

Centre City Asset and Event Mapping

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The Calgary Centre City

The Centre City is a large regional planning area that includes six community districts at the heart of Calgary.¹ This report provides data by community district, census tract, and for the Centre City as a whole that identifies numerous community assets and illustrates some of the social, health and safety issues in the area. It includes information on businesses and services located in the Centre City, numerous indicators of civic participation, as well as crime statistics and data on fire incidents and emergency medical responses.

Table 1 lists the community districts located in the Centre City and shows the location of this area within the overall expanse of the city. Maps 1 and 2 on the following page provide more detailed geographic information.

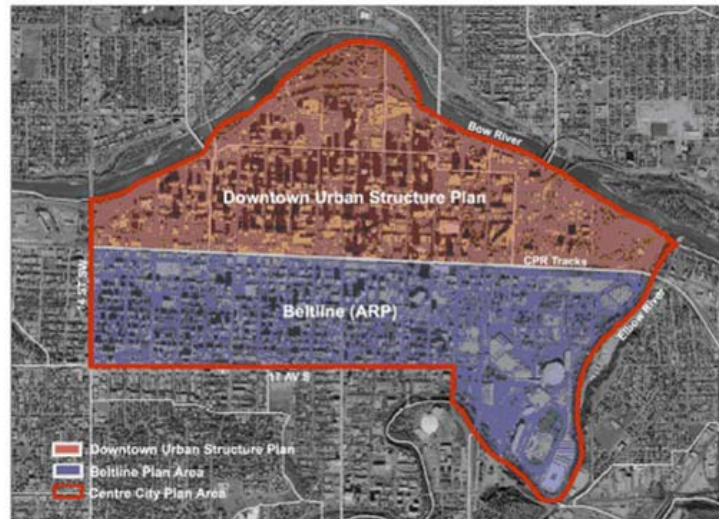
¹ Additional data on the population of the Centre City, household composition, education, income and employment, housing, and diversity is provided in the report *Centre City Community Profile*. See The City of Calgary website at www.calgary.ca/centrecity under 'Calgary Centre City Social Plan.'

Table 1. Centre City Facts

Community Districts	Location
<p>Beltline (formerly Connaught and Victoria Park)</p> <p>Chinatown</p> <p>Downtown Commercial Core</p> <p>Downtown East Village</p> <p>Downtown West End</p> <p>Eau Claire</p> <p><i>Note:</i> Where amalgamated data for the Beltline district is not available, community level data are provided for the previously separate Beltline communities of Connaught and Victoria Park.</p>	

The Centre City is the economic, social, cultural, and environmental heart of the city. Encompassing both the Downtown and Beltline areas (see Map 1), the Centre City extends from the Bow River on the north (including Prince's Island Park) to the south side of 17 Avenue on the south, and from 14 Street SW on the west to the Elbow River on the east, including all of Stampede Park, which extends south of 17 Avenue.

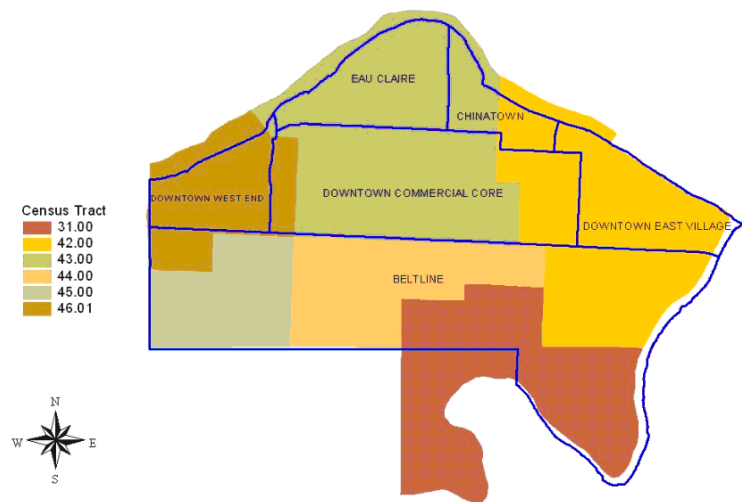
Map 1. The Centre City



Different types of data about the Centre City are available by community district and by census tract. Both offer important insights into the assets of this large regional planning area.

Map 2 illustrates how the six community districts in the Centre City relate to the census tracts that encompass the area. The community districts in the Centre City are Eau Claire, Chinatown, Downtown West End, Downtown Commercial Core, Downtown East Village, and Beltline (formerly Connaught and Victoria Park). The census tract boundaries do not align directly with the community districts but do capture the vast majority of the area.

Map 2. Centre City Communities and Census Tracts



Since a significant portion of Census Tract 31 extends south of the Beltline, data are not included here for that tract. Thus, all census tract data provided for the Centre City as a whole is slightly underestimated.

Businesses and Services

A range of data can be used to illustrate the assets within a community, including the kinds of facilities and services available to those who live, work and play in the area. This section includes census tract data on four types of businesses and services that are located in the Centre City: Table 2 aggregates the data, and Tables 3, 4, 5 and 6 provide more detailed information about each business type.² The four human service categories are:

- **Health Services:** Dentists; physicians; chiropractors; physical, occupational or speech therapists; optometrists; mental health practitioners; other health practitioners; medical and diagnostic laboratories; all other outpatient care centres; home health care services; community health centres; community care facilities for the elderly; nursing care facilities; family planning centres; ambulance services; all other ambulatory health care services; residential substance abuse facilities; and out-patient mental health and substance abuse centres
- **Education Services:** Computer training centres; language schools; professional management development training centres; business or secretarial schools; universities; community colleges; technical and trade schools; fine arts schools; vocational rehabilitation services; all other instructional facilities; elementary and secondary schools; and child day care centres

² Business Register data shown for Calgary are for the Calgary Census Metropolitan Area, which is slightly larger than the city.

- **Convenience Services:** Full service restaurants; limited service eating places; alcoholic drinking establishments; supermarkets and grocery stores; specialty food stores (three types); convenience stores; beer, wine, and liquor stores; pharmacies and drug stores; fitness and recreational sports centres; beauty salons; barber shops; unisex hair salons; other personal care services; personal and commercial banking centres; local credit unions; gasoline stations; automotive repair services; dry cleaning and laundry services; coin operated laundries; veterinary services; pet stores; postal services; hotels; motor hotels; and motels; and
- **Other Services:** Civic/social organizations; religious organizations; advocacy organizations; individual and family services; child and youth services; services for the elderly and persons with disabilities; lessors of social housing; community housing services; community food services; mobile food services; libraries; and translation and interpretation services.

To place these data in context and illustrate how vital the Centre City to Calgary as whole, it is important to know that, according to Statistics Canada (2003), the Canada Census of 2001 shows that Centre City communities had a total population of 27,005, which was **3.1 percent of the total population of Calgary** (871,140).³

³ The 2005 Civic Census reports that the population of the Centre City is now 30,274 or 3.2 percent of the total city population of 956,078 (City of Calgary, 2005b: 3).

Table 2. Businesses and Services in the Centre City, by Census Tract, 2004

Key: % CC = Percent of that business type in the Centre City. % City = Percent of that business type in Calgary.

Type of Business or Service	Tract 42.00		Tract 43.00		Tract 44.00		Tract 45.00		Tract 46.01		Calgary Centre City		Calgary	
	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% City	No.	% City
Health Services	9	3.4%	143	53.4%	26	9.7%	43	16.0%	47	17.5%	268	8.7%	3,082	100.0%
Education Services	11	10.9%	44	43.6%	14	13.9%	15	14.9%	17	16.8%	101	8.8%	1,145	100.0%
Convenience Services	96	11.2%	421	49.1%	185	21.6%	87	10.1%	69	8.0%	858	10.7%	8,001	100.0%
Other Human Services	42	25.6%	54	32.9%	41	25.0%	8	4.9%	19	11.6%	164	12.6%	1,303	100.0%
<i>Total Human Services</i>	<i>158</i>	<i>11.4%</i>	<i>662</i>	<i>47.6%</i>	<i>266</i>	<i>19.1%</i>	<i>153</i>	<i>11.0%</i>	<i>152</i>	<i>10.9%</i>	<i>1,391</i>	<i>10.3%</i>	<i>13,531</i>	<i>100.0%</i>
<u>Source:</u> Statistics Canada (2004a), Business Register.														

Although the Centre City is home to only 3.1 percent of the city's population (Statistics Canada, 2003), the area is host to 10.3 percent of all human services in the city. When reviewed by human service category, the Centre City is home to 8.7 percent of all health services in Calgary, 8.8 percent of all education services, 10.7 percent of all convenience services, and 12.6 percent of all other human services in the city. Within the Centre City, almost half of all businesses and services (47.6 percent) are located in Census Tract 43.00 (encompassing Eau Claire, half of Chinatown, and most of the Downtown Commercial Core), almost one-fifth (19.1 percent) are located in Census Tract 44.00 (which consists of a large part of the central portion of the Beltline), and the remainder are dispersed fairly evenly throughout the rest of the Centre City area.

Human services are essential to a vibrant and caring community. Apart from local residents, many other citizens use services in the Centre City because they are located near their place of employment or offer specialized services or care. In other cases, services are centralized in this large regional community to provide easy access via public transit for all Calgarians who need or wish to use them. The next four tables provide a more detailed picture of the specific types of businesses and services located in the Centre City for each of the four major human service categories – health, education, convenience, and other.

Table 3. Health Services in the Centre City, by Census Tract, 2004 (page 1 of 2)

Key: % CC = Percent of that business type in the Centre City. % City = Percent of that business type in Calgary.

Type of Health Service	Tract 42.00		Tract 43.00		Tract 44.00		Tract 45.00		Tract 46.01		Calgary Centre City		Calgary	
	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% City	No.	% City
Offices of Dentists	2	2.6%	47	61.0%	3	3.9%	13	16.9%	12	15.6%	77	11.9%	645	100.0%
Offices of Physicians	1	1.6%	31	50.0%	9	14.5%	10	16.1%	11	17.7%	62	4.8%	1,300	100.0%
Offices of Chiropractors	0	0.0%	15	65.2%	3	13.0%	2	8.7%	3	13.0%	23	11.1%	207	100.0%
Offices of Physical, Occupational, and Speech Therapists	1	6.3%	7	43.8%	2	12.5%	2	12.5%	4	25.0%	16	11.5%	139	100.0%
Offices of Optometrists	0	0.0%	9	60.0%	2	13.3%	0	0.0%	4	26.7%	15	17.0%	88	100.0%
Offices of Mental Health Practitioners (except physicians)	0	0.0%	4	33.3%	3	25.0%	4	33.3%	1	8.3%	12	14.5%	83	100.0%
Offices of All Other Health Practitioners	1	6.3%	10	62.5%	1	6.3%	2	12.5%	2	12.5%	16	9.1%	175	100.0%
Medical and Diagnostic Laboratories	0	0.0%	4	36.4%	1	9.1%	2	18.2%	4	36.4%	11	14.9%	74	100.0%
All Other Out-Patient Care Centres	0	0.0%	4	50.0%	0	0.0%	3	37.5%	1	12.5%	8	5.6%	144	100.0%
Home Health Care Services	2	28.6%	2	28.6%	0	0.0%	2	28.6%	1	14.3%	7	8.2%	85	100.0%
Community Health Centres	2	33.3%	3	50.0%	0	0.0%	0	0.0%	1	16.7%	6	18.8%	32	100.0%
Community Care Facilities for the Elderly	0	0.0%	3	60.0%	1	20.0%	0	0.0%	1	20.0%	5	38.5%	13	100.0%
Nursing Care Facilities	0	0.0%	2	50.0%	0	0.0%	1	25.0%	1	25.0%	4	8.5%	47	100.0%
Family Planning Centres	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	7.1%	14	100.0%
Ambulance Service (except Air Ambulance)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%	4	100.0%

(continued)

Table 3. Health Services in the Centre City, by Census Tract, 2004 (page 2 of 2)

Key: % CC = Percent of that business type in the Centre City. % City = Percent of that business type in Calgary.

Type of Health Service	Tract 42.00		Tract 43.00		Tract 44.00		Tract 45.00		Tract 46.01		Calgary Centre City		Calgary	
	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% City	No.	% City
All Other Ambulatory Health Care Services	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	7.1%	14	100.0%
Residential Substance Abuse Facilities	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	33.3%	3	100.0%
Out-Patient Mental Health and Substance Abuse Centres	0	0.0%	1	50.0%	0	0.0%	1	50.0%	0	0.0%	2	13.3%	15	100.0%
Total Health Services	9	3.4%	143	53.4%	26	9.7%	43	16.0%	47	17.5%	268	8.7%	3,082	100.0%
<u>Source:</u> Statistics Canada (2004a), Business Register.														

Table 3 shows that the Centre City is home to 268 health services in Calgary (8.7 percent of the city total) and, for each service category, the proportion of services is greater than the proportion of the resident population of the area (3.1 percent). This concentrated volume is not unexpected since specialized services are often situated centrally to facilitate access to them by citizens from all quadrants of the city. In specific terms, the Centre City has five community care facilities for the elderly (38.5 percent of the city total), one residential substance abuse facility (33.3 percent), one ambulance service (25.0 percent of all), six community health centres (18.8 percent of all), and four nursing care facilities (8.5 percent of the city total).

There is also a concentration of specialized health services in the Centre City, including 15 optometrists (17.0 percent of all), 11 medical and diagnostic laboratories (14.9 percent of all), 12 non-physician mental health practitioners (14.5 percent of all), two out-patient mental health and substance abuse centres (13.3 percent of the city total), and 16 physical, occupational or speech therapists (11.5 percent of all).

Some services may have special importance to Centre City residents. Located in the Centre City are 62 physicians (4.8 percent of the city total), 77 dentists (11.9 percent of all), 23 chiropractors (11.1 percent of all), seven home health care services (8.2 percent of all), eight other out-patient centres (5.6 percent of all), and one ambulatory health care service (7.1 percent of the city total).

Table 4. Education Services in the Centre City, by Census Tract, 2004

Key: % CC = Percent of that business type in the Centre City. % City = Percent of that business type in Calgary.

Type of Education Service	Tract 42.00		Tract 43.00		Tract 44.00		Tract 45.00		Tract 46.01		Calgary Centre City		Calgary	
	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% City	No.	% City
Computer Training	0	0.0%	7	58.3%	1	8.3%	1	8.3%	3	25.0%	12	17.4%	69	100.0%
Language Schools	3	30.0%	4	40.0%	0	0.0%	1	10.0%	2	20.0%	10	58.8%	17	100.0%
Professional and Management Development Training	0	0.0%	4	50.0%	1	12.5%	3	37.5%	0	0.0%	8	8.2%	97	100.0%
Business and Secretarial Schools	0	0.0%	1	50.0%	1	50.0%	0	0.0%	0	0.0%	2	25.0%	8	100.0%
Universities	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	7.1%	14	100.0%
Community Colleges	1	16.7%	3	50.0%	1	16.7%	1	16.7%	0	0.0%	6	10.9%	55	100.0%
Technical and Trade Schools	2	33.3%	2	33.3%	0	0.0%	1	16.7%	1	16.7%	6	7.8%	77	100.0%
Fine Arts Schools	1	33.3%	0	0.0%	0	0.0%	2	66.7%	0	0.0%	3	2.9%	102	100.0%
Vocational Rehabilitation Services	1	11.1%	5	55.6%	1	11.1%	0	0.0%	2	22.2%	9	17.0%	53	100.0%
All Other Schools and Instructional Facilities	0	0.0%	14	56.0%	2	8.0%	4	16.0%	5	20.0%	25	8.4%	298	100.0%
Elementary and Secondary Schools	2	33.3%	1	16.7%	1	16.7%	0	0.0%	2	33.3%	6	9.0%	67	100.0%
Child Day-Care Services	1	7.7%	2	15.4%	6	46.2%	2	15.4%	2	15.4%	13	4.5%	288	100.0%
Total Education Services	11	10.9%	44	43.6%	14	13.9%	15	14.9%	17	16.8%	101	8.8%	1,145	100.0%
Source: Statistics Canada (2004a), Business Register.														

The Centre City is home to a total of 101 education services, which is 8.8 percent of all education services in Calgary, including 12 computer training centres (17.4 percent of the city total), 10 language schools (58.8 percent of all), eight professional and management development training centres (8.2 percent of all), and two business and secretarial schools (25.0 percent of all).

Table 4 also shows that the Centre City currently has one university (7.1 percent of the city total), which may increase if the urban campus initiative proposed for the Downtown East Village (in census tract 42.00) is implemented. The area has six community colleges (10.9 percent of all), six technical and trade schools (7.8 percent of all), three fine arts schools (2.9 percent of the city total), nine vocational rehabilitation services (17.0 percent of all), and 25 other instructional facilities (8.4 percent of the city total). The Centre City also has six elementary and secondary schools (9.0 percent of all), as well as 13 child day-care services (4.5 percent of the city total).

As shown in Table 5, a total of 858 convenience services are located in the Centre City, which is 10.7 percent of all convenience services in the city. There are 237 full service restaurants (15.4 percent of the city total), 205 limited service eating places (12.7 percent of all), and 44 drinking establishments (24.3 percent of the city total). The Centre City has 18 supermarkets or grocery stores (7.1 percent of the city total), four specialty food stores offering meat, fish and seafood, or fruit and vegetables (4.3 percent of all), 11 specialty food stores offering baked goods and confections (13.9 percent of all), four other specialty food stores (7.1 percent of all), 40 convenience stores (11.0 percent of all), and 18 beer, wine or liquor stores (7.3 percent of the city total).

The area is home to 15 pharmacies and drug stores (7.4 percent of all) and 14 fitness and recreation facilities (9.1 percent of the city total), likely used by residents as well as commuters. Similarly, there are 59 beauty salons (8.6 percent of the city total), four barber shops (8.7 percent of all), 24 unisex hair salons (9.9 percent of all), and 29 other personal care services (8.6 percent of all). There are 29 personal and commercial banking services in the area (27.1 percent of the city total), six credit unions (31.6 percent of all), three gasoline stations with convenience stores (1.6 percent of all), 27 other gasoline stations (7.8 percent of all), and 11 automotive repair services (1.9 percent of the city total). The Centre City has 11 dry cleaning and laundry services (6.4 percent of the city total), two coin-operated laundries and dry cleaners (4.2 percent of all), two veterinary services (1.4 percent of the city total), three pet and pet supply stores (6.3 percent of all), and five postal services (13.2 percent of all).

In addition, the Centre City is home to 22 hotels (18.5 percent of the city total), 4 motor hotels (20 percent of all), and seven motels (11.5 percent of all). This indicates the area is well equipped to serve visitors to the city.

Table 5. Convenience Services in the Centre City, by Census Tract, 2004 (page 1 of 2)

Key: % CC = Percent of that business type in the Centre City. % City = Percent of that business type in Calgary.

Type of Convenience Service	Tract 42.00		Tract 43.00		Tract 44.00		Tract 45.00		Tract 46.01		Calgary Centre City		Calgary	
	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% City	No.	% City
Full Service Restaurants	28	11.8%	97	40.9%	73	30.8%	16	6.8%	23	9.7%	237	15.4%	1,542	100.0%
Limited Service Eating Places	19	9.3%	119	58.0%	29	14.1%	26	12.7%	12	5.9%	205	12.7%	1,617	100.0%
Drinking Places (Alcoholic Beverages)	3	6.8%	20	45.5%	16	36.4%	2	4.5%	3	6.8%	44	24.3%	181	100.0%
Supermarkets and Other Grocery Stores (except convenience stores)	7	38.9%	6	33.3%	2	11.1%	2	11.1%	1	5.6%	18	7.1%	252	100.0%
Specialty Food Stores (meat, fish and seafood, fruit and vegetable markets)	2	50.0%	0	0.0%	1	25.0%	1	25.0%	0	0.0%	4	4.3%	92	100.0%
Other Specialty Food Stores (baked goods, confectionaries, nut stores)	2	18.2%	7	63.6%	0	0.0%	1	9.1%	1	9.1%	11	13.9%	79	100.0%
All Other Specialty Food Stores	0	0.0%	1	25.0%	1	25.0%	0	0.0%	2	50.0%	4	7.1%	56	100.0%
Convenience Stores	4	10.0%	19	47.5%	5	12.5%	6	15.0%	6	15.0%	40	11.0%	363	100.0%
Beer, Wine and Liquor Stores	0	0.0%	6	33.3%	8	44.4%	3	16.7%	1	5.6%	18	7.3%	248	100.0%
Pharmacies and Drug Stores	3	20.0%	7	46.7%	1	6.7%	1	6.7%	3	20.0%	15	7.4%	204	100.0%
Fitness and Recreational Sports Centres	3	21.4%	5	35.7%	5	35.7%	1	7.1%	0	0.0%	14	9.1%	154	100.0%
Beauty Salons	5	8.5%	28	47.5%	13	22.0%	7	11.9%	6	10.2%	59	8.6%	689	100.0%
Barber Shops	0	0.0%	4	100.0%	0	0.0%	0	0.0%	0	0.0%	4	8.7%	46	100.0%
Unisex Hair Salons	3	12.5%	8	33.3%	7	29.2%	3	12.5%	3	12.5%	24	9.9%	242	100.0%
Other Personal Care Services	0	0.0%	12	41.4%	9	31.0%	7	24.1%	1	3.4%	29	8.6%	336	100.0%

(continued)

Table 5. Convenience Services in the Centre City, by Census Tract, 2004 (page 2 of 2)

Key: % CC = Percent of that business type in the Centre City. % City = Percent of that business type in Calgary.

Type of Convenience Service	Tract 42.00		Tract 43.00		Tract 44.00		Tract 45.00		Tract 46.01		Calgary Centre City		Calgary	
	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% City	No.	% City
Personal and Commercial Banking Industry	3	10.3%	26	89.7%	0	0.0%	0	0.0%	0	0.0%	29	27.1%	107	100.0%
Local Credit Unions	2	33.3%	4	66.7%	0	0.0%	0	0.0%	0	0.0%	6	31.6%	19	100.0%
Gasoline Stations with Convenience Stores	1	33.3%	0	0.0%	1	33.3%	1	33.3%	0	0.0%	3	1.6%	190	100.0%
Other Gasoline Stations	0	0.0%	20	74.1%	3	11.1%	4	14.8%	0	0.0%	27	7.8%	344	100.0%
Automotive Mechanical and Electrical Repair and Maintenance	2	18.2%	5	45.5%	2	18.2%	2	18.2%	0	0.0%	11	1.9%	585	100.0%
Dry Cleaning and Laundry Services	0	0.0%	3	27.3%	1	9.1%	3	27.3%	4	36.4%	11	6.4%	173	100.0%
Coin-Operated Laundries and Dry Cleaners	1	50.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	2	4.2%	48	100.0%
Veterinary Services	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%	2	1.4%	148	100.0%
Pet and Pet Supply Stores	1	33.3%	0	0.0%	1	33.3%	1	33.3%	0	0.0%	3	6.3%	48	100.0%
Postal Service	0	0.0%	5	100.0%	0	0.0%	0	0.0%	0	0.0%	5	13.2%	38	100.0%
Hotels	4	18.2%	13	59.1%	4	18.2%	0	0.0%	1	4.5%	22	18.5%	119	100.0%
Motor Hotels	1	25.0%	3	75.0%	0	0.0%	0	0.0%	0	0.0%	4	20.0%	20	100.0%
Motels	2	28.6%	2	28.6%	3	42.9%	0	0.0%	0	0.0%	7	11.5%	61	100.0%
Total Convenience Services	96	11.2%	421	49.1%	185	21.6%	87	10.1%	69	8.0%	858	10.7%	8,001	100.0%
<u>Source:</u> Statistics Canada (2004a), Business Register.														

Table 6. Other Human Services in the Centre City, by Census Tract, 2004

Key: % CC = Percent of that business type in the Centre City. % City = Percent of that business type in Calgary.

Type of Other Human Service	Tract 42.00		Tract 43.00		Tract 44.00		Tract 45.00		Tract 46.01		Calgary Centre City		Calgary	
	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% CC	No.	% City	No.	% City
Civic and Social Organizations	32	37.2%	31	36.0%	15	17.4%	2	2.3%	6	7.0%	86	17.5%	492	100.0%
Religious Organizations	2	7.7%	9	34.6%	8	30.8%	4	15.4%	3	11.5%	26	6.5%	401	100.0%
Social Advocacy Organizations	2	22.2%	3	33.3%	1	11.1%	1	11.1%	2	22.2%	9	13.4%	67	100.0%
Individual and Family Services	1	5.3%	4	21.1%	8	42.1%	1	5.3%	5	26.3%	19	16.4%	116	100.0%
Child and Youth Services	0	0.0%	3	50.0%	3	50.0%	0	0.0%	0	0.0%	6	28.6%	21	100.0%
Services for the Elderly and Persons with Disabilities	1	20.0%	0	0.0%	1	20.0%	0	0.0%	3	60.0%	5	5.1%	99	100.0%
Lessors of Social Housing Projects	3	60.0%	1	20.0%	1	20.0%	0	0.0%	0	0.0%	5	18.5%	27	100.0%
Community Housing Services	1	50.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	2	66.7%	3	100.0%
Community Food Services	0	0.0%	0	0.0%	2	100.0%	0	0.0%	0	0.0%	2	15.4%	13	100.0%
Mobile Food Services	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	4.5%	22	100.0%
Translation and Interpretation Services	0	0.0%	2	66.7%	1	33.3%	0	0.0%	0	0.0%	3	7.1%	42	100.0%
Total Other Services	42	25.6%	54	32.9%	41	25.0%	8	4.9%	19	11.6%	164	12.6%	1,303	100.0%
<u>Source:</u> Statistics Canada (2004a), Business Register.														

The Centre City is home to 164 other human services (12.6 percent of the city total), including 86 civic organizations (17.5 percent of all), 26 religious organizations (6.5 percent of all), nine advocacy organizations (13.4 percent of the city total), 19 individual or family services (16.4 percent of all), six child and youth services (28.6 percent of all), and five services for the elderly and persons with disabilities (5.1 percent of all).

The Centre City has five lessors of social housing (18.5 percent of all), two community housing services (66.7 percent of the city total), two community food services (15.4 percent of all), and one mobile food service (4.5 percent of the city total). It also has three translation or interpretation services (7.1 percent of the city total).

Civic Participation

This section includes information on residential property tax assessments for Centre City communities, the location and use of area libraries and recreational facilities, access to City of Calgary services, and voter turn out. It also provides contextual information about three population groups (seniors; Aboriginal persons; and immigrants, refugees, and visible minority persons) who may be at particular risk of experiencing social isolation and exclusion.

Residential Property Tax Assessments

Property assessments indicate the most probable price that a property would sell for on the open market as of a given date. The 2005 property assessments shown in the following tables are based on real estate market conditions as of July 1, 2004 and the characteristics and physical condition of the property on December 31, 2004. The municipal tax rate approved by Council determines the amount of municipal property tax to be paid on each property that year (City of Calgary, 2005a). For 2005, the median improved Single Residential Assessment (non-condominium) was \$230,000 and the median improved Condominium Assessment was \$142,000.

The typical residential market value increase for 2005 was 4.4 percent, compared 10 percent for non-residential properties (City of Calgary, 2005a).

The following two tables present data on residential tax assessments, first for single residential properties and then for condominium properties. Data are for the date of the assessment and do not necessarily reflect the current situation. To aid in understanding the information shown, the City of Calgary's Assessment business unit provides the following definitions (City of Calgary, 2005a):

- **Total Accounts:** Number of taxable accounts in the specified community.
- **Median Assessment:** The mid-range value of the property type within the specified community.
- **Percent of Properties Decreasing in Taxes:** Percentage of properties that will see a decrease in taxes due to the reassessment based on the 2005 estimated tax rate.
- **Percent of Properties Increasing in Taxes:** Percentage of properties that will see an increase in taxes due to the reassessment based on the 2005 estimated tax rate.
- **Percent Changing +/- 10% per year in Taxes:** The percentage of properties where the estimated taxes for 2005 are within plus or minus 10 percent per year of 2004 taxes. Calculated as described above.
- **Tax Levy on Median Assessment:** The mid-range value of a specified property type multiplied by the adjusted 2004 tax rate (this value includes the education portion).

Table 7. Single Residential Property Tax Assessment Values, 2005

Calgary Centre City Communities	Total Accounts	Median Assessment	Tax Levy on Median Assessment	Percent of Properties Decreasing in Taxes	Percent of Properties Increasing in Taxes	Percent Changing +/- 10% per Year in Taxes
Beltline	191	\$291,000	\$2,259	60.2%	39.8%	64.4%
Chinatown ¹	0	\$0	\$0	0.0%	0.0%	0.0%
Downtown Commercial Core	1	\$406,000	\$3,152	100.0%	0.0%	100.0%
Downtown East Village	6	\$220,500	\$1,712	100.0%	0.0%	100.0%
Downtown West End	9	\$270,000	\$2,096	100.0%	0.0%	100.0%
Eau Claire	1	\$50,000	\$388	0.0%	100.0%	0.0%
Calgary Centre City ²	208	n/a	n/a	n/a	n/a	n/a
Calgary ³	246,195	\$230,000	\$1,779	67.0%	n/a	95.5%
Source: City of Calgary (2005a), Assessment; Partridge (2005).						
<p>1 Data for Chinatown does not appear on the list of <i>2005 Residential Assessment Values (Excluding Condominiums)</i> because there are too few detached single family residential homes left in Chinatown to create a valuation model. Any lots that are left in the community are classified as commercial lots and assessed for their land value (Von Engelbrechten, 2005).</p> <p>2 Assessment does not stratify its data in a way that would enable aggregate data to be calculated for the entire Centre City area (Partridge, 2005).</p> <p>3 Not all data are available for Calgary as a whole (Partridge, 2005).</p>						

The 2005 median assessment value for single residential properties in Calgary was \$230,000. Comparable data are not available as an aggregate total for the 208 properties valued in the Centre City. Among Centre City communities, however, the median assessment was higher in the Downtown Commercial Core (\$406,000), the Beltline (\$291,000), and the Downtown West End (\$270,000). Accordingly, the tax levy on the median assessment value was higher for these three communities than for Calgary as a whole (\$1,779), at \$3,152 in the Downtown Commercial Core, \$2,259 in the Beltline, and \$2,096 in the Downtown West End. Both the median assessment value and the tax levy were marginally lower in the Downtown East Village (at \$220,500 and \$1,712) than for Calgary as a whole. Eau Claire was significantly lower, with a median assessment value of \$50,000 and a tax levy of \$388. There are too few single detached homes in Chinatown to create a valuation model. Of note, the lone property in Eau Claire and 39.8 percent of the 191 single residential properties in the Beltline saw an increase in taxes in 2005.

Table 8. Condominium Property Tax Assessment Values, 2005

Calgary Centre City Communities	Total Accounts	Median Assessment	Tax Levy on Median Assessment	Percent of Properties Decreasing in Taxes	Percent of Properties Increasing in Taxes	Percent Changing +/- 10% per Year in Taxes
Beltline	4,802	\$136,500	\$1,060	38.5%	61.5%	87.7%
Chinatown	348	\$95,000	\$738	19.3%	80.7%	47.7%
Downtown Commercial Core – Townhouses ¹	300	\$120,500	\$936	57.7%	42.3%	50.3%
Downtown Commercial Core – Apartments ¹	1,019	\$89,500	\$695	34.2%	65.8%	39.6%
Downtown East Village	333	\$156,000	\$1,211	61.0%	39.0%	69.4%
Downtown West End	844	\$226,750	\$1,760	66.8%	33.2%	90.5%
Eau Claire	911	\$284,500	\$2,209	53.7%	46.3%	89.6%
Calgary Centre City ²	8,557	n/a	n/a	n/a	n/a	n/a
Calgary ³	66,500	\$142,000	\$1,098	n/a	n/a	89.3%
<u>Source:</u> City of Calgary (2005a), Assessment; Partridge (2005).						
<p>1 Data for the Downtown Commercial Core is provided in two parts because two types of condominium properties are valued on the list of <i>2005 Condominium Assessment Values</i>: 300 townhouses and 1,019 apartments. The two types of property are different enough to call for a separate listing in the chart (Von Engelbrechten, 2005).</p> <p>2 Assessment does not stratify its data in a way that would enable aggregate data to be calculated for the entire Centre City area (Partridge, 2005).</p> <p>3 Not all data are available for Calgary as a whole (Partridge, 2005).</p>						

The 2005 median assessment value for condominiums in Calgary was \$142,000. Comparable data are not available as an aggregate total for the 8,557 properties valued in the Centre City. Among Centre City communities, however, the median assessment was higher in Eau Claire (\$284,500), the Downtown West End (\$226,750) and the Downtown East Village (\$156,000), and slightly lower in the Beltline (\$136,500). The tax levy on the median assessment value for condominiums in Calgary overall was \$1,098. In the Centre City, the tax levy ranged from a low of \$695 for apartments in the Downtown Commercial Core, to \$1,060 for condominiums in the Beltline, to a high of \$2,209 for condominiums in Eau Claire. Of note, a significant portion of all Centre City community condominiums saw an increase in taxes in 2005.

Public Library Use

Table 9. Public Library Services, 2004

Library Services	W.R. Castell Central Library		Memorial Park Library		Calgary Centre City		Calgary	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Number of In-Person Visits	1,000,597	17.3%	111,423	1.9%	1,112,020	19.3%	5,769,764	100%
Circulation	985,866	9.3%	125,086	1.2%	1,110,952	10.4%	10,639,247	100%
In-Library Use of Materials	980,304	26.9%	27,404	0.8%	1,007,708	27.6%	3,650,400	100%
Number of Information Requests	935,675	42.9%	28,093	1.3%	963,768	44.2%	2,182,791	100%
Number of Programs ¹	495	9.0%	108	2.0%	603	10.9%	5,513	100%
Program Attendance	11,213	9.3%	2,330	1.9%	13,543	11.3%	120,044	100%
<u>Source:</u> Calgary Public Library (2005).								
¹ Programs include computer programs, ESL programs, author readings, story time, literacy programs, and so on.								

There are two libraries in the Centre City – the W.R. Castell Central Library, located in the Downtown Commercial Core at 616 Macleod Trail SE, and the Memorial Park Library, located in the Beltline at 1221 – 2 Street SW. Together, these two libraries accounted for over 1.1 million in-person library visits in 2004 (19.3 percent of the city total) and circulated over 1.1 million items (10.4 percent of the city total). In-library use of materials also exceeded the one million mark, accounting for 27.6 percent of the city total, and information requests reached 963,768, which was 44.2 percent of the city total.

These libraries offered 603 programs in 2004 (10.9 percent of the city total). Program attendance, at 11.3 percent of the city total, served a total of 13,543 citizens. Of the two Centre City libraries, the W.R. Castell Central Library provided the overwhelming majority of services and programs, a testament to its importance to Calgarians living throughout the city.

Table 10. Frequency of Public Library Use by Cardholders, 2004

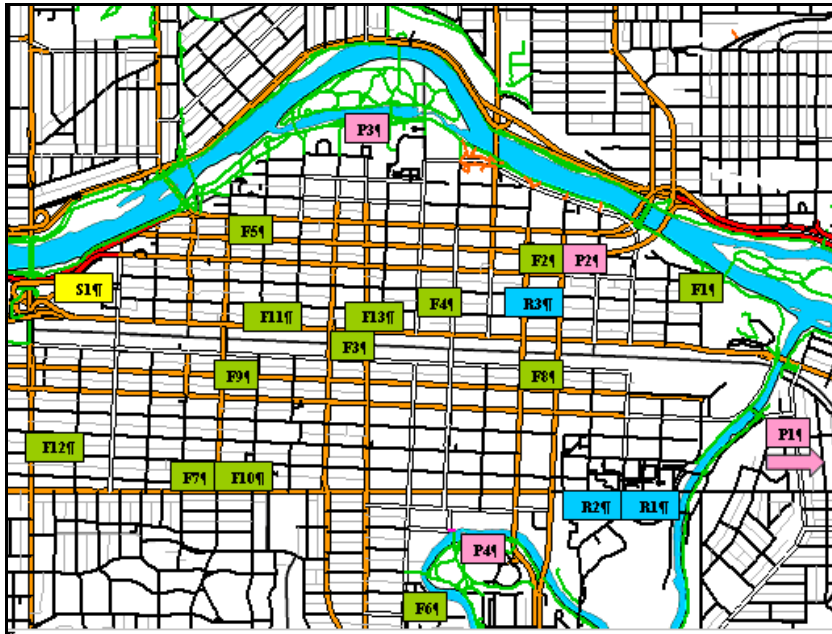
Calgary Centre City Communities	Total Population, 2004		Library Use by Cardholders, 2004 ¹		Frequency of Library Use per Capita, 2004
	Number	Percent	Number	Percent	
Beltline	16,119	1.7%	34,736	1.7%	2.2
Chinatown	1199	0.1%	3,094	0.2%	2.6
Downtown Commercial Core	6,944	0.7%	28,964	1.5%	4.2
Downtown East Village	2,080	0.2%	4,446	0.2%	2.1
Downtown West End	1,789	0.2%	2,236	0.1%	1.2
Eau Claire	1,568	0.2%	2,730	0.1%	1.7
Calgary Centre City	29,699	3.2%	76,206	3.8%	2.6
Calgary	933,495	100.0%	1,991,886	100.0%	2.1
Source: City of Calgary (2004), Civic Census; Calgary Public Library (2005).					
1 The information for 'library use by cardholder' represents the number of times a Calgary Public Library card was used in any Calgary Public Library branch in 2004. Library use data are based on cardholder activity only. The annual number of library uses is inferred from a survey of library card usage conducted during a two-week period. The survey tracked where library card users reside (i.e., by community district) and which branches of the Calgary Public Library system they used.					

Although the Centre City is home to only 3.2 percent of the total population of Calgary (City of Calgary, 2004), area residents used their Calgary Public Library cards a total of 76,206 times in 2004, which accounted for 3.8 percent of all library use by cardholders in the city. Residents of the Beltline and the Downtown Commercial Core had the most library uses, with 34,736 and 28,964 uses respectively, whereas Downtown West End residents accounted for the fewest number of uses, at 2,236. Per capita library use in the Centre City exceeded that for Calgary as a whole, at 2.6 versus 2.1 uses per person per year. Per capita library use was highest among residents of the Downtown Commercial Core, at 4.2, followed by Chinatown (2.6), the Beltline (2.2), and the Downtown East Village (2.1), all of which met or exceeded the city average. Eau Claire had the lowest per capita library use among Centre City communities, at 1.7.

Recreation and Fitness Facilities

Map 3 shows the type and location of public and private recreation and fitness facilities located in or near the Centre City.

Map 3. Recreation and Fitness Facilities in the Centre City Area, 2005



Key:

F	Fitness Centre
R*	Ice Surface
P	Pool
S	Skateboard Park

Source: City of Calgary (2005c), Recreation.

Map ID Facility Name

F1	BJ's Gym Ltd.
F2	Fitness on 5th (YWCA)
F3	Fountain Park Health Club
F4	World Health Clubs
F5	Mount Royal College
F6	Mount Royal College
F7	Calgary Pilates Centre
F8	Fitsystems Inc.
F9	Fountain Park Health Club
F10	Heavens Fitness Club
F11	One on One Personal Fitness Instruction
F12	Western Canadian Place Fitness Centre
F13	Yoga Studio
F14	Bankers Hall Club
R1	Pengrowth Saddledome
R2	Stampede Corral
R3	Olympic Plaza
P1	Inglewood Pool
P2	YWCA
P3	YMCA Eau Claire
P4	Beltline Pool and Fitness Centre
S1	Shaw Millennium Park

As shown on Map 3, there are a total of 13 fitness facilities in the Centre City and another nearby, as well as two indoor and one outdoor ice surfaces (the Pengrowth Saddledome, Stampede Corral, and Olympic Plaza) and one skateboard park (Shaw Millennium Park). The area is home to three pool and fitness facilities (the YWCA, the Eau Claire YMCA, and the Beltline Pool and Fitness Centre) and area residents and commuters also have access to the nearby Inglewood Pool.

The following two tables provide data on facility use for the Beltline Pool and Fitness Centre and the Inglewood Pool.

Table 11. Beltline Pool and Fitness Facility Use, 2004

Age/Pass Category	Regular Drop-In	Splash Sunday Drop-In	Total Drop-In Admissions		Total Pass Admissions		Total Admissions	
	Number	Number	Number	Percent	Number	Percent	Number	Percent
Adult	2,675	1	2,676	12.9%	18,121	87.1%	20,797	100.0%
Senior	228	3	231	7.5%	2,851	92.5%	3,082	100.0%
Children and Youth	137	0	137	78.7%	37	21.3%	174	100.0%
Family	1	0	1	0.0%	2,558	100.0%	2,559	100.0%
Shower	135	0	135	100.0%	0	0.0%	135	100.0%
Babysitting	0	0	0	0.0%	0	0.0%	0	100.0%
Preschool	6	0	6	100.0%	0	0.0%	6	100.0%
Total	3,182	4	3,186	11.9%	23,567	88.1%	26,753	100.0%
Source: City of Calgary (2005c), Recreation.								

The Beltline Pool and Fitness Facility registered 26,753 admissions in 2004. Of these, 88.1 percent were pass holders and 11.9 percent were drop-in users. The vast majority of facility users were adults (20,797), followed by seniors (3,082) and families (2,559). Only 174 admissions were made to children and youth (aged 6 to 17) and an additional 135 admissions were made to persons dropping in to use the shower facilities.

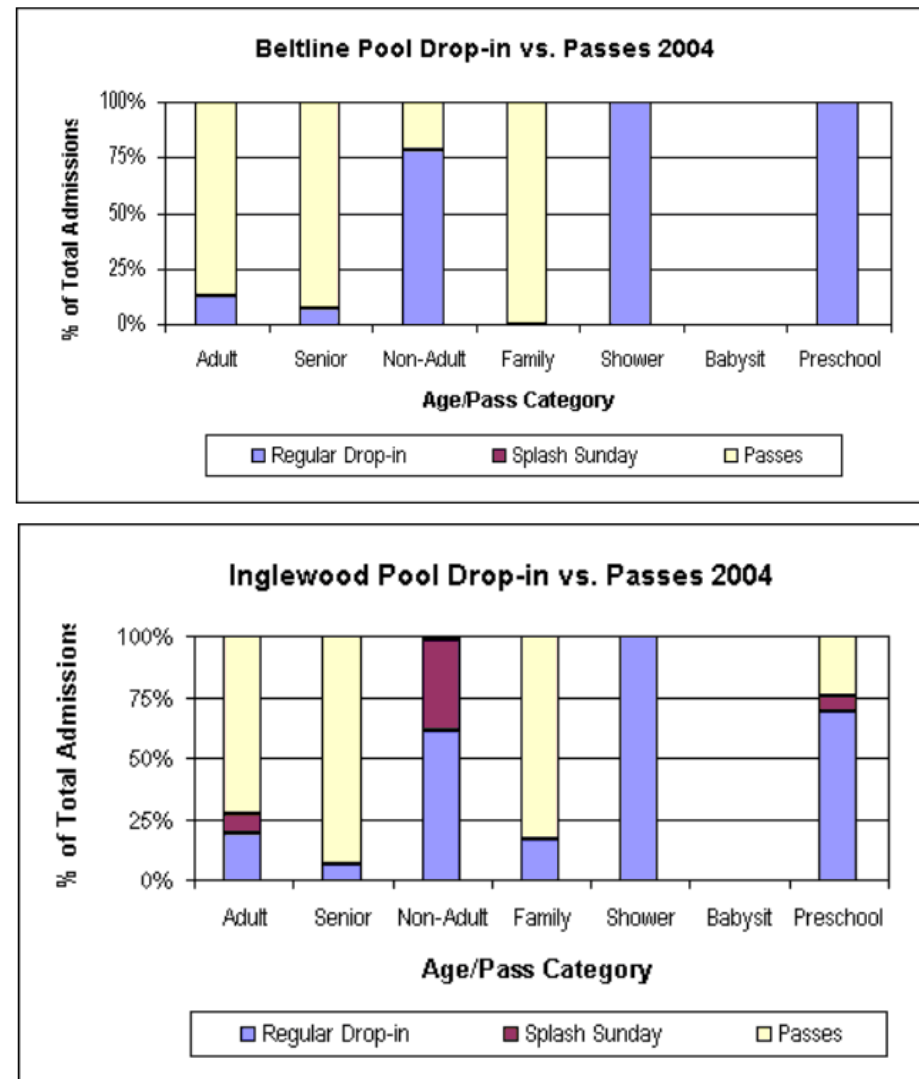
Table 12. Inglewood Pool Facility Use, 2004

Age/Pass Category	Regular Drop-In	Splash Sunday Drop-In	Total Drop-In Admissions		Total Pass Admissions		Total Admissions	
	Number	Number	Number	Percent	Number	Percent	Number	Percent
Adult	1,801	780	2,581	27.1%	6,952	72.9%	9,533	100.0%
Senior	246	2	248	6.4%	3,623	93.6%	3,871	100.0%
Children and Youth	3,407	2,047	5,454	98.3%	94	1.7%	5,548	100.0%
Family	300	0	300	17.0%	1,468	83.0%	1,768	100.0%
Shower	78	0	78	100.0%	0	0.0%	78	100.0%
Babysitting	0	0	0	0.0%	0	0.0%	0	100.0%
Preschool	633	59	692	75.7%	222	24.3%	914	100.0%
Total	6,465	2,888	9,353	43.1%	12,359	56.9%	21,712	100.0%
<i>Source:</i> City of Calgary (2005c), Recreation.								

The Inglewood Pool, which does not have a fitness facility, registered 21,712 admissions in 2004. Of these, 56.9 percent were by pass holders and 43.1 percent were by drop-in users, which is a very different mix than at the Beltline facility (at which 88.1 percent of admissions were by pass holders and 11.9 percent by drop-in users). A majority of Inglewood facility users were adults (9,533), followed by children and youth aged 6 to 17 (5,548), seniors (3,871), and families (1,768). An additional 78 admissions were made to persons dropping in to use the shower facilities. This is also a very different user profile than seen at the Beltline facility.

Figure 1 provides two graphs that illustrate the differences between the Beltline and Inglewood facility user groups.

Figure 1. A Comparison of Beltline and Inglewood User Groups, 2004



Source: City of Calgary (2005c), Recreation.

Table 13. Fee Assistance for City of Calgary Recreation Facilities, 2004

Calgary Centre City Communities	Total Population, 2004		Number of Persons Approved for City of Calgary Recreation Facility Fee Assistance, 2004	Percent of City Total
	Number	Percent		
Beltline	16,119	1.7%	427	2.9%
Chinatown	1,199	0.1%	73	0.5%
Downtown Commercial Core	6,944	0.7%	30	0.2%
Downtown East Village	2,080	0.2%	18	0.1%
Downtown West End	1,789	0.2%	13	0.1%
Eau Claire	1,568	0.2%	7	0.0%
Calgary Centre City	29,699	3.2%	568	4.0%
Calgary	933,495	100.0%	14,354	100.0%
Source: City of Calgary (2004), Civic Census; City of Calgary (2005a), Recreation.				

Although the Centre City is home to only 3.2 percent of the total population of Calgary (City of Calgary, 2004), 4.0 percent of City of Calgary recreation facility fee assistance recipients in 2004 were residents of the area. A total of 568 Centre City residents who applied for recreation facility fee assistance qualified to receive it. The vast majority of recipients lived in the Beltline (427), followed by Chinatown (73), and the Downtown Commercial Core (30). The fewest Centre City recreation facility fee assistance recipients lived in Eau Claire. Data are not available on the number of applicants who were not approved for assistance.

Access to City of Calgary Services

The City of Calgary conducts a Web Measurements Program telephone survey every year with a random sample of 800 Calgarians and an additional sample of 100 Calgary seniors and 100 Calgarians from low-income households.⁴

The results summary for the 2005 survey reports that “Calgary is a well-connected community and Calgarians are frequent users of a wide range of Internet services. This community profile leads to high citizen expectations and demand for online service delivery. Sixty-three percent of Calgarians use the Internet to access Government information and services online and 43 percent accessed City information and services online” (City of Calgary, 2005f: 2).

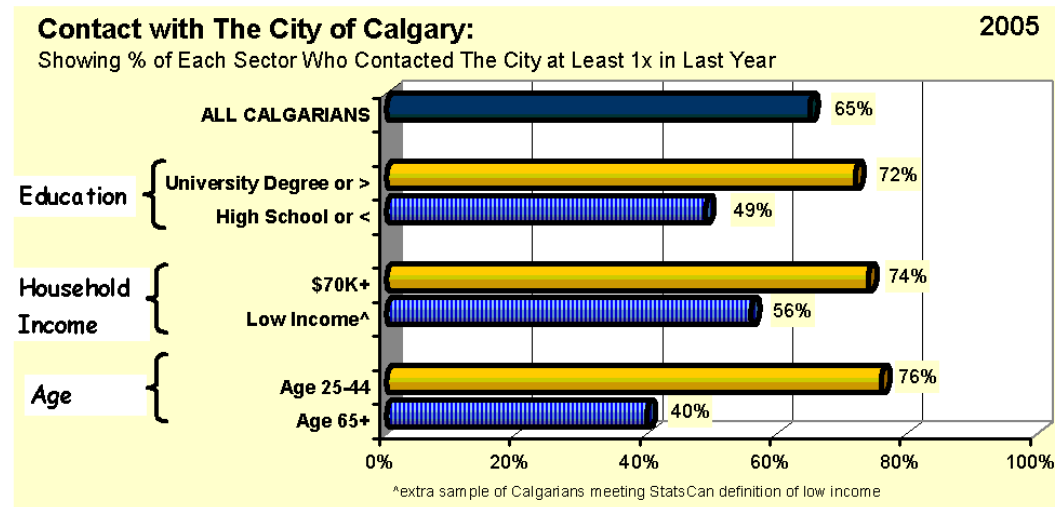
⁴ The survey methodology is described as follows (City of Calgary, 2005f: 4): “The primary survey sample included 800 randomly selected Calgarians age 18+, with quotas for age and gender that reflect the make up of the community. The primary sample size and methodology resulted in a high degree of confidence and reliability in generalizing the results to all Calgarians” (+/- 3.47%; 95% confidence 19 times out of 20). “There was an additional sample of 100 Calgary seniors, and 100 Calgarians from low-income households” (using Statistics Canada’s “Low-Income Cut-Off” definition and methodology). “These additional sample sets were designed to gather further input and insights from the perspective of members of the community who are less likely to access Web-based information, resources and services (‘digital divide’).”

The Web Measurements Program survey conducted in March 2005 found that 65 percent of Calgarians contacted The City (by any means) one or more times in the previous 12 months. The telephone and the Internet are, by far, most cited as the usual and preferred ways to access or contact The City of Calgary.

The report also states that “age, household income, and education are significant predictors of whether or not Calgarians contact The City by any means. These are the same predictors of likelihood of Internet use. This suggests that Web-based resources and services do not result in access barriers that are not already present with respect to Calgarians’ desire or ability to contact The City. While demographic predictors are consistent with results from previous results, the gap has narrowed. For example, the gap from lower to higher education narrowed from 33 percentage points in 2003, to 31 in 2004 and to 23 percentage points in 2005” (City of Calgary, 2005f: 6).

Figure 2 illustrates how age, household income, and education are significant predictors of whether or not Calgarians contact The City of Calgary for information or services.

Figure 2. Contact with The City of Calgary by Education, Household Income, and Age, 2005



Source: City of Calgary, (2005f: 6), Information Technology.

Calgarians who are seniors, who are from low-income households, or who have lower education levels are less likely to contact The City of Calgary for information or services (City of Calgary, 2005f: 6). Although Web Measurements Program survey data specific to the Centre City is not available, we know that the Centre City has a significantly higher proportion of seniors, persons with low income, and persons with lower levels of educational attainment than the city average (City of Calgary, 2005b: 12-13; 15; 18; 24). This means that these Centre City residents may be less likely or less able to contact The City for the information or services they may need.

Voter Turn Out

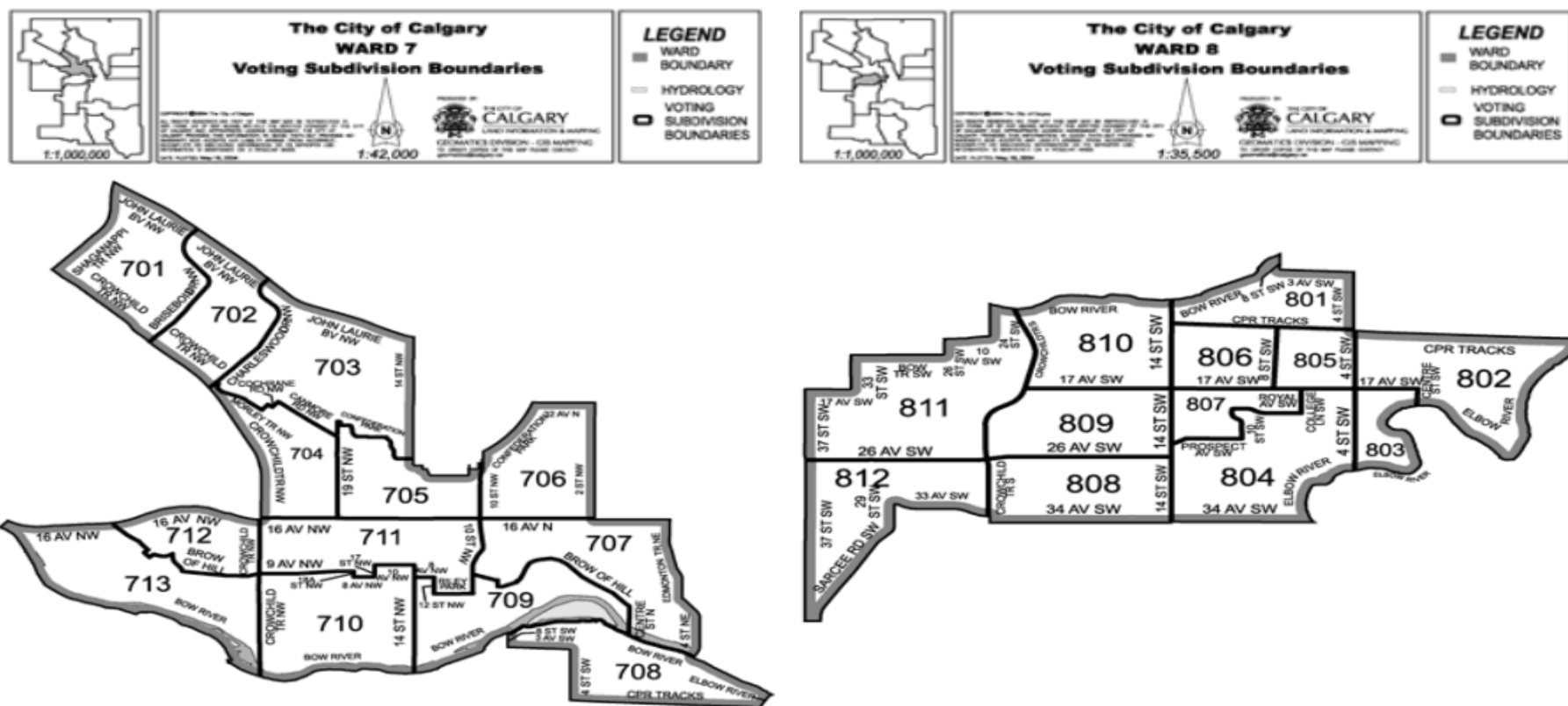
Table 14. Voter Turn Out for the Calgary Civic General Election, 2004

Calgary Centre City Voting Stations	Enumerated Electorate	Number of Voters	Voter Turn Out (%)
Voting Station Number 708	3,009	392	13.0%
Voting Station Number 801	4,056	338	8.3%
Voting Station Number 802	3,037	179	5.9%
Voting Station Number 805	3,130	418	13.4%
Voting Station Number 806	4,929	550	11.2%
Calgary Centre City	18,161	1,877	10.3%
Calgary	602,832	119,137	19.8%
<u>Source:</u> City of Calgary (2005 <i>e</i>), Elections and Information Services.			

Voter turn out is often used as an indicator of civic engagement. In the 2004 Calgary Civic General Election, voter turn out in the Centre City was 10.3 percent, barely half that for Calgary as a whole (19.8 percent), which was in itself low.

Map 4 shows the electoral boundaries for Wards 7 and 8, which include all of voting stations for community districts located in the Centre City. The relevant voting stations are 708, a small area at the south east end of Ward 7, as well as stations 801, 802, 805 and 806, which include a little less than one-quarter of Ward 8 in the ward's north east quadrant.

Map 4. Electoral Boundaries for Wards 7 and 8



Source: City of Calgary (2005e), Elections and Information Services.

Groups at Risk of Social Isolation

While there is no definitive measure of social isolation, a number of different indicators can be used as proxies. Three of these are the proportion of the total population who live alone, the proportion of seniors who live alone, and the proportion of persons who speak neither official language.

A high proportion of Centre City residents are at risk of experiencing social isolation (City of Calgary, 2005b: 12-13). The proportion of the population living alone in the Centre City is much greater than for Calgary as a whole, at 39.1 versus 9.1 percent. This risk factor exists in all Centre City communities, with the proportion of residents who live alone ranging from 25.5 percent in Eau Claire, to 44.9 percent in the Downtown Commercial Core, to fully 70.6 percent in the Downtown East Village.

The proportion of Centre City seniors who live alone is even greater, at 62.8 percent, compared with the 26.3 percent of seniors who live alone in Calgary as a whole.

The proportion of persons in the Centre City who speak neither English nor French, while low, is also more than twice the average for Calgary as a whole, at 4.1 versus 1.8 percent. However, this is mostly due to the high percentage of persons in Chinatown who are without official language capabilities (57.4 percent).

This section provides summary information about three populations who may be at particular risk of experiencing social isolation and exclusion.

These are seniors; Aboriginal persons; and immigrants, refugees, and visible minority persons. More detailed information on these at-risk groups is provided in the appendices to this report.

Seniors

The individual and community impacts of isolation among older adults are well documented. Isolated individuals are at risk of extreme stress, deteriorating health, and a shortened life expectancy. The social isolation of elders refers to those who lack meaningful human contact and ongoing social connectedness with others, even though they have a capacity for social engagement. In addition, research has shown that neighbourhood deterioration is associated with communities that house concentrations of isolated elders.

The isolated elder experiences an absence of a sense of self and a lack of meaning or purpose for life, and may also experience depression, poverty, loneliness, abuse, both physical and psychological disabilities, and some level of chronic illness. The social conditions most often correlated with social isolation in older adults are poverty and emotional isolation, subjectively experienced as loneliness. Appropriate social support for older adults leads to short- and longer-term benefits. It results in increased access to both informal and formal support structures and leads to an expansion of an individual's social roles.

Language barriers can be an issue for many immigrant seniors, often making it difficult for them to access appropriate services. Language barriers can also lead to social exclusion and isolation. As Calgary becomes increasingly more culturally diverse, the availability of interpretation and translation services will become even more essential.

A number of issues are of particular concern to seniors and can contribute to their social isolation. Economic insecurity is a primary driver since seniors' incomes have fallen behind increases in the cost of goods and services, as measured by the Consumer Price index.

Seniors face a greater poverty risk than many others due to their reliance on a fixed income. Many Calgary seniors have incomes that fall below Statistics Canada's Low-Income Cut-Off (LICO) levels. However, many other seniors have incomes just above the LICO, which makes it difficult for them to adequately meet their needs for housing, health care, home support, and recreation.

Poverty denies individuals the opportunity to make choices that are in their own best interest. For seniors, it may also lead to social exclusion, loneliness, depression, ill health, and stress.

With respect to housing, research demonstrates that most seniors want to stay in their own homes. To do so, however, they may need increased support in the form of reliable, trustworthy home maintenance services and other in-home supports.

As seniors age, their homes may require adaptations for safety and accessibility. Accessing funding for home renovations programs can be a challenge and, in some instances, there are long waits for funding. Frequently, seniors are not even aware of the grants that are available for home renovations.

When seniors can no longer remain in their own homes they must move to accommodation that better meet their needs. Many of the new assisted living facilities that are being built for seniors are not affordable to those with low income. Seniors are then faced with long waiting lists for space in subsidized housing in both lodges and seniors' apartment buildings. Seniors generally prefer to stay in their own communities, where friends and family are often located. However, when seniors require alternative forms of housing, they may be forced to move far from where they currently reside, which can lead to social isolation.

Health care is another key concern and can be viewed very broadly. Seniors are concerned about care in acute treatment hospitals (i.e., waiting lists for surgery, waiting times in the emergency department), as well as care that is provided in long-term care facilities. Seniors are also concerned about finding a physician. Many physicians do not want to take on older patients as they often have many chronic health issues which are complicated and time consuming to address. Seniors are also concerned about the cost of glasses, dentures, and prescription medication, as well as fees for incontinence supplies and physiotherapy.

Another concern for seniors relates to the services that they receive in the home, particularly Homecare. Often, Homecare does not have the resources to meet the needs of individuals in their homes, which it makes it very challenging for seniors to remain at home in their own community.

It is important to remember that seniors citizens are a heterogeneous population. The age range of seniors is very broad and seniors of different ages have different interests and abilities. Many seniors today are extremely active and involved in a variety of outdoor pursuits including downhill skiing, biking, hiking and more. Other seniors are limited to more passive leisure pursuits.

There is a need for a broader range of recreational programming and services than is currently available to meet the needs of this growing population and their diverse interests, which will help to keep them engaged in community life.

Aboriginal Persons

Aboriginal people's sense of community is directly related to their feelings of inclusion. Most often, the "Aboriginal community" is not located geographically, but culturally, and therefore Aboriginal people do not respond to or participate in community events or access community facilities within their community of residence.

In the Calgary urban setting, Aboriginal people lack the structural facilities to practice, redevelop, or evolve their spiritual development. This re-emergence of cultural knowledge is tied directly to an individual's sense of self and ultimately their self-esteem, which is based on the cultural understanding and acceptance of who they are and the underlying worldview that supports cultural difference.

Many Aboriginal people face chronic unemployment or under-employment, poor housing, limited formal education, racism and discrimination, isolation and a cultural communication gap with service providers. Due to the historic differences in their interactions with the dominant Euro-Canadian majority and their position as members of Canada's first nations, Aboriginal people have legal and treaty rights which have been the focal point of a whole range of human rights violations. Such violations include forced assimilation policies (e.g., residential schools, banning of traditions or ceremonies), segregation (e.g., reservations), and civil rights violations (e.g., refusal of citizenship and voting rights).

The effects of past and present violations continue to have a serious impact on the lives of Aboriginal people and Aboriginal communities today. Aboriginal people continue to fight for individual and collective self-determination, both on and off reserve. Many Aboriginal people are suffering – not simply from specific diseases and social problems, but also from a depression of spirit resulting from 200 or more years of damage to their cultures, languages, identities, and self-respect.

The idea of restoring balance to individuals and communities suggests that to create balance and harmony – or health and well-being – Aboriginal people must confront the emotional and spiritual injuries of the past by addressing the root causes of Aboriginal “ill health.”

For example, colonization is the act of invading and taking over the sovereignty of another area, which becomes known as a colony. Colonization in public policy and public service are those practices that have never served Aboriginal people with equality or fairness due to the colonial influences that are found in governing systems of education, justice, social services, and so on. Systemic racism and oppression prevail in public institutions and systems that prevent them from responding to, or providing Aboriginal people with, experiences of equality and justice.

Service providers readily identify systemic discrimination and prejudice as barriers in every area. The fact that so many participants could unequivocally cite these conditions speaks to the pervasiveness of discrimination in our society. This very pervasiveness, especially at the structural level, makes human rights issues so hard to address. Specific examples include:

- There are no specific recreational opportunities provided by The City of Calgary for Aboriginal people, although the need has been identified through three different needs assessment and consultations.

- Although it is increasingly seen as normal for persons aged 15 to 24 to be enrolled in an academic program, among Aboriginal people⁵ in that age group living in Calgary, 51.7 percent are not in school and another 7.6 percent only attend school part-time.⁶
- Of 15,225 Aboriginal persons who are at least 15 years of age and no longer attending school, 36.7 percent have not completed high school, 13.0 percent have a high school diploma, 17.2 percent have an incomplete advanced education, 25.1 percent have a university or trades certificate or diploma, and only 7.1 percent have a university degree.
- From a field of 20 occupational groupings, only 0.1 percent of Aboriginal people in Calgary are occupied in managerial jobs. The most common types of employment for Aboriginal people are construction (12.0 percent), retail trade (9.9 percent), healthcare and social assistance (9.6 percent), accommodation and food services (8.7 percent), and manufacturing (8.6 percent).
- The median gross annual income for Aboriginal men living in Calgary is \$22,115 but the median gross annual income for Aboriginal women is even lower, at \$14,355.

⁵ For Statistics Canada (2003), the Aboriginal population includes those persons who reported at least one Aboriginal origin (North American Indian, Métis or Inuit) for the ethnic origin question on the Canada Census and/or reported they were registered under the Indian Act of Canada.

⁶ As shown in Appendix B, all 2001 Canada Census data reported in this section is from Statistics Canada (2003).

- Of all income coming to Aboriginal people in Calgary, 85.0 percent is from employment, 12.0 percent comes from government transfer payments, and 4.0 percent comes from other sources (e.g., investment income).
- Aboriginal people form only 3.5 percent of the total population in Alberta but Aboriginal men make up 30 percent of males in provincial jails and Aboriginal women make up 45 percent of imprisoned females.
- By 2011, it is projected that Aboriginal youth will account for 48 percent of the total population of young offenders.
- In Calgary, Aboriginal youth have more than twice as many cases filed against them than others, and young Aboriginal women are more likely than non-Aboriginal women to be charged as young offenders.
- Aboriginal people accused of a crime are more likely to be denied bail, spend more time in pre-trial detention, are more likely to be charged with multiple offences, and are twice as likely to be incarcerated.
- Native offenders are more likely to serve fewer prison sentences of 1 to 7 days, and serve more sentences that range from 93 to 184 and 185 to 365 days; many of these prisons admissions are due to fine defaults.
- Of offenders admitted to Provincial Correctional Centres for fine default in 1989, 66.4 percent were non-Native males, while 33.6 percent were Native males; of those released because they satisfied the fine, 81.9 percent were non-Native while only 18.1 percent were Native.
- During 1989, non-Native offenders were two to three times more likely than Native offenders to gain a day release (65.1 versus 34.9 percent) or a temporary pre-release (72.1 versus 27.9 percent) from prison.
- Fully 69.5 percent of Aboriginal Calgarians who were at least five years old in 1991 (13,805 people) had moved in the five-year period before the census: 5,380 had moved *within* Calgary, but 2,275 had moved from outside of Calgary but within Alberta, 2,930 had moved from outside of Alberta, and 180 had come from outside of Canada.
- In a consultation conducted in 1997 by the Homeless Initiative Ad Hoc Steering Committee, 60 percent of the Aboriginal people surveyed (n=51) reported living in a shelter, with friends, or were homeless; key issues were doors being closed to them when landlords found out they were Aboriginal and the lack of safe, secure housing for single Aboriginal youth and men; seniors particularly disliked the term “overhoused” that is used by social housing agencies when a single person requests two bedrooms since they wanted a guest room for children and grandchildren to allow a return to the traditional role of seniors looking after children.
- Service providers also saw discrimination in all levels of the housing system, from shelters and transitional housing, to subsidized and market housing; they felt that Aboriginal people did not have the information and support they needed to access housing due to bureaucratic barriers and social stigma.

Immigrants, Refugees, and Visible Minority Persons

Immigrants, refugees and visible minority persons experience a number of challenges and barriers in Calgary. The racialization of these groups often results in systemic discrimination or barriers in many areas of their lives including education, employment, health, social services, the justice system, and childcare services. Some of these challenges are examined below.

Education: For many children and youth from visible ethnocultural groups, school is a place of systemic discrimination and prejudicial attitudes. A number of recent reports have documented the effects on racialized young people due to differential treatment by teachers, administration, curricula and other students. For adults, issues around education include lack of access to ESL classes (especially for women and seniors) and non-recognition of foreign qualifications and experience.

Employment: On average, Canadian born visible minority men and women earn less than their white counterparts. The gap is much higher for immigrant visible minority men and women, and it is growing. Men and women with high levels of education often receive incomes that are not commensurate with their qualifications. For many newcomers, lack of competency in an official language, lack of Canadian work experience, systemic discrimination, and difficulty getting credentials recognized limit their chances in the workforce.

For immigrant women, Aboriginal women, or women from non-dominant ethnocultural groups, employment issues facing all women, such as access to well-paid jobs, pay equity, and childcare, are often exacerbated by barriers of language, racial prejudice, and cultural differences.

Health: Recent immigrants to Canada are generally in better health than their Canadian born counterparts but this advantage diminishes with length of residence. Despite their better health status on entry, newcomers encounter many difficulties in accessing the Canadian health system and new studies point to racism as a significant stressor that impacts physical and mental health.

One of the most neglected areas of health service delivery has been responding to the special needs of victims of catastrophic stress. Included here are immigrants and refugees who have experienced natural disasters (e.g., earthquakes, floods), warfare, rape and/or torture. Many of these individuals suffer from post-traumatic stress disorder, experiencing symptoms of detachment, social withdrawal, apathy, suspicion of others, and chronic fear.

Studies have also shown that children of survivors may develop sympathetic symptoms including clinging and overly dependent behaviour, sleep disturbance, school problems, and difficulties getting along with peers, even if they have not directly experienced the catastrophic event.

Social Service: For many newcomers, seeking assistance from the government or social service agencies may be a source of shame, affecting family pride and the value of self-sufficiency. Often they lack orientation to Canadian society, and thus do not understand or have inappropriate expectations of systems and services. Social service agencies may be viewed with distrust and suspicion, given the corruption or non-existence of these institutions in the native countries of some immigrants.

Justice: Notwithstanding media-fuelled perceptions to the contrary, crime rates among immigrants are lower than among Canadian born individuals. But, crime rates among descendants of racialized immigrant groups tend to be the same or higher than those of members of the dominant culture. Research suggests two explanations for the latter findings: (1) differences in social and economic status, and (2) differential enforcement of the criminal code. Numerous reports have noted the differential treatment members of visible ethnocultural groups receive in the justice system.

In addition to class, race and gender biases, the Common Law is a European system which inevitably reflects ideas of individuality and personhood that may exclude racialized people. The institutionalized nature of racism in the system has contributed to the mythology of criminality in non-white groups of people, which may lead to increased interracial violence.

Racialized groups are also often the victims of hate crimes, crimes designed not only to threaten the chosen victim, but the whole group of which the victim is a member.

Childcare: Virtually every needs assessment conducted for disadvantaged groups cites child care as a major area of concern. Any service provided to newcomers needs to recognize that one of the major barriers to accessibility is the absence of temporary child care facilities. Another concern is the disproportionate number of women of colour, either immigrants or temporary workers, who are hired as caregivers for white children. Much of this imbalance is due to the lack of recognition of foreign credentials, systemic racism, and class issues.

Another issue is that racialized parents may not seek help, fearing that their children will be taken from them. Sometimes, children are removed from homes because of the inability of the childcare worker to interpret events through the appropriate cultural lens. This has proved to be a significant concern in the Calgary Sudanese community.

In summary, it is important to note that most newcomers and racialized Canadians are successful citizens who contribute to the economic and social fabric of Calgary. Many experience a number of challenges, however, but these can be overcome by using the tools of social inclusion.

Event Mapping

This section includes information on crime statistics, fire department services, and emergency medical responses.

Crime Statistics

The Calgary Police Service publishes statistics on crime by community district. The information in this section is taken from their website, which explains that “Police officers, Communications officers, and other Calgary Police Service personnel take information from the public on crimes and submit reports to our Police Information Management System (PIMS). ... The statistical data is taken from PIMS and is compiled by the Centralized Analysis Unit” (Calgary Police Service, 2005). Therefore, crimes that are *not* reported to the police are excluded from official crime statistics.

The website notes that counted offences are assigned to the month in which the offence started, not the month it was reported or cleared. The numbers may change over time, mainly because of late reporting by victims. Also, as investigations progress, the initial offence may change and additional offences may be discovered.

Aggregate crime data for Centre City communities from August 2004 through July 2005 are shown in the following table for the following types of personal and property crime:

- **Assault:** An offence involving physical force against the victim. Statistics include assaulting a police officer and discharging a firearm with intent.
- **Street Robbery:** An offence in which the culprit uses violence or the threat of violence to take property or cash from a victim.
- **Commercial Robbery:** An offence in which the culprit uses violence or the threat of violence to take property or cash belonging to a commercial business.
- **Break and Enter:** An offence in which the culprit breaks into a premise and enters without permission. Break and enter totals for two types of premises are shown:
 - House: Includes any type of occupied residence or an attached garage, and
 - Shop: Includes commercial premises, a vacant home, or a new house under construction.
- **Theft of Vehicle:** An offence in which the culprit takes a vehicle unlawfully.
- **Theft from Vehicle:** An offence in which the culprit removes property from a vehicle unlawfully.
- **Mischief:** An offence in which the culprit marks, destroys or damages property unlawfully.

Table 15. Crime Summary, August 2004 through July 2005

Type of Crime	Beltline		Chinatown		Downtown Commercial Core		Downtown East Village		Downtown West End		Eau Claire		Calgary Centre City		Calgary		Centre City as a Percent of City Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<i>All Crimes Shown Below</i>	<i>2,009</i>	<i>100%</i>	<i>194</i>	<i>100%</i>	<i>1,518</i>	<i>100%</i>	<i>285</i>	<i>100%</i>	<i>108</i>	<i>100%</i>	<i>117</i>	<i>100%</i>	<i>4,231</i>	<i>100%</i>	<i>8,564</i>	<i>100%</i>	<i>49.4%</i>
Assault	412	20.5%	50	25.8%	314	20.7%	99	34.7%	15	13.9%	12	10.3%	902	21.3%	1,858	21.7%	48.5%
Street Robberies	80	4.0%	16	8.2%	72	4.7%	23	8.1%	3	2.8%	3	2.6%	197	4.7%	205	2.4%	96.1%
Commercial Robberies	31	1.5%	0	0.0%	6	0.4%	0	0.0%	0	0.0%	0	0.0%	37	0.9%	100	1.2%	37.0%
Break and Enter – House	84	4.2%	2	1.0%	12	0.8%	9	3.2%	0	0.0%	0	0.0%	107	2.5%	779	9.1%	13.7%
Break and Enter – Shop	278	13.8%	24	12.4%	289	19.0%	11	3.9%	18	16.7%	38	32.5%	658	15.6%	1,030	12.0%	63.9%
Theft of Vehicle	191	9.5%	20	10.3%	116	7.6%	21	7.4%	10	9.3%	13	11.1%	371	8.8%	886	10.3%	41.9%
Theft from Vehicle	452	22.5%	47	24.2%	420	27.7%	64	22.5%	29	26.9%	34	29.1%	1,046	24.7%	1,595	18.6%	65.6%
Mischief (Property Damage)	481	23.9%	35	18.0%	289	19.0%	58	20.4%	33	30.6%	17	14.5%	913	21.6%	2,111	24.6%	43.2%
Source: Calgary Police Service (2005).																	

During the one-year period from August 2004 through July 2005, Centre City communities accounted for 49.4 percent of all personal and property crimes in Calgary for the eight crime categories reported by the Calgary Police Service. It is important to note, however, that this represents the *location* where crimes took place, which is not necessarily the home communities of perpetrators or, for crimes against persons, the home communities of victims. These data are complex and merit close examination to ensure they are understood and interpreted correctly.

The predominant forms of crime in the Centre City were *theft from vehicle*, at 24.7 percent of all crimes, followed by *mischief* (i.e., property damage), at 21.6 percent, *assault*, at 21.3 percent, *break and enter – shop*, at 15.6 percent, and *theft of vehicle*, at 8.8 percent. Much smaller proportions of crime were reported for, *street robberies* (4.7 percent), *break and enter – house* (2.5 percent), and *commercial robberies* (0.9 percent).

In comparison, the predominant forms of crime in Calgary overall were *mischief* (i.e., property damage), at 24.6 percent of all crimes, followed by *assault*, at 21.7 percent, *theft from vehicle*, at 18.6 percent, *break and enter – shop*, at 12.0 percent, and *theft of vehicle*, at 10.3 percent. Smaller proportions of crime were reported for *break and enter – house* (9.1 percent), *street robberies* (2.4 percent), and *commercial robberies* (1.2 percent).

Another way to compare these data is to present them in rank order. Table 16 shows that *theft from vehicle* is the predominant form of crime in Centre City communities, but is the third most frequent crime in Calgary overall. The second ranked crime in the Centre City is *mischief* (property damage), which is the predominant form of crime in Calgary overall. The third most frequent form of crime in that Centre City is *assault*, which is the second ranked crime in Calgary overall. For both the Centre City and Calgary as a whole, the fourth and fifth ranked crimes are *break and enter – shop* and *theft of vehicle*.

Table 16. Rank Order of Crime Categories

Rank Order	Calgary Centre City		Calgary	
	Crime Category	Percent	Crime Category	Percent
1	Theft from Vehicle	24.7	Mischief (Property Damage)	24.6
2	Mischief (Property Damage)	21.6	Assault	21.7
3	Assault	21.3	Theft from Vehicle	18.6
4	Break and Enter – Shop	15.6	Break and Enter – Shop	12.0
5	Theft of Vehicle	8.8	Theft of Vehicle	10.3
6	Street Robberies	4.7	Break and Enter – House	9.1
7	Break and Enter – House	2.5	Street Robberies	2.4
8	Commercial Robberies	0.9	Commercial Robberies	1.2
Source: Calgary Police Service (2005).				

In the Centre City, *street robberies* are the sixth most frequent type of crime, followed by *break and enter – house* in seventh place. This pattern is reversed for Calgary as a whole, where *break and enter – house* ranks sixth and *street robberies* rank seventh. In eighth place for both the Centre City and Calgary as a whole, the least frequent form of crime is *commercial robberies*.

It is important to understand that Calgary is a very safe city. Studies by the Measurement Indicators Task Force in 2003 and HarGroup Management Consultants in 2004 report that Calgary has been designated as a *safe community* by both the World Health Organization and the Safe Communities Foundation (Cooper, 2005: 30).⁷

While the absolute number of personal and property crimes is relatively low, given the total population of the city, a disproportionately high number of certain crimes take place in Centre City communities. For example, *street robberies* make up only 4.7 percent of all crimes in the Centre City, but this accounts for 197 of the 205 street robberies that took place in Calgary during the one-year period shown in Tables 15 and 16, or 96.1 percent of all street robberies in the city. Similarly, almost two-thirds of both *theft from vehicle* (65.6 percent) and *break and enter – shop* incidents (63.9 percent) in Calgary took place in the Centre City.

The frequency of crime in the Centre City is also disproportionately high for *assault*, at 48.5 percent of the city total, *mischief* (i.e., property damage), at 43.2 percent, *theft of vehicle*, at 41.9 percent, and *commercial robberies*, at 37.0 percent. Only *break and enter – house* incidents are less frequent, at 13.7 percent of the city total, which still accounts for 107 of the 779 residential break-ins reported for the city as a whole.

⁷ For a detailed discussion of crime, safety and social disorder in the six Centre City communities, as well as recommendations for improving safety, security and policing in the Centre City regional planning area, see Cooper (2005: 15-17; 28-31).

Among Centre City communities, the Beltline, which is a geographically large community district, reported the highest number of crimes during the study period, with a total of 2,009 incidents. Of these, 23.9 percent involved *mischief* (i.e., property damage), 22.5 were for *theft from vehicle*, 20.5 percent involved *assault*, 13.8 percent were for *break and enter – shop*, and 9.5 percent were for *theft of vehicle*.

The Downtown Commercial Core reported the second highest number of crimes during the study period, with a total of 1,518 incidents. Of these, 27.7 percent were *theft from vehicle* incidents and 20.7 percent involved *assault*, followed by *break and enter – shop* and *mischief* (i.e., property damage), each accounting for 19.0 percent of all crimes in the area.

The Downtown East Village reported a total of 285 crimes during the year-long study period, significantly less than either the Beltline or the Downtown Commercial Core but still the third highest among all six Centre City communities. Of the crimes reported in the Downtown East Village, 37.4 percent involved *assault*, 22.5 percent were *theft from vehicle* incidents, 20.4 percent involved *mischief* (i.e., property damage), and 8.1 percent were *street robberies*.

Chinatown reported the fourth highest number of crimes in the period in the Centre City, at 194. Of these, 25.8 percent involved *assault*, 24.2 percent were *theft from vehicle* incidents, 12.4 percent were *break and enter – shop* incidents, and 10.3 percent were *theft of vehicle* incidents.

Eau Claire and the Downtown West End reported the fewest crimes during the study period, with 117 and 108 crimes respectively. The majority of the crimes reported in Eau Claire were *break and enter – shop* incidents (32.5 percent) and *theft from vehicle* (29.1 percent), followed by *mischief* (14.5 percent), *theft of vehicle* (11.1 percent), and *assault* (10.3 percent). In the Downtown West End, the majority of crimes involved *mischief* (30.6 percent), *theft from vehicle* (26.9 percent), *break and enter – shop* (16.7 percent), and *assault* (13.9 percent).

Crime in Other Canadian Cities

The concentration of crime in the Centre City is not unique to Calgary. Edmonton, Vancouver, Toronto, Montreal, New Westminster, and Winnipeg report similar patterns in the concentration of certain crimes in the inner city. For example, Edmonton's Downtown Police Division is home to only 10.8 percent of the city's total population but accounts for 33.6 percent of violent crimes and 25.9 percent of property crimes in the city.

The Vancouver Board of Trade (2003: 2) reports that the "drug and crime activity traditionally centered in Vancouver's Downtown Eastside is spreading to adjacent neighbourhoods." There is a "very high risk" of property crime "for both the Downtown Eastside of Vancouver and the adjacent areas of the central business district" as well as a "high risk" of crime in surrounding areas (Vancouver Board of Trade, 2003: 24).⁸

⁸ See also <http://vancouver.ca/police/Planning/NewStats.htm> for statistical data on crime in Vancouver.

Three downtown Toronto police districts account for 22.6 percent of crimes in the city (Toronto Police Service, 2005). Consistent with these data, a report on crime in Toronto states that "violent offences are concentrated in downtown Toronto, with the east part of downtown, west central Toronto and the Junction/York area also showing higher than average levels of violent crime" (Living in Toronto, 2005).

Gangs, arson, sexual harassment, assault, and street prostitution are issues affecting downtown Montreal. The Montréal Police Service (2005: 6) created two projects to deal with gang activity in the downtown during 2004. The STORM project involves an increased police presence on downtown streets, which has resulted in a net reduction in violent crime. Similarly, "following violent incidents that occurred in downtown Montréal during the summer of 2004, including shootouts between members of rival gangs," the SURSIS Project was established to bolster police presence elsewhere in the core, "not only to prevent new incidents, but also to enhance the safety of merchants and visitors to the downtown area."

In addition, "a wave of arson in the summer of 2004, highly publicized sexual assaults and shootouts in the downtown area created a sense of insecurity within the community. A briefing that was organized with city authorities in the presence of the mayor and the Director of the Police Service served to put fears among the public to rest." An information session was also organized that "gave reporters a better idea of the street gang phenomenon and of measures deployed in combating it" (Montréal Police Service, 30).

The Montréal Police Service (2005: 21) also pursued its action plan on street prostitution, which is based on both prevention and control. Officers participate in awareness sessions to learn how to deal more appropriately with prostitutes and street youth. Outreach is conducted in schools through the presentation of a play “written to raise the awareness of young people – especially young girls – to the phenomenon of prostitution.” The force also receives forms reporting motorists who harass residents in certain downtown neighbourhoods.

The City of New Westminster (1998) reports that, due to its central location in the region, it experiences what it terms “core city syndrome.” The city has found that the majority of criminal activity and nuisance behaviour in the city (petty theft, noise violations, graffiti, and drunkenness in public places) is committed by individuals passing through the city. There may be a parallel “core neighbourhood effect” experienced by Centre City communities, which may warrant further investigation.

A different type of crime assessment was made for the city of Winnipeg by Statistics Canada (2004c), which analyzed Canada Census data, City of Winnipeg zoning information, and police-reported crime data for Winnipeg for the year 2001. The study sought to understand how police-reported crimes are distributed across city neighbourhoods and whether the crime rate in a given community was associated with local factors such as housing, land use, or socioeconomic status.

The findings for Winnipeg show that “crime was not randomly distributed across the city but rather was concentrated in the city centre and highly correlated to the distribution of socioeconomic and land-use characteristics.” For example, about 1,100 incidents per square kilometre were reported in 2001 within a two-kilometre radius of the geographic centre of the city. At six kilometres from the city centre, however, “the density of reported incidents fell dramatically to about 150 incidents per square kilometre” (Statistics Canada, 2004c). The study also found that 30 percent of violent crimes occurred in only three percent of neighbourhoods. Similarly, 30 percent of property crimes took place in only seven percent of neighbourhoods.

When all other factors were controlled, the factor most strongly associated with the highest neighbourhood rates of both violent and property crime was the *level of socioeconomic disadvantage of the residents*. The second most important factor was the condition of housing stock in the area, indicated by the *proportion of dwellings in need of major repair*. The third most significant factor was *land use*.

Indeed, “multiple family zoning and, to a lesser extent, commercial zoning such as hotels and restaurants, were associated with higher neighbourhood rates” of violent crime (Statistics Canada, 2004c). For property crimes, commercial zoning was the only factor apart from socioeconomic disadvantage and the condition of housing that contributed *significantly* to the explanation of higher rates of crime.

The findings of the Winnipeg study are of particular interest for the Centre City, which is home to a disproportionately high number of commercial entertainment venues such as restaurants and bars (see Table 5), as well as hotels. The area also has a very high percentage of low-income households, compared to the city average (City of Calgary, 2005l: 16-18), and has a marginally higher than average proportion of houses that are in need of major repair (City of Calgary, 2005l: 32).

Fire Incidents

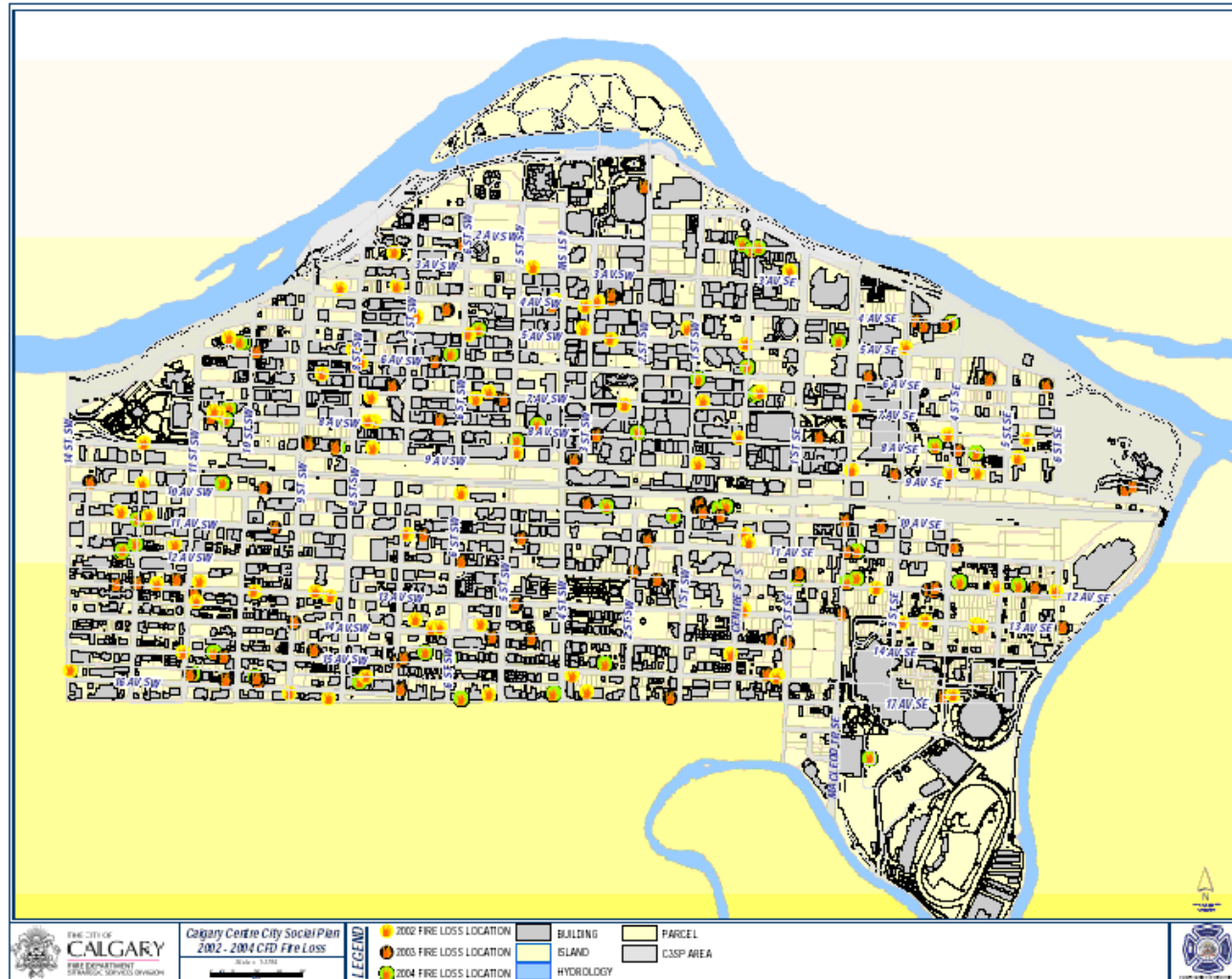
This section includes maps on the location of fires in the Centre City from 2002 through 2004, as well as data on the dollar losses associated with these incidents. It also includes maps on the location of overdose calls for 2003 and 2004, and the location of 'sharps' or needle pick-ups for 1989 through 2004.

On the following pages, Map 5 shows the location of fires in the Centre City for the years 2002 through 2004 and Map 6 shows the geographic spread of the dollar losses associated with these incidents.

Figure 3 then compares the total number of fires in the Centre City in 2002, 2003 and 2004, and indicates the cumulative dollar losses per year. Thereafter, Table 17 compares the fire loss figures for the Centre City and for Calgary as a whole for the years 2003 and 2004.

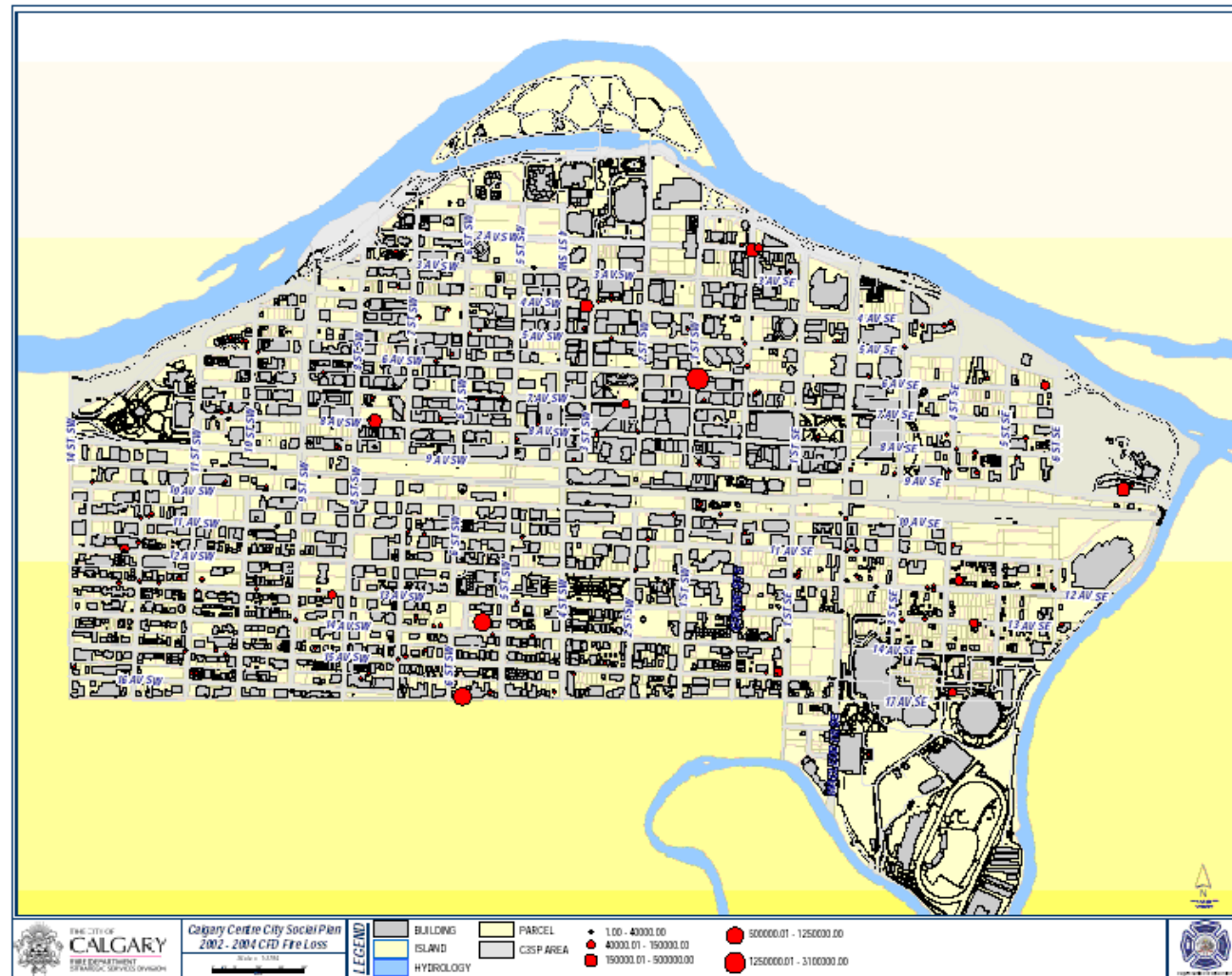
As shown in Map 5, fire incidents are dispersed fairly evenly throughout the Centre City. In contrast, Map 6 shows that the relative dollar losses due to fire are much greater in certain areas, although losses of significance have occurred in several different community districts.

Map 5. Fire Loss Locations, 2002-2004



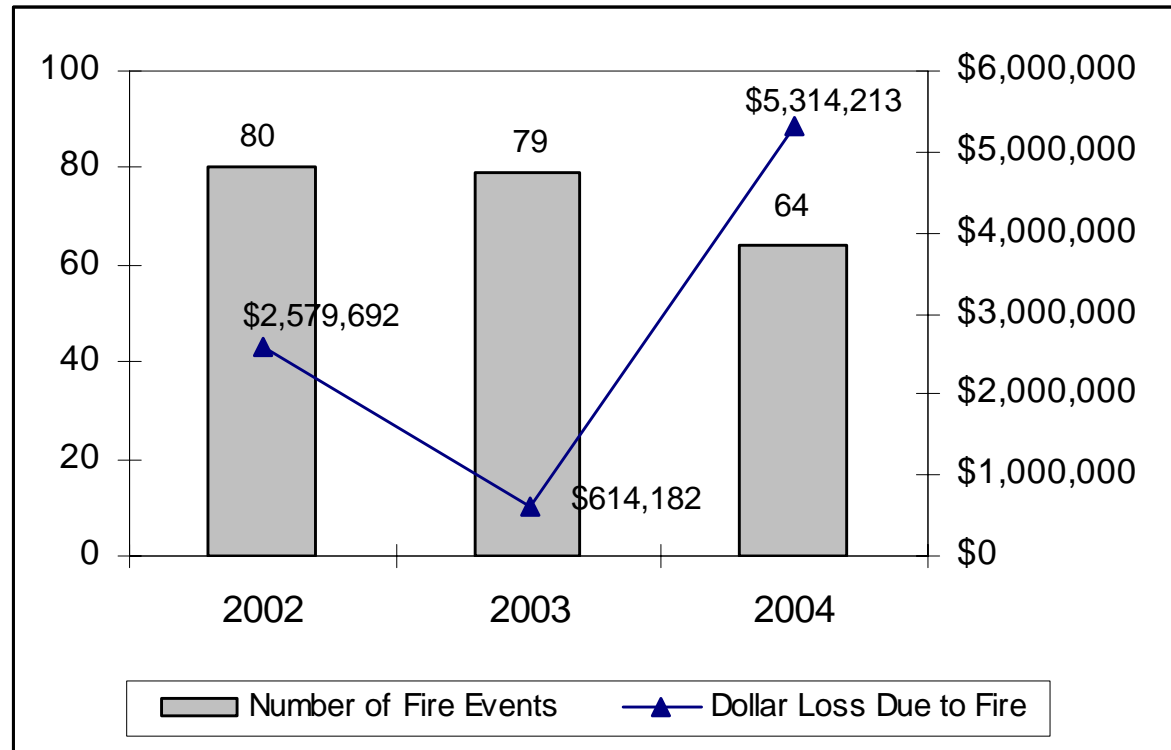
Source: Calgary Fire Department (2005).

Map 6. Relative Dollar Losses from Fire, 2002-2004



Source: Calgary Fire Department (2005).

Figure 3. Fire Events and Dollar Losses in the Centre City, 2002-2004



Source: Calgary Fire Department (2005).

As shown in Figure 3, the Centre City had 80 fires in 2002 that resulted in a total dollar loss of \$2,579,692. The area had 79 fires in 2003 that resulted in a much lower total dollar loss of \$614,182. In 2004, however, the Centre City had 64 fires that resulted in a staggering \$5,314,213 in losses.

Table 17 compares the aggregate fire loss figures for the Centre City and Calgary as a whole for the years 2003 and 2004. Comparative data for 2002 are excluded since they are skewed by the catastrophic Erlton fire, which in itself resulted in losses of nearly \$60 million.

Table 17. Comparative Fire Losses, 2003-2004

Year	Centre City Communities		Calgary	
	Dollar Loss	Percent	Dollar Loss	Percent
2003	\$614,182	1.6%	\$38,472,343	100%
2004	\$5,314,213	18.9%	\$28,064,688	100%
<i>Total</i>	<i>\$5,928,395</i>	<i>8.9%</i>	<i>\$66,537,031</i>	<i>100%</i>
<u>Source:</u> Bruce (2005).				

In 2003, the Centre City sustained 1.6 percent of the total dollar losses due to fire in the city. In 2004, the Centre City accounted for 18.9 percent of the total dollar losses due to fire in Calgary. For these two years combined, the Centre City recorded over \$5.9 million in total fire losses, which amounted to 8.9 percent of the city total.

Concern about fire activity in the Centre City emerged in a Calgary Fire Department study undertaken in 2004. Total losses in residential occupancy were examined for the 15-year period from 1989 through 2003, with all monetary values adjusted to 2002 dollars.

Residential fire losses were ranked for all communities in Calgary. Table 18 shows that two Centre City community districts ranked among the highest in the city for residential losses due to fire.

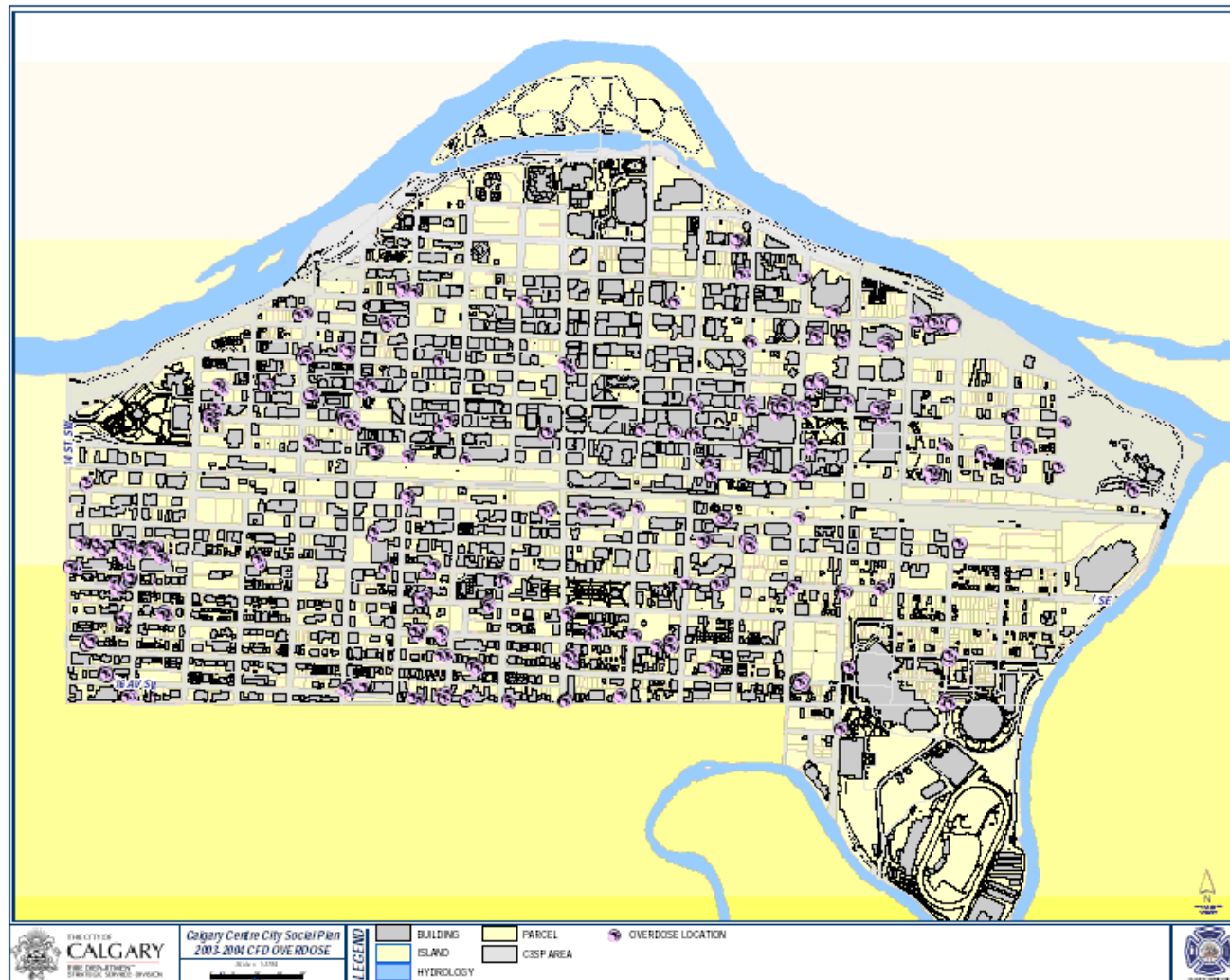
Table 18. Residential Fire Loss Rankings, 1989-2003

Time Frame	Ranking for the Beltline	Ranking for the Downtown Commercial Core
1989-1993	1	6
1994-1998	1	19
1999-2003	10	3
<u>Source:</u> Bruce (2005).		

Overdoses and Needle Pick-Ups

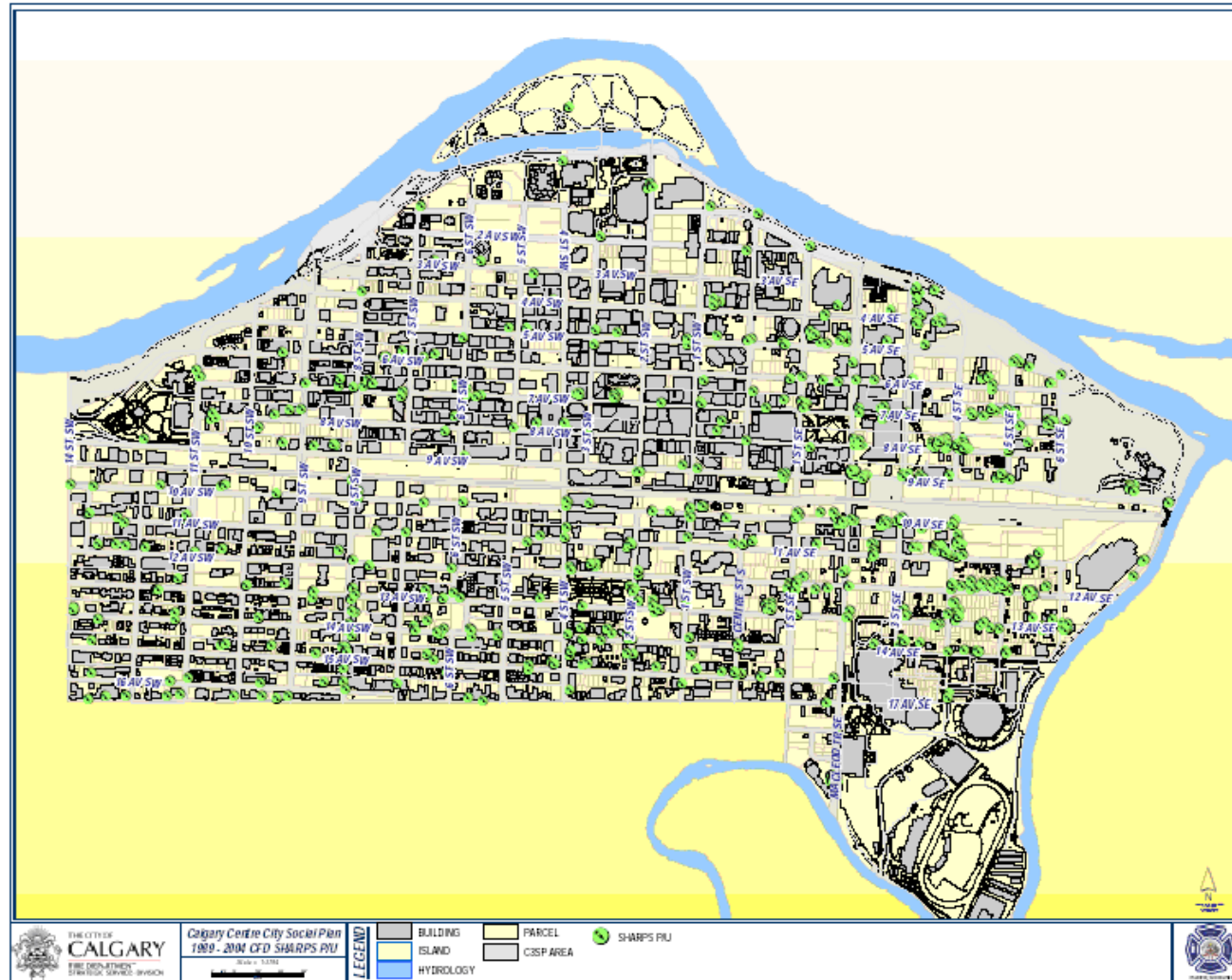
The Calgary Fire Department reports data on overdoses they respond to and the volume of 'sharps' or needle pick-ups they make. Map 7 shows the location of Calgary Fire Department overdose responses for the years 2003 and 2004. Map 8 shows the location of needle pick-ups made for 1989 through 2004. Data for these incidents can be combined to show the density or volume of both kinds of events, as shown in Map 9.

Map 7. Overdose Locations, 2003-2004



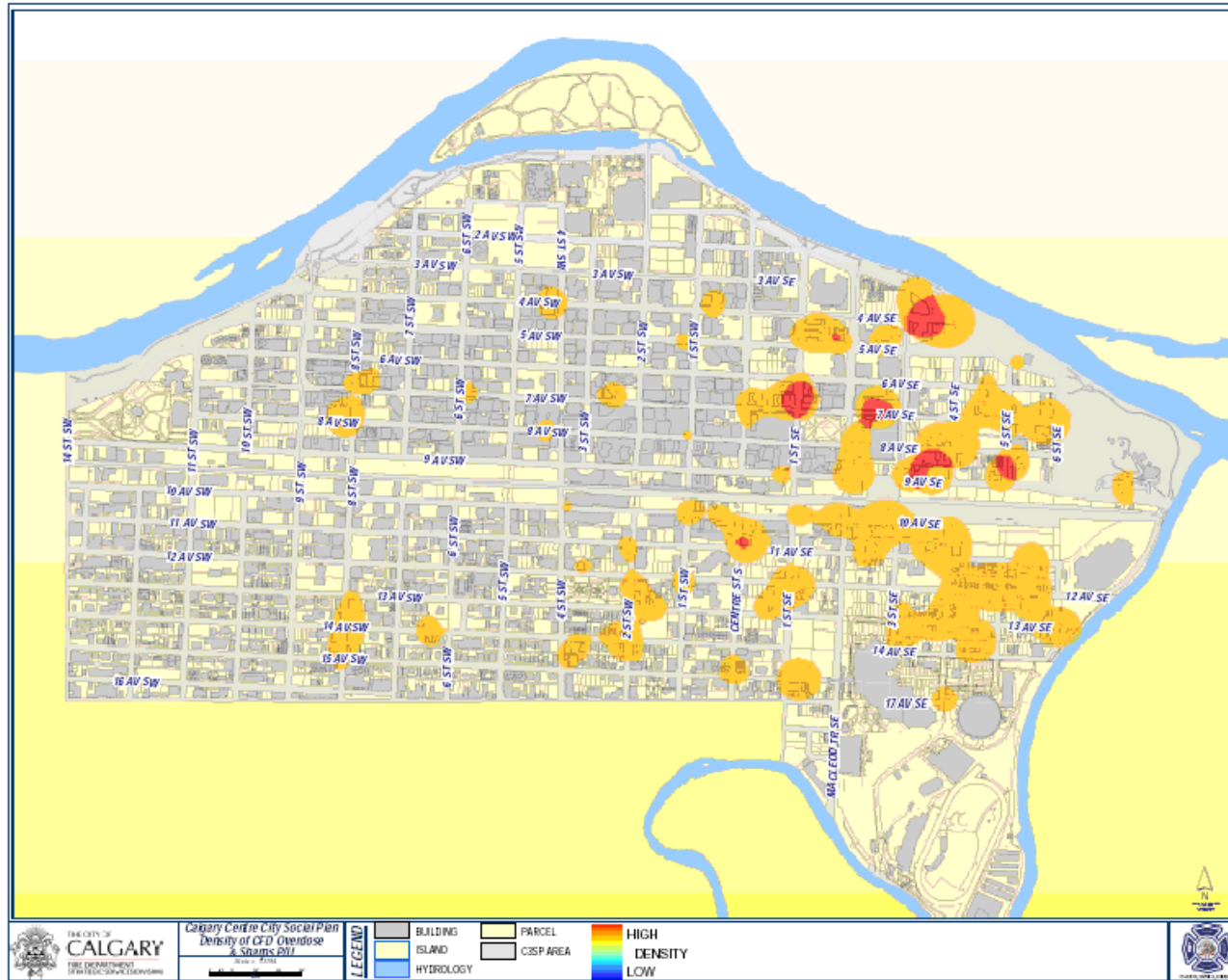
Source: Calgary Fire Department (2005).

Map 8. Needle Pick-Up Locations, 1989-2004



Source: Calgary Fire Department (2005).

Map 9. Combined Volume of Overdoses (2003-2004) and Needle Pick-Ups (1989-2004)



Source: Calgary Fire Department (2005).

Map 7 shows that while overdose incidents in 2003 and 2004 were dispersed throughout the Centre City, fewer of these events occurred in the community districts of Eau Claire and Chinatown. This difference is less evident for needle pick-ups, as shown in Map 8 for the years 1989 through 2004. These were more evenly dispersed and have occurred in many more locations in the Centre City, albeit over a longer period of time. When the *volume* of overdoses (for 2003 and 2004) and needle pick-ups (for 1989 through 2004) are combined, a different pattern emerges. The frequency of incidents is much greater in, although not limited to, the eastern third of the Centre City area, as shown in Map 9.

Emergency Medical Responses

Emergency medical responses made in the Centre City were examined for 2002 through 2004 using Patient Diagnosis Codes related to serious incidents. It should be noted that the assignment of diagnostic codes is a subjective exercise made by the attending paramedics and may not fully capture the total number of serious events that took place. It is also important to note that locations are coded by where the call for emergency assistance was made, not necessarily where the actual incident occurred.

Map 10 shows the total number of Emergency Medical Services (EMS) responses to shootings or stabbings in the Centre City for 2002 through 2004. Map 11 shows the aggregate number of EMS responses for blunt injury trauma (e.g., beatings) or assaults (other than shootings or stabbings) during that time frame.

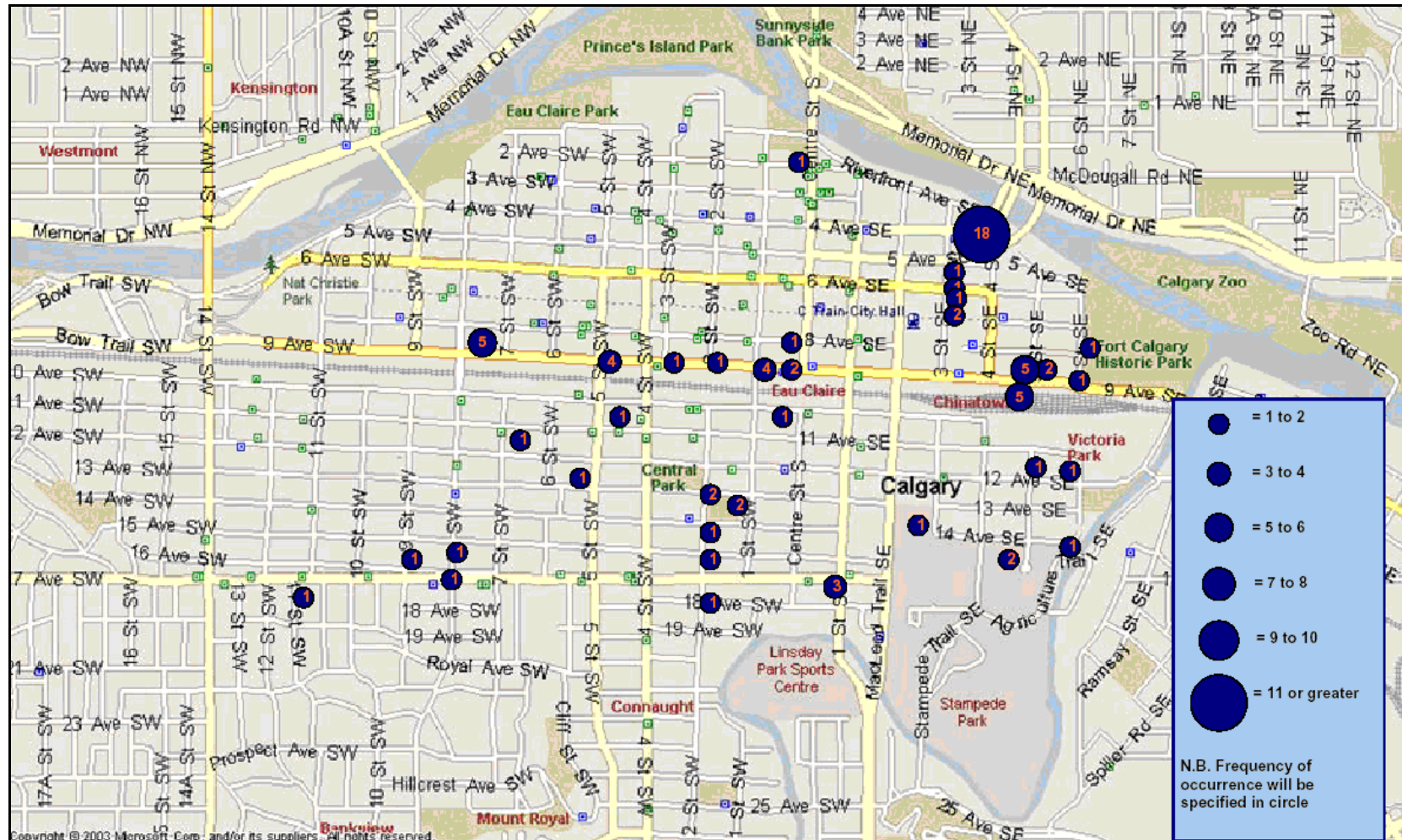
Map 12 shows the total number of EMS responses for narcotics overdoses in the Centre City during this three-year period.

As shown in Map 10, EMS responses to shootings or stabbings were dispersed throughout the Centre City, although less evident in the northwestern portion of the area. A similar pattern for EMS responses to blunt force trauma or assaults emerges in Map 11. The dispersed nature of all of these incidents may be related, in part, to the fact that the Centre City is home to 24.3 percent of the city's drinking establishments (see Table 5).

Map 12 shows that responses to narcotics overdoses were dispersed more fully throughout the Centre City. Where these responses are shown between streets, it means that call locations were in nearby alleyways. Narcotics overdose responses were also more prevalent than the other two EMS response groupings reported. Of note, there is only one residential substance abuse facility in the Centre City and only two out-patient mental health and substance abuse centres in the area (see Table 3).

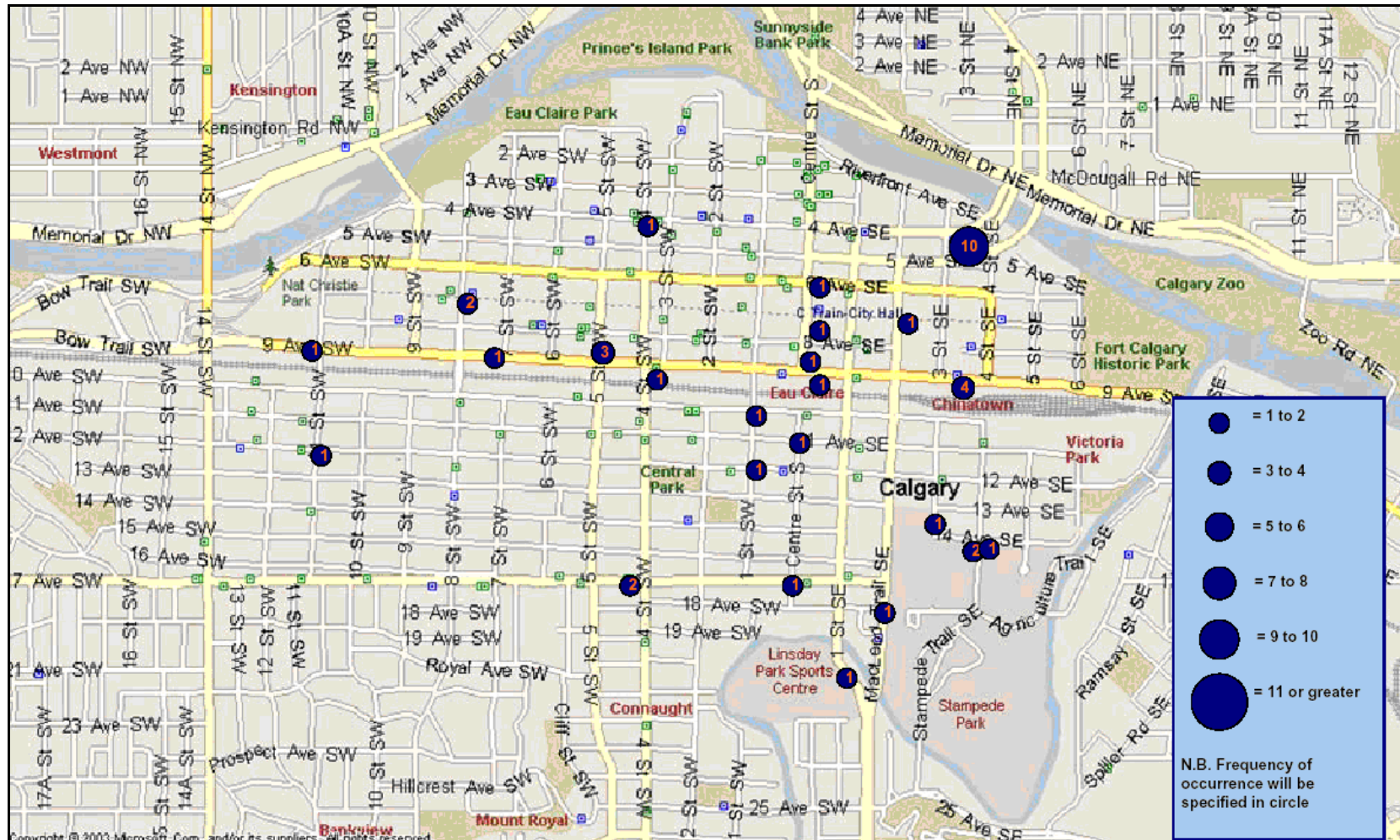
On all three maps, a high number of Emergency Medical Services responses are made in the vicinity of the Calgary Drop-In Centre Society's Riverfront Centre, which provides shelter, programs, and services for homeless persons. One reason for this may be that the Riverfront Centre is known as a safe haven for street people and a place they may safely go to seek help.

Map 10. EMS Responses to Shootings or Stabbings, 2002-2004



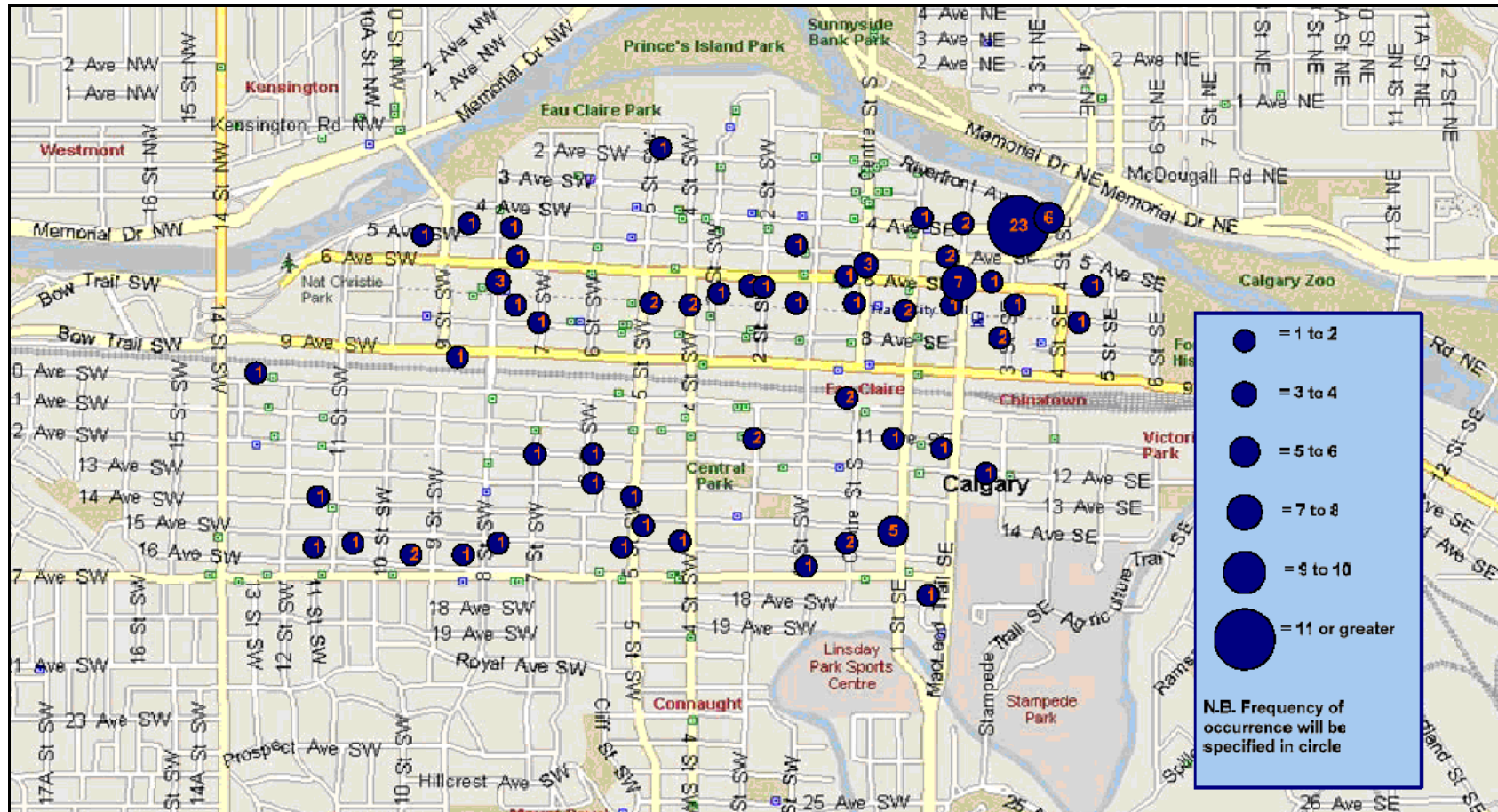
Source: Calgary Emergency Medical Services (2005).

Map 11. EMS Responses to Blunt Injuries or Assaults, 2002-2004



Source: Calgary Emergency Medical Services (2005).

Map 12. EMS Responses to Narcotics Overdoses, 2002-2004



Source: Calgary Emergency Medical Services (2005).

Emergency Medical Services has estimated the amount of bad debt arising from EMS responses in the Centre City in 2004, along with the reasons for bad debt and the type of emergency calls for which debt was accrued. This study was based on a randomized sample of 96 EMS responses made in the Centre City.

Calgary EMS has a total of 86 different Patient Diagnosis Codes. A total of 26 different codes were reported in the randomized sample, but only 15 of these were reported in the Centre City. The top four Patient Diagnosis Codes recorded in the Centre City were:

- PDC 18: Soft Tissue Injury (lacerations, wounds, pain, miscellaneous) – 17.4 percent
- PDC 92: Psychological – 17.4 percent
- PDC 45: Chest pain, non-cardiac – 8.7 percent, and
- PDC 95: Headache – 8.7 percent.

The most common types of calls were *soft tissue injury* and *psychological*, each making up 17.4 percent of patient diagnoses. The presence of limited diagnostic codes in the Centre City suggests that patients treated in this area by EMS may have similar medical conditions. It is important to note, however, that the call location was used as the inclusion criteria for the study area, which does not imply that the patient lives in the Centre City.

The randomized sample of EMS responses in the Centre City also showed that 23 of the 96 cases examined (24.0 percent) resulted in bad debt. The reasons for bad debt recorded for patients served in the study area were:

- No Response – 61.6 percent
- No Contact Possible – 17.4 percent
- Cannot Pay – 8.98 percent
- Under \$9.99 in Value – 6.0 percent
- Deceased – 3.8 percent, and
- Frequent System User – 3.8 percent.

The most common reason for accruing bad debt from the Centre City study area appears to be *no response* (61.6 percent). Patients are placed in the ‘no response’ category when attempts to establish contact have failed, but the address is valid (i.e., not returned to sender). The second most common reason is *no contact possible* (i.e., all attempts at contact have failed, invalid address), followed by *cannot pay* (i.e., patient would like to pay, but cannot afford to because of their low income situation).

In 2004, the “mean bad debt per individual patient call” for all bad debt patients in Calgary (n=6,920) was \$261.26. Based on the randomized sample of bad debt cases arising from the Centre City area, it can be estimated (using a 95 percent confidence interval with a 10 percent margin of error) that between 1,067 and 2,250 patients in the Centre City study area in 2004 accrued bad debt. When this interval is multiplied by the “mean bad debt per individual patient call” for 2004, the approximate bad debt arising from EMS responses in the Centre City in 2004 was between \$278,764 and \$587,835 (Calgary EMS, 2005).

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Appendices

Populations at Risk of Social Isolation

Appendix A. Seniors

Prepared by Debra Hartley

The individual and community impacts of isolation among older adults are well documented. Isolated individuals are at risk of extreme stress, deteriorating health, and a shortened life expectancy. In addition, neighbourhood deterioration is associated with communities that house concentrations of isolated elders.

The social isolation of elders refers to the experience of those who lack meaningful human contact and ongoing social connectedness with others, even though they have a capacity for social engagement. The isolated elder experiences an absence of a sense of self and a lack of meaning or purpose for life. Socially isolated elders may also be experiencing depression, poverty, loneliness, abuse, both physical and psychological disabilities, and some level of chronic illness (Elder Friendly Communities Program, 2003).

Researchers have identified the social conditions most often correlated with social isolation in older adults. Poverty and emotional isolation, subjectively experienced as loneliness, are most highly associated with isolation.

It is also well known that appropriate social support for older adults leads to identifiable short- and longer-term benefits. Social support results in increased access to informal and formal support structures and an expansion of an individual's social roles.

To illustrate the risks of social isolation for seniors living in the Centre City, the experience of seniors living in the Downtown East Village is profiled here. The East Village is a unique community located in downtown Calgary, directly east of City Hall. The total population of the Downtown East Village in 2001 was 1,025. A total of 470 seniors resided in the community, which means that individuals aged 65 and older constituted 46.8 percent of the population (Statistics Canada, 2003).⁹ Most of these are low-income seniors who reside in subsidized high-rise apartment buildings. Fully 89.1 percent of all area seniors (410 individuals) were living alone in 2001.

⁹ At the time of the 2004 Civic Census, the total population of the Downtown East Village had more than doubled to 2,080 and the population of seniors reached 556, which was 26.7 percent of the community population (City of Calgary, 2004; 2005b: 5-6).

The seniors of the Downtown East Village generally have low income. Low-income households are identified using pre-tax Low-Income Cut-Offs (LICOs) for the year 2000, as reported in the Canada Census for 2001. The 2000 LICO for one-person households was \$18,371 (Statistics Canada, 2004b: 24) but the median annual household income in the Downtown East Village was only \$16,334, which was \$41,545 *lower* than for the city as a whole. Fully 62.2 percent of the total community population was living in a low-income household (Statistics Canada, 2003; City of Calgary, 2004b: 16-18).

For income, seniors living in the Downtown East Village rely primarily upon the federal Old Age Security benefit and other federal and provincial income supplements (see City of Calgary, 2004b: 21-22). Their poverty has a major impact upon their nutritional status, chronic health conditions, and opportunities to socialize.

There is also considerable ethnocultural diversity in the community. Statistics Canada (2003) reports in the 2001 Canada Census that 5.4 percent of the population of the Downtown East Village was Aboriginal (55 people), 30.7 percent was comprised of immigrants (315 individuals), and 20.0 percent of community residents (205 people) were visible minorities.

In addition to the unique demographic attributes of this population, there are many social issues and problems in the community. Alcohol and drug abuse have been consistently problematic in the Downtown East Village.

A community safety audit conducted in March 2004 (Coleman and Kostic, 2004) indicates that there has been an increase in crack cocaine use and that alcohol is also being used in combination with methamphetamine. In addition to drug and alcohol related problems, prostitution has been an issue in the community since at least 1994. All of these factors have a significant impact on the lives of seniors residing in the community.

As far back as 1992, a community study of the Downtown East Village clearly identified that the area lacked a sense of community. It was noted that 70 percent of area seniors did not participate in community activities, nor did two-thirds of them feel involved in the community. Less than one-half felt they had anything in common with anyone else in the area (McDonald and Peressini, 1992).

The study authors found that there was a need to create empowering relationships with community residents and organizations. They noted that, if a sense of community is to be fostered, it would be important to encourage interpersonal linkages among individual seniors, as well as linkages between the formal groups in the area.

Generally, the seniors residing in the Downtown East Village have little social support from family and friends. They have made few connections with each other and there is little interaction between the area's diverse ethnic populations. These seniors experience a high degree of social isolation.

Appendix B. Aboriginal Persons

Prepared by Sharon Small

Aboriginal people's sense of community is directly related to their feelings of inclusion. Most often, the "Aboriginal community" is not located geographically, but culturally, and therefore Aboriginal people do not respond to or participate in community events or access community facilities within their community of residence.

In the Calgary urban setting, Aboriginal people lack the structural facilities to practice, redevelop, or evolve our spiritual development. This re-emergence of cultural knowledge is tied directly to an individual's sense of self and ultimately their self-esteem, which is based on the cultural understanding and acceptance of who they are and the underlying worldview that supports cultural difference.

A worldview or people's "ways of knowing" is the unified knowledge that originates from and is characteristic of a particular society and its culture. One way to understand a person's worldview is through the nature of the stories they tell and how the content and context of the story informs much of how they make subsequent decisions. Contained within creation stories are relationships that help to define the nature of the universe and how cultures understand the world in which they exist. This is how worldviews begin.

From an Aboriginal perspective or worldview, our collective conception of how the world was created and the roles of those players involved have a great bearing on subsequent understandings of our place in the world, and our relationship to it.

Many Aboriginal people face chronic unemployment or under-employment, poor housing, limited formal education, racism and discrimination, isolation and a cultural communication gap with service providers. Due to the historic differences in their interactions with the dominant Euro-Canadian majority and their position as members of Canada's first nations, Aboriginal people have legal and treaty rights which have been the focal point of a whole range of human rights violations.

Such violations include forced assimilation policies (e.g., residential schools, banning of traditions or ceremonies), segregation (e.g., reservations), and civil rights violations (e.g., refusal of citizenship and voting rights). The effects of past and present violations continue to have a serious impact on the lives of Aboriginal people and Aboriginal communities today. Aboriginal people continue to fight for individual and collective self-determination, both on and off reserve.

Many Aboriginal people are suffering, not simply from specific diseases and social problems, but also from a depression of spirit resulting from 200 or more years of damage to their cultures, languages, identities, and self-respect. The idea of restoring balance to individuals and communities suggests that to create balance and harmony – or health and well-being – Aboriginal people must confront the emotional and spiritual injuries of the past by addressing the root causes of Aboriginal “ill health.”

For example, colonization is the act, by a militarily strong country, of invading and taking over the sovereignty of another area, which then becomes known as a colony. This often includes the establishment of one or more settlements, also called “colonies,” inhabited by emigrants from the colonizing power. Colonization in public policy and public service are those practices that have never served Aboriginal people with equality or fairness due to the colonial influences that are found in governing systems of education, justice, social services, and so on. Systemic racism and oppression prevail in public institutions and systems that prevent them from responding to, or providing Aboriginal people with experiences of equality and justice.

Service providers readily identify systemic discrimination and prejudice as barriers in every area. The fact that so many participants could unequivocally cite these conditions speaks to the pervasiveness of discrimination in our society. This very pervasiveness, especially at the structural level, makes human rights issues so hard to address. Specific examples follow.

For example, it is a myth that all Aboriginal people receive free health care. Non-Status, Métis and Bill C-31 persons receive no additional health care above that of other Canadians. Only those treaty or status First Nations groups who have negotiated health care provisions receive health care. Over time, the quality (e.g., prescription must be the lowest cost available) and range of services has diminished with reduced funding.

Another example is that there are no specific recreational opportunities or services provided by The City of Calgary for Aboriginal people, although the need has been identified through three different needs assessment and community consultations. The themes that emerged from the participant responses to the 2003 and 2004 reports *Aboriginal Recreation and the City of Calgary* (Small, 2003; 2004) include traditional cultural activities, team sports, youth and children’s events, biannual or quarterly community round dances or pow-wows, and the development of an Aboriginal Youth Center.

With regard to schooling, it is increasingly viewed as normal for persons aged 15 to 24 to be enrolled in an academic program, yet among Aboriginal people¹⁰ in this age group living in the Calgary Census Metropolitan Area (CMA), 51.7 percent are not in school, and another 7.6 percent are only attending school part-time (Statistics Canada, 2003).

¹⁰ For Statistics Canada, the Aboriginal population includes those who reported at least one Aboriginal origin (North American Indian, Métis or Inuit) for the ethnic origin question on the Canada Census and/or reported they were registered under the Indian Act of Canada.

In terms of educational attainment, of 15,225 Aboriginal persons who are at least 15 years of age and no longer attending school, 36.7 percent have not completed high school, 13.0 percent have a high school diploma, 17.2 percent have an incomplete advanced education, 25.1 percent have a university or trades certificate or diploma, and only 7.1 percent have a university degree (Statistics Canada, 2003).

With respect to employment, in a field of 20 occupational groupings, only 0.1 percent of Aboriginal people in the Calgary CMA are occupied in managerial jobs. The most common types of employment for Aboriginal people are construction (12.0 percent), retail trade (9.9 percent), healthcare and social assistance (9.6 percent), accommodation and food services (8.7 percent), and manufacturing (8.6 percent). Among Aboriginal people living in the Calgary CMA who are in the labour force, 11.7 percent of men and 7.2 percent of women are self-employed (Statistics Canada, 2003).

Very little information is available regarding the income level of Aboriginal people. For Calgary, we know the total income of Aboriginal men and women, when income is reported. If there is no income, then they do not enter into this examination. The median gross annual income for Aboriginal men living in the Calgary CMA is \$22,115 but the median gross annual income for Aboriginal women is even lower, at \$14,355 (Statistics Canada, 2003).

Of all income coming to Aboriginal people living in the Calgary CMA, 85.0 percent is from employment, 12.0 percent comes from government transfer payments (e.g., Canada Pension Plan, Old Age Security, Income Supports), and 4.0 percent comes from other sources such as investment income (Statistics Canada, 2003).

Aboriginal people are increasingly over-represented in the prison population in Alberta and this situation is getting worse. Alberta has the second highest rate of 'imprisonment per person charged' in the country. Although Aboriginal people make up only 3.5 percent of the total population of Alberta, Aboriginal men make up 30 percent of males in provincial jails and Aboriginal women make up 45 percent of imprisoned females (Alberta Task Force, 1991; Government of Canada, 1996).

By 2011, it is projected that Aboriginal youth will account for 48 percent of the total population of young offenders. In Calgary, Aboriginal youth have more than twice as many cases filed against them than non-Aboriginal youth, and young Aboriginal women are more likely than non-Aboriginal women to be charged as young offenders (City of Calgary, 1999: Appendix 4).

Other findings show that Aboriginal people accused of a crime are more likely to be denied bail, spend more time in pre-trial detention, are more likely to be charged with multiple offences, and are twice as likely to be incarcerated. In addition, their lawyers spend less time with them (Alberta Task Force, 1991).

While the average aggregate sentence for non-Natives is 22.1 percent higher overall, Native offenders are more likely to serve fewer prison sentences of 1 to 7 days, and to serve more prison sentences that range from 93 to 184 and 185 to 365 days (Alberta Task Force, 1991).

Many of these prisons admissions are related to fine defaults. Despite a 1987 recommendation made by the Canadian Sentencing Commission to reduce the use of imprisonment for fine default, there is little evidence of this being implemented in the province (Alberta Task Force, 1991).

Of offenders admitted to Provincial Correctional Centres for fine default in 1989, 66.4 percent were non-Native males, while 33.6 percent were Native males. However, of those released because they satisfied the fine, 81.9 percent were non-Native while only 18.1 percent were Native. This means that non-Native fine default offenders spent only 7.3 percent of their aggregate sentence length in custody, compared to 14.3 percent for Native fine default offenders (Alberta Task Force, 1991). The reason for these differences has not been ascertained, but would certainly include differential ability to pay fines, participation in the institutional fine option program, and behavior while incarcerated.

Temporary absence release figures for adult offenders at Alberta Correctional Centers during 1989 show that non-Native offenders were two to three times more likely than Native offenders to gain a day release (65.1 versus 34.9 percent) or a temporary pre-release (72.1 versus 27.9 percent) from prison (Alberta Task Force, 1991).

Canadians, and especially Calgarians, are known to have high rates of residential mobility, which are even higher among Aboriginal people. Looking at the one-year movement patterns of all Aboriginal Calgarians who were at least one year old at the time of the 2001 Canada Census (Statistics Canada, 2003), 30.9 percent (6,630 people) had moved in the previous year, compared to 19.0 percent of all Calgarians or 177,195 people).

The pattern is more pronounced for five-year movement patterns. Fully 69.5 percent of Aboriginal Calgarians who were at least five years old in 1991 (13,805 people) had moved in the five-year period before the 2001 Canada Census. Although the majority had moved *within* Calgary (5,380 people), 2,275 people had moved from outside of Calgary but within Alberta, 2,930 had moved from outside of Alberta, and 180 had come from outside of Canada (Statistics Canada, 2003).

Like most people, urban Aboriginal people would like to have adequate and safe shelter for themselves and their children. In a consultation conducted in 1997 by the Homeless Initiative Ad Hoc Steering Committee, 60 percent of the Aboriginal people surveyed (n=51) reported living in a shelter, with friends, or were homeless. All groups surveyed felt that housing was a basic need and one of the biggest concerns for Aboriginal people. Key issues were doors being closed to them when landlords found out they were Aboriginal and the lack of safe, secure housing for single Aboriginal youth and men (Homeless Initiative Ad Hoc Steering Committee, 1997).

There was also concern about lack of available housing, waiting lists, and non-recognition of Aboriginal customs and culture. Seniors particularly disliked the term 'overhoused' that is used by social housing agencies when a single person requests two bedrooms. They wanted a guest room for children and grandchildren, which would allow a return to the traditional role of seniors looking after their children (Homeless Initiative Ad Hoc Steering Committee, 1997).

Community participants wanted more affordable rents and subsidies, and opportunities to apply rent towards the purchase of homes. They requested more help from Métis Nation and Band councils to purchase off-reserve housing, and more housing specifically for Aboriginal people that would be respectful of their cultural needs (Homeless Initiative Ad Hoc Steering Committee, 1997).

Service providers also saw discrimination in all levels of the housing system, from shelters and transitional housing, to subsidized and market housing. They felt that Aboriginal people did not have the information and support they needed to access housing due to bureaucratic barriers and social stigma. They wanted to see more institutional and political support and the development of alternate housing models such as cooperatives (Homeless Initiative Ad Hoc Steering Committee, 1997).

Appendix C. Immigrants, Refugees, and Visible Minority Persons

Prepared by Valerie Pruegger

Immigrants, refugees and visible minority persons experience a number of challenges and barriers in Calgary. The racialization of these groups often results in systemic discrimination or barriers in many areas of their lives including education, employment, health, social services, the justice system, and childcare services. Some of these challenges are examined below.

Education: For many children and youth from visible ethnocultural groups, school is a place of systemic discrimination and prejudicial attitudes. A number of recent reports have documented the effects on racialized young people due to differential treatment by teachers, administration, curricula and other students.¹¹ These reports cite concerns such as:

- Daily practices and institutional mechanisms that work to undermine the student's self-esteem and work to push him/her out of school
- Not enough non-majority role models as teachers, counsellors or administrators

- No mechanisms for addressing cultural bias, leading to incorrect interpretations of student behaviour, and
- Curricula focused on dominant society values and teaching styles.

For adults, issues related to education include lack of access to ESL classes, especially for women and seniors, and non-recognition of foreign qualifications and experience.

Employment: On average, Canadian born visible minority men and women earn less than their white counterparts. The gap is much higher for immigrant visible minority men and women, and it is growing (see Galabuzi, 2001; Picot and Sweetman, 2005).

For immigrant women, Aboriginal women, or women from non-dominant ethnocultural groups, traditional employment issues facing all women, such as access to well-paid jobs, pay equity, and childcare, are often exacerbated by barriers of language, racial prejudice, and cultural differences (Ng, 1993). Men and women with high levels of education often receive incomes that are not commensurate with their qualifications.

¹¹ See, for example, CARE (1995); DePass, *et al.* (1993); Mattu, Pruegger, and Grant (1995); Native Employment and CRC Employment (1990); and Pruegger and Kiely (2002).

Adverse experiences in employment are related to poorer psychological well-being for most Canadians, but newcomers may face the added issues of loss of status and downward mobility from positions held in the home country. There exists a widely recognized problem with underemployment of highly skilled people.

Full integration¹² into Canadian society is most influenced by employment opportunities or lack thereof. For many newcomers, lack of competency in an official language, no Canadian work experience, systemic discrimination, and difficulty getting credentials recognized limit their chances in the workforce.

Health: Recent immigrants to Canada, due largely to immigration selection procedures, are generally in better health than their Canadian born counterparts (Health Canada, 1999). However, this advantage diminishes with length of residence. Despite their better health status on entry, newcomers encounter many difficulties in accessing the Canadian health system and new studies point to racism as a significant stressor that impacts physical and mental health (see, for example, Clark, *et al.*, 1999).

¹² "Integration" is the ideal that newcomers to Canada can maintain those aspects of their home culture that are important to them, while participating equally in the economic, social, political and cultural streams of society. Integration is not synonymous with assimilation.

One of the most neglected areas of health service delivery has been responding to the special needs of victims of catastrophic stress. Included here are immigrants and refugees who have experienced natural disasters (e.g., earthquakes, floods), warfare, rape and/or torture. Many such individuals suffer from post-traumatic stress disorder, experiencing symptoms of detachment, social withdrawal, apathy, suspicion of others, and chronic fear.

Studies have shown that children of survivors may develop sympathetic symptoms including clinging and overly dependent behaviour, sleep disturbance, school problems, and difficulties getting along with peers, even if they have not directly experienced the catastrophic event (Beiser, *et al.*, 1988).

Adult survivors are at great risk for the development of emotional disorders and have difficulty pursuing a vocation due to sleeping difficulties and inability to concentrate on a task. While use of mental health and other services is generally lower for immigrant groups than Canadian-born individuals, usage for ethnic groups which have been exposed to catastrophic stresses (e.g., Cambodian, Vietnamese, Latin American) far exceeds their proportions in the general population.

Social Service: For many newcomers, seeking assistance from the government or social service agencies may be a source of shame, affecting family pride and the value of self-sufficiency (Babins-Wagner and Johnson, 1992).

Immigrants may not share their difficulties until they are experiencing a major crisis (Regional Outreach Office, 1994), and they may experience difficulty in expressing their feelings and needs in an alien language in which there may be no adequate translation (Amestica, 1995). Often they lack orientation to Canadian society, and thus do not understand or have inappropriate expectations of systems and services (Regional Outreach Office, 1994). Social service agencies may be viewed with distrust and suspicion, given the corruption or non-existence of these institutions in the native countries of some immigrants.

Justice: Notwithstanding media-fuelled perceptions to the contrary, crime rates among immigrants are lower than among Canadian born individuals. But, crime rates among descendants of racialized immigrant groups tend to be the same or higher than those of members of the dominant culture (Commission on Systemic Racism, 1995). Research suggests two general explanations for the latter findings: (1) differences in social and economic status, and (2) differential enforcement of the criminal code.

Numerous reports have noted the differential treatment members of visible ethnocultural groups receive in the justice system. A recent study which examined systemic racism in the Ontario criminal justice system showed that black accused, as well as other racialized persons, were more likely than white accused to be admitted, charged, convicted, and imprisoned by the justice system, even when controlling for such variables as employment background, community ties, and previous arrest records (Commission on Systemic Racism, 1995).

In addition to class, race and gender biases, the Common Law is a European system which inevitably reflects ideas of individuality and personhood that may exclude racialized people. The institutionalized nature of racism in the system has contributed to the mythology of criminality in non-white groups of people, which may lead to increased interracial violence.

Racialized groups are also often the victims of hate crimes. Such crimes are designed not only to threaten the chosen victim, but also the whole group of which the victim is a member.

Childcare: Virtually every needs assessment conducted for disadvantaged groups cites child care as a major area of concern. Any service provided to newcomers needs to recognize that one of the major barriers to accessibility is the absence of temporary child care facilities. Serious attention needs to be paid to the provision of these facilities in any programs developed.

Another concern is the disproportionate number of women of colour, either immigrants or temporary workers, who are hired as caregivers for white children. Much of this imbalance is due to the lack of recognition of foreign credentials, systemic racism, and class issues. These domestic workers often become a cheap source of labour. They frequently endure long hours, receive no employment benefits, are not protected by labour standards, and are subject to potential sexual abuse or exploitation by their employers.

For the Canadian government, nannies are a cheap alternative to the implementation and funding of a national daycare system (Boti and Bautista, 1992). This work remains undervalued, underpaid, and unrecognized (for an overview of this issue, see Ng, 1993).

Another issue is that racialized parents may not seek help, fearing that their children will be taken from them. Sometimes, children are removed from homes because of the inability of the childcare worker to interpret events through the appropriate cultural lens. This has proved to be a significant concern in the Calgary Sudanese community.

In our zeal to protect children, we must understand how uniform policies can compound discrimination against racialized parents. There are cultural differences in physical discipline, parental authority, and child rearing. The failure to contextualize the family situation and to respect the possibility of different but equally valid forms of child rearing can result in the criminalization of parents, the fragmentation of racialized families, and the liability of these parents to other legal sanctions (St. Lewis, 1996: 115).

Summary: A number of needs and challenges have been identified by immigrants, refugees, members of racialized ethnic groups, and service providers in Calgary. These have an impact on all systems and services, and include:

- Difficulties in education programs and systems
- Meaningful employment, training, upgrading
- Dealing with the “lack of Canadian experience” barrier
- Accreditation of foreign credentials
- Understanding mainstream systems (e.g., education, employment, health), services and programs, and how to access these
- Culturally appropriate services and systems
- Changes in economic and social status
- Language and cultural differences
- Lack of awareness of available services
- Negative attitudes, systemic discrimination, racism, and stereotyping
- Accessibility of services (e.g., hours of operation, location, childcare), and
- Lack of interagency cooperation.

While most newcomers and racialized Canadians are successful citizens who contribute to the economic and social fabric of Calgary, many experience a number of challenges. These can be overcome, however, by using the tools of social inclusion.

Additional Information

A separate report, the *Centre City Community Profile*, provides statistical data by community district on the area population, household composition, education, income and employment, housing, and diversity. It is posted on The City of Calgary website at www.calgary.ca. Go to the “A to Z” directory and select “Centre City” then choose “Centre City Social Plan.”

For more information about the Centre City Plan, visit the project homepage on The City of Calgary website at www.calgary.ca/centrecity or, from the “A to Z” directory at www.calgary.ca, select “Centre City.”

Individual community profiles for all community districts in Calgary can be found on The City of Calgary website at www.calgary.ca. Go to the “A to Z” directory and select “Community Social Statistics,” which will take you to the web page where this information is available.

The following websites also present information at the community district level on residential property taxes, crime, community associations, and area facilities:

- The City of Calgary compiles information on property values and taxes by community district. This information can be found on The City of Calgary website at www.calgary.ca. Go to the “A to Z” directory and select “Assessment (Property).”
- The Calgary Police Service compiles crime statistics by community district. This information can be found at www.calgarypolice.ca/facts/frame1.html.
- The Federation of Calgary Communities provides a brief description of each community district in the city, including community association information such as contact numbers, facilities, and programs. This information can be found on the Federation website at www.calgarycommunities.com.

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