.8%
Unemployment rate	6.3	6.0	6.1	8.3	8.0		
Participation rate	67.0	67.4	67.7	67.1	67.0		
Employment rate	62.8	63.4	63.5	61.6	61.6		

Alberta	2006	2007	2008	2009	2010	2006 – 10	2009 – 10
Population	2,702.5	2,780.3	2,851.2	2,917.8	2,960.9	9.6%	1.5%
Labour force	1,984.8	2,064.1	2,130.7	2,167.3	2,157.3	8.7%	-0.5%
Employment	1,916.5	1,991.3	2,053.7	2,025.2	2,016.6	5.2%	-0.4%
Full-time	1,607.9	1,675.1	1,721.2	1,663.3	1,661.0	3.3%	-0.1%
Part-time	308.6	316.2	332.4	361.8	355.6	15.2%	-1.7%
Unemployment	68.4	72.8	77	142.1	140.7	105.7%	-1.0%
Not in labour force	717.7	716.3	720.5	750.5	803.5	12.0%	7.1%
Unemployment rate	3.4	3.5	3.6	6.6	6.5		
Participation rate	73.4	74.2	74.7	74.3	72.9		
Employment rate	70.9	71.6	72.0	69.4	68.1		

Calgary (CMA)	2006	2007	2008	2009	2010	2006 – 10	2009 – 10
Population	907.8	935.8	965.6	994.7	1014.1	11.7%	2.0%
Labour force	693.8	713.6	744.9	764.5	756.2	9.0%	-1.1%
Employment	671.5	690.6	718.6	713.6	704.8	5.0%	-1.2%
Full-time	575.3	591.1	610.3	593.7	589.2	2.4%	-0.8%
Part-time	96.2	99.4	108.3	119.9	115.6	20.2%	-3.6%
Unemployment	22.3	23	26.2	50.9	51.3	130.0%	0.8%
Not in labour force	214	222.2	220.7	230.2	257.9	20.5%	12.0%
Unemployment rate	3.2	3.2	3.5	6.7	6.8		
Participation rate	76.4	76.3	77.1	76.9	74.6		
Employment rate	74.0	73.8	74.4	71.7	69.5		

Source: Statistics Canada (2011). Labour Force Historical Review. 1980-2010.

Table 12: Distribution of Labour Force by Industry, Calgary Economic Region

	2009	2010	% Change
Total employment	762.9	755.3	-1.0%
Goods-producing sector	190.8	190	-0.4%
Agriculture	12.1	9.1	-24.8%
Forestry, fishing, mining, quarrying, oil and gas	50.6	50.1	-1.0%
Utilities	8.6	5.9	-31.4%
Construction	72.9	75.4	3.4%
Manufacturing	46.6	49.5	6.2%
Services-producing sector	572	565.2	-1.2%
Trade	104.7	111.2	6.2%
Transportation and warehousing	43.4	41.3	-4.8%
Finance, insurance, real estate and leasing	49.5	47.3	-4.4%
Professional, scientific and technical services	83.8	80.4	-4.1%
Business, building and other support services	30.3	27.7	-8.6%
Educational services	44.8	44.6	-0.4%
Health care and social assistance	71.6	77.1	7.7%
Information, culture and recreation	36.3	36.7	1.1%
Accommodation and food services	43.7	40.3	-7.8%
Other services	37.4	34.2	-8.6%
Public administration	26.3	24.3	-7.6%

Source: Statistics Canada (2011). Labour Force Historical Review. 1980-2010.

Table 13: Average Weekly Hours Worked (all workers), by Age and Sex, Alberta

	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
Both sexes	35.4	35.8	35.1	33.6	34.1	-3.7%	1.5%
Men	39.8	39.9	39.2	37.5	38.3	-3.8%	2.1%
Women	30	30.8	29.9	28.8	29.1	-3.0%	1.0%
15 years and over	35.4	35.8	35.1	33.6	34.1	-3.7%	1.5%
15-24 years	30.5	30.7	30.1	28.5	28.7	-5.9%	0.7%
25-54 years	36.9	37.3	36.5	34.9	35.6	-3.5%	2.0%
55-64 years	34.8	35.8	35.0	33.7	33.9	-2.6%	0.6%
65 years and over	29.9	28.7	29.0	28.6	29.1	-2.7%	1.7%

Source: Statistics Canada (2011). Labour Force Historical Review. 1980-2010.

Table 14: Distribution of Work Force by Hourly Wage Rate (\$2010), Total Employees Age 15+ (000's), Alberta

\$ per Hour	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
< 10.00	179.7	120.9	89.1	68.0	66.7	-62.9%	-1.9%
10 – 19.99	678.7	707.9	700.7	645.5	633.3	-6.7%	-1.9%
20 – 29.99	412.9	440.1	482.9	480.7	475.1	15.1%	-1.2%
30 – 39.99	199.9	246.3	256.2	268.1	269.4	34.8%	0.5%
40+	105.4	132.6	176.5	206.2	228.9	117.2%	11.0%

Source: Statistics Canada (2011). Labour Force Historical Review. 1980-2010.

Table 15: Unemployment Rate by Age, Calgary (CMA)

	2006	2007	2008	2009	2010	Percentage Point Change	
						2006 – 10	2009 – 10
15 years and over	3.2	3.2	3.5	6.7	6.8	3.6	0.1
15-24 years	6.6	7.0	7.4	13.8	12.4	5.8	-1.4
25-54 years	2.5	2.7	2.7	5.4	5.8	3.3	0.4
55 years and over	2.4	1.8	3.0	5.1	5.4	3.0	0.3

Source: Statistics Canada (2011). Labour Force Historical Review. 1980-2010.

Table 16: Labour Force Participation Rate by Age, Calgary (CMA)

	2006	2007	2008	2009	2010	Percentage Point Change	
						2006 – 10	2009 – 10
15 years and over	76.4	76.3	77.1	76.9	74.6	-1.8	-2.3
15-24 years	73.3	69.7	73.8	69.6	67.7	-5.6	-1.9
25-54 years	89.5	89.7	89.1	89.6	87.8	-1.7	-1.8
55 years and over	43.8	44.8	46.4	47.1	45.8	2.0	-1.3
65 years and over	11.8	14.5	15.2	15.9	14.3	2.5	-1.6

Source: Statistics Canada (2011). Labour Force Historical Review. 1980-2010.

Table 17: Total Income of Individuals (\$2009), Calgary CMA

	2005	2006	2007	2008	2009	Percent Change	
						2005 – 09	2008 – 09
Average income	43,000	47,400	50,700	48,900	50,100	16.5%	2.5%
Median income	31,600	33,100	34,500	35,600	35,100	11.1%	-1.4%

Source: Statistics Canada (2011). *Income of Canadians. 1980-2009.*

Table 18: Median Total Income of Individuals by Age (\$2009), Calgary (CMA)

	2005	2006	2007	2008	2009	Percent Change	
						2005 – 09	2008 – 09
All age groups	32,600	33,300	35,100	37,100	36,200	11.0%	-2.4%
Under 20 years	5,300	6,200	7,600	6,000	5,100	-3.8%	-15.0%
20 to 24 years	14,900	17,200	18,100	23,900	22,500	51.0%	-5.9%
25 to 34 years	36,500	36,200	38,700	43,100	43,300	18.6%	0.5%
35 to 44 years	39,900	46,400	47,800	41,900	43,000	7.8%	2.6%
45 to 54 years	50,300	53,300	53,200	58,800	52,600	4.6%	-10.5%
55 to 64 years	31,200	32,800	35,000	42,100	40,900	31.1%	-2.9%
65 years and over	26,200	24,100	24,600	26,000	24,700	-5.7%	-5.0%

Source: Statistics Canada (2011). *Income of Canadians. 1980-2009.*

Table 19: Number of Persons (000's) in Low Income (Pre-Tax) by Age, Calgary (CMA)

	2005	2006	2007	2008	2009	Percent Change	
						2005 – 09	2008 – 09
All persons	118	112	95	96	118	0%	23%
Persons under 18 years	32	24	21	21	NA	NA	NA
Persons 18 to 64 years	79	80	63	64	87	10%	36%
Persons 65 years and over	NA	NA	NA	NA	NA	NA	NA

Source: Statistics Canada (2011). *Income of Canadians. 1980-2009.*

Table 20: Percentage of Persons in Low Income (Pre-Tax) by Age, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Point Change	
						2005 – 09	2008 – 09
All persons	12.7	11.4	9.5	8.9	11	-1.7	2.1
Persons under 18 years	16.4	12	10.2	9.7	10.2	-6.2	0.5
Persons 18 to 64 years	12	11.5	8.9	8.3	11.3	-0.7	3
Persons 65 years and over	9.2	9.4	12.6	11.5	10.7	1.5	-0.8

Source: Statistics Canada (2011). *Income of Canadians, 1980-2009*.

Table 21: Median Total Income (\$2009), by Economic Family Type, Calgary (CMA)

	2005	2006	2007	2008	2009	Percent Change	
						2005 – 09	2008 – 09
All family units	61,400	67,400	70,200	69,700	68,800	12.1%	-1.3%
Economic families, two persons or more	86,900	92,300	96,600	95,700	96,500	11.0%	0.8%
Two-parent families with children	97,000	101,300	105,000	102,100	99,900	3.0%	-2.2%
Lone-parent families	52,500	67,400	60,100	60,400	58,000	10.5%	-4.0%
Unattached individuals	35,600	33,600	31,700	43,000	38,000	6.7%	-11.6%

Source: Statistics Canada (2011). *Income of Canadians, 1980-2009*.

Table 22: Percentage of Persons in Low Income (Pre-Tax) by Economic Family Type, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Point Change	
						2005 – 09	2008 – 09
Persons in all family units	12.7	11.4	9.5	8.9	11	-1.7	2.1
Persons in economic families, two persons or more	9.1	7.3	5.8	5.8	7.9	-1.2	2.1
Persons in two-parent families with children	9.2	7.4	6.3	7.1	9.7	0.5	2.6
Persons in lone-parent families	32.4	25.7	21.5	18.9	17	-15.4	-1.9
Unattached individuals	30.4	32.5	28.3	22.3	25.8	-4.6	3.5

Source: Statistics Canada (2011). *Income of Canadians, 1980-2009*.

Table 23: Median Total Individual Income by Income Source, Calgary

	2005	2006	2007	2008	2009	2004 – 09	2008 – 09
Total income	32,600	33,300	35,100	37,100	36,200	11.0%	-2.4%
Market income	32,400	33,400	34,600	37,700	35,500	9.6%	-5.8%
Earnings	32,600	33,800	34,500	36,500	36,300	11.3%	-0.5%
Wages, salaries and commissions	33,500	33,900	34,800	36,900	37,600	12.2%	1.9%
Self-employment income	6,900	6,700	8,100	6,300	8,600	24.6%	36.5%
Investment income	400	500	700	600	600	50.0%	0.0%
Retirement income	11,600	9,700	9,500	14,300	13,100	12.9%	-8.4%
Other income	1,200	1,000	1,100	1,200	700	-41.7%	-41.7%
Government transfers	1,000	700	1,500	2,200	2,800	180.0%	27.3%
Old Age Security (OAS) and Guaranteed Income Supplement (GIS), Spouse's Allowance (SPA)	6,100	6,100	6,100	6,100	6,200	1.6%	1.6%
Canada Pension Plan (CPP) and Quebec Pension Plan (QPP)	6,300	6,000	5,900	6,400	6,800	7.9%	6.3%
Child benefits	1,300	1,300	1,400	1,300	1,800	38.5%	38.5%
Employment Insurance (EI)	4,200	4,300	3,700	4,000	5,600	33.3%	40.0%
Social assistance	3,800	2,900	2,500	2,700	3,000	-21.1%	11.1%

Source: Statistics Canada (2011). *Income of Canadians, 1980-2009*.

Table 24: Median Hourly Wage Rate (\$2010), Total Employees Age 15+ (Both Sexes), Alberta and Canada

	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
Alberta	18.46	19.76	20.51	21.63	22.00	19.2%	1.7%
Canada	17.31	18.00	18.75	19.23	20.00	15.5%	4.0%

Source: Statistics Canada (2011). *Labour Force Historical Review, 1980-2010*.

Table 25: Social Assistance Recipients by Program, Calgary*

	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
Income Support ¹	11,852	11,325	14,002	20,174	21,339	80.0%	5.8%
AISH	8,643	8,543	8,771	9,319	9,514	10.1%	2.1%
GIS	26,301	26,571	25,578	25,664	24,839	-5.6%	-3.2%
Total	46,796	46,439	48,351	55,157	55,692	19.0%	1.0%

Sources: Government of Alberta (2011). Personal Communication
Human Resources and Skills Development Canada (2011). Personal Communication

* Figures are for December of each year

¹ Income Support figures represent number of *individuals* on Income Support (incl. spouses & children)

Table 26: Welfare Rates as Compared to the After Tax Low Income Cut-off, Urban Areas Population 500,000+, Alberta

	2008			2009		
	Income Support (IS) Rates	LICO	IS as % of LICO	Welfare Incomes*	LICO	Welfare Income as % of LICO
Single – employable	\$5,426	\$18,373	30%	\$7,241	\$18,421	39%
Single – disability (IS)	\$8,773	\$18,373	48%	\$9,433	\$18,421	51%
Single – disability (AISH)	\$13,373	\$18,373	73%	\$14,297	\$18,421	78%
Lone-parent – 1 child	\$14,094	\$22,361	63%	\$15,749	\$22,420	70%
Couple – 2 children	\$20,710	\$34,738	60%	\$22,101	\$34,829	63%

*Includes Basic Social Assistance, Additional SA program benefits, Federal Child benefits, GST

Source: National Council of Welfare (2011). *Welfare Incomes, 2009*

Table 27: Distribution of Total Individual Income, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Change	
						2005 – 09	2008 – 09
< \$10,000 (including loss)	18.1	15.7	14.4	15.4	15.3	-2.8	-0.1
\$10,000 to \$19,999	15.6	16.8	15.1	13.4	15.3	-0.3	1.9
\$20,000 to \$29,999	14.1	12.4	14	14.1	12.7	-1.4	-1.4
\$30,000 to \$39,999	13.4	12.8	12.4	10.8	12.6	-0.8	1.8
\$40,000 to \$49,999	8.6	9.9	11	10.5	9.9	1.3	-0.6
\$50,000 to \$59,999	9	8.1	7	9	7.3	-1.7	-1.7
\$60,000 and over	21.1	24.2	26.1	27	27.1	6	0.1

Source: Statistics Canada (2011). *Income of Canadians. 1980-2009.*

Table 28: Average Household Expenditures by Category, Calgary (CMA)

	2005	2006	2007	2008	2009	Percent Change	
						2005 – 09	2008 – 09
Total expenditure	85,553	97,483	94,371	89,578	95,187	11.3%	6.3%
Food	8,097	8,092	7,815	8,083	8,554	5.6%	5.8%
Shelter	15,270	16,813	16,391	17,968	17,364	13.7%	-3.4%
Household operation	3,763	4,203	3,807	3,803	4,101	9.0%	7.8%
Household furnishings and equipment	3,271	3,595	2,375	2,181	2,187	-33.1%	0.3%
Clothing	3,495	4,256	3,878	3,680	3,997	14.4%	8.6%
Transportation	10,209	13,677	13,458	12,216	11,967	17.2%	-2.0%
Health care	2,301	2,511	2,187	2,623	2,261	-1.7%	-13.8%
Personal care	1,398	1,537	1,357	1,436	1,521	8.8%	5.9%
Recreation	5,401	6,135	5,245	5,144	4,980	-7.8%	-3.2%
Reading materials	NA	NA	323	324	306	NA	-5.6%
Education	3,518	2,815	1,509	1,456	1,783	-49.3%	22.5%
Tobacco products and alcoholic beverages	2,237	2,237	1,709	1,807	2,065	-7.7%	14.3%
Games of chance (net amount)	422	398	216	266	514	21.8%	93.2%
Miscellaneous	1,409	1,652	1,363	1,745	1,237	-12.2%	-29.1%
Personal income taxes	20,878	24,522	25,800	20,125	24,779	18.7%	23.1%
Personal insurance payments and pension contributions	4,943	5,822	4,445	4,451	4,868	-1.5%	9.4%
Gifts of money and contributions	2,876	2,633	2,493	2,270	2,702	-6.1%	19.0%

Source: Statistics Canada (2011). Survey of Household Spending.

Table 29: Median Total Individual Income by Sex, Calgary

	2005	2006	2007	2008	2009	Percentage Change	
						2005 – 09	2008 – 09
Both sexes	32,600	33,300	35,100	37,100	36,200	11.0%	-2.4%
Males	39,800	43,200	44,600	48,100	45,500	14.3%	-5.4%
Females	25,500	27,300	27,200	28,200	29,800	16.9%	5.7%

Source: Statistics Canada (2011). Income of Canadians. 1980-2009.

Table 30: Low Income Rate (pre-tax) by Sex, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Change	
						2005 – 09	2008 – 09
All persons	12.7	11.4	9.5	8.9	11	-1.7	2.1
Males	12.6	10.1	8.6	8.7	11.1	-1.5	2.4
Females	12.8	12.7	10.4	9.1	10.9	-1.9	1.8

Source: Statistics Canada (2011). *Income of Canadians, 1980-2009*.

Table 31: Selected Housing Indicators, Calgary

	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
Private rental market apartment vacancy rates (CMA) [†]	0.5%	1.5%	2.1%	5.3%	3.6%		
Average monthly rent for all unit types (CMA) [†]	\$851	\$974	\$1,031	\$991	\$969	13.9%	-2.2%
Total private market rental apartments (CMA) [†]	40,333	38,150	36,858	35,737	35,512	-12.0%	-0.6%
Home ownership rate in Calgary (city) ^{††}	71.6%	71.7%	71.1%	70.6%	70.7%		

Sources:

[†]Canada Mortgage and Housing Company (2010). *Rental Market Report Calgary*.

^{††}City of Calgary (2010). *Civic Census 2010*.

Table 32: Cumulative Annual Net Loss of Rental Stock, Calgary (CMA)

Year	Cumulative Number of Units	Units Lost per Year
2001	901	
2002	2,331	1,430
2003	2,332	1
2004	3,467	1,135
2005	4,604	1,137
2006	5,933	1,329
2007	8,507	2,574
2008	9,913	1,406
2009	10,588	675
2010	11,371	783

Source: Canada Mortgage and Housing Company (2010). *Rental Market Report Calgary*.

Table 33: Calgary Inter-Faith Food Bank Recipients

	2006	2007	2008	2009	2010	Percent Change	
						2006 – 10	2009 – 10
Total hampers distributed	34,070	32,747	37,924	53,034	55,807	63.8%	5.2%
Total clients (including repeat visits)	90,032	85,490	98,096	134,816	143,738	59.7%	6.6%
Total unique clients (excluding repeat visits)	36,500	34,828	40,239	52,060	53,357	46.2%	2.5%
Rate of receipt (per 1,000) – unique clients	36.8	34.1	38.6	48.9	49.8		
Annual % increase in unique clients	-14.9%	-4.6%	15.5%	29.4%	2.5%		

Source: Calgary Inter-faith Food Bank (2011). Personal Communication.

Table 34: Percentage of Households Reporting Charitable Contributions, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Point Change	
						2005 – 09	2008 – 09
Total contributions to charity	76.6%	80.0%	72.1%	65.9%	68.0%	-8.6%	2.1%
Religious organizations	29.9%	35.0%	27.4%	25.3%	24.2%	-5.7%	-1.1%
Non-religious charitable organizations	69.5%	73.6%	63.1%	60.5%	61.3%	-8.2%	0.8%

Source: Statistics Canada (2011). Survey of Household Spending.

Table 35: Average (\$) Contribution of Households Reporting Charitable Contributions, Calgary (CMA)

	2005	2006	2007	2008	2009	Percent Change	
						2005 – 09	2008 – 09
Average total contributions to charity	1,219	1,307	1,381	944	1,628	33.6%	72.5%
Religious organizations	1,821	1,846	1,726	1,013	2,203	21.0%	117.5%
Non-religious charitable organizations	561	545	830	604	939	67.4%	55.5%

Source: Statistics Canada (2011). Survey of Household Spending.

Table 36: Average (\$) Cultural Expenditure per Household Reporting Cultural Expenditures, Calgary (CMA)

	2005	2006	2007	2008	2009	Percent Change	
						2005 – 09	2008 – 09
Live performing arts	293	372	318	303	393	34.1%	29.7%
Admission to museums and other activities	161	155	154	154	153	-5.0%	-0.6%

Source: Statistics Canada (2011). Survey of Household Spending.

Table 37: Percentage of Households Reporting Cultural Expenditures, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Point Change	
						2005 – 09	2008 – 09
Live performing arts	48.4%	52.2%	41.5%	39.3%	38.5%	-9.9	-0.8
Admission to museums and other activities	52.5%	53.5%	48.1%	42.8%	41.1%	-11.4	-1.7

Source: Statistics Canada (2011). Survey of Household Spending.

Table 38: Total Number of Participants in City of Calgary Arts Programs

	2007	2008	2009	2010	Percent Change	
					2007 – 10	2009 – 10
Dance and Performing Arts	4,487	4,285	4,379	4,298	-4.2%	-1.8%
Visual Arts	4,878	4,837	4,706	4,821	-1.2%	2.4%
Total Arts Participants	9,365	9,122	9,085	9,119	-2.6%	0.4%

Source: City of Calgary (2011). Personal Communication. Calgary Recreation.

Table 39: Total Government Cultural Expenditures by Order of Government, Canada

	Total		Federal		Provincial		Municipal	
	(\$B)	Annual % Change	(\$B)	Annual % Change	(\$B)	Annual % Change	(\$B)	Annual % Change
2008-09	9.75	6.2%	4.01	7.2%	3.04	7.4%	2.7	3.4%
2007-08	9.18	6.4%	3.74	0.8%	2.83	11.4%	2.61	9.7%
2006-07	8.63	4.2%	3.71	4.5%	2.54	5.0%	2.38	3.0%
2005-06	8.28		3.55		2.42		2.31	

Source: Statistics Canada (2011). Government Expenditures on Culture: Data Tables 2008/09

Table 40: Total Cultural Expenditures (\$000) in Alberta by Order of Government

	2004/05	2005/06	2006/07	2007/08	2008/09	Percent Change	
						2005 – 09	2008 – 09
Federal	139,609	157,617	196,599	197,608	214,495	53.6%	8.5%
Provincial	220,319	308,900	325,489	326,228	373,422	69.5%	14.5%
Municipal	205,399	217,524	227,473	286,599	302,428	47.2%	5.5%
TOTAL	565,327	684,041	749,561	810,435	890,345	57.5%	9.9%

Source: Statistics Canada (2011). Government Expenditures on Culture: Data Tables 2008/09.

Table 41: Number of Arts, Sport and Heritage Establishments, Calgary (CMA)

	2005	2006	2007	2008	2009	% Change	
						2005 – 09	2008 – 09
Performing Arts, Spectator Sports and Related Industries	754	790	803	700	655	-13.1	-6.4
Heritage Institutions	27	21	24	21	25	-7.4	19.0
TOTAL	781	811	827	721	680	-12.9	-5.7

Source: Statistics Canada (2011). Canadian Business Patterns.

Table 42: Attendance and Participation in City of Calgary Recreation Facilities and Programs*

	2007	2008	2009	2010	Percentage Change	
					2008 – 10	2009 – 10
Number of courses offered	11,940	11,060	12,306	12,875	16.4%	4.6%
Number of courses run	9,424	9,091	10,483	11,033	21.4%	5.2%
Number of participants	76,904	75,078	85,946	90,641	20.7%	5.5%

Source: City of Calgary (2011). Personal Communication. Calgary Recreation.

* Employee courses excluded

Table 43: Average Expenditure (\$) per Household Reporting Recreation Expenditures, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Change	
						2005 – 09	2008 – 09
Total recreation	5,401	6,135	5,322	5,233	5,020	-7.1%	-4.1%
Use of recreation facilities	1,017	986	1,184	847	1,085	6.7%	28.1%

Source: Statistics Canada (2011). Survey of Household Spending.

Table 44: Percentage of Households Reporting Recreation Expenditures, Calgary (CMA)

	2005	2006	2007	2008	2009	Percentage Change	
						2005 – 09	2008 – 09
Total recreation	99.2%	98.9%	98.5%	98.3%	99.2%	1.0	0.9
Use of recreation facilities	53.2%	58.5%	37.2%	48.8%	47.3%	-9.9	-1.5

Source: Statistics Canada (2011). Survey of Household Spending.

Table 45: Recreation Fee Assistance for Individuals, City of Calgary

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Approved applications	5,508	5,430	5,660	7,265	8,667	57.4%	19.3%
Customers approved	14,864	14,483	15,254	19,669	24,180	62.7%	22.9%
Under 3	NA		575	1,196	1,474	NA	
Pre-school			1,188	1,727	2,110		
Age 6-12			3,229	4,154	5,114		
Age 13-17			1,833	2,054	2,506		
Adult			8,139	10,269	12,437		
Senior			222	245	519		

Source: City of Calgary (2011). Fee Assistance Annual Report, 2010.

Table 46: Person and Property Crimes, Calgary

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Person Crimes							
Rate/100,000	903.2	799.4	800.3	797.7	826.5	-8.5%	3.6%
Number of offences	8,958	8,153	8,346	8,499	8,858	-1.1%	4.2%
Annual % chg	-3.3%	-9.0%	2.4%	1.8%	4.2%		
Property Crimes							
Rate/100,000	5,419.1	5,118.6	4,768.0	4,304.8	4,056.0	-25.2%	-5.8%
Number of offences	53,744	52,207	49,726	45,866	43,461	-19.1%	-5.2%
Annual % chg	1.8%	-2.9%	-4.8%	-7.8%	-5.2%		

Source: Calgary Police Service (2011). Annual Statistical Report.

Table 47: Crime Severity Index, Calgary and Canada

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Violent Crime Severity Index							
Calgary	97.9	96.9	92.4	88.8	80.7	-17.6%	-9.1%
National average	100.0	96.5	94.6	93.7	88.9	-11.1%	-5.1%
Non-Violent Crime Severity Index							
Calgary	98.7	91.1	80.5	73.1	69.3	-29.8%	-5.2%
National average	100.0	93.9	90.0	84.7	80.3	-19.7%	-5.2%

Source: Calgary Police Service (2011). Annual Statistical Report.

Table 48: Victim Reported Domestic Offences to Calgary Police Service, Calgary

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Domestic incidents with criminal code offences	3,278	2,732	2,948	3,177	3,302	0.7%	3.9%
Domestic related calls for service	11,994	12,807	13,822	14,267	15,789	31.6%	10.7%

*Source: Calgary Police Service (2011). Annual Statistical Report.

Table 49: Number of Hate-Bias Offences Reported to Calgary Police Service by Motivation, Calgary

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Number of offences	75	65	57	63	57	-24.0%	-9.5%
Race/ethnicity	52	45	43	63	41	-21.2%	-34.9%
Sexual orientation	10	9	6	2	5	-50.0%	+150.0%
Religion	12	9	8	16	11	-8.3%	-31.3%
Other	1	2	0	0	0	0.0%	0.0%

Source: Calgary Police Service (2011). Annual Statistical Report.

Table 50: Youth Offending Rate, per 10,000 Youth Aged 12-17, Calgary

	2006	2007	2008	2009	2010	Percentage Change+	
						2006 – 10	2009 – 10
Person crime	145	126	114	106	118	-18.6%	11.3%
Property crime	450	413	353	372	265	-41.1%	-28.8%
Other criminal code offences	230	191	156	180	167	-27.4%	-7.2%
Total criminal code offences	825	730	623	658	551	-33.2%	-16.3%

Source: Calgary Police Service (2011). Annual Statistical Report.

Table 51: Number of Incidents of Social Disorder Handled by the Calgary Police Service

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Total Incidents	87,623	83,864	84,971	87,439	91,260	4.2%	4.4%

Source: Calgary Police Service (2011). Annual Statistical Report.

Table 52: Emergency Department Visit Rate per 100,000 by Cause of Injury, Calgary, 2009

Injury Cause	Emergency Department Visit Rate per 100,000
All Injuries	7,394
Falls	2,357
Transportation	669
Self-Inflicted Injury	102
Violence	297
Unintentional Poisoning	748

Source: Alberta Health Services (2011). Personal Communication.

Table 53: Emergency Department Visit Rate per 100,000 by Age, Sex and Injury Type, Calgary, 2009

Age	Fall Related		Transportation Related		Self-Inflicted Injury	
	Female	Male	Female	Male	Female	Male
0-4	3,972		185	262	0	0
5-14	2,988	3,786	618	1,080	34	22
15-24	1,847	2,482	1,003	1,258	312	186
25-34	1,397	1,762	694	997	137	110
35-44	1,340	1,432	523	768	142	95
45-54	1,738	1,550	467	668	117	112
55-64	2,455	1,563	370	428	69	43
65-74	3,156	2,049	262	332	27	33
75-84	6,037	3,865	306	288	10	45
85+	12,709	8,417	259	327	11	0

Source: Alberta Health Services (2011). [Health care utilization data: Emergency and urgent care visits abstracted from Data Integration, Measurement and Reporting, May 2, 2011]. Provincial Injury Prevention Team, Population and Public Health.

Table 54: Calgary Fire Department Incident Summary by Major Incident Type¹

	2006	2007	2008	2009	2010	Percentage Change	
						2006 – 10	2009 – 10
Medical/rescue	19,029	21,589	23,446	21,627	22,197	16.6%	2.6%
False alarm	7,559	7,475	8,479	7,857	8,167	8.0%	3.9%
Hazardous condition	5,210	6,047	6,539	6,817	7,181	37.8%	5.3%
Investigation	3,475	3,719	4,889	5,092	4,818	38.6%	-5.4%
Public service assistance	3,214	3,655	3,987	3,364	3,168	-1.4%	-5.8%
Fire	2,519	2,209	2,467	2,163	1,956	-22.4%	-9.6%
Severe weather	40	168	48	44	44	10.0%	0.0%
Rupture/explosion	30	25	21	28	23	-23.3%	-17.9%
Total	41,076	44,887	49,876	46,992	47,554	15.8%	1.2%

¹ Included in the total incident count are all types of incidents, both within city limits and outside city limits, but excluding exposure fires as these are part of the main incident already included in the count.

Source: Calgary Fire Department, Personal Communication.

Table 55 : Population by Urban Area, Calgary

	2009	2010	2011	Population Change 2010 – 11		
				Number	Percent	% of Growth
Downtown	15,458	15,625	16,281	656	4.2%	3.4%
Inner City	123,001	121,887	123,448	1,561	1.3%	8.0%
Inner Suburbs	113,241	112,756	113,855	1,099	1.0%	5.7%
Established Suburbs	296,752	292,951	292,181	-770	-0.3%	-4.0%
Recent Suburbs	297,809	294,553	293,455	-1,098	-0.4%	-5.7%
Developing Communities	215,495	229,869	247,820	17,951	7.8%	92.4%
Industrial/Residual	3,688	3,874	3,896	22	0.6%	0.1%
Total	1,065,444	1,071,515	1,090,936	19,421	1.8%	100.0%

Source: City of Calgary (2011). Civic Census.

Table 56 : Distribution of Population by Urban Area, Calgary

	2009	2010	2011	Percentage Point Change
Downtown	1.5%	1.5%	1.5%	0.0
Inner City	11.5%	11.4%	11.3%	-0.1
Inner Suburbs	10.6%	10.5%	10.4%	-0.1
Established Suburbs	27.9%	27.3%	26.8%	-0.5
Recent Suburbs	28.0%	27.5%	26.9%	-0.6
Developing Communities	20.2%	21.5%	22.7%	1.2

Source: City of Calgary (2011). Civic Census.

Table 57: Transportation to Work by Urban Area, Calgary, 2011

	Downtown	Inner City	Inner Suburb	Established Suburb	Recent Suburb	Developing Community
Drove Alone	20.8%	53.7%	68.7%	71.7%	74.0%	76.9%
Transit	33.1%	19.2%	18.8%	18.4%	15.9%	13.8%
Walk	41.3%	18.9%	4.0%	2.8%	1.0%	0.9%
Work from home	1.2%	2.9%	2.7%	2.2%	2.9%	2.7%
Carpool, as driver	1.5%	1.4%	1.8%	1.9%	3.6%	3.3%
Carpool or taxi, as passenger	0.9%	1.2%	2.2%	1.7%	1.7%	1.5%
Bicycle	0.7%	2.1%	1.4%	0.7%	0.5%	0.4%
Other	0.5%	0.5%	0.3%	0.5%	0.3%	0.5%
Motorcycle	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%

Source: City of Calgary (2011). Civic Census.

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Lead Author and Editor:

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Project Manager:

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Project Team:

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For more information about this report,
please contact:

Phone: 403.268.5157

Email: dcook@calgary.ca

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- ◆ Lokko, Cynthia
- ◆ Keough, Noel
- ◆ McDaniel, Zorana
- ◆ Rebello, Justin

For more information about the SO Net, please contact:

Tere Mahoney

Phone: 403.268.5867

Email: tere.mahoney@calgary.ca

