



Community Social Roadmap

Working Together to Address Social Needs in St. Albert

Published 2024
Prepared by: Dialogue Partners for the City of St. Albert

stalbert.ca

DIALOGUE PARTNERS
Bold Conversations, Radical Change.

City of St. Albert
Cultivate Life



City of St. Albert Land Acknowledgement

We respectfully acknowledge that we are on Treaty 6 territory, traditional lands of First Nations and Métis peoples. As treaty people, Indigenous and non-Indigenous, we share the responsibility for stewardship of this beautiful land.



What does it mean to make a land acknowledgment in this document?

The City of St. Albert is committed to reconciliation and seeks truth and reconciliation as a shared responsibility. The City honours and supports the Truth and Reconciliation Commission of Canada's Calls to Actions.

The City is dedicated to building relationships with, and receiving guidance from Indigenous partners and community members to understand that true reconciliation requires action. This Community Social Roadmap aims to work with community stakeholders in a respectful and proper manner to meet the social needs of children, youth, families and seniors in the community.

ACKNOWLEDGEMENTS

The Community Social Roadmap and the Community Social Needs Assessment **(see How We Got Here)** represents the collective perspectives of more than 1,600 community members and 90 service providers. Thank you to everyone who took the time to share their ideas, experience and perspectives on how we can better understand and address the social needs of children, families and seniors living in our community.

The development of the Community Social Roadmap would not have been possible without the help, guidance and direction of many people who are passionate about making St. Albert a better place to live.

Thank you to the staff, consultants and facilitators who helped to capture the thoughts and ideas that were generated throughout the various community social needs assessment engagement activities.

The work of developing and implementing the Community Social Needs Assessment was guided by a project team and supported by City of St. Albert leadership and council.

Participation and feedback from community stakeholders were pivotal and is integral and grounded in the findings and future directions. The time and effort stakeholders dedicated to the project was exceptional.

The development of the Community Social Roadmap will help community members and service providers address social issues in our community for years to come.

Thank you.



Table of Contents

Introduction 5
The Role of Municipalities and the Community Social Roadmap 6
Alignment with City of St. Albert Plans and Other Strategic Initiatives 8
How We Got Here 9
How to Read this Document 12

Addressing the Needs of our Community: Focus Areas, Recommendations, and Actions to Support Social Services in St. Albert 13
Focus Areas Overview 13
- Aging in Place 14
- Child and Youth Development 16
- Civic Involvement and Volunteerism 19
- Community Connectedness 21
- Community Safety 23
- Family and Gender-Based Violence 25
- Housing and Homelessness 29
- Inclusion, Diversity, Equity, and Accessibility 31
- Mental Health and Addictions 36
- Poverty 38

Moving Forward and Implementation 40
A coordinated, community effort 40
Core implementation commitments 40

Appendix A: St. Albert Community Profile 41
Appendix B: Alignment with Parallel City of St. Albert Plans 48
Appendix C: Glossary 50

INTRODUCTION

St. Albert is a Growing and Changing Community

The City of St. Albert is currently home to 70,422[1] community members and growing. Our community is known for having a great quality of life including community safety, recreational and cultural opportunities, walkability, gathering spaces, and a sense of community connectedness.

In the past 10 years, St. Albert has become more diverse with more nuanced social needs including:

- An increased and underserved local Indigenous population.
- An increased and underserved local racialized population including newcomers, immigrants, and refugees.
- An increased and underserved population of people living with disabilities.
- An underserved 2SLGBTQIAP+ community.
- Changing youth needs.
- Changing seniors needs.

These community changes and growth are coupled with larger societal challenges and issues including but not limited to the lasting impacts of the COVID-19 pandemic, a rising cost of living and climate change. These challenges and changes necessitate evolution and change in our community to meet shifting social needs **(see Appendix A for a complete community profile)**.

[1] Source: Government of Alberta Regional Dashboard.

The Roles of Government and the Community Social Roadmap

The City of St. Albert's Community Services - Family and Community Support Services (FCSS) branch has been providing preventive social services since 1968. As a requirement of the FCSS funding agreement with the Government of Alberta, FCSS is responsible for assessing and responding to the social needs of the community.

The provincial FCSS Grant Program is a partnership between the Government of Alberta, participating municipalities and Métis Settlements to design and deliver local preventive social services to improve the well-being of individuals, families and communities.

Prevention is a shared responsibility. Governments working on their own cannot solve social problems. Social change requires coordination and collaboration between government, civil society, and engaged Albertans. Alongside and supported by government, Albertans, communities and civil society organizations are instrumental in identifying and developing solutions to social problems and are critical to the functioning of the FCSS program.

Outlined by the FCSS Accountability Framework, the role of municipalities primarily focuses on preventive social services with the following main responsibilities:

1. Set local priorities that align with identified community needs and provincial prevention priorities.
2. Support individuals, families and communities through preventive social services programs and services, including primary (addressing root causes) and secondary (addressing issues at early stages) prevention.
3. Leverage local community capacity in design, delivery and coordination of preventive services.

Further, when applied, the role of municipality focuses on working with community partners and collaborators on "primary prevention" and "secondary prevention measures" as defined and detailed in Table 1.

FCSS Services	Primary Prevention	• Address root causes of social issues with focus on the general population or a specific population • Promote protective factors in the physical and social environment (including social relationships) • Can include awareness programs, enhacing connections among community organizations and promoting community volunteerism
	Secondary Prevention	• Address issues at an early stage for specific groups or at-risk groups • Strengthen the capacity of individuals and communities to prevent or reduce risk factors and build resiliance • Can include connectring those in need with appropriate resources and skill development

Table 1. Government of Alberta Family and Community Support Services Prevention Continuum[2]

The Community Social Roadmap supports the role of the municipality by identifying local priorities important to the St. Albert community. The Community Social Roadmap is intended to guide the work with, from, and by the community including the municipality, across city departments, community social service organizations, and community members.

"Our community has the ability to make changes that continue to support our growing needs."

Community member

[2] Source: Government of Alberta: Family and Community Support Services Accountability Framework (2022).



Alignment with City of St. Albert Plans and Other Strategic Initiatives

The St. Albert Community Social Roadmap aligns with several strategic and operational plans that provide direction and guide City administration's long and short-term activities, including the delivery of services to support and enable community well-being. These plans are outlined in more detail in the City of St. Albert Strategic Framework Policy and in **Appendix B**.

The Community Social Roadmap will help inform:

- Development of the Housing Options and Community Well-Being Strategy and may be adjusted to ensure a responsive approach once related strategies are developed.
- The delivery of services to ensure responsive and timely support to the community.
- Inform and prioritize activities undertaken and services delivered by the department over the next three years to ensure responsive delivery of social services to the community.

HOW WE GOT HERE

Community Social Needs Assessment
In 2023 and 2024, the City of St. Albert completed a comprehensive Community Social Needs Assessment to help identify social issues, trends and needs in our community.

Approach
The needs assessment brought together research findings, demographic analysis, public and stakeholder engagement, and information from parallel initiatives. This analysis forms the foundation for the development of the Community Social Roadmap.

Several methods were used to reach a wide range of perspectives on social needs in St. Albert to ensure a diversity of voices and perspectives inform the Community Social Needs Assessment and the Community Social Roadmap. Effort was made to ensure engagement was accessible and inclusive, including providing opportunities for input online, in person, and in written format with multiple ways to engage.

Engagement Results
During phase one of the project, 1,547 residents completed surveys that provided input on what social issues were important to them and perspectives on how we can better meet the social needs of residents living in St. Albert. More than 700 conversations with residents took place at community pop-up and outreach sessions. In addition to 37 completed stakeholder surveys, feedback was gathered at five facilitated stakeholder sessions with more than 60 representatives of social serving organizations.

As part of phase two, more than 150 stakeholders were invited to a community stakeholder engagement session, of which 89 people representing community agencies, organizations, networks, City departments and City Council participated to validate phase one findings and provided insight on community social issues and ways to address them.

Community Social Roadmap
It should be noted that this Community Social Roadmap is rooted in, and builds upon the community accomplishments, partnerships and leading practices that have happened or occurred over the years of providing preventive social services in our community. The Community Social Roadmap will help with setting focus areas, aid in decision-making, and support service delivery to address social issues in our community.



Community Social Needs Assessment Key Findings

Top opportunities identified to support the St. Albert community

- Integrating an inclusion, diversity, equity, and accessibility lens to social services.
- Prioritizing underserved communities including Indigenous peoples, 2SLGBTQIAP+ community members, youth, homeless community members, racialized community members, and people with disabilities.
- Prioritizing under addressed social issues including mental health, housing affordability, substance abuse and addictions, and discrimination.

Community visions and aspirations for the future

- All St. Albert community members feel valued, supported, respected and celebrated.
- Inclusion, diversity, equity, and accessibility are embedded in St. Albert's social service and program offerings.
- Community members are engaged and listened to when implementing the Social Roadmap. The City of St. Albert and local service providers meaningfully work with community members to identify actions and solutions to our complex social issues.

Top barriers to accessing social services and supports

- Lack of awareness and understanding of what programs and services exist.
- Programs and services being oversubscribed.
- Programs and services are not available in St. Albert.
- Programs and services are unaffordable.
- Being unable to get appointment times for services.

Top underserved community groups

- Indigenous Peoples
- 2SLGBTQIAP+ community members
- Youth
- Racialized communities
- People with disabilities
- Homeless community members

Top social issues by different demographic groups:



How to read this document

The Community Social Roadmap identifies **ten focus areas** for social services in St. Albert. Each focus area includes an **outcome statement(s)** to provide a visionary guide on why we are doing this work, community indicators to track our progress and keep accountable, and a series of recommendations accompanied by the following actions and details:

- **Supporting actions:** In addition to current community initiatives that are already in place, this includes proposed actions and activities that can be explored to achieve the recommendation.
- **Priority per action:** Identified level of priority to inform action planning and implementation.
  - High = Actions that are critical, urgent or help unlock other actions
  - Medium = Actions that are important that also require significant resources and planning
  - Low = Actions that are important that require less resources and planning than, and/or are complementary to High or Medium priorities
- **Key stakeholders per action:** The City of St. Albert has a role to play for all the actions identified in the Community Social Roadmap. This includes engagement across city departments to leverage support and optimize service delivery from a 'social lens'. However, actions require a coordinated and collaborative effort with local community social service organizations and community groups. Where applicable, key stakeholders are identified. As additional actions and community initiatives are developed, new stakeholders may be identified.

While the Community Social Roadmap outlines focus areas, recommendations, and actions, the City of St. Albert will facilitate the development of an implementation plan in consultation with community stakeholders. Further, annual tracking and monitoring will help keep progress actionable, accountable, and responsive to changing priorities and landscapes for social service delivery over the lifespan of the Community Social Roadmap.

A note about the indicators

To understand and address the social issues identified in our community, it will be important to monitor a number of key indicators. The tracking and monitoring of these indicators will inform ongoing decision-making about the implementation of actions aimed at addressing the social issues that our community and residents face.

The list of indicators identified is currently being used, readily available or easy to compile. Additional work may be required with community stakeholders to establish measurements that are appropriate to the issue and that provide useful information to track progress being made in responding to the issues.

To ensure that the Community Social Roadmap remains relevant and responsive, an annual community conversation will provide opportunity to report out on progress made. This engagement session will allow stakeholders to review these indicators and to discuss emerging trends that residents and service providers are seeing in the community. Input from community members and stakeholders is pivotal and serves as the catalyst for setting future directions.

Addressing the Needs of our Community: Focus Areas, Recommendations, and Actions to Support Social Services in the St. Albert Community

Focus Areas Overview

Based on research, data analysis and input from community members and community social service organizations, 10 social issues and/or opportunities emerged as focus areas to be addressed. While each social issue is distinct and unique, the City of St. Albert acknowledges the intersections of each focus area and is committed to applying an inclusion, diversity, equity, and accessibility lens through all the recommendations and actions included in the Community Social Roadmap.

Focus areas identified[3]

- Aging in place
- Child and youth development
- Civic involvement and volunteerism
- Community connectedness
- Community safety
- Family and gender-based violence
- Housing and homelessness
- Inclusion, diversity, equity, accessibility
- Mental health and addictions
- Poverty



Diagram 1. The Community Social Roadmap's 10 Focus Areas

[3] Note that the focus areas are listed alphabetically. The order does not reflect the level of priority which is detailed by action rather than focus area.

FOCUS AREA

Aging in Place

Aging in place, or aging in the community, refers to a person's ability to live safely in their home or community through access to health, social supports and services as changes to mobility and health needs occur.

With an aging population in our community, an emphasis on aging in place is needed to support our older adults, seniors, and their familial and social networks.



Outcome statement
Seniors are engaged and have access to supports needed to age in place.

Community Indicators
- Percentage of seniors who are aware of resources and supports available in the community
- Number of senior volunteers

Why is this a focus area important?

- Aging in place is a current prevention priority in Alberta's Family and Community and Support Services Accountability Framework.
- Through the Community Social Needs Assessment, aging in place ranked as the top issue identified by those who were 60+ and was ranked fifth as being the most important issues from the aggregate (total) survey results.
- St. Albert, 19.4 per cent of the population is over 65 years old. This percentage is higher than the provincial population of the same age (14.8 per cent) and the national population of the same age (18 per cent) in recent years.

"Our community needs to provide support for seniors to age in place, reduce social isolation, and contribute in a meaningful way to our community."

Community member

Recommendation: Enhance holistic, comprehensive and coordinated senior supports		
Action	**Priority**	**Key Stakeholders**
Promote and coordinate seniors' social services and supports needed to age in place (e.g. transportation, food security, financial aid, housing options, resource navigation, digital literacy, and home supports).	High	FCSS St. Albert Seniors Association Older Adult Working Group
Enhance the awareness of, and ease of access to seniors social services, supports and community events.	High	FCSS St. Albert Seniors Association Older Adult Working Group
Advocate for seniors issues that impact seniors (housing, transportation, primary health care, etc.).	High	FCSS City of St. Albert Government Relations

Recommendation: Encourage connections, community involvement, and social inclusion of St. Albert seniors		
Action	**Priority**	**Key Stakeholders**
Support social connection and volunteer opportunities for seniors including to each other, to family, and to the broader St. Albert community.	High	FCSS Volunteer Manager's Network St. Albert Seniors Association Older Adult Working Group
Promote and implement the Seniors/Elders Service Awards program recognizing seniors in our community.	Medium	FCSS Volunteer Managers Network Seniors Advisory Committee St. Albert Seniors Association Older Adult Working Group
Identify City of St. Albert municipal opportunities to advance policies and programs that are reflective and responsive of St. Albert's seniors' population.	Medium	FCSS Seniors Advisory Committee

FOCUS AREA

Child and Youth Development



This focus area identifies opportunities to support preventive social services aimed at reducing risk factors for children and youth in St. Albert. The focus area acknowledges that this age group has unique and specific social needs. Although different levels of government and organizations use a variety of age ranges, the Community Social Roadmap identifies children and youth generally encompasses ages up to 25 years old.

Outcome statement

- Children and youth develop positively
- Youth are actively engaged and have access to social supports

Community Indicators

- Number of program participants
- Number of mental health sessions in schools
- Number of education and awareness events
- Number of youth volunteers
- Percentage of youth reporting they know how to access supports

Why is this a focus area important?

- Based on 2021 Statistics Canada data, 19.5 per cent of St. Albert's population is between the ages of 5 and 19. This cohort is growing and is slightly higher than Alberta overall (19 per cent).
- Promoting healthy relationships and social emotional development in children and youth is an outcome identified within Alberta's Family and Community and Support Services Accountability Framework.
- Through the Community Social Needs Assessment, Youth public survey respondents identified the following social and housing issues as being important to address in St. Albert: discrimination, child abuse, mental health, housing affordability, suicide, primary healthcare and domestic and sexual violence.
- Through the Community Social Needs Assessment, stakeholder survey respondents identified youth as one of the underserved groups in St. Albert

Recommendation: Promote healthy relationships and social emotional development in children and youth		
Action	**Priority**	**Key Stakeholders**
Promote and provide age appropriate and culturally appropriate education and programs to foster healthy relationships and build social and emotional resiliency.	High	FCSS School Boards Family Resource Centre

Recommendation: Increase awareness of youth supports and provide navigation and support to access social supports		
Action	**Priority**	**Key Stakeholders**
Promote and increase awareness of, and ease of access to youth social services, supports and community events.	High	FCSS Community Interagency members St. Albert Public Library
Promote and provide a centralized solution to offer navigation so that youth know of and can access supports and resources.	High	FCSS St. Albert Public Library
Advocate for issues that impact youth (housing, transportation, primary health care, etc.).	High	FCSS City of St. Albert Government Relations

What is social emotional development?

Social emotional development refers to a child's ability to create and sustain meaningful relationships with adults and other children. Emotional development is a child's ability to express, recognize, and manage his or her emotions, as well as respond appropriately to others' emotions.[4]

[4] Source: HEAD START | ECLKC: Social and Emotional Development

Recommendation: Encourage connections, community involvement, and social inclusion of St. Albert youth		
Action	**Priority**	**Key Stakeholders**
Engage youth to develop youth for youth initiatives.	High	FCSS Youth in Action
Identify City of St. Albert municipal opportunities to advance policies and programs that are reflective and responsive of St. Albert's youth population.	Medium	FCSS Youth Advisory Committee



FOCUS AREA

Civic Involvement and Volunteerism

Civic involvement and volunteerism promote social connection and help combat loneliness across generations. Volunteering forges stronger, more resilient communities and promotes a sense of meaning and belonging. With that said, recent trends signal a crisis in civic involvement and volunteerism, marked by declining volunteer rates and increasing demands on organizations that provide essential services. This focus area aims to build capacity and opportunity for all community members to be engaged in civic processes and volunteer opportunities.



Outcome statement
Residents are actively engaged, and participate in civic processes and volunteer opportunities.

Community Indicators

- Number of volunteers
- Number of volunteer hours
- Dollar value of volunteerism
- Percentage of participation in civic elections
- Percentage of participation rate in civic participation surveys

Why is this a focus area important?

- Alberta's Family and Community Support Services Accountability Framework includes current prevention priorities such as promoting and encouraging active engagement in the community, fostering a sense of belonging and promoting social inclusion.
- Civic engagement and volunteerism can foster social connections across St. Albert's diverse communities and create a shared sense of belonging rooted in coming together.
- Supporting civic involvement and volunteerism, especially in social services, helps make the municipality's activities and processes community-engaged and community-informed.

Recommendation: Promote and encourage civic engagement and volunteer work in the community		
Action	**Priority**	**Key Stakeholders**
Actively promote municipal and community volunteer opportunities in a variety of ways including digitally, print, and through community information and volunteer fairs.	Medium	FCSS Volunteer Managers Group City Departments Council Advisory Committees
Incentivize volunteerism and civic engagement opportunities such as mentorships and professional development opportunities.	Medium	FCSS Volunteers Managers Group
Provide volunteer recognition opportunities such as volunteer appreciation events or other communications tools.	Medium	FCSS Volunteers Manager Group



FOCUS AREA

Community Connectedness



St. Albert supports the physical, mental and social well-being of residents through community services and neighbourhood connection initiatives that support healthy lifestyles and activities. One of the main elements of community well-being is whether people feel connected to their community, neighbourhood and neighbours. When people feel like they belong in communities and in neighbourhoods they feel accepted, safe and connected.

Outcome statement
Residents feel connected to each other, their neighbourhood, and to the community, and have a sense of belonging.

Community Indicators
- Percentage of residents who report increased sense of community connectedness
- Number of Block Parties
- Number of Neighborhood Connectors
- Number of Little Free Libraries

Why is this a focus area important?

- Alberta's Family and Community Support Services Accountability Framework includes current prevention priorities such as promoting and encouraging active engagement in the community, fostering a sense of belonging and promoting social inclusion.
- Community connectedness was identified a strength in St. Albert through the Community Social Needs Assessment. Continued support for social connections is important to build a foundation for other focus areas such as civic involvement and volunteerism, and inclusion, diversity, equity, and accessibility.
- In the past 10 years, a strong sense of belonging has dropped by 12 per cent across Canada.[5]

[5] Source: Community Foundations of Canada: 2023 National Vital Signs Report: Reconnecting Communities

Recommendation: Engage with residents to foster a connected community for everyone		
Action	**Priority**	**Key Stakeholders**
Create, facilitate and promote opportunities for residents to connect.	High	FCSS Neighborhood Connectors Neutral Ground St. Albert Public Library
Raise awareness of and promote community group initiatives and events that bring residents together.	Medium	FCSS Community Groups Interagency members
Enable the advancement of community connectedness through built form (e.g. urban design, development planning, capital projects, universal access planning, etc.).	Low	FCSS City of St. Albert departments

> "I am compelled to do this work because relationships and connectedness are basic human needs."
>
> **Social service provider**

FOCUS AREA

Community Safety



Community safety in the Community Social Roadmap refers to community-based measures to prevent crime and support safe neighbourhoods and personal safety in St. Albert. By promoting community safety initiatives and actions, the city of St. Albert helps supports community members across city departments and the municipality. (e.g. police, paramedics, firefighters, first responders.)

Outcome statement
Residents feel safe in their neighborhood and community.

Community Indicators
- Percentage of residents with perceived sense of community safety
- Community crime statistics

Why is this a focus area important?
- Through the Community Social Needs Assessment, Community Safety ranked fourth most important issues to address in St. Albert.
- In 2022, Alberta Hate Crimes Committee conducted focus groups, key stakeholder interviews, and surveys in communities across Alberta, including St. Albert. Some of the key findings include:
- Hate crimes and incidents disproportionately affect racialized communities, ethnocultural communities, the 2SLGBTQIAP+ community, faith communities, people with lower incomes, people with disabilities, and the homeless.
  - Communities affected highest by hate crimes and incidents were based on race/ethnicity, 2SLGBTQIAP+, religion, those with lower incomes, people with disabilities, and the homeless.
- Communities felt that most hate happened in public spaces and public transit, and online with social media affecting them deeply. Other places they identified were schools, places of worship, businesses, and the healthcare system.

Recommendation: Promote crime prevention initiatives		
Action	**Priority**	**Key Stakeholders**
Promote community-based safety programs such as Neighborhood Watch, Citizen Patrol and other community policing crime prevention initiatives.	High	RCMP FCSS
Support partners and collaborators in delivery property crime prevention programs including residential and commercial/business properties.	Medium	RCMP FCSS
Promote Crime Prevention Through Environmental Design (CPTED) through review of development plans for design elements that positively influences human behavior, through natural surveillance, natural access control, territorial reinforcement, activity support and maintenance.	Low	City of St. Albert Planning and Development City of St. Albert Bylaw Enforcement RCMP

"Everyone deserves to feel safety and belonging in St. Albert"

Community member

FOCUS AREA

Family and Gender-Based Violence



Abuse comes in many forms. It is not always physical or sexual abuse. It can show up in more subtle ways, such as limiting access to money or calling, texting and stalking a partner at their place of work. When someone exerts control over someone else — whether it's physically, sexually, financially, emotionally, spiritually or in any other way — it is considered abuse.

Outcome statement
Residents live free from family and gender-based violence.

Community Indicators

- Number of residents accessing counselling and supports
- Number of incidence of family violence reported
- Number of referrals to supports
- Percentage of residents who are aware of resources and how to access them
- Number of education and awareness events

Why is this a focus area important?

- Through the Community Social Needs Assessment, social services providers shared that family violence supports is one of the top social services that they have to refer clients to resources outside of St. Albert for adequate and timeline access.
- Addressing family and sexual violence across one's lifespan is a current prevention priority in Alberta's Family and Community Support Services Accountability Framework.
- An estimated 1.8 million Albertans have experienced sexual violence in their lifetime — almost one in every two people.

"I imagine a St. Albert community where everyone is engaged in preventing gender based violence"

Social service provider

What is family and gender-based violence?

For clarity in this document, intimate partner violence and domestic violence is included in our use of the term 'family violence'

Family violence is when someone uses abusive behaviour to control and/or harm a member of their family, or someone with whom they have an intimate relationship. There are many forms of violence, including physical, sexual, emotional, and financial abuse[6].

The different forms of abuse can also occur in a range of relationships and contexts. Some examples of various types of family violence are intimate partner violence, child abuse and neglect, elder abuse, violence based on so-called "honour", and forced marriage.

Gender-based violence is the types of abuse that women, girls, and Two-Spirit, trans and non-binary people are at highest risk of experiencing. It can take physical and emotional forms, such as: name-calling, hitting, pushing, blocking, stalking/ criminal harassment, rape, sexual assault, control, and manipulation. Many forms of this abuse are against the law[7].

It can happen between people in romantic relationships. It can happen in families, at work, and between friends and acquaintances and strangers. It often occurs in private places between people who know each other.

Anybody can be abused, no matter their background, identity, or circumstance. But women, girls, and gender-diverse people are at high risk of gender-based violence. Some are at even higher risks, due to the additional discrimination and barriers they face. This includes women with disabilities, Indigenous women, racialized women, trans and non-binary people, and women who are homeless or underhoused. People facing abuse may have not have access to services that meet their needs (e.g. people in rural or remote areas).



[6] Source: Government of Canada: About Family Violence
[7] Source: Canadian Women's Foundation: The Facts about Gender-Based Violence

Recommendation: Provide preventive strategies, education and support to eradicate family violence		
Action	**Priority**	**Key Stakeholders**
Establish community-wide education to destigmatize family violence and communicate existing supports and resources.	High	FCSS Stop Abuse in Families (SAiF) St. Albert Public School District, GSARD, RCMP, St. Albert Community Village & Food Bank, Victim Services, Jessie's House, Family Resource Centre, Children's Services, Alberta Works
Promote and provide age-appropriate education on family violence topics for teens and youth.	High	Stop Abuse in Families FCSS
Promote and provide gender specific education on family violence topics.	High	Stop Abuse in Families FCSS
Promote and provide a centralized solution to offer navigation for family violence so that residents know of and can access supports and resources.	High	St. Albert Domestic & Sexual Violence Community Response Committee* *FCSS is a member of this committee
Support survivors of family violence, including provision of emergency services and meeting basic needs (housing, financial support and wrap-around supports).	High	Victim Services St. Albert Domestic & Sexual Violence Community Response Committee

Government of Canada: About Family Violence
Canadian Women's Foundation: The Facts about Gender-Based Violence

Recommendation: Provide preventive strategies, education, and support to eradicate gender-based violence		
Action	**Priority**	**Key Stakeholders**
Establish community-wide education to destigmatize gender-based violence and communicate existing supports and resources.	High	FCSS Stop Abuse in Families (SAiF) St. Albert Public School District, GSARD, RCMP, St. Albert Community Village & Food Bank, Victim Services, Jessie's House, Family Resource Centre, Children's Services, Alberta Works
Promote and provide age-appropriate education on gender-based violence topics for teens and youth.	High	Stop Abuse in Families FCSS
Promote and provide gender specific education on gender-based violence topics.	High	Stop Abuse in Families FCSS
Promote and provide a centralized solution to offer navigation for gender-based violence so that residents know of and can access supports and resources.	High	St. Albert Domestic & Sexual Violence Community Response Committee *FCSS is a member of this committee
Support survivors of gender-based violence, including provision of emergency services and basic needs (housing, financial support and wrap-around supports)	High	Victim Services St. Albert Domestic & Sexual Violence Community Response Committee

Recommendation: Engage and educate community stakeholders on preventive strategies, including a coordinated response to support survivors		
Action	**Priority**	**Key Stakeholders**
Increase understanding and integration of Gender-Based Analysis (GBA+) and trauma-informed responses in social services and emergency services for the municipality and community social service organizations.	Medium	FCSS
Support community social service organizations to provide coordinated, holistic, and collaborative responses to family and gender-based violence in our community.	Medium	St. Albert Domestic & Sexual Coordinated Community Response

FOCUS AREA

Housing and Homelessness



Homelessness is the situation of an individual or family who does not have a permanent address or residence; the living situation of an individual or family who does not have stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. Further, homelessness can be further defined as the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination[8]. Increased rates of homelessness have been associated with accessibility of affordable housing. Housing instability increases the risk of substance abuse and family violence.

Outcome statement

- Residents have increased knowledge of housing options in St. Albert.
- Residents have improved access to housing supports and programs.

Community Indicators

- Number of homeless
- Number of residents considered to be in core housing need
- Number of referrals to housing options
- Number of referrals to housing supports programs
- Dollars from Crisis Aversion Fund utilized to support rent/accommodation

Why is this a focus area important?

- Through the Community Social Needs Assessment, housing and affordability were identified as the top social issues in St. Albert.
- Homelessness and housing insecurity is a current prevention priority within the Government of Alberta's Family and Community Support Services Accountability Framework.
- Based on usage of the St. Albert Food Bank and Community Village, there has been an increased number of homeless people in our community including demand for housing and food security resources. In 2023 alone, 133 homeless people accessed supports from the St. Albert Food Bank and Community Village. Further, Food Bank clients are spending more than 50 per cent of their income on rent. These households are considered in severe housing need.

[8] Source: Canadian Encyclopedia: Homelessness in Canada

Recommendation: Promote preventive measures to reduce homelessness and housing insecurity in our community		
Action	**Priority**	**Key Stakeholders**
Promote and provide educational opportunities to increase public understanding of homelessness and housing instability including intersectional impacts for underserved and equity-seeking groups.	High	FCSS St. Albert Community Village and Food Bank St. Albert Housing Coalition
Promote and provide a centralized solution to offer housing navigation services so that residents know of and can access housing and social supports.	High	FCSS St. Albert Community Village and Food Bank St. Albert Housing Coalition St. Albert Public Library
Explore options for youth transitional housing in St. Albert.	High	FCSS St. Albert Community Village and Food Bank St. Albert Housing Coalition
Advocate for provincial / federal funding to support housing and homelessness initiatives	Medium	FCSS City of St. Albert Government Relations

Recommendation: Coordinate access to emergency housing systems and supports for homeless individuals		
Action	**Priority**	**Key Stakeholders**
Support community stakeholders to provide housing supports and resources including housemates finding, house matching, rental assistance, and transportation/relocation, among others.	High	St. Albert Housing Coalition FCSS
Support multi-sector housing partnerships for services, resources, and housing opportunities.	High	St. Albert Housing Coalition FCSS
Coordinate community response to emergency housing requests and supports for homeless people.	High	FCSS Community Village / Food bank Community Interagency members

FOCUS AREA

Inclusion, Diversity, Equity, and Accessibility



Communities are strongest when they bring together a diverse set of voices, perspectives and backgrounds. It is also important to consider inclusion when bringing diverse communities together ensuring that processes meaningfully consider and amplify diverse opinions and perspectives to help inform decision making, service design and delivery, and shaping our community. There are long-term impacts when people are excluded from participating in the community such as social isolation, barriers to accessing supports and services, not meeting diverse needs of individuals, among others. Inclusion, diversity, equity and accessibility are all intersecting lenses to social service delivery and are identified as priorities to make social services and supports accessible to all residents.

Outcome statement

- Residents feel welcomed, included, are treated as equals and live in a community where diversity is valued.
- Improved accessibility to services and programs
- Equity-seeking groups feel safe and experience no/ reduced barriers when accessing social services.

Community Indicators

- Number of equity-seeking groups that access services and supports
- Number of residents that are aware of resources and how to access them
- Number of identified barriers to accessing supports, services and programs has decreased

Why is this a focus area important?

- Through the Community Social Needs Assessment, it was heard that not everyone feels welcome, safe, and included in the St. Albert community especially those who self-identify as 2SLGBTQIAP+, racialized, or living with a disability(ies).
- Through the Community Social Needs Assessment, various forms of discrimination were identified in our community included racism, homophobia, transphobia, and ableism, among others. Further and related, we heard that calls for meaningful reconciliation for Indigenous peoples is needed to address discrimination in our community.
- Promoting inclusion, diversity, equity, and accessibility are directly linked to fostering a sense of belonging and promoting a sense of inclusion; both of which are current prevention strategies in Alberta's Family and Community Support Services Accountability Framework.

FOCUS AREA

Inclusion, Diversity, Equity, and Accessibility

What do we mean when we talk about inclusion, diversity, equity, and accessibility? Simple definitions to get a shared understanding[9]:

Inclusion: The practice of using proactive measures to create an environment where people feel welcomed, respected and valued, and to foster a sense of belonging and engagement. This practice involves changing the environment by removing barriers so that each person has equal access to opportunities and resources and can achieve their full potential.

In the context of the Community Social Roadmap, accessibility further defined as ensuring programs, services, information, activities, and/or environments are accessible, meaningful, and usable for as many people as possible.

Diversity: The variety of identities found within an organization, group or society. Diversity is expressed through factors such as culture, ethnicity, religion, sex, gender, sexual orientation, age, language, education, ability, family status or socioeconomic status.

Equity: The principle of considering people's unique experiences and differing situations, and ensuring they have access to the resources and opportunities that are necessary for them to attain just outcomes. Equity aims to eliminate disparities and disproportions that are rooted in historical and contemporary injustices and oppression.

Accessibility: The quality of an environment that enables a person to access it with ease.

"I imagine a future where community members feel welcome and safe. Where no one is left behind or cannot access what they need, regardless of income, race or gender"

Community member

[9] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology

Recommendation: Educate the community on inclusion, diversity, equity and accessibility		
Action	**Priority**	**Key Stakeholders**
Promote and provide educational opportunities to increase public understanding of inclusion diversity, equity and accessibility, including intersectional impacts for underserved and equity-seeking groups.	High	FCSS
Promote and provide culturally responsive navigation and support to underserved and equity-seeking groups of social services and programs that are available and how to access them.	High	FCSS St. Albert Further Education Community Interagency Members
Explore the establishment of a community-based IDEA working table/network.	High	FCSS Community Interagency Members

What do we mean by equity-seeking group?

A group of people who, because of systemic discrimination, face barriers that prevent them from having the same access to the resources and opportunities that are available to other members of society, and that are necessary for them to attain just outcomes.[10]

[10] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology

Recommendation: Embed inclusion, diversity, equity elements in social services and programs delivery.		
Action	**Priority**	**Key Stakeholders**
Foster social inclusion that considers intersectionality of diverse identities and social needs in our community (e.g. exploring additional facility opportunities for socialization, culturally competent community events and programs, etc.).	High	FCSS Further Ed Transitions
Include Indigenous cultural competency and culturally competent service design in municipal and community social services organization programs and services.	High	FCSS City of St. Albert Government Relations
Increase understanding and integration of culturally competent municipal and community social services organizations programs and services to better serve St. Albert's diverse community.	High	FCSS

What is intercultural competence?

Intercultural competence is generally accepted as the ability to interact effectively and appropriately across different cultures. The term "intercultural" suggests an ability to go between or among cultures, while "competence" suggests the ability to be effective and appropriate. Cultural competence is an intentional process.[11]

[11] Source: NorQuest College: Canadian Settlement in Action: History and Future (2021)

Recommendation: Reduce barriers to ensure social programs, services, information, activities, and/or environments are accessible, meaningful, and usable for as many people as possible		
Action	**Priority**	**Key Stakeholders**
Support improved communication and awareness on accessibility services and social supports.	Medium	FCSS
Explore and implement options to reduce barriers to ensure organizations are accessible and barrier-free.	Medium	FCSS



FOCUS AREA

Mental Health and Addictions



Mental health can be understood as having the capacity to be able to successfully adapt to the challenges that life creates for people. A recent research study indicates that one in three Canadians were struggling with their mental health and one in five Canadians will experience a mental health problem or addiction in any given year[12]. Anxiety, feelings of depression and loneliness among Canadians are now at the highest levels since 2020[13].

In Alberta, use of opioids and deaths from drug poisonings have been increasing at alarming rates. In 2021, the highest number of opioid deaths were recorded in a year, with 1,610 individuals dying from an unintentional opioid overdose, 38 per cent higher than in 2020 (1,167) and 158 per cent higher than in 2019[14].

Outcome statement

- Residents are aware of and have access to mental health supports and resources.
- Individuals have improved skills to develop and maintain positive mental health.

Community Indicators

- Number of referrals to mental health supports
- Number of mental health sessions
- Number of education and awareness events

Why is this a focus area important?

- Mental health and addictions are current prevention priorities within the Government of Alberta's Family and Community Support Services Accountability Framework.
- Through the Community Social Needs Assessment, mental health was identified by the public as one of the top social issues in St. Albert. Community stakeholders (e.g. social service providers) identified mental health as being in a crisis-state in St. Albert.
- Through the Community Social Needs Assessment, social services providers shared that mental health and addictions support services are two of the top social services that they have to refer clients to resources outside of St. Albert for adequate and timely access.

[12] Source: Government of Alberta: Family and Community Support Services Accountability Framework (2022).
[13] Source: Centre for Addiction and Mental Health: Anxiety, feelings of depression and loneliness among Canadians spikes to highest levels since spring 2020.
[14] Source: Government of Alberta: Family and Community Support Services Accountability Framework (2022).

Recommendation: Promote preventive measures, including education and training to reduce mental health and addiction outcomes in our community		
Action	**Priority**	**Key Stakeholders**
Provide community-wide education and training to destigmatize mental health and addictions and communicate existing supports and resources.	High	FCSS Community Interagency Members St. Albert Schools
Provide a centralized solution to offer navigation services for mental health and addictions services so that residents know of and can access mental health and addictions supports and resources.	High	FCSS Community Interagency Members St. Albert Schools
Provide age-appropriate education and training on mental health and addictions topics for teens and youth.	High	FCSS
Reduce barriers to accessing social supports and resources.	High	FCSS

"Mental health needs are on the rise and there needs to be more available for people, so they do not fall through the cracks while waiting to see someone or be treated."

Community member

FOCUS AREA

Poverty



For many, poverty is the inability to maintain a standard of daily living that will ensure an individual or family's overall health and well-being. The effects of poverty, however, are not limited to those who are poor — poverty and social inequality decrease the overall health of a society. When a segment of the population faces barriers to economic opportunity, access to health care, social supports, food and education, a community cannot reach its full potential.

Outcome statement

- The basic needs of residents are met (food, shelter and transportation, etc.).
- Residents are aware of and have access to social supports and resources to meet basic needs.

Community Indicators

- St. Albert living wage rate (criteria)
- Number of food hampers
- Number of individuals/families fed
- Dollars from Crisis Fund utilized
- Number of individual/families helped by outreach services
- Individual/families accessing subsidy programs

Why is this a focus area important?

- The top issues identified by the public through the Community Social Needs Assessment included poverty, food security, and public transportation, among others.
- Food bank usage increased by 32.1 per cent between 2022 and 2023 across Canada, with 12 per cent of users identifying as Indigenous and 27 per cent as newcomers[15]. In our community, St. Albert Food Bank and Community Village saw a 40 per cent increase in demand for food hampers from 2021 to 2022.

[15] Source: Food Banks Canada: Overall Findings (2024).

Recommendation: Promote preventive measures to reduce poverty and food insecurity in our community		
Action	**Priority**	**Key Stakeholders**
Educate the community on poverty and food insecurity and raise awareness of community resources that are available and how to access them.	High	FCSS St Albert Food Bank and Community Village
Provide coordinated navigation services so that residents know of and can access social and financial supports needed to meet basic needs.	High	FCSS
Support local food banks and other service providers to reduce food insecurity in St. Albert.	Medium	FCSS
Enhance and promote economic inclusion initiatives including education, job fairs, and workforce development opportunities.	Medium	FCSS
Support and coordinate financial empowerment services and programs to mitigate poverty outcomes in our community.	Medium	FCSS
Advocate for affordability measures such as public transit subsidies, leisure/ recreation or no cost programs.	Medium	FCSS City of St. Albert Government Relations
Facilitate, raise awareness of St. Albert living wage and seek opportunities to implement leading practices.	Medium	FCSS Albert Living Wage Network
Support the implementation of social procurement initiatives.	Medium	FCSS City of St. Albert Purchasing Services

What is a "living wage"?

A living wage is the hourly wage a worker needs to earn to cover their basic expenses and participate in their community.[16] In St. Albert, living wage increased from $22.40 per hour in 2022 to $23.80 per hour in 2023. Currently, Alberta's minimum wage is $15 per hour.

[16] Source: Alberta Living Wage Network: What is living wage?

Moving Forward and Implementation

A Coordinated, Community Effort

The Community Social Roadmap belongs to the community and our intention for implementation is one where the City of St. Albert, local social service providers, and community will work together to provide a connected, coordinated network of social services to community members when they need them. The implementation is focused on avoiding and mitigating duplication, prioritizing easy and timely access to social supports and resources, and supporting preventive measures to reduce the demand and needs for social supports and resources altogether.

The City of St. Albert is excited to collaborate and work with stakeholders, partners, and community to ensure the plan is implemented in a coordinated and community-engaged way. A pillar of the implementation of the Community Social Roadmap is focused on keeping a pulse through alignment with local and provincial priorities and alignment through annual action planning and engagement.

Core Implementation Commitments

Shifting gears to implementation, the City of St. Albert is committed to working with community stakeholders on the following activities throughout the lifespan of the Community Social Roadmap:

1. **Ongoing and regular committee and working table meetings with networks.** The City of St. Albert will facilitate connections and encourage collaborations with community members and social service organizations using a variety of methods (in-person/virtual) for recurring meetings.
2. **The development and operationalization of an annual action plan.** The action plan will identify the priority actions per year and help allocate capacity and resources to achieving and unlocking the Community Social Roadmap's recommendations in an intentional way. The action plan will include an evaluation framework which will include data sources and how data will be collected.

> "There is lots of work to do and this will only work if done through strong collaborative relationships"
>
> **Community member**

3. **The facilitation of an annual community conversation to track progress made and keep the roadmap relevant and responsive.** Each year, the City of St. Albert will host a community conversation with stakeholders, partners, and key community members to share the progress made on the implementation plan and provide the opportunity for feedback to identify new or emerging social issues. This annual session aims to keep community stakeholders and members engaged, informed, and collaborative along the way.
4. **Rooting in collaborations and partnerships to get things done.** The City of St. Albert is committed to exploring community-based solutions to community social issues. Through collaborations and partnerships with local organizations and community groups, the implementation of the Community Social Roadmap will truly belong to the community and help build community capacity, literacy, and ownership to solving our shared social issues.

Do you have a question or want to learn more? Contact City of St. Albert Community Services at fcss@stalbert.ca.

Appendix A: St. Albert Community Profile

The St. Albert Community Social Profile primarily utilizes Statistics Canada 2021 Census of Population data, and other sources where noted, to ensure consistency in data analysis and trend identification (e.g., CMHC, Alberta Regional Dashboard).

Indicator	Rate / Figure	Analysis and Trends
Demographics and Households		
Population	68,232	• 4% growth from 2016, growing more slowly than Alberta overall (4.8%). • The city's population grew by 1.1%; population growth has been steady for the last 10 years.
Average Age	41.8 years	• The city's average age has increased by 1.7 years since 2018 and is nearly two years older than Alberta overall. Its average age is increasing faster than provincial rates.
Population between the ages of 5 and 19	19.6%	• The overall population of the 5 to 19 cohort has grown (13,371 in 2021, 12,990 in 2016) and is slightly greater than Alberta overall (19%).
Population above the age of 65	19.4%	• Nearly one-in-five residents of St. Albert is now above the age of 65, compared to 16.2% in 2016. • The percentage of Albertans over the age of 65 is 14.8% as of 2021. • This is the fastest growing demographic across Canada, as well as in St. Albert.
Percent of population legally married or living common law	62%	• This percentage is comparable to 2016 (64%). • The percentage of residents living common law is unchanged (8%). • The percentage of residents legally married or living common law is higher in St. Albert than in Alberta overall (58.9%).

Indicator	Rate / Figure	Analysis and Trends
Demographics and Households		
Percent of population living as separated or divorced	8.8%	• The percentage of residents living as separated or divorced has increased from 7.9% in 2016. • In terms of raw population numbers, this has grown by more than 700 people since 2016.
Percent of population widowed	5.6%	• The percentage has increased by 0.9% since 2016. There are more than 775 more residents that are widows or widowers than in 2021. • 4.4% of Alberta's population is widowed.
Average size of census families	2.9	• Number has decreased slightly from 3 in 2016. • While average census family size has declined slightly, the total number of households in St. Albert has grown to 19,995 (from 19,240 in 2016).
Percentage of one-person households	21.4%	• There were 5,545 one-person households in St. Albert in 2021, compared to 4,360 (18.2%) in 2016. • There are proportionally fewer one-person households in St. Albert than in Alberta overall (26%).
Percentage of census families with children	58.9%	• Nearly six in ten census family households in St. Albert have children, including married couples, those living common law, and one-parent households. This is comparable to Alberta rates (60.3%).
Percentage of one parent households	14.2%	• More than 14% of St. Albert households are led by single parents, compared to 15.2% Alberta-wide. • 77% of one parent households are woman-led in St. Albert; comparable to Alberta-wide (76%).
Number of children in one parent households	4,475	• There are 2,840 one parent households in St. Albert and 4,475 children that live in one parent households, meaning there is an average of 1.57 children per one parent household. • This statistic was not calculated on the 2016 federal census.

Indicator	Rate / Figure	Analysis and Trends
Cultural Diversity		
Percentage of population identifying as Indigenous	5.5%	• Around 3,700 individuals in St. Albert identified as having Indigenous ancestry in 2021, compared to 2,830 (4.4%) in 2016 – an increase of more than 700 people. • The percentage of St. Albert's population that identifies as Indigenous is greater than Alberta overall (4.5%).
Percentage of residents identifying as being a member of a visible minority	11.1%	• The percentage of St. Albert residents that identify as being a member of a visible minority has increased since 2016 (8.9%). • This means that around 7,500 residents in St. Albert identify as being a visible minority in 2021, compared to 5,750 in 2016.
Percentage of the population with immigrant status	12.5%	• The percentage has increased since 2016 (11.7%), meaning there are now more than 8,375 immigrants that call St. Albert home. • More than 15% of St. Albert's immigrant population has arrived since 2016, compared to just under 20% in Alberta overall.
Percentage of the population living with a disability	20%	• New findings from the 2022 Canadian Survey on Disability (CSD) showed that 27% of Canadians aged 15 years and older, or 8 million people, had one or more disabilities that limited them in their daily activities. • The rate of disability in Canada has increased by five percentage points since 2017, when 22% of Canadians, or 6.2 million people, had one or more disabilities. • Applying this rate to St. Albert's 2021 population, this means that nearly 14,000 residents are living with a physical or mental disability.
Percentage of the population that speaks a language other than English most often at home	4.3%	• Less than 1% of St. Albert's population speaks French most often at home, followed by 3.5% that speak a non-official language. • Tagalog (625) and Spanish (225) are the most common non-French or English languages spoken most often at home. • Around 13% of Alberta's population speaks a language other than French or English most often at home.

Indicator	Rate / Figure	Analysis and Trends
Housing and Shelter		
Number of occupied dwellings	25,935	• 83% of dwellings in St. Albert are owner-occupied, compared to 70% in Alberta overall. • The number of dwellings in the city has increased by nearly 1,500 since 2016. • With rising costs of homeownership, particularly owners on variable-rate mortgages, St. Albert households may be particularly sensitive to lending rate increases. • 60% of owner-households have a mortgage.
Percentage of dwellings that are single-family detached	70.4%	• The overwhelming housing type in St. Albert is single-family detached, as is the case for most communities in Alberta. • Approximately 14% of St. Albert's housing stock is low-rise apartments, 7% row houses, and 8% semi-detached homes (including duplexes). • Multi-family housing starts are making up a greater proportion of new construction, with approximately 163 single-family and 285 multi-family dwellings being built a year.
Percentage of households spending more than 30% of income on shelter and utilities	18%	• Approximately 18% of St. Albert households are spending more than 30% of their incomes on shelter costs, compared to 21% Alberta-wide. • Around 6.3% of St. Albert households fall into 'core housing need', compared 9.9% Alberta wide. • Core housing need helps to identify if households are living in dwellings considered unsuitable, inadequate, or unaffordable (e.g. needs major repairs, too few bedrooms, spending more than 30% of incomes).
Median value of owned dwellings	$424,000	• The median value of owned dwellings in St. Albert is approximately $24,000 higher than Alberta-wide. • New single and semi-detached homes coming to market in St. Albert 2022 have a median value of $650,000, compared to $545,000 in Edmonton, and $95,000 higher than in 2011[17].
Median monthly shelter costs for rented dwellings	$1,490	• Of the approximately 4,400 households renting in St. Albert, 38.8% spend more than 30% of their incomes on housing costs. • St. Albert's median monthly shelter costs for rented dwellings is more than $200 per month higher than Alberta-wide. • The approximate vacancy rate for private apartment rentals in St. Albert in October 2022 was 2.2%, compared to 7.3% in 2021, and 5.5% in 2020[18].

[17] Source: Canada Mortgage and Housing Corporation: Housing Market Information Portal
[18] Source: Edmonton CMA – CMHC Rental Market Survey released February 18, 2022

Indicator	Rate / Figure	Analysis and Trends
Housing and Shelter		
Number of housing units constructed since 2016	2,265	• Around 9% of St. Albert's total housing stock has been constructed since 2016. • 35% of the city's housing stock was built before 1980. • There were approximately 380 housing starts in St. Albert in 2022, of which 49 were purpose-built rentals[19].
Employment, Income and Poverty		
Employment rate	59.9%	• Of the approximately 55,000 St. Albert residents over the age of 15 in the labour force, around 60% are employed. • St. Albert's unemployment rate was 9.1% in 2021, compared to 11.5% Alberta wide, and up 2.5% from 2016. • 36% of residents are employed full-time, full year, with an additional 29% working part-year and/or part-time.
Percent of employment that is temporary in nature	14%	• Around 14% of St. Albert residents that are employed are employed temporarily, either on a fixed term or causal/seasonal or short-term basis, comparable with Alberta-wide figures.
Median after-tax household income	$100,000	• Median-after tax household incomes in St. Albert are among the highest in Alberta, with Alberta wide incomes at $83,000. • More than one-in-three households have pre-tax incomes over $150,000. • 5.5% of households have incomes of less than $30,000 per year, compared to 9.6% Alberta-wide.
Median lone-parent family income (pre-tax)	$86,000	• The median family income for households with one parent and children in St. Albert is the 14th highest in the province, having increased by 28% over the last 5 years[20]. • After tax incomes are $77,000, compared to $66,000 Alberta-wide.

[19] Source: Canada Mortgage and Housing Corporation: Housing Market Information Portal
[20] Source: Government of Alberta: Regional Dashboard - St. Albert - Lone-parent Families Median Income

Indicator	Rate / Figure	Analysis and Trends
Employment, Income and Poverty		
Low-income threshold for a family of four	$53,140	• Based on the federal census, a family of four with a household income of $53,140 would be in a low-income state in St. Albert. • Nationally, the low-income after-tax cut off for a family of four is $42,029, or $11,000 less than in St. Albert[21].
Percent of residents considered low-income (LIM-AT)	4.9%	• Less than 5% of St. Albert residents fall into the low-income category, compared to 9.2% Alberta-wide. • 6.1% of residents under the age of 18 were living in low-income in 2020. • 12% of persons living in lone-parent-families are classified as being in poverty in St. Albert.
Education		
Percentage of population without a certificate, diploma, or degree (between the ages of 25 and 64)	5%	• Around 5% of St. Albert residents between the age of 25 and 64 do not have a certificate, diploma, or degree, compared to 10% Alberta-wide.
Percentage of population with a bachelor's degree or higher (between the ages of 25 and 64)	32%	• One-in-three St. Albert residents between the ages of 25 and 64 possess a bachelor's degree or higher level of education, compared to 31% Alberta-wide.
Kindergarten to Grade 9 enrolment (2021)	9,793	• There were just over 9,750 students enrolled in K-9 studies in St. Albert in 2021, an increase of 0.27% from 2020. • Enrolment in K-9 has grown by nearly 1,200 students since 2012 (8,584)[22].

[21] Source: Government of Canada: Low income cut-offs
[22] Source: Government of Alberta: Regional Dashboard - St. Albert

Indicator	Rate / Figure	Analysis and Trends
Education		
High School enrolment (2021)	3,358	• There were around 3,350 students enrolled in St. Albert high schools in 2021, a decline of 2% from 2020. • High school enrolment has grown by around 300 students since 2012.
Post-secondary enrolment (2020)	3,633	• There were just over 3,600 students enrolled in post-secondary programs in St. Albert in 2020. • Post-secondary enrolment has declined by around 200 students since 2012.
Health and Other Indicators of Well-Being		
Life expectancy	83.4	• Life expectancy of St. Albert residents was 83.4 in 2022, compared to 81.7 Alberta-wide. • Life expectancy across Canada has gradually increased since 2000 (79.6). Life expectancy is expected to continue to increase in the future.
Mental health and behavioral-related emergency department visits (per 100,000 residents)	566.4	• Rates of emergency department visits for mental health and behavioral-related emergency visits were 566.4 per 100,000 residents in St. Albert in 2021-22, compared to 791.3 Alberta wide.
Calls to Alberta Health Link	7,300	• There were just under 7,300 calls to Alberta Health Link from St. Albert residents in 2020-2021, including for mental-health related supports. • There were 4.3% more calls to Health Link in 2020-2021 than in 2019-2020.
Number of calls made to 211	411	• St. Albert residents made more than 400 calls to 211 in 2022. • A total of 698 needs were identified through these calls and 821 referrals were made. • Themes of needs identified include mental health and substance abuse, income support and individual and family counselling.

Appendix B: Alignment with Parallel City of St. Albert Plans

The St. Albert Community Social Roadmap aligns with several strategic and operational plans that provide direction and guide City administration's long and short-term activities, including the delivery of services to support and enable community well-being. These plans are outlined in more detail in the City of St. Albert Strategic Framework Policy.

Parallel Plan or Strategic Initiative	Relevant Directions
Community Vision and Pillars of Sustainability	Vision: A vibrant, innovative, and thriving city that we all call home, that sustains and cherishes its unique identity and small-town values. Pillars of Sustainability – Social We are a friendly and inclusive community of passionate equals, where everyone feels a sense of belonging. We believe that community starts with the person next door.
Council Strategic Plan 2022-2025	Priority Area: Community Well-Being Respond to changing demographics, accommodate the diverse needs of residents and continue to foster an inclusive community where everyone has an opportunity to fully participate and feel welcomed. This includes communicating and engaging in meaningful and transparent ways with the community. Related strategies include: 1. Support the development of mixed housing choices including market, attainable and transitional housing types. 2. Foster a cohesive community that supports the physical and psychological well-being of all residents.

Parallel Plan or Strategic Initiative	Relevant Directions
Municipal Development Plan (MDP) - Flourish	The Municipal Development Plan is a comprehensive, city-wide plan for growth and change, envisioning a future population of 100,000. **Community Well Being** **Goal:** St. Albert supports the physical, mental, and social well-being of residents through community services and neighbourhoods that support healthy lifestyle. Related principles include: 1. **Community Facilities:** Support social connectivity and personal well-being through community facilities and gathering spaces that respond to community needs. 2. **Social and Family Services:** Ensure residents have access to a coordinated and connected network of social services that responds to the broad needs of the community. 3. **Safety and Protective Services:** Design and build St. Albert to enhance safety and security. **Housing Options** **Goal:** St. Albert accommodates a full and balanced mix of housing choices, meeting the needs of everyone at all stages of life. Related principles include 1. **Housing Diversity:** Support a greater diversity in housing forms, sizes and tenures through new development and redevelopment opportunities. 2. **Housing for everyone:** Strive to ensure that housing is available to everyone by meeting a full range of community needs.
Long-Range Strategies	Administration is in the process of developing a long-range strategy for each of the MDP goals. The Long-Range Strategies establish long-term strategic direction for administration and are informed by the MDP goals and principles. Each strategy will outline a 10-year plan and 5-year implementation to guide mid-range planning efforts to ensure alignment of service areas with the Community Vision and Pillars of Sustainability.
Program and Service Review Inventory	The inventory outlines Council-approved services and associated service levels and provides direction to administration for the delivery of day-to-day services to the community. The St. Albert Community Social Roadmap will inform the delivery of services to ensure responsive and timely support to the community.
Department Mid-Range Plan	The Community Social Roadmap will be used to inform and prioritize activities undertaken and services delivered by the Community Services department over the next three years to ensure responsive delivery of social services to the community.

Appendix C: Glossary

Ableism: Prejudice and discrimination against people with a disability[23].

Accessibility: The quality of an environment that enables a person to access it with ease[24].

Aging in place: refers to a person's ability to continue living independently at home and/or in their community through the provision of necessary supports and services[25].

Diversity: The variety of identities found within an organization, group or society. Diversity is expressed through factors such as culture, ethnicity, religion, sex, gender, sexual orientation, age, language, education, ability, family status or socioeconomic status[26].

Equity: The principle of considering people's unique experiences and differing situations, and ensuring they have access to the resources and opportunities that are necessary for them to attain just outcomes. Equity aims to eliminate disparities and disproportions that are rooted in historical and contemporary injustices and oppression[27].

Family violence is when someone uses abusive behaviour to control and/or harm a member of their family, or someone with whom they have an intimate relationship. There are many forms of violence, including physical, sexual, emotional, and financial abuse[28].

Gender-based violence is the types of abuse that women, girls, and Two-Spirit, trans and non-binary people are at highest risk of experiencing. It can take physical and emotional forms, such as: name-calling, hitting, pushing, blocking, stalking/criminal harassment, rape, sexual assault, control, and manipulation. Many forms of this abuse are against the law[29].

Homelessness: Homelessness is the situation of an individual or family who does not have a permanent address or residence; the living situation of an individual or family who does not have stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. Further, homelessness can be further defined as the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination[30].

Homophobia: The disdain for gay people or people perceived as gay, or fear or hatred of them, that leads to discrimination or hostility[31].

Inclusion: The practice of using proactive measures to create an environment where people feel welcomed, respected and valued, and to foster a sense of belonging and engagement. This practice involves changing the environment by removing barriers so that each person has equal access to opportunities and resources and can achieve their full potential[32].

Intercultural competence: The ability to interact effectively and appropriately across different cultures. The term "intercultural" suggests an ability to go between or among cultures, while "competence" suggests the ability to be effective and appropriate. Cultural competence is an intentional process[33].

[23] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[24] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[25] Source: Government of Canada: Core community supports to age in community
[26] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[27] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[28] Source: Government of Canada: About Family Violence
[29] Source: Canadian Women's Foundation: The Facts about Gender-Based Violence
[30] Source: Canadian Encyclopedia: Homelessness in Canada
[31] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[32] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[33] Source: NorQuest College: Canadian Settlement in Action: History and Future (2021)

Appendix C: Glossary

Intersectionality: An analytical framework for understanding how aspects of a person's identity (for example, sex, gender, age, ethnicity, class, religion, sexual orientation, ability) combine to create particular forms of discrimination and privilege[34].

Living wage: A living wage is the hourly wage a worker needs to earn to cover their basic expenses and participate in their community[35].

Racism: Prejudice, hostility, discrimination, and even violence, whether conscious or not, against persons of a specific race or ethnic group[36].

Reconciliation: An ongoing process of establishing and maintaining respectful relationships. A critical part of this process involves repairing damaged trust by making apologies, providing individual and collective reparations and following through with concrete actions that demonstrate real societal change[37].

Sense of belonging: Feeling secure, supported, accepted, and included[38].

Social emotional development: Refers to a child's ability to create and sustain meaningful relationships with adults and other children. Emotional development is a child's ability to express, recognize, and manage his or her emotions, as well as respond appropriately to others' emotions[39].

Transphobia: The disdain for transgender people or people perceived as transgender, or fear or hatred of them, that leads to discrimination or hostility[40].

Underserved communities: Groups who face systemic barriers that prevent them from accessing or receiving the same quality of services as people not facing those barriers[41].

[34] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[35] Source: Alberta Living Wage Network: What is living wage?
[36] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[37] Source: Truth and Reconciliation Commission of Canada: Final Report Executive Summary
[38] Source: Canadian Centre for Diversity and Inclusion: Glossary of IDEA Terms.
[39] Source: HEAD START | ECLKC: Social and Emotional Development
[40] Source: Government of Canada: Guide on Equity, Diversity, and Inclusion Terminology
[41] Source: Canadian Centre for Diversity and Inclusion: Glossary of IDEA Terms.