

# Social Development Plan

## A Guide for the Town of Oliver Technical Report

This is a starting point document. As new information and learnings emerge through this work, the actions and partners involved will evolve. The Town acknowledges funding provided by the Union of BC Municipalities through the *Poverty Reduction Planning & Action* funding program.

## Contents

<b>Document Formatting</b> .....	5
<b>Land Acknowledgement</b> .....	6
<b>Participation Acknowledgements</b> .....	7
<b>Summary on One Page</b> .....	9
<b>Letter from the Mayor</b> .....	10
<b>Oliver, British Columbia</b> .....	12
<b>This Plan is Important</b> .....	12
<b>Scoping the Plan</b> .....	16
<b>Process</b> .....	18
<b>Summarizing What Was Learned</b> .....	21
Oliver is a Great Place to Live .....	21
The Importance of this Work .....	21
Successes and Opportunities in the Community .....	22
Everyone has a Role to Play.....	30
The Municipality has a Role to Play.....	31
Looking Ahead for the Town of Oliver .....	31
<b>Introduction to the Framework</b> .....	37
The Vision and Town’s Commitment.....	37
The Town’s Approach .....	37
The Town’s Priorities .....	38
Action Areas.....	38
<b>Action Plan</b> .....	38
Getting Ready and Getting Started .....	39
Addressing the Social Impacts of Policy Changes .....	41
Youth and Children .....	43
Mobility.....	44
Housing .....	45
Food Security.....	46
Additional Actions .....	47
Monitoring and Evaluation .....	47
<b>Summary</b> .....	48

<b>Appendix A – Key Terms</b> .....	50
<b>Appendix B – Examples of Previous Town Social Development Initiatives</b> .....	51
<b>Appendix C - Town of Oliver Document Review</b> .....	53
Summary of Key Documents and Connections to Social Development Work .....	54
Community Energy and Emissions Plan.....	54
Corporate Energy and Emissions Plan .....	55
Community Safety and Crime Prevention Committee Priorities .....	56
Community Wildfire Resiliency Plan (CWRP) .....	56
Downtown Oliver Action Plan.....	57
Food Secure Oliver .....	58
Grow Oliver .....	59
Official Community Plan.....	60
Oliver Age Friendly Assessment and Action Plan.....	61
Oliver and District Recreation Plan.....	62
Oliver Trails Master Plan .....	63
South Okanagan-Similkameen Child Care Action Plan.....	64
Town of Oliver 2019 Citizen Survey .....	65
Town of Oliver Accessibility Plan 2024-2026 .....	65
Town of Oliver Housing Needs Report (2020) .....	66
Traffic Calming Study (2018) .....	67
<b>Appendix D – Changing Policy Landscape</b> .....	68
<b>Appendix E – Other Communities Plan</b> .....	72
Summary of Key Documents and Connections to the Town’s Plan .....	72
Castlegar Social and Economic Wellbeing Assessment .....	73
City of Penticton Social Development Framework.....	73
Community Wellbeing Strategy for City of North Vancouver.....	74
Prince Rupert Social Development Assessment .....	74
Select Committee on a Healthy City Framework Social Development Strategy Recommendations for the City of Prince George.....	75
<b>Appendix F – Quantitative Data</b> .....	77
Oliver Population.....	77
Oliver Age Overview.....	77

Oliver Households.....	78
Oliver Families with Children .....	78
Indigenous Ancestry .....	80
Oliver Income Data.....	81
Oliver Languages Spoken.....	81
Health Data.....	82
Mode of Transportation to Work .....	82
Sources of Quantitative Data .....	83
<b>Appendix G – General Themes from Workshops and Interviews .....</b>	<b>84</b>
<b>Appendix H – Potential List of Who to Invite to the Connections .....</b>	<b>86</b>
<b>Appendix I – Copy of the Council Report and Presentation .....</b>	<b>88</b>

## Document Formatting

This technical report has been intentionally formatted in alignment with the [Town of Oliver Accessibility Plan 2024-2026](#). As the Town's Accessibility and Age Friendly Committee learned during the development of the Town's accessibility plan, 'disability' is not just an old and frail person using a mobility device. The Town endeavours to continually improve the accessibility of its information, including this document. Where possible, this document has been formatted to be visually easy to follow and read for as many individuals and audiences as possible.

If you would like a printed version of this document, please contact the Town of Oliver. While a complete copy of the document may not be able to be printed on paper, the Town will be able to provide key sections as a paper copy for you.

Additionally, if you are newer to this type of work, the Town has included a brief summary of key terms and definitions in Appendix A as a support guide.

## Land Acknowledgement

The Town of Oliver acknowledges it is situated on the unceded ancestral homeland of the Osoyoos Indian Band within the Okanagan Nation. We give honour and pay respect to the Osoyoos Indian Band and its people.

## Participation Acknowledgements

The Town of Oliver would like to thank the following participants in the development of this plan. Each supported the development of the plan in some manner (e.g., participation in an interview or workshop).

- Individuals with lived and living experience
- Residents of the Oliver and surrounding communities
- 100 More Homes
- Access Centre
- BC Housing
- Better at Home
- BGC Okanagan
- Citizens on Patrol
- Community Foundation of the South Okanagan Similkameen
- Desert Sun Counselling
- Emergency Support Services (Oliver team)
- Interior Health Authority
- Lions Club
- Kiwanis Club of Oliver
- Kiwanis Market
- Okanagan Regional Library (Oliver location)
- Oliver Food Bank
- Oliver Hospital Thrift Store
- Osoyoos Indian Band (Members)
- Oliver Missions Society
- Oliver and District Recreation
- Oliver Senior Centre
- Park Drive Church
- Province of British Columbia – various Ministries
- Regional District of Okanagan-Similkameen
- Royal Canadian Mounted Police
- School District 53
- South Okanagan Chamber of Commerce
- South Okanagan Similkameen Brain Injury Society
- South Okanagan Immigrant and Community Services
- Town of Oliver Council
- Town of Oliver Staff
- United Way British Columbia
- We Will Recover Society

- Youth with a Mission
- Staff at other municipalities and organizations outside Oliver who shared learnings, resources, and suggestions

If the Town of Oliver unintentionally missed you or your organization, please contact the Town immediately ([admin@oliver.ca](mailto:admin@oliver.ca)). We apologize for the unintentional error.

This plan was developed with the support of Town of Oliver staff. The Town would like to thank all staff and departments that supported this work in some manner. This includes staff from the Corporate Services, Emergency Program, Finance, Oliver and District Recreation, and Social Development teams.

## Summary

<b>Priorities</b>	Getting ready and getting started	Addressing the social impacts of policy changes	Youth and children	Mobility	Housing	Food security
<b>Approach</b>	Put the Town in their shoes	Be a positive model	Focus on action and outcomes	Focus on prevention, holistic, and Indigenous ways of knowing	Open to new ways of social development	
<b>Vision</b>	This community's shared vision is focused on working with partners in a good way to make progress towards a safer and more well Oliver for everyone, that does not lose what is working well right now. The Town's commitment will be to invest in a dedicated social development function.					
<b>Contexts</b>	Town history	Requests	Changing expectations	Local government is changing		

## Letter from the Mayor

To the Community of Oliver, Our Indigenous Partners, Our Important Community Partners, and Other Orders of Government,

The Town Council's 2022-2026 Strategic Plan identified the creation of a Social Development Coordinator role for Oliver, which we established in 2023. This role's first key task was to engage with community members, collaborate with partners, and learn from other communities to create a guiding framework for social development in Oliver. As a small municipality, we aim to positively influence community safety and well-being in a way that is both impactful and sustainable within our resources.

The Town believes this work is crucial for the entire community. A safe, healthy, and thriving community benefits all residents. We envision a community that provides childcare for families, offers activities for all ages, supports job opportunities, ensures housing for diverse needs, fosters inclusive public spaces, encourages open conversations on mental health, and provides support services for those in need. Additionally, we strive to foster a municipal government that invites active community engagement in its decision-making.

This guide offers a clear direction and framework for Oliver as we make decisions in the coming years, outlining the role we aim to play in enhancing long-term community safety and well-being. It commits the Town to fundamental principles, active partnerships, and ongoing learning. This plan also calls upon individuals with lived and living experience, non-profits, businesses, funders, other governments, and community members to contribute—recognizing that the Town cannot achieve this work alone.

I would like to extend my sincere thanks to everyone who contributed to developing this plan, including those with lived experiences, staff and volunteers from our not-for-profit sector, representatives from other governments, community members, and neighboring municipalities who generously shared their insights with us during this process.

Sincerely,

*Martin Johansen*

Martin Johansen  
Mayor  
Town of Oliver

# Introduction and Context

## Oliver, British Columbia

Aboriginal people occupied the territory, in which Oliver lies, from time immemorial when settlement by Europeans began in the 19th century. Osoyoos Indian Reserve No. 1 stretches from Gallagher Lake area to Osoyoos and adjoins the Town's eastern boundary. The Osoyoos Indian Band was established by the BC Government in 1877 as part of the Okanagan Nation which consists of 7 Member Bands on the North side of the US Border.

The first European activity in the area was gold mining, with the staking of the first claim in 1887, and the establishment of the Town of Fairview in 1890 on the benches above Oliver to the west. Folklore has it that a one armed gold prospector named Reid discovered gold in this area, and the Town of Fairview (located just outside what is now known as Oliver) became home to gold miners, ranchers and businessmen. Fairview was one of B.C.'s largest towns at the turn of the century. The gold rush died and sadly, so did Fairview, with Oliver springing up in its wake.

The local government was incorporated as a village in 1945 to provide local services to the community of Oliver (and neighbours). One of the purposes of the Corporation of the Town of Oliver is to help plan and shape the future of the community of Oliver. This includes social, environmental, and economic development.

*Adapted from the Town of Oliver's Accessibility Plan 2024-2026.*

## This Plan is Important

This plan is important. The Town of Oliver Council's current strategic plan identifies building the Town's capacity around social development through investing in a role. The Town was able to leverage funding to support a part-time social development role in 2023 combined with other projects. As the position was starting, the Union of BC Municipalities (UBCM) opened a poverty assessment and action planning grant opportunity for local governments. The Town applied for the funding to help assess the community from a social perspective, and guide the development of an action plan for the Town and social development function moving forward (Town Council Resolution R-49/2023).

The intention of this plan is to act as a guide for the Town moving forward. This work is important for many reasons, including that the Town has a history of social initiatives, there are changing expectations for municipalities, the role of local government is changing, and this type of work within the Town was requested. Below is just a brief

summary of the importance of the work, and background and context about the reasons the Town is undertaking this work. Some of the reasons have additional context elsewhere in this plan (please refer to these references as necessary). These are numbered purely for reference only; they are not in any priority order.

- 1. Council's Strategic Plan:** One of Town Council's priorities under the *2023-2027 Strategic Plan* is: "Council wishes to invest in the capacity of Social Development." This plan helps guide this function moving forward. As a small municipality with limited resources, the Town must ensure that the resources it does invest in social development are focused on priorities and areas that are likely to make the biggest social impact.
- 2. Builds on the Town's Strong History:** The Town has a strong history of supporting initiatives that support community safety and well-being (see Appendix B). The intention of this plan is to help build sustainability into the Town's social development work so the Town can continue to play a sustainable and impactful role in social development over the long-term.
- 3. Supports Existing Plans:** The Town has several plans that fall under social development (e.g., *Age Friendly Oliver Assessment and Action Plan*) or that have actions that require a social development lens during implementation (e.g., *Grow Oliver*, and *Oliver and District Recreation Plan*) – see Appendix C for an additional overview. This plan is to help provide a framework to guide the Town's work around social development moving forward, and to provide sustainability to the Town's social development work so that this work can continue to be supported over the long-term.
- 4. Community Survey:** In the 2019 Ipsos Survey, the community requested that within the next four years, the Town should invest and lead more in the area of social development. As noted above, in 2023, the Town was able to leverage funding to create a part-time role focused on social development, partially, in response to this public feedback. This plan is to help provide guidance to the municipality around this work.
- 5. Community Partner Advocacy:** Similarly, community partners, such as local not-for-profits have been advocating the municipality to create a dedicated social development function within the local government. This plan is to support the municipality with playing a more sustainable role into the long-term that also helps manage expectations with partners; the municipality's social development work cannot *be all things to all people*. This plan will help inform some of the focus for the Town over the next few years.

6. **Policy Landscape is Changing:** The federal, provincial, and regional policy landscapes are changing. There are new legislative, regulatory, and funding expectations for the Town (see Appendix D). This plan will help the Town balance meeting these new expectations and also ensuring that it does not attempt to take on everything related to social development in Oliver on its own; this is not realistic, sustainable, or what will lead to good social outcomes for Oliver's residents. While the municipality must meet any policy responsibilities established by other governments, it must also ensure that it is working closely with other partners to ensure that these efforts are done in a holistic and meaningful manner.
7. **Increasingly more Frequent Function within Municipalities in Canada:** Along with a changing policy landscape, the roles of municipalities are changing. More peer municipalities are creating social development functions within their organizations. For example, Oliver's neighbour to the north, Penticton, created a formal social development department in April 2020. For the size of the community, the Town is likely one of the earlier adopters of social development functions; but there are many examples of municipalities with these functions already across the provinces and hundreds of examples across the country that the Town should continue to learn from (see Appendix E for examples of municipalities in BC).
8. **Regional Social Development Conversations:** There are increasing regional discussions at the board-level of the Regional District of the Okanagan-Similkameen (RDOS) about social development. For example, during an August 2024 board meeting, the board discussed opportunities for shelters across the region. By investing in social development capacity now, the Town will be in a better position to have strategic regional discussions about these types of important decisions with regional partners and neighbours, and other governments. Without internal social development capacity, it is more likely that other government bodies outside of Oliver will be making decisions that directly impact the community and our residents.
9. **Unique Social Characteristics about Oliver:** There are some unique community characteristics about Oliver that make it unique from a social perspective (see Appendix F). For example, Oliver is a relatively older community than the rest of British Columbia, it is on a major highway, in a warmer climate, and is very close to the border. These present some unique considerations for the municipality in its planning.

From an age perspective, it is important for the Town to have social development capacity that can help convene and coordinate initiatives to support an even

more age friendly community in collaboration with community partners. Related to Highway 97 running through the community, adding social development capacity to the municipality will help bring a social lens to the unique challenges that this situation presents, and the opportunities that the Town has – for example, advocacy to the Province of British Columbia’s Ministry of Transportation and Infrastructure to install flashing crosswalk signals across the highway to make the community more accessible and welcoming for families with strollers and children, and individuals that use a mobility device (e.g., walker, wheelchair).

10. **Grant Application Requirements:** There is an increasing requirement in grant funding applications for the Town to outline its action plans and practices around topics such as social procurement, and AREI (Anti-Racism Equity and Inclusion) and JEDI (Justice, Equity, Diversity, Inclusion). Additionally, many grant applications are requiring marginalized populations to be engaged during the development of the application or as part of the implementation of projects. As the Town’s financial plan relies on external funding and grants, particularly for larger capital projects, the Town will need to increasingly invest in social development to remain competitive in significant federal and provincial grant opportunities. Funders want to see plans, such as an AREI Plan, and also want to see tangible examples of how the municipality has actually integrated the plan’s recommendations into its daily operations (i.e., the Town cannot simply develop the plan and leave it). Social development capacity can support the municipality with these evolving social-related practices and outcomes more funders are demanding in both grant applications and grant-funded projects. Even as a smaller municipality, provincial and federal level funders are expecting significantly more social-related outcomes with any grant-funded project.
11. **UBCM Funding:** The Town was able to receive Union of BC Municipalities (UBCM) poverty assessment and action planning grant funding to financially support this important work. This funding was invested to primarily pay the costs of the social development role to conduct research, data analysis, engagement, and writing the plan; and to pay for actual engagement activities with community partners and individuals with lived and living experience. As part of the funding requirements, the Town will have to submit a copy of this plan to both UBCM and the Province for review, and will need to incorporate any feedback into the final version of the plan.
12. **Council Vision:** A safety and well Oliver aligns with Council’s vision for Oliver. As noted in the *Letter from the Mayor*, and Section 20 of the Official Community Plan a safe and well community benefits all residents. It is a community that has child care for our families, activities across the lifespan for children to older adults,

jobs for those who are working age, housing for all incomes and sizes, public spaces that are engaging and inclusive, a willingness to openly talk about mental health, supports for individuals who need social services for whatever reason, and a municipal government that provides opportunities for the community to actively engage in its decision making. These are things that a quality social development function supports. This plan will help guide the Town over the next several years to achieve this along with community partners.

As noted, these are some of the current reasons the Town of Oliver undertook the development of the *Town of Oliver Social Development Plan*. As a living document, these reasons may change and adapt, but this provides important context for the Town’s desire to support a safer and more well Oliver, while also addressing its long-term financial reality.

## Scoping the Plan

The scope of the plan was an important consideration early in the development of the Town of Oliver’s plan. This scoping process helps provide overall direction to the plan from the outset, helps manage expectations with key community partners, and helps keep the project on-track.

Question Topic Area	Sub-Questions	Considerations / Clarifications
<b>Scope of the Plan</b>		
What is the scope of the plan?	Is this a department-level workplan?	Will this only be for a specific department or position?
	Is this an organization-level workplan?	Will the plan be at the workplan level? Strategic level?
	Is this plan at the community-wide level?	Will the plan include specific strategies and actions for community partners such as BC Housing, Interior Health Authority, Oliver’s not-for-profits, and the Town of Oliver.
<b>Scope: For this plan, the scope of the plan is intended to be primarily at the organizational-level view (Town of Oliver), primarily for Town staff.</b>		
<b>Capturing vs. Influencing</b>		
Capturing learnings vs. influencing change	Is this project primarily about capturing what has been successful and not successful in	Some projects are focused on capturing learnings (assessment), whereas others want to use this

	the past, or is this project about influencing change?	project to lay the foundation for a partial or complete shift.
Scope: The Town, through collaborations with the community, has a track record of some really strong successes related to social development. These successes should be captured and celebrated. A big shift is around sustainability and long-term institutionalization of social development within the organizational fabric of the Town.		
<b>Data Inputs</b>		
What data will be considered during the development the plan?	What are key data sources to include?	Possible data sources for inclusion include: Engagement, quantitative data (e.g., Statistics Canada), review organizational documents, and review peer municipalities learnings.
<b>Scope: Data for inclusion include: Engagement with community members, individuals with lived and living experience, and community partners; data from Statistics Canada; any documents from community partners that are readily available; similar documents from other municipalities; and similar documents from the Town of Oliver.</b>		
<b>Engagement</b>		
What is the purpose of the engagement?	Where on the spectrum of participation do we want participants?	IAP2 Spectrum of Participation
	Can engagement help build interest in participating in the project during implementation?	Intentionally building the engagement process can get commitment to the project through the process.
<b>Scope: Most participants will be involved throughout the process.</b>		
<b>Building Capacity</b>		
Building internal or external capacity?	Does the Town want to enhance its internal social development capacity through the development of this plan (e.g., involve Town staff) or completely use external capacity (e.g., hire a consultant)?	An internally-led project can typically take longer to build capacity to complete, but is typically more sustainable to implement.
<b>Scope: The Town will focus on building internal capacity throughout the development of the plan.</b>		
<b>Municipal-Established Boundaries</b>		
Municipality's role and actions	What role(s) is the municipality willing to explore playing a role in related to social development?	Are there any municipal-established boundaries before the planning starts?

	What action area(s) is the Town willing to explore related to social development?	
<p><b>Scope: The Town is open to exploring various roles and action areas at the start of the project. These will be refined and get clarity as the project continues.</b></p>		

Table 1. Key considerations in scoping the Town’s social development plan.

In short, these questions helped guide and scope to the Town’s social development plan.

## Process

To support the development of this work, the project used several approaches:

- The Town completed an early scoping conversation,
- One-to-one conversations with about two-dozen individuals from Town departments and community partners,
- Small group conversations, including individuals with lived and living experience,
- Three larger group conversations in December 2023, May 2024, and September 2024 (see Appendix G for general themes from the workshops),
- Reviewing data about the Town of Oliver (see Appendix F for a summary),
- Reviewing Town of Oliver reports and documents (see Appendix C for a summary),
- Reviewing documents from community partners, and
- Reviewing information from other municipalities (see Appendix E for a summary).

The conversations included individuals with lived and living experience, community members, and staff and volunteers with not-for-profit organizations. For a list of organizations that participated in the development of the plan, please refer to the front of the document under, Participation Acknowledgements.

As this project was partially funded through the Union of BC Municipalities (UBCM) poverty assessment and action planning program, preliminary questions were guided by the Province of British Columbia’s [TogetherBC: British Columbia’s Poverty Reduction Strategy \(2019\)](#), particularly these priority action areas:

- Making housing more affordable,
- Supporting families, children and youth,
- Expanding access to education and training,
- Improving affordability, and
- Investing in social inclusion.

Additionally, based on previous projects with the community, the Town was also interested in learning more about access to community and health services, food security, homelessness, mental health, substance use addictions, and transportation during the preliminary phases of the project. As more qualitative and quantitative data was collected and analyzed, locally-driven themes and findings emerged through this work.

As the Town was wrapping up this plan, the Province released the [2024 Poverty Reduction Strategy](#). Where possible, the Town has incorporated learnings and connections with the 2024 strategy into this plan.

The priorities were selected based on a review of all of the results of the quantitative data (see Appendix F), the themes that emerged through the community partners workshops (see Appendix G) and from the conversations with community members and individuals with lived and living experience, and a review of Town of Oliver documents and opportunities for collaboration with other departments and Town initiatives (see Appendix C). The final priorities were validated with community partners at a partner workshop in September 2024, that was also an engagement activity for the housing needs assessment.

The project team adhered to the principles in the *Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans – TCPS 2 (2022)*.

# What was Learned

## Summarizing What Was Learned

### Oliver is a Great Place to Live

There is consensus that Oliver is a great place to live. People care about the community, and there are many individuals who invest a significant amount of time supporting the community's safety and well-being. General members of the public do their best to support social initiatives and contribute to the safety and health of the Oliver community. The town has a significant amount of assets (e.g., outdoor spaces, parks, services), programs for the community to participate in ("we see people of all incomes, abilities, experiences, and genders using our services"), and these contribute to the positive quality of life that participants highlighted. This is supported by quantitative data as well - for example, in the 2019 Ipsos resident survey, most participants indicated they were satisfied or highly satisfied with living in Oliver and the services in the community. There was a general consensus that there is a willingness to work together to keep making Oliver a great place to live, and to work on initiatives to address elements of Oliver that could improve to make Oliver even safer and supportive of everyone's well-being.

### The Importance of this Work

All participants in engagement activities recognized this is important work, and there was general appreciation that the Town of Oliver is focusing on this work. There was a recognition of the importance of local coordinated efforts to support social well-being, there is optimism that the community is working more collaboratively than ever, and there is still more opportunity to work together. Community partners at the workshops identified that the plan provided an opportunity for the community to work together to *catch up* and *keep up* to changing trends (e.g., "I am seeing more people use different transportation modes like wheelchairs than ever before. I am seeing more people want different housing sizes like small backyard cabins than ever before. We need to catch up with supporting infrastructure. We need supporting infrastructure like wheelchair parking spots. We need supporting infrastructure like bylaws that are okay with backyard suites. We need to work together on these things. No one can just do this alone.")

There was also optimism that other governments are investing heavily in many areas of social development at the moment. However, there was also some uncertainty. For example, some services for youth have been centralized in larger urban centres so there is uncertainty about youth that cannot access these services (one participant said "the service is great (in Penticton) but how are young kids supposed to get there – not sure what they will do?"). Partners believe it is important to work together to identify solutions

to these challenges. Additionally, it can be difficult to attract investments into the community from government, as the community is small, and well it is relatively close to Penticton – a larger urban area – that distance can still be a significant barrier to many in the community and region. Throughout engagement activities, everyone identified that it is important to work together to ensure that community safety and well-being are a priority for the community and municipality, and to collectively action solutions. A safe and well community will lead to better social, economic, and environmental outcomes for the community.

## Successes and Opportunities in the Community

Throughout engagement, from a review of documents, and a review of data, there are many successes over the last few years of working collaboratively to support a safer and healthier Oliver for our residents. While there is still work to do around community safety and well-being in Oliver, it is important to also recognize that even without a social development plan in the past, the community has made significant investments in community safety and well-being. For this section, the framework from *TogetherBC* was used as an initial sensemaking framework for the data, and then locally-identified themes emerged from this data.

### *Housing*

Around housing and homelessness, many individuals are very happy that some affordable housing units have recently opened near the Oliver Municipal Airport, and that the Town has recently submitted a list of municipal-owned land to the Provincial Ministry of Housing as potential housing sites. Additionally, the Town has recently updated its zoning regulations to be more permissive to high levels of density on residentially zoned lots. The Town has also worked with partners to open emergency cooling and warming centres during the day-time during extreme weather, and offers shower tokens at the new Lion's Park shower. The Town is also nearly done with a housing needs assessment, which included engagement workshops with community partners (the Town anticipates a presentation will go to Council on December 9, 2024).

There are also opportunities around housing and homelessness in Oliver. There are “folks sleeping in parks, behind the Archives, in the hills, along the channel.” While the community does not have a formal mechanism yet, community partners estimate there are between 20-40 homeless individuals either in Oliver or the area immediately surround Oliver at any one time. During the early interviews in the engagement part of this plan, one of the participants asked, “where do they go – if someone is about to become homeless, where do they go for prevention services? They have to become homeless to get help.” There is a need for prevention thinking and services in Oliver, as

well. There was also discussion about the balance of services that focus on supporting individuals while they are having an experience of homelessness (e.g., “place to have a shower for free,” “laundry facilities,” and “public washrooms open 24/7 that are safe”) and services focused on supporting an individual ending their experience with homelessness (e.g., permanent housing with professional health services).

Participants also noted that there could be an opportunity for access to specialized housing services, such as those who are looking to recover from substance use addiction, and youth-specific housing. As the Town and community continue to look at having more housing developed, there will also need to be collaborative strategies developed around concerns that have been experienced in other communities around Not In My Backyard (NIMBY). As the Town is nearing completion of a housing needs assessment at the same time as this plan, the Town recommends that readers of this plan also refer to the housing needs assessment for more quantitative data about housing in Oliver.

### *Children and Youth*

Around the *TogetherBC* theme of supporting families, children and youth, this was a very early theme that emerged during the development of this plan from the data, review of existing documents, and engagement. As one interview participant noted, “we need to focus on youth – and prevention and early intervention - otherwise we are too late and are just waiting until something happens then in crisis response” (e.g., they were referring to supporting important elements such as positive relationships, healthy habits, access to healthy food and housing, and foundations for mental health at an early age in youth instead of waiting until adulthood to offer supports). The theme of youth also shows up in other Town plans, including the *Oliver and District Recreation Plan*.

Oliver is a relatively older community. The average age is 52 years old, whereas the average in the province of British Columbia is 43. Approximately 37.5% of the population is 65 years old and older, whereas only 18.5% of the community is 24 years old and younger (11.6% is 0-14 years old). However, youth and children are still an important theme as there are 570 families in Oliver with families, which represents about a quarter (24.7%) of all households in the community. This is far below the provincial average which is 34.2%. Approximately 10% of 0-17 year olds are experiencing poverty in Oliver, using the Low-Income Measure, After Tax (LIM-AT).

In terms of successes in the community, many individuals pointed to the local schools, the Oliver Ambassador program, Oliver Parks and Recreation programs, the many parks, and some of the social clubs (e.g., cadets) in the community as examples. There is also an opportunity to increase fun and engaging activities specifically for youth that are

designed and informed by youth (e.g., through youth workers or youth mentors or intergenerational programs), a youth centre or youth space to gather (“community relationships for younger people is a priority”), youth-specific job opportunities (e.g., job share, youth job board), and allow youth to mentor other youth (“can have older teens get involved and mentor younger teens”). As noted, under the housing theme above, as part of the Town’s work around housing, youth-specific housing could be explored further, along with other youth-specific services and programs.

For children (and families), childcare continues to be a priority. This includes increased childcare options and flexibility in service hours (e.g., evening, weekend, overnight). Finding more Early Childhood Education (ECE) trained professionals continues to be a challenge in Oliver. There are opportunities for the Town to work with the regional district and other governments to continue to implement the *South Okanagan-Similkameen Child Care Action Plan*. Lastly, there are many partners located in other communities that offer some youth programs in Oliver, along with organizations that are solely based in Oliver. There is an opportunity to collaborate amongst these organizations to identify how youth are being involved in decision making around what programs and services are being offered directly in Oliver, and for programs offered in other communities, involving youth in creative problem solving around any challenges. As one participant shared, the community of Oliver has yet to map the risk and protective factors for children and youth in the community – this will be an important foundational activity in this work to inform key decisions as a community moving forward.

#### *Expanding Access to Education and Training*

While this was a theme in *TogetherBC*, it was not a significant theme throughout the engagement sessions. The Town does have several other plans around economic development and jobs (e.g., *Grow Oliver*) and many engagement participants had participated in these sessions. One participant did share that while they did recognize that “people need to be connected to jobs [and] given the skills and experiences to do so,” they did not necessarily have specific recommendations on action plans around this topic moving forward. This may be something that can be further explored with partners as the plan is implemented. Participants did identify that the work of implementing this plan may also be an opportunity to bring on partners such as Okanagan College, ServiceBC to highlight the StrongerBC Future Skills Grant, WorkBC to highlight many of its programs, South Okanagan Immigrant and Community Services (SOICS), and Community Futures Okanagan Similkameen.

#### *Improving Affordability*

While this theme from *TogetherBC* is focused on affordability, around income in Oliver, the median income is \$35,600 (total), with a median after-tax income of \$33,200 for

individuals. For households, the median income in 2020 was \$68,500 with the median income \$62,400 (after-tax). While there is no *perfect* measure of poverty using Census data, there are two measures for Oliver. Using the Low-Income Cut Off, After Tax (LICO-AT), the following is poverty data for Oliver: 0-17 year olds: 10 individuals (1.6%), with 5 being from 0-5 years old (0.8%); 18-64 year olds: 80 individuals (3.3%); 65+ years old: 20 individuals (1.2%); and a community total of about 2.2%. Using the Low-Income Measure, After Tax (LIM-AT), the following data is for Oliver: 0-17 year olds: 75 individuals (10%), with 5 being from 0-5 years old (13%); 18-64 year olds: 230 individuals (9.5%); 65+ years old: 270 individuals (15%); and for a community total of about 11.6%.

Affordability did emerge from the engagement in several ways, based on what residents are experiencing in the community, and from what community partners are seeing from the individuals and families they support:

- Housing affordability (“I have no idea where to start but one of the generations needs to say this is enough we are stopping this, housing is out of hand”),
- Child care costs (“You work so you can afford childcare so you can go to work”),
- Cost of transportation (“if someone can’t afford to drive their car then how do they drive to get food, or to the doctor”),
- Cost of food (“with the cost of food right now, could we all collaborate on a food security project in the rec centre’s kitchen in the future),
- Specific affordability concerns of older adults/seniors (“Seeing a lot of seniors struggling. They don’t have enough money to have a roof over their head, pay for their prescription drugs, and have food on the table.”), and
- Cost of living (e.g., medications). As one community members shared when asked about affordability, “it can be expensive to live here.”

A few potential actions for the municipality did emerge during engagement sessions. These are only ideas from the engagement activities, and were not prioritized or refined further at this stage. For example, participants suggested the Town could partner on grant applications to help programs increase the likelihood of being successful with applications. Others suggested the Town create a public land bank, or research ways it could waive housing development fees at the local level and then be reimbursed through other means (e.g., the Province). Others asked a very relevant and thoughtful question: If social development is intended to help everyone in the community, but also focus on more vulnerable individuals, how does the Town fund this service and avoid an increase in taxes at the same time which could financially put a strain on the same individuals that the social development function is trying to support?

### *Investing in Social Inclusion*

The Town's *Accessibility Plan 2024-2026*, *Oliver and District Recreation Plan*, *Age Friendly Oliver Assessment and Action Plan*, the *South Okanagan-Similkameen Child Care Action Plan*, *Food Secure Oliver*, and the *2020 Town of Oliver Housing Needs Report* all identify that there are specific populations in Oliver that require considerations in Town planning, Town programs and services, and Town decision making. This can be on the basis of age, ability or disability, gender, household income, Indigenous, languages spoken, sexual orientation, and many other considerations.

The Town is working on specific initiatives around inclusion. The Town at both the Council and staff levels are continually trying to strengthen relationships with the Osoyoos Indian Band (OIB), including the co-unveiling of the crosswalk along McKinney Road that honours Truth and Reconciliation. On April 2, 2024 during the Committee of the Whole meeting, South Okanagan Immigrant and Community Services (SOICS) did a presentation to Council on racism in the region. The Town is working on implementing approximately ten actions in the Town's *Accessibility Plan 2024-2026* in the 2025 calendar year in close collaboration with the Town's Accessibility and Age Friendly Committee. The Town is also updating its 2020 housing needs report in 2024, and this updated housing report will include important information about a variety of populations in Oliver, including individuals experiencing homelessness. The Town's emergency program and Emergency Support Services (ESS) team provide emergency services to surrounding communities, including rural communities without ESS teams and OIB, upon request from OIB, to support neighbouring communities. Oliver District and Recreation also offers an array of events and festivals around the years to offer as many choices as possible for different groups in the community. As many of the Town's own plans and documents identify, the Town should continue to work with specific populations and groups in the community to ensure that any considerations are included by the Town during planning and decision-making. The Town still has much to learn about this important element of social development.

#### *Access to Community and Health Services*

There was not even a close second when questions were asked about access to community and health services in Oliver. As this *KelownaNow* headline explains ("[BC Interior ER closes for the 39<sup>th</sup> time this year](#)"), the Province of British Columbia and Interior Health Authority have struggled to keep Oliver's emergency room open over the last several years. During engagement, it was difficult to have groups discuss other services, as this particular service was typically the *go-to* topic of discussion given the consistency in which the community, particularly vulnerable residents, cannot access emergency health services in Oliver at certain times. Access to emergency and general health services is a consistent theme from community members, community partners, individuals with lived and living experience, and the data.

Being a rural and smaller community, residents, particularly those without a car, generally have a challenge to access services that are not in Oliver (e.g., specialist doctors, social services without offices in Oliver). For services that are in Oliver, “wait lists are long as many services here are only for short-term” so this presents challenges. Individuals wait to get access to a service, get access and then can only access the service for a short period of time before having to go back on the wait list. This presents a huge challenge for vulnerable individuals in our community.

### *Food Security*

Food security emerged based on the workshops with community partners, and the conversations with individuals with lived and living experience. Oliver worked collaboratively in 2017 and 2018 to develop its food security plan, *Food Secure Oliver*. The Oliver Food Bank, Oliver Missions Society, Desert Sun Counselling, and several churches all shared during engagement sessions that one of the greatest requests for support they get from the community is around food. They all shared that they feel that the number of requests continues to rise, particularly, as inflation in Canada has risen dramatically over the last three years. The high cost of food is impacting older adults/seniors, youth, families, single adults, and nearly all groups in the community. Additionally, Oliver also experienced the closure of the BC Tree Fruits facility in the summer of 2024 which during the September 2024 workshop, some participants shared that they felt raised concerns about potential access challenges to fruit in Oliver. With limited hours for food services, it can be a challenge in the community at times for families and residents that require emergency food options. However, with the agriculture land surrounding the community, many participants identified that the community needs to “leverage agriculture better to lead to food accessibility.”

All participants felt that the goals and actions in *Food Secure Oliver* are still relevant and worthy to pursue. While some of the goals and actions require updating, and then prioritizing, the group generally felt the existing plan was a good place to start for collaborative action, if food security continues to be an overall priority in the community. As food security appears to be a priority for the community still, it is recommended that food security be a priority in some manner in this plan, and that one of the actions for this priority be to: take an inventory of which *Food Secure Oliver* actions are complete, in progress, and not started; then update the goals and actions based on this information; prioritize what is remaining; and then collaboratively continue to work on food security initiatives as a community. As an immediate next step, while this work is taking place, several partners may each have smaller buckets of food security funding that could be combined to make a larger impact; it would be helpful for the Town to help facilitate a brief conversation between the partners to explore potential opportunities to work together on a community initiative.

### *Mental Health*

As one participant shared, “mental health seems to have really taken a hit since COVID-19” and that their organization has seen a “huge growth” in the number of people seeking counselling services for mental health. In particular, there is a concern in the community for the mental health of youth, older adults, and very vulnerable individuals, such as those experiencing homelessness that also have a mental illness. Many individuals feel that Oliver does not have the services for individuals with mental illness (“there is very little activities in Oliver for those with mental illness” shared one workshop participant). There was a general request that mental health be a lens that could be incorporated throughout many of the Town’s activities (i.e., the community wants to use a much broader definition of mental health, not just mental illness). For example, many of the programs offered by Oliver District and Recreation have mental health benefits, and the improvements the Town makes to the built environment to better support people walking and being outside is also an investment in a holistic approach to supporting mental health. For youth and children, having safe places to play, connect with friends outside of school, and being a part of planning and decision making can be very important for their mental health.

Related to potential actions around mental health, there were general themes related to the Town being an example of talking about mental health, educational workshops about mental health, considering safety, play and opportunities for social connection while planning public spaces, allowing individuals that have direct experiences with challenges with mental health to share their stories, and advocating for mental health services in the community.

### *Substance Use Addictions*

There were five sub-themes that emerged around substance use addictions during the development of this plan. These were (in no particular order):

- Impact on emergency services: In Oliver, BC Ambulance, Oliver and District Fire Department, and RCMP seem to be the primary responders to overdoses. This does use emergency resources for these calls. While these are emergency responders, there were questions about other resources that are available on other communities, and the ability to advocate for similar services for Oliver over the medium-term.
- Supports in the community for individuals that use substances: There are some services in Oliver, but many individuals were unsure about what was and was not available in Oliver, and what individuals would have to travel to access. Individuals with lived and living experience shared that some of the services were also infrequent. For example, some of the services come from other communities

so if a vehicle needs maintenance or if a staff member is sick, it could be several weeks before they see the service again. This can be challenging for them.

- **Community concerns:** Many community members shared concerns about substance use in Oliver. They were not sure what services are available, where to refer people to that they know that use services, and the different types of services that are available (e.g., harm reduction, prevention, detoxification services, treatment services). Some community members said they had concerns about promoting harm reduction as they felt like it enabled more substance use, while others said they had concerns about promoting treatment as they were worried that individuals that use substances may feel pressured to going into treatment. During these conversations, it was important for the Town to hear all perspectives, concerns, and ideas. The Town did not *take a position* during engagement; individuals were allowed to share their perspectives. Based on the community concerns shared during the development of the plan, it would be helpful to have context provided through collaborative workshops around the [system of care in BC](#), which the Town has no jurisdiction over.
- **Situation Table:** Several years ago, the Town and partners worked together to start the Situation Table in Oliver. It works together to try to address risk by connecting individuals to services in Oliver, or other communities, if necessary. There is an opportunity for the community to review who sits at the table, and how it interacts with other tables in the community.
- **Access to individuals that want to recover:** There were concerns from nearly all participants with lived and living experience about the lack of access to treatment and recovery options for individuals that use substances. There is significant interest in collaboratively mapping what services are available specifically in Oliver, and what services are still necessary to advocate for moving forward into the future. The community recognizes that travel to other communities for these essential services will be a reality for the residents for our community for the time being.

### *Transportation*

Transportation is important from a social development perspective. It allows individuals to have a way to get from home to work so they can make money, to the store so they can purchase healthy food, to a family member's house so they can socialize, to a child care centre to pick up their children, or to the office of a community organization so they can access a social service such as mental health counselling. Whether it is a car, cycling, walking, a scooter, public transportation, wheelchair, or other mode of transportation, it is important that individuals can conveniently and easily get to and from where they need to go (see Appendix F for data from Statistics Canada on how residents commute to work). People staying in their home day-after-day is generally not safe or healthy.

Transportation and mobility was one of the areas that the Town wanted to understand during engagement. There was overall agreement that options for active transportation (non-car transportation) are increasing in Oliver, which is a good thing from participants. Participants like that there seems to be an increase in cycling infrastructure, such as bike racks and encouragement for cycling on the trails. The recent investment in the Ditch Trail project was well supported, and the focus on making streets safer for families and children was also highlighted as positives by participants. It is important to also invest in infrastructure that supports transportation – for example, trees or water misters along boulevards and sidewalks are important as Oliver is a hot community in the summer so this supports people that need to walk, cycle, or use non-car (non-airconditioned) ways to get around the community.

There was near full consensus that the Town needs to be innovative in having more bus routes, bus stops, increased frequency, clearer information about the location of bus stops, and more accessible bus system in Oliver (e.g., Handydart). This is in alignment with the Town's accessibility plan. This is particularly important as Oliver is an older community, and the average age continues to increase. There were also suggestions for some innovations such as “scooter parking” at the recreation centre and Municipal Hall. The Town also needs to continue to invest in the built environment, such as traffic calming measures, that will create a safe environment for families, children, and youth to get safely to and from parks, Oliver Parks and Recreation facilities, community parks, school, and other important community locations. There are opportunities for the community to collaborate around transportation.

## Everyone has a Role to Play

Throughout the engagement and review of documents, it is clear that there is consensus that everyone identifies that no one organization, individual, or funding source will single-handedly build a safer and more well Oliver. Everyone has a role to play.

Collaboration is vital to a socially well community. It must be present between organizations, staff, volunteers, and residents to ensure the conditions for a socially well community. Collaboration could look like (just a few examples): Case conferencing to support a vulnerable older adult / senior, common advocacy agenda, co-applying for a grant, information sharing, participating in each other's activities and events, and working on a policy change together (e.g., update to a municipal regulation). There are many examples of collaboration in the community (e.g., Senior Week 2024). Many participants identified that some of the community's most impactful initiatives are when the community is collaborating together. They identified that the municipality can support this collaboration through convening the community regularly, and coordinating important community-level projects and initiatives.

Through this work, a preliminary work of potential partners to include in the implementation of this plan is in Appendix H. As this work continues, it is important to clarify each sector's and organization's role within Oliver's safety and well-being. As one participant shared during the first workshop, "Police should be solving homelessness and mental problems" – while this was intended to be a *in-jest* comment

## The Municipality has a Role to Play

It was identified by most participants that the municipal government can have a significant influence on the safety and well-being of Oliver. There were suggestions about ensuring that the social development priority is sustainable for the next 50 years so that the Town does not start investing in social development and then stop – there was general consensus that a *stop and start* could be harmful to the social sector and create a significant amount of uncertainty (as one participant shared, "the Town helped create the food security and age friendly plans but then those were paused – if the Town wants to move forward with this work, there needs to be sustainability built in from the start"). And as one participants explained, the municipality needs to "balance investing in social development with (water and sewer) pipes that need to be maintained and replaced – social development needs to see investments."

In the past, the Town has convened tables around topics such as food security, age friendliness, and community safety. However, partners shared that once the plans were developed, they felt that it was difficult to maintain any momentum to continue on with the collaborative tables without sustained Town convening and coordinating leadership. Partners asked if the Town had committed permanent and sustainable resources to convening social development work moving forward – this is a relevant question from partners.

## Looking Ahead for the Town of Oliver

A lot was heard and learned about the Town of Oliver's social development moving forward. Unlike a traditional strategic plan for many organizations, many individuals that participated in the engagement sessions were less interested in a single vision statement that the Town of Oliver would have for social development, and more interested in a shared, community vision of the future of community safety and well-being in Oliver. They then wanted to understand how the municipality fit into this shared, community vision. This shared vision really focused on working with partners in a positive way to make progress towards a safer and more well Oliver for everyone, that does not lose what is working well right now.

During one of the community partner workshops, a discussion started around what the Town would be known for when it was doing work to support a safe and well community. Three major *successes* emerged from this conversation: the Town would focus on action and achieving outcomes from its actions (“success is less focused on a document and focused on the actual permission and resources that the Town’s social development coordinator receives to move forward”); the Town would take the view point of residents and end users when making decisions, or *would put itself in their shoes* (“places can be hard to find – needs to be easy to find” so the Town needs to see it from their experience and help make it easier to find this location); the Town needs to be a positive model in the community (“when the Town makes a commitment [related to social development], it follows through”); and the Town may need to be open to doing things differently.

There was also significant discussion about particular areas of social development that the Town could focus on and prioritize. As outlined earlier in this section, there are a number of areas of community safety and well-being that have had successes, and there continue to be a number of opportunities to work collaboratively as a community to address challenges. This list is not to suggest that the Town try to address all of these at the same time – that would not be possible. However, these are some of the common themes that emerged throughout the review of documents, engagement sessions, and review of data.

- Age friendliness (“Need more services for seniors” and *Age Friendly Oliver Assessment and Action Plan*),
- Child care (e.g., *South Okanagan-Similkameen Child Care Action Plan*),
- Food security (“Don’t have enough money to have a roof over their head, pay for their prescription drugs, and have food on the table” and *Food Secure Oliver*),
- High public system contacts (“A few people are using fire department, ambulance, police, bylaw, and ER services – need to have a better approach for these individuals” and “need to focus on early intervention and prevention – can’t just wait until something happens”),
- Houselessness (“How do we support people who are homeless from Oliver?”),
- Housing (“Found housing and transportation to be challenge”),
- Jobs (“Need to connect people to jobs, experiences, and skills”),
- Mental health (“Really suffered since COVID-19 – seen a huge growth (in mental illness)”),
- Substance use (“Do we have services for people who are trying to recover from using substances”),
- Transportation/mobility (“Some can’t drive independently so can’t get to the food bank or other services” and “need more lighted cross walks across the highway”),
- Truth and reconciliation (“Indigenous relationships are very important”), and
- Youth and children.

Similarly, there was lots of brainstorming and investing time into research to learn about what actions municipalities can take related to social development. At the very early stages of the development of this plan, some participants believed that the Town was looking to hire a number of front-line social workers to provide social services directly to residents. This is not necessarily the Town's role. Through this project, the Town found a very concise example from the City of Delta (British Columbia) that outlines the City of Delta's roles it is taking in that community's social well-being ([the video is on YouTube](#)). Based on research of other municipalities plans, and engagement sessions with partners, potential roles for the Town emerged:

- Advocate (To other orders of government),
- Capacity builder ("Looking out for grants and helping apply for them"),
- Cheerleader ("Attend our events"),
- Convener ("Annual convening of the sector for debrief of the last year and to set priorities for the next year" and "This is very important role in the community for moving forward"),
- Coordinator ("It is not the Town's job to provide affordable housing – but the Town can coordinate partners working together on grant applications, fee waivers, and more"),
- Investor ("Would be nice to see a bit of investment from the municipality to subsidize some programming in the community"),
- Monitor and researcher,
- Regulator ("Support more housing (through land use)", and
- Service provider (direct or indirect services within the jurisdiction of the municipality).

There are many plans at the Town of Oliver that could use the support of a social development lens during their implementation. For example, the *Oliver and District Recreation Plan* includes a recommendation to "enhance staff expertise by offering training on topics such as community development." As social developers are also community developers, this could naturally be a significant opportunity for collaboration with the Oliver Parks and Recreation team.

Lastly, the overall biggest theme that the Town heard specifically related to the Town and this plan is a desire for the Town to commit to social development for the long-term. When inquired for further clarification, this mostly consisted of a permanent social development function at the staff level, permanent funding for the role and for social development initiatives in the Town's budget (supplemented by grants), and that the Town play a particularly strong role at first with convening and coordinating in the community and grow its roles from there. As the project progressed, any resources that appeared to be of high quality and specifically written to be relevant for local

governments were included in the below table as potential references and resources for the future (see Table 2).

<b>Resource</b>	<b>Organization</b>	<b>Available from</b>
10 Ways Local Government Can Propel Positive Social Change	Tamarack Institute	<a href="#">Tamarack Institute website</a>
2024 Poverty Reduction Strategy	Province of British Columbia	<a href="#">Province of British Columbia website</a>
BC Provincial Heat Alert and Response System (BC HARS): 2024	BC Health Effects of Anomalous Temperatures Coordinating Committee	<a href="#">BC Centre for Disease Control website</a>
Child and Youth Mental Well-Being Resources for Local Government	BC Healthy Communities, and Vancouver Coastal Health	<a href="#">BC Healthy Communities website</a>
Community Data Program	Social Planning and Research Council of BC (SPARC BC)	<a href="#">SPARC BC website</a>
Healthy Built Environment Linkages Toolkit	BC Centre for Disease Control	<a href="#">BC Centre for Disease Control website</a>
Explore Equity In Your City	Healthy Plan.City	<a href="#">HealthyPlan.City website</a>
How do Local Governments Improve Health and Community Well-being? A Resource Guide for Local Governments	PlanH	<a href="#">BC Healthy Communities website</a>
Local Government Levers for Housing Affordability	Community Social Planning Council	<a href="#">Community Social Planning Council website</a>
Practitioner Guide on Crime Prevention and Community Safety & Well-Being Planning	Canadian Centre for Safer Communities	<a href="#">Canadian Centre for Safer Communities website</a>
Supporting Mental Health and Well-Being: Best Practices for Local Governments	Canadian Mental Health Association British Columbia	<a href="#">CMHA BC website</a>

Table 2. Resources identified that may be helpful to the Town moving forward. All links were accurate as of November 18, 2024.

The Town also heard from community members and partners about many suggestions for this work moving forward, even if it could not be a priority with the current plan. For

example, many community partners would like to be involved in a “social needs assessment to inform priorities” for the Town’s next plan. A questionnaire-style methodology was explored for the development of this plan originally but a qualitative, interview style methodology was used instead as this was the Town’s first time doing a social development plan so it wanted to management expectations. Some partners were concerned about having patients and clients complete a Town questionnaire on social needs if the Town was not yet committed to a permanent, long-term social development coordinator-type role, and Town staff wanted to use this project to develop genuine trust with community partners to show that Town staff would approach work with vulnerable individuals in a trauma-informed way. There were also suggestions that the next plan look at using a community safety and well-being framework – as many local governments move to this holistic approach, this is a consideration for the future.

# Framework and Action Plan

## Introduction to the Framework

The framework focuses on helping the municipality move forward. The framework includes the following:

- The vision and Town's commitment,
- The Town's approach,
- The Town's priorities for the next few years, and
- An action plan.

### The Vision and Town's Commitment

This community's shared vision is focused on working with partners in a good way to make progress towards a safer and more well Oliver for everyone, that does not lose what is working well right now. The Town's commitment will be to invest in a dedicated social development function.

### The Town's Approach

The Town's approach to social development will include:

- Putting the Town in their shoes. The Town should see decisions from the perspectives of residents and partners. This does not mean that the Town needs to agree with or go with these perspectives when making decisions. However, it is important to at least consider different perspectives when making decisions that impact social development partners.
- Being a positive model for social development partners and the community. The Town should try to be a positive role model in all of its social development work.
- Focusing on action and outcomes. As noted in the *What We Learned* portion of the plan, it is clear that partners want to see the Town commit to a strong social development function over the long-term.
- Focus on prevention and holistic planning that is informed through Indigenous ways of knowing. It can be easy to focus on the next social crisis. The Town should take a holistic and prevention focus to its social development work.
- Open to new ways of social development, and using evidence-based social development decision making.

## The Town's Priorities

Through the workshops with partners, using all the engagement data, quantitative data, and research from other municipalities, these are the six priorities that emerged for the Town to focus on for the next several years:

- Getting ready and getting started,
- Addressing the social impacts of policy changes,
- Youth and children,
- Mobility,
- Housing, and
- Food security.

## Action Areas

For each priority, several types of actions emerged for the Town to consider as priority action areas:

- Advocate – for example, advocating to other orders of government,
- Capacity builder – for example, monitoring opportunities for grants,
- Coordinator – for example, coordinating initiatives with several community partners,
- Convenor – for example, coordinator three annual community partner connections,
- Monitor – for example, monitoring social trends in the community, and
- Service provider – for example, providing a service directly to community residents, where it already complements an existing Town service; the Town should not prioritize new services directly to residents and should focus on the other action roles.

## Action Plan

The several focus areas that emerged form the action plan to guide the Town's social development work over the next several years. The major areas action are:

- Getting ready and getting started,
- Addressing the social impacts of policy changes,
- Youth and children,
- Mobility,

- Housing, and
- Food security.

The Town’s actions focus primarily on the following, as the preliminary action priorities:

- Capacity building by supporting the community working collaboratively to work on the priorities, seeking funding opportunities to make progress on the priorities, and seeking evidence-based examples of what may work in Oliver,
- Coordinating collaborative initiatives and projects in alignment with this plan,
- Convening partners around the priorities, a minimum of three times per year, and
- Monitoring opportunities and trends, and the implementation of this plan.

## Getting Ready and Getting Started

Getting ready and get started is a specific action area focused on integrating social development as a sustainable function in the Town of Oliver. The recommended actions for this priority are in Table 3. It also starts the Town in a convening role with all community partners approximately three times per year which was the number request from community partner engagement sessions during engagement.

Recommendation	Priority	Timeframe	Resources	Notes
Submit plan and grant report to UBCM and Province	High	Immediately	Staff time	
Finalize plan based on UBCM and Province feedback	High	Immediately	Staff time	
Circulate to all partners	High	Immediately	Staff time	
Create webpage	High	Immediately	Staff time	
Include social development line item in 2025 financial plan (e.g., wages, training, initiatives)	High	Immediately	TBD	May be combined with other roles; on-going
Monitor grant opportunities to support role and initiatives	Medium	On-gong	Staff time	May need to be innovative in applications
Monitor the status of action plan and provide an update to Council once per year	Medium	Near Q2/Q3 2025	Staff time	Recommend an annual public update on the plan to Council

Coordinate connections with department to identify specific actions that intersect with their strategies/action plans	Medium	Q2 2025	Staff time	Examples: CWRP, Recreation Plan
Coordinate staff training on social development	Low	By end of 2025	Staff time	Work with department heads to attend staff meetings
Coordinate a Council workshop	Low	By end of 2025	Staff time	Review longer-term social development priorities after 2025
Coordinate and convene social development connects	Medium	Near end of Q1 2025	Staff time plus snacks plus space	This is a facilitated conversation. Actions will emerge.
Coordinate and convene a community social system map with partners	Low	2026	Staff time plus snacks plus space	Partners identified a need for this as a foundational activity in this work
Convene partners to have input into relevant updates to the OCP during the next OCP update	Low	During next OCP update		

Table 3. Getting ready and getting started action plan.



Figure 1. Example rendering of groups collaborating over social development topics.

## Addressing the Social Impacts of Policy Changes

The Province has changed policy. This is impacting municipal roles and responsibilities. For example, the new *Emergency and Disaster Management Act* passed in November 2023 introduced several new responsibilities for local governments around emergency management. The new *Accessible BC Act* has new accessibility requirements for municipalities. There are also mandatory housing regulatory changes that municipalities must adhere to based on new Provincial legislation. As identified in the context for this project section of the plan, grant funders are also increasingly demanding certain strategies and plans from grant applications, and evidence that the Town is making progress on implementing the plans in a tangible manner.

This priority focuses on ensuring that the Town is responding to the new Provincial policies, and is also starting to prepare itself now for new funding policies from federal and provincial funders.

Recommendation	Priority	Timeframe	Resources	Notes
Coordinate the implementation of the <i>Accessibility Plan 2024-2026</i>	Medium	2024-2026	As identified in the plan	Work with the Accessibility and Age Friendly Committee
Coordinate the implementation the <i>Age Friendly Oliver Assessment and Action Plan</i>	Medium	2024-2026	As identified in the plan	Work with the Accessibility and Age Friendly Committee
Coordination the Accessibility and Age Friendly Committee	Medium	On-gong	Staff time	
Explore a social procurement policy	Low	1-3 years	Staff time	
Explore an AREI or JEDI plan	Low	1-3 years	Staff time plus engagement costs	Based on recent feedback from Town grant applications to federal grant opportunities
Coordinate the development of a formal Town engagement framework, including opportunities for participation of	Low	1-3 years	Staff time plus engagement costs	

marginalized groups in Town consultation				
Create an annual social initiatives monitoring report to share with potential grant funders and Council	Low	On-going	Staff time	
Create an extreme weather response plan by convening partners	Low	2026	Staff time plus engagement costs	More clearly articulates when to open cooling and warming
Continue to monitor evolving and changing legislation and regulations that impact municipal roles and responsibilities related to social development	Low	On-going	Staff time	Update the plan, as necessary
Report any legislative or regulatory updates to Council	Low	As necessary	Staff time	

Table 4. Addressing social impacts of policy changes action plan.



Figure 2. Example rendering of an Oliver cooling centre.

## Youth and Children

This emerged as the number one theme in terms of working on initiatives with individuals. As one community partner said: “Youth want fun, opportunities, and skills.”

Recommendation	Priority	Timeframe	Resources	Notes
Coordinate Youth Week	Medium	Annual	Low cost	Work with Oliver Parks and Recreation
Convene partners to map protective and risk factors for youth and children	Low	1-3 years	Staff time and engagement costs	Will inform more actions
Coordinate with regional partners to implement the <i>South Okanagan-Similkameen Child Care Action Plan</i>	Low	Until 2030	To be determined	
Coordinate with Oliver and District Recreation on a youth centre	Low	3-5 years	To be determined	See an example in Figure 3
Capacity build by seeking a grant specifically to address risk factors among youth in Oliver	Low	On-going	To be determined	

Table 5. Youth and children action plan.



Figure 3. A rendering of a video game tournament at the *Oliver Youth Centre*.

## Mobility

Mobility encompasses how individuals get to and from the activities in their daily lives. This includes jobs, and volunteer activities.

Recommendation	Priority	Timeframe	Resources	Notes
Convene partners to identify innovative bus or similar transportation options	Low	Ongoing	To be determined	
Coordinate the expansion of Route 40 bus stops in Oliver	Medium	End of 2025	Low	
Coordinate the improvement of accessibility of existing bus stops in Oliver	Medium	End of 2025	Low to medium	BC Transit has funding opportunities
Coordinate with Public Works and Operations to improve the accessibility and family-friendliness of trails, sidewalks, and other infrastructure in Oliver	Low	Ongoing	As identified	The Province has potential funding opportunities
Coordinate research that looks at innovations such as scooter parking	Low	End of 2026	Low	

Table 6. Mobility action plan.



Figure 4. An example rendering of a bus stop.

## Housing

Housing emerged as a priority through this work. As the Town was also developed a housing needs assessment at the same time, this plan focuses more on the specific recommendations that emerged through this plan. Community partners were also engaged with the authors of the Town's housing needs assessment so shared additional housing-specific recommendations for that project as well.

Recommendation	Priority	Timeframe	Resources	Notes
Coordinate research of a By-Name List for individuals experiencing homelessness	Medium	End of 2025	Staff time	
Convene partners to attend a Built-for-Zero webinar	Low	End of 2025	Staff time	
Review the housing needs assessment and incorporate recommendations into this plan	Low	Q2 2025	Staff time	
Coordinate the research of prevention services for Oliver	Low	End of 2025	Staff time	Homelessness prevention
Advocacy for non-market housing	Low	Ongoing	Staff time	

Table 7. Housing action plan.



Figure 5. Example rendering of a laneway home.

## Food Security

Food security emerged as a priority with individuals with lived and living experience. The Town and community have a plan, *Food Secure Oliver*. As noted in the *What we Learned* section of this plan, there was interest from partners to use the existing *Food Secure Oliver* as a starting point for collaborative work.

Recommendation	Priority	Timeframe	Resources	Notes
Monitor the status of the current <i>Food Secure Oliver</i>	Medium	Q3 2025	Staff time	Completed, in progress, not started
Convene partners to update goals and actions	Medium	Q4 2025	Staff and partner time	
Coordinate the update of the action plan	Medium	Q4 2025	Staff and partner time	
Continue to coordinate the implementation of <i>Food Secure Oliver</i> (updated)	Medium	On-going	As identified in the updated plan	

Table 8. Food security plan.



Figure 6. Example rendering of a community garden.

## Additional Actions

Everything in the *What we Learned* section does not necessarily have an accompanying priority action. The action plan focuses on the six priorities that emerged through the plan. There are other areas of social development where opportunities may organically emerge, or that may become priorities in the next several years. As this plan is intended to be a guide, the Town should work with partners to review the Town's priorities every 1-2 years. It is recommended that the Town do a formal (mini) refresh of the plan in 2028, with a formal community social needs assessment as one component of the refresh.

## Monitoring and Evaluation

Monitoring and evaluation of the plan will be important considerations for ensuring the social development function maintains momentum and continuity over the long-term. Table 9 provides preliminary monitoring suggestions as the plan begins implementation.

Priority	Measure	Source	Reporting
Getting ready and getting started	Number of actions implemented	Town staff	Annual report to Council
Addressing the social impacts of policy changes	Number of legislative and regulatory changes implemented	Town staff	Annual report to Council
Youth and Children	Number of partners involved in youth week	Youth week partners	Youth week partners
Youth and Children	Number of youth involved in planning youth week	Youth week partners	Youth week partners
Mobility	Number of transit riders	BC Transit and RDOS	Accessibility and Age Friendly Committee
Housing	Number of new non-market housing units <i>in the pipeline</i>	Town staff	Annual report to Council
Food security	Number of <i>Food Secure Oliver</i> actions implemented	Food security partners	Annual report to Council
Food security	Number of partners involved in implementing <i>Food Secure Oliver</i>	Food security partners	Food security partners

Table 9. Example recommended monitoring and evaluation approach.

## Summary

The Town of Oliver has a record of helping advocate, convene, and coordinate social development initiatives in the community. The Town has had success in these roles. The Town has helped advocate for the health care system in Oliver, it has convened the creation of very strong and well-informed food security and age friendly plans, and has coordinated some projects such as Seniors Week 2024. The community clearly wants the Town to sustain and maintain a strategic and intentional role in and commitment to social development over the long-term. This plan is to help inform the Town's work in this area. This plan will need to be updated and refined as the Town and community continue to learn, build new relationships, and identify initiatives where a strong impact can be made.

### *Next Steps*

There are some immediate next steps:

1. The draft plan will go to a Regular Open Meeting of Council on December 9, 2024 (see Appendix I for a copy of the Council report and presentation from this meeting),
2. The Town will submit the plan to UBCM and the Province, and then incorporate any feedback into the final copy of the plan,
3. The finalized plan will be shared with all of the partners that participated in the process and posted publicly on the Town's website, and
4. Town staff will begin working on implementing the plan.

Everyone with a genuine interest in this work is welcome to support the Town's efforts. The Town of Oliver thanks everyone that supported the process of developing this important plan, and to those that will support the next steps.

# Appendices

## Appendix A – Key Terms

This appendix is intended to provide an overview of some key terms that may be less well known.

Abbreviation / Term	Definition / Description
ESS	Emergency Support Services
Experiencing homelessness	Terms like <i>bum</i> , and <i>vagrant</i> are outdated, and engagement by other organizations with individuals who were experiencing homelessness identified that people generally found this language to be hurtful and used in negative ways that could intensify the negative mental health impacts that typically are associated with experiencing homelessness. Where possible, the Town will refer to individuals as individuals experiencing homelessness.
Interest holder	More inclusive of the term, <i>stakeholder</i> . Stakeholder comes from a time when the owner of land was the person that literally drove a stake into the ground; under colonial law there were decades of attempts to take away unceded Indigenous land rights through the use of stakes.
Older adult	This is generally someone that is 55 years old or older; it is a more inclusive term for <i>senior</i> .
Substance use	Terms like <i>druggie</i> , <i>addict</i> , <i>junkie</i> are outdated, and engagement by other organizations with individuals who use substances identified that people generally found this language to be hurtful and used in negative ways that led to more substance use. Where possible, the Town will use substance use as the general term to refer to the use of substances such as cocaine, crystal meth, fentanyl, and new drugs. Additionally, it labels someone by one of their behaviours (substance use).
Town	Town of Oliver – a local/municipal government

Table A. Key terms.

## Appendix B – Examples of Previous Town Social Development Initiatives

These are some examples of Town initiatives related to social development in the past. They have been organized by the themes identified in the action plan.

### Housing

- 2020: Housing Needs Report
- 2021: *Age Friendly Oliver Assessment and Action Plan*
- 2024: Housing Needs Assessment (anticipated December 9, 2024)

### Children, and Youth

- 2021: Partner with the South Okanagan-Similkameen Child Care Action Plan
- 2024: *Oliver and District Recreation Plan* identifies a number of actions specifically for children and youth

### Social Impacts of Policy Changes

- On-going: The Town's emergency program and Emergency Support Services (ESS) team provide emergency services to surrounding communities, including rural communities without ESS teams and OIB, upon request from OIB, to support neighbouring communities.

### Food Security

- 2018: *Food Secure Oliver* (plan)
- 2021: *Age Friendly Oliver Assessment and Action Plan*
- On-going: Harvest Hut

### Mobility/Transportation

- 2021: *Age Friendly Oliver Assessment and Action Plan*
- 2024: Ditch Trail opened
- 2024: \$100k in amenities along active transportation network to make it safer, more accessible
- 2024: Working with Osoyoos Indian Band to install the crosswalk along McKinney Road that honours Truth and Reconciliation

- 2024: Submitted a \$100k grant to the Province to make significant safety enhancements to McKinney Road, and Fairview Road for children, youth, families, and those doing active transportation
- 2024: Accessibility and Age Friendly Committee passed a motion to add a bus stop on Route 40 along Fairview Road

## Appendix C - Town of Oliver Document Review

The table below is a summary of the documents reviewed. Where appropriate, below this is a summary of each document with a short summary of some of the key connections between the document and potential connections to the Town's social development work.

Document	Year	Pages	Learnings	Source
Age Friendly Oliver Assessment and Action Plan	2021	58	<ul style="list-style-type: none"> <li>The Town has a number of interconnecting plans focused on making Oliver safer and healthier,</li> <li>There are actions in existing plans that can be leveraged; the work does not need to be replicated,</li> <li>The Town can more clearly articulate the role it is taking in some of these key areas of the community,</li> <li>Even Town plans that seem unrelated to community safety and well-being on the surface, support the overall safety and well-being of the community and of residents,</li> <li>Strategic roles such as convening partners and monitoring are important, and</li> <li>There must be dedicated funding to a role to focus on plan implementation, particularly, as social development is a function that may require more education about the reason's the Town is investing in the function, the Town's roles, and how everyone can be</li> </ul>	<a href="#">Town of Oliver website</a>
Community Energy and Emissions Plan	2024	102		<a href="#">Town of Oliver website</a>
Community Safety and Crime Prevention Committee Priorities	2021	13		<a href="#">Town of Oliver website</a>
Community Wildfire Resiliency Plan	2024	101		<a href="#">Town of Oliver website</a>
Corporate Energy and Emissions Plan	2024	102		<a href="#">Town of Oliver website</a>
Downtown Oliver Action Plan	2017	40		<a href="#">Town of Oliver website</a>
Food Secure Oliver	2018	41		<a href="#">Town of Oliver website</a>
Grow Oliver	2020	74		<a href="#">Town of Oliver website</a>
Official Community Plan	2024	100		<a href="#">Town of Oliver website</a>
Oliver and Area Trails Master Plan	2009	102		<a href="#">Town of Oliver website</a>

Oliver and District Recreation Plan	2024	121	involved in the work moving forward.	<a href="#">Town of Oliver website</a>
South Okanagan-Similkameen Child Care Action Plan	2021	150		<a href="#">Town of Oliver website</a>
Town of Oliver 2019 Citizen Survey	2019	52		<a href="#">Town of Oliver website</a>
Town of Oliver Accessibility Plan 2024-2026	2024	28		<a href="#">Town of Oliver website</a>
Town of Oliver Housing Needs Report	2020	36		<a href="#">Town of Oliver website</a>
Traffic Calming Study	2018	52		Town of Oliver staff

Table A. Summary of Town of Oliver documents. Links/sources were accurate as of November 18, 2024.

## Summary of Key Documents and Connections to Social Development Work

Below is a summary of key documents with connections to social development work. Some summaries were written with the support of theming software.

### Community Energy and Emissions Plan

The *Oliver Community Energy and Emissions Plan* provides the Town with a to a low-carbon future. It prioritizes a sustainable, economically vibrant community that actively addresses climate change. The plan sets ambitious greenhouse gas (GHG) reduction targets, aiming for a 40% reduction from 2007 levels by 2030 and 80% by 2050. To meet these goals, CEEP focuses on three main action areas: enhancing infrastructure for low-emission transportation, implementing policies to reduce energy use in buildings, and community engagement to encourage sustainable practices.

The *Oliver Community Energy and Emissions Plan* identifies six *Big Moves* to reduce emissions. These include increasing active transportation networks, expanding electric vehicle infrastructure, improving energy efficiency in residential and commercial

buildings, and promoting waste reduction and renewable energy use. Additionally, the plan emphasizes organizational leadership within the local government, embedding climate action into everyday decision-making processes.

The plan envisions a future where, by 2040, Oliver's air quality and natural systems have improved due to decreased reliance on fossil fuels and increased green spaces. Most transportation is expected to be by electric or non-motorized means, and buildings will utilize renewable energy sources. With a strong community commitment, the *Oliver Community Energy and Emissions Plan* aims for a livable, resilient town where energy and cost savings are realized through sustainable choices, ensuring Oliver's adaptation to ongoing climate challenges.

The plan connects to the Town's social development plan in several ways: it emphasizes the importance of equitable access to energy efficient technology and programs by encouraging the Town to take an equity lens to its planning (e.g., planning an electric vehicle network); it identifies the importance of community engagement and education for everyone; and it identifies that cleaner energy systems will improve air quality and health for everyone in the community (in addition to the physical health benefits of promoting cycling and walking).

## Corporate Energy and Emissions Plan

The *Oliver Corporate Energy and Emissions Plan* lays out strategies for the Town of Oliver to reduce greenhouse gas (GHG) emissions within its operations, aligning with commitments under the BC Climate Action Charter. The plan highlights co-benefits, such as reduced energy costs, healthier environments, community economic development, and enhanced climate resilience. The Town's 2022 emissions are primarily from municipal operations, with key contributors being water, wastewater, and public services.

The Town has already implemented various efficiency measures, such as replacing streetlights with LEDs, installing solar panels at the fire hall, and upgrading HVAC systems in municipal buildings. The plan identifies critical areas for improvement, particularly in wastewater and water management, as they account for significant emissions and energy costs. The Town's fleet replacement, waste management initiatives, and water conservation efforts will contribute to emissions reductions.

To meet its targets, Oliver's strategy includes improving building efficiency, adopting renewable energy sources, and upgrading water infrastructure. The plan outlines specific actions and timelines, with an emphasis on regular monitoring and reporting. It underscores the importance of local government leadership in climate action, aiming to

inspire broader community involvement. The implementation will be tracked and updated as needed to ensure alignment with evolving sustainability and Town goals.

The plan identifies that by reducing emissions and improving energy efficiency, the plan contributes to better air quality and a healthier environment for Oliver's residents. These improvements can lead to enhanced public health outcomes and overall well-being (a consideration of social development work).

## Community Safety and Crime Prevention Committee Priorities

The *2021 Community Safety and Crime Prevention Priorities Report* outlines a proactive approach to improving safety in Oliver and surrounding areas. The Town's previous Community Safety and Crime Prevention Committee identified four main priorities: support services, inter-agency coordination, RCMP support, and property crime reduction. Support services include enhanced victim and addiction services, better inmate release support, and increased mental health assistance. Coordination efforts focus on managing nuisance properties and improving bylaw enforcement, while RCMP priorities involve advocating for additional officers and increasing involvement in drug enforcement. Property crime prevention strategies included promoting CCTV usage, a social media campaign to encourage reporting, and improved crime data mapping to identify hot spots. The committee also targeted public education on securing properties and landlord responsibilities in property maintenance.

While progress was made on many of these priorities in the committee's plan, several initiatives still remain outstanding that are relevant to this project. For example, there is still need for community advocacy for additional mental health and substance use services in the community, a demand for coordinated services for individuals experiencing homelessness (e.g., joint partners for support services), and housing affordability.

## Community Wildfire Resiliency Plan (CWRP)

The Town of Oliver's *Community Wildfire Resiliency Plan (CWRP)* will mitigate wildfire risks and enhance community preparedness through the seven FireSmart disciplines: education, legislation and planning, development considerations, interagency cooperation, cross-training, emergency planning, and vegetation management. The plan outlines actions to reduce the risk of wildfires impacting structures, critical infrastructure, and lives. The plan also emphasizes community outreach to encourage FireSmart practices among residents, helping to empower them in reducing risks associated with wildfire-prone areas, especially in the Wildland Urban Interface (WUI)

zones. Specific actions include developing bylaws for FireSmart landscaping, managing vegetation in public spaces, and conducting assessments on critical infrastructure. Collaborative strategies involve Indigenous partners, and other interest holders to conduct joint training, enhance communication, and ensure a rapid, coordinated response to potential wildfires.

As a living document, the *CWRP* will adapt based on the availability of resources, community feedback, and evolving fire hazards. Recommendations for ongoing assessments, interagency cooperation, and community training events are expected to contribute to a more resilient community. Through regular updates and community engagement, the plan aims to balance ecological health with proactive wildfire management, positioning Oliver as a safer and more prepared town in the face of increasing wildfire risks in British Columbia.

The plan also specifically identifies that some individuals in the community may require additional supports than others in the community around wildfires. For example, the *CWRP* acknowledges the needs of vulnerable individuals, particularly in the context of wildfire and smoke-related health risks. The plan includes provisions for creating clean-air spaces in community buildings with high-efficiency particulate air (HEPA) filters, specifically targeting places designated as emergency operation centers and shelters. It also proposes having a stockpile of N95 masks for high-risk individuals and promoting affordable clean-air solutions for residents. These measures aim to protect the community's health during smoke events, with a focus on supporting vulnerable populations such as seniors and those with health conditions. These are potential areas that FireSmart and social development can collaborate moving forward.

## Downtown Oliver Action Plan

The *Downtown Oliver Action Plan*, created to revitalize the heart of Oliver, outlines a range of strategies focused on enhancing the economic and social vitality of the downtown area. The plan includes 11 key actions. These actions were shaped through extensive community engagement, including surveys and events. Short-term priorities include establishing a downtown working group, initiating a buy local campaign, and creating a beautification program to address downtown vacancies and encourage more pedestrian-friendly spaces. The plan also calls for improvements in parking and traffic management, enhancing downtown branding, and encouraging local business growth through policies that simplify processes and attract diverse business types.

Medium-term goals such as studying the feasibility of a wine centre, enhancing Main Street with pedestrian-focused infrastructure, and exploring mixed-use residential development to increase downtown liveliness are included in the plan. Additionally, the

plan emphasizes the importance of forming partnerships with regional stakeholders like the South Okanagan Chamber of Commerce and Osoyoos Indian Band to maximize economic opportunities and align efforts for sustained downtown growth.

The plan also speaks to intersections with the social well-being of Oliver. Key challenges highlighted include deteriorating buildings, limited parking, and poorly maintained properties which make some community members less likely to go downtown. Suggestions include establishing stricter bylaws to hold landlords accountable for property upkeep and improving the overall aesthetics to enhance downtown's attractiveness and vibrancy. Additionally, participants shared that there are accessibility concerns and barriers that need to be addressed to create a more appealing, accessible community space in the downtown area. These are potential areas that social development can work on in the longer-term with other interest holders that have a common interest in Oliver's downtown.

## Food Secure Oliver

*Food Secure Oliver* outlines a community-driven plan to improve food security in Oliver over the next decade. The initiative identifies barriers to food access, such as limited availability of healthy food options, diet-related health issues, and economic challenges, despite Oliver's agricultural resources. The plan, developed with the Town, community partners, and community members, sets forth a vision for a community where locally sourced food is accessible to all. Key goals include fostering a community food culture, strengthening the local food economy, improving food access, encouraging sustainable food practices, and building collaborative capacity to advance food security.

To achieve these goals, a variety of approaches must be taken, including promoting food-growing practices, celebrating diverse food cultures, connecting local food to residents, protecting natural resources, and developing food-related skills. A mix of strategies and ideas aims to address these areas through specific actions, such as establishing a community food council, promoting urban agriculture, and maintaining agricultural zoning, creating a community garden, hosting multicultural food events, enhancing public transport for food access, and potentially establishing a central food hub.

The plan highlights that achieving food security goes beyond community programs, and requires systemic changes that address root causes of food insecurity, like income inequality. Nonetheless, *Food Secure Oliver* emphasizes Oliver's ability to make substantial strides through local partnerships, advocacy, and innovative funding models. The implementation should be overseen by an advisory group, ensuring that actions

align with community needs and resources, with updates scheduled every five years to assess progress and adjust goals as necessary.

## Grow Oliver

*Grow Oliver*, developed for the Town of Oliver, is a community-focused economic development plan aimed at revitalizing the local economy. Rooted in the 2016 Official Community Plan, this initiative was further influenced by the *Downtown Action Plan*, which identified the need for a cohesive approach to economic growth, with an emphasis on downtown revitalization. The strategy reflects feedback from extensive community engagement, involving residents, businesses, local organizations, and youth, which highlighted the community's economic goals and aspirations. The strategy's objectives prioritize creating a vibrant downtown, fostering a resilient economy, supporting local businesses, attracting investment, enhancing tourism, promoting affordable housing, and fostering sustainable development through green initiatives and partnerships with regional stakeholders.

The strategy is structured around three main areas:

- **Consolidate Our Foundation:** focuses on laying the groundwork for economic development through the formation of a Grow Oliver Committee, the appointment of a coordinator, and a comprehensive business support package.
- **Strengthen Our Heart:** targets downtown revitalization with actions like the Oliver Buy Local Campaign, the development of a food hub, and initiatives for enhancing childcare and beautifying public spaces.
- **Grow Our Opportunities:** centres on expanding Oliver's appeal through regional collaboration and tourism development. This includes studies for event centers, transit mobility, and cycling tourism programs, along with efforts to create a community investment cooperative to drive local economic growth.

The document identifies several social issues that impact the community of Oliver, primarily tied to economic and social infrastructure needs:

- **Affordable housing:** The strategy acknowledges the challenge of increasing housing costs and the need for affordable housing to support local families and workers.
- **Childcare accessibility:** Lack of affordable childcare is noted as a significant barrier for families. Without accessible childcare, primary caregivers face difficulties participating fully in the workforce, impacting family income and local business productivity.
- **Youth retention and employment:** There is a noted trend of declining numbers of young families and youth, attributed to limited employment opportunities and affordable housing, which may threaten the long-term vibrancy of the community.

- Economic impact of aging population: With over half of the population expected to be over 65 within a decade, there will be increased demand for healthcare and services catered to older residents. This demographic shift also raises concerns about income disparities, as seniors often have lower median incomes than working-age individuals.
- Food security and local food access: Initiatives like the Food Hub aim to improve food security by supporting local food processing and distribution, which could help address both economic resilience and health access issues within the community.
- Indigenous relations and cultural inclusion: The strategy underscores the importance of enhancing collaboration with the Osoyoos Indian Band, aiming for mutual economic benefits and strengthened cultural ties.
- Public transit and mobility: Limited local and regional transit options create challenges for residents who rely on public transportation, especially affecting accessibility to employment and services.

The social development function must take into account and consideration the strong links between social development (e.g., improved child care) and economic development in moving certain initiatives forward).

## Official Community Plan

The Official Community Plan (OCP) outlines the long-term vision of Oliver. It was informed by the community through engagement and a review of other OCPs. It outlines a number of policies to guide the Town's planning and land use planning. It includes topics such as community goals, growth strategies, OCP future land use planning, and recommendations around monitoring and evaluation.

The OCP has a specific section on health, wellbeing and community development (section 20). It recognizes four objectives:

- Encourage the creation of a healthier built environment that supports more active transportation choices and improve public safety.
- Increase the number of pedestrians and cyclists in the Town of Oliver.
- Improve public education and awareness around the links between population health and land use planning.
- Support social development initiatives and programs where practical and feasible.

## Oliver Age Friendly Assessment and Action Plan

The *Oliver Age Friendly Assessment and Action Plan* outlines strategies to enhance the quality of life for older adults in Oliver. The plan focuses on eight key areas: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services. Through community consultations and surveys, the plan identifies existing strengths and areas needing improvement to make Oliver more accommodating for its aging population.

Key recommendations include improving the accessibility and safety of public spaces, enhancing transportation options, and increasing affordable housing suitable for seniors. The plan also emphasizes the importance of fostering social connections by supporting community events and programs that encourage active participation among older adults. Additionally, it advocates for better communication channels to ensure seniors are informed about available services and opportunities, as well as promoting respect and inclusion in all community activities.

To implement these recommendations, the plan suggests forming partnerships among local government, community organizations, and residents. It proposes establishing an age friendly committee to oversee progress and ensure that the needs of older adults are considered in future planning and development. By adopting these strategies, Oliver aims to create a supportive environment that enables seniors to lead active, engaged, and fulfilling lives within the community.

Specifically related to the social development plan, the entire plan is relevant to social development work of the Town of Oliver. However, related to some of the specific themes emerging through the social development work, the *Oliver Age Friendly Assessment and Action Plan* has some of these themes that directly intersects with the themes emerging from the social development engagement:

- **Social participation and inclusion:** The engagement activities highlighted that many seniors experience social isolation due to limited opportunities for engagement. The plan recommends increasing accessible social activities and events to foster community connections and reduce isolation.
- **Transportation challenges:** Limited transportation options hinder seniors' ability to participate in social activities and access essential services. The plan suggests enhancing public transit and community-based transportation services to improve mobility for older residents.
- **Housing affordability and accessibility:** Affordable and suitable housing is a concern for seniors, impacting their ability to age in place. The plan identifies the

importance for developing diverse housing options that are both affordable and accessible to meet the needs of the aging population.

## Oliver and District Recreation Plan

The *Oliver and District Recreation Plan* aims to guide recreation services and capital improvements for Oliver, and the surrounding areas over the next 10–20 years. The plan lays out specific goals and principles, emphasizing service excellence, partnerships, inclusivity, and year-round recreational opportunities. Priorities include enhancing staff skills, strengthening partnerships with local and Indigenous groups, and promoting volunteerism. Inclusive and accessible recreation is a core focus, with initiatives to collaborate with the Osoyoos Indian Band on cultural programming and work with community groups to accommodate all abilities. The plan also prioritizes a balanced approach to affordability and cost-recovery to maintain accessible programming.

Implementation involves strategic partnerships and funding options to meet evolving community needs. Regular training, efficient management, community engagement, and policy adjustments are among the key recommendations. Volunteer recognition programs and a range of cultural and age-specific recreational offerings will foster community connections and inclusivity. By leveraging resources and community support, the *Oliver and District Recreation Plan* seeks to enhance the quality and accessibility of recreation for all residents.

There is also direct cross over with social development work. The *Oliver and District Recreation Plan* addresses several social issues within the community, focusing on inclusivity, accessibility, and community engagement. Key aspects include:

- **Inclusivity and cultural engagement:** The plan emphasizes collaboration with the Osoyoos Indian Band (OIB) to integrate Okanagan culture into recreational facilities, parks, activities, and events. This includes developing interpretive signage along the river to acknowledge cultural significance and promote intercultural sharing. There is an opportunity to collaborate with Oliver and District Recreation on these initiatives.
- **Accessibility and age-friendly initiatives:** The plan specifically identifies working with the Oliver Accessibility and Age-Friendly Committee, to ensure that facilities, programs, and events are welcoming to individuals of all abilities. It also seeks to expand programming for seniors, focusing on arts, digital literacy, and mental wellness, and to engage newcomers to Canada in recreational activities. These are opportunities to work closely with the Oliver and District Recreation team on these initiatives.

- Volunteerism and community support: The plan highlights the importance of supporting volunteer groups by providing resources, promoting opportunities, and recognizing contributions through programs like the Spirit of Oliver award. It also addresses affordability by developing a Fees and Charges Bylaw and reviewing subsidized rates to ensure financial viability while supporting those in need. There are opportunities to seek innovative funding opportunities for affordable recreation activities and opportunities in the community, particularly given that recreation is typically a protective factor for youth and children from a community safety and well-being perspective.

## Oliver Trails Master Plan

The *Oliver Trails Master Plan* provides a strategic framework for developing and enhancing trails in Oliver. It seeks to expand the area's trail network, connecting key destinations like parks, neighborhoods, and natural areas while accommodating various types of users, from walkers and cyclists to equestrians. The plan emphasizes non-motorized use in valley trails, with specific routes also designated for motorized accessibility for those with mobility needs. Public input was central to shaping the plan, highlighting the community's desire for safe, accessible, and scenic trails that celebrate the natural beauty of the area.

A significant portion of the plan addresses the collaboration required among different governing bodies, including the Town of Oliver, the Regional District, and the Osoyoos Indian Band. Each organization has jurisdictional interests and policies that influence trail development, particularly concerning land tenure and environmental conservation. The plan outlines shared goals for preserving cultural heritage and ecological sensitivity, with trails designed to blend into natural settings while supporting recreational and educational opportunities. This cooperative approach ensures that trail expansions respect both cultural sites and environmental sustainability.

The plan also includes a detailed action plan with priorities, timelines, and funding strategies to guide trail development and maintenance. Key recommendations focus on establishing clear standards for trail safety, signage, and user guidance while identifying high-priority trails for immediate development. It highlights the need for continuous funding, risk management, and volunteer support to maintain the trails and ensure ongoing community engagement.

The plan complements social development principles and the themes emerging through the development of the social development plan. Examples of the connections between the *Oliver Trails Master Plan* and the social development plan include:

- **Community connectivity and social interaction:** The plan emphasizes creating a well-connected trail system that links neighborhoods, parks, and key destinations, fostering social interactions among residents. By providing accessible routes for walking, cycling, and other non-motorized activities, the trails encourage community engagement and cohesion.
- **Inclusivity and accessibility:** Recognizing the diverse needs of the population, the plan advocates for trails that accommodate various users, including pedestrians, cyclists, and individuals with mobility challenges. This inclusive approach ensures equitable access to recreational opportunities, promoting social equity within the community.
- **Health and well-being:** By encouraging active transportation and outdoor recreation, the trail network aims to improve public health outcomes. Accessible trails provide residents with opportunities for physical activity, contributing to overall well-being and addressing social issues related to sedentary lifestyles.

## South Okanagan-Similkameen Child Care Action Plan

The *South Okanagan-Similkameen Child Care Action Plan* is a ten-year strategy to enhance accessible, affordable, and quality child care across the region, including the District of Summerland, the Towns of Princeton and Oliver, and the Village of Keremeos (the City of Penticton developed its own complementary plan at the same time). Developed through community engagement, policy reviews, and regional data analysis, the plan identifies significant shortages in child care spaces, particularly for infants and toddlers, school-aged children, and families needing care outside traditional hours. The plan calls for collaboration between local governments, school districts, and other public and private interest holders to address these gaps through the development of 1,100 new licensed spaces over the next decade, aiming for a ratio of 33 spaces per 100 children.

Key actions target four strategic priorities: increasing accessibility, improving affordability, enhancing quality, and fostering partnerships. To increase accessibility, recommendations include endorsing regional child care space targets, forming a child care action group, and collaborating with public partners to secure funding and locations for new facilities. On affordability, actions include supporting non-profit providers with grants and subsidies, promoting awareness of the Affordable Child Care Benefit, and advocating for reduced costs from senior governments. The quality-focused recommendations emphasize standards in staff training, recruitment, and retention, encouraging the development of Early Childhood Education (ECE) training programs locally and exploring facility guidelines to ensure best practices in child care environments.

The plan underscores the importance of partnerships with Indigenous communities, employers, and adjacent municipalities, as well as active advocacy for child care support at the provincial and federal levels. Annual monitoring and reporting are recommended to track progress and adapt to emerging needs and policy changes. Through a structured approach, the plan aims to make child care in the South Okanagan-Similkameen more inclusive, supportive of local economic growth, and reflective of diverse family needs across the region.

## Town of Oliver 2019 Citizen Survey

The 2019 Citizen Survey for the Town of Oliver, conducted by Ipsos, assessed public satisfaction with municipal services and identified community priorities. The survey revealed that 96% of citizens rated the quality of life in Oliver as "very good" or "good," with 25% noting improvements due to increased amenities and development. However, crime emerged as a primary concern, with 43% identifying crime-related issues as a top priority for the town. Safety perceptions have decreased, as 42% of citizens felt community safety had worsened over the past three years, primarily due to increases in break-ins, theft, and drug-related issues.

Town services received high satisfaction ratings overall, with 97% of citizens satisfied with the quality of services provided. Fire services, solid waste collection, and parks services were among the most positively rated. Citizens expressed a preference for renewing existing infrastructure over new developments and prioritized investment in protective services (fire and police), social well-being, and economic development for the coming years. In particular for this project, the second most important emerging priority (page 10), was the Town addressing social well-being (e.g., homelessness, addiction, mental health) over the next four years.

Financially, 86% of residents felt they received good value for their taxes, and 73% preferred tax increases over service reductions. There was also significant support (80%) for a bylaw banning single-use plastics. For communication, citizens favored email, mail, and newspapers as the primary channels. High satisfaction was reported with the town's customer service, especially in areas such as staff courtesy and responsiveness, reflecting strong community engagement in municipal operations.

## Town of Oliver Accessibility Plan 2024-2026

*The Town of Oliver's Accessibility Plan (2024-2026) is the Town's first formal strategy focused on enhancing accessibility for all community members. Developed with input from the Accessibility and Age-Friendly Committee and Town staff, the plan targets five*

main areas: accessibility of facilities and public spaces, access to information, employment practices, partnerships with community organizations, and continuous improvement efforts. The plan outlines 24 specific actions spread over three years.

The plan's development involved a comprehensive process, including feedback collection, facility tours, and consultations with residents, revealing challenges in areas such as physical accessibility, digital communication, and employment. Key themes identified include the importance of accessibility improvements, specific physical barriers in the town, and suggestions for alternative communication methods. Additionally, participants expressed a need for the town to prioritize accessibility in both infrastructure and public engagement, ensuring that services meet diverse needs.

The three-year action plan emphasizes ongoing community feedback, continuous staff training, and the integration of accessible design in municipal projects. Actions for 2024 focus on evaluating transit and public infrastructure; 2025 initiatives include staff training and implementing audible crosswalk signals, while 2026 actions aim to map accessible features and partner with BC Transit to expand services. The plan highlights the Town's commitment to continuing to improve accessibility in its programs and infrastructure to support its employees and residents.

## Town of Oliver Housing Needs Report (2020)

The *2020 Oliver Housing Needs Report* provides a comprehensive overview of housing requirements and challenges in Oliver. The Town, with a projected increase in senior population (from 36% in 2016 to 45% by 2027), is facing a growing demand for age-friendly and affordable housing. Key issues identified include an insufficient supply of rental and affordable units and a notable portion of the population living in core housing need—11% of households. The report emphasizes that demand for smaller units (one- and two-bedroom) will increase, particularly for renters and seniors needing accessible, community-connected housing.

The report highlights that while Oliver has made some progress toward meeting housing demands, more is required to address both current and projected needs. An estimated 187 new housing units, including both rentals and ownership options, are needed by 2025. Additionally, addressing core housing needs for approximately 234 households will require a mix of new construction, rental subsidies, and property upgrades. Provisional housing issues are also highlighted, with an estimated 50 youths living in unstable conditions and 32-40 people experiencing homelessness. This indicates a need for more secure, affordable housing options.

Moving forward, Oliver's housing strategy will need to focus on expanding affordable and age-friendly housing options. The town must balance its housing developments to accommodate a high proportion of seniors while addressing rental demand for lower-income residents. Initiatives such as partnerships with non-profits, incentives for affordable housing developers, and policies that support accessible design for seniors are recommended to enhance Oliver's housing landscape and ensure that the town can meet future housing needs.

The *2020 Oliver Housing Needs Report* provides insights into homelessness and housing challenges in Oliver, British Columbia. While specific data on the number of individuals experiencing homelessness is not available, the report highlights that 10% of households are in core housing need, indicating they live in unsuitable, inadequate, or unaffordable housing. This percentage has increased from 8.4% in 2006 and 8.6% in 2011. Renter households are particularly affected, with 31% in core housing need, compared to 4% of owner households. Additionally, 4% of households are in extreme core housing need, spending 50% or more of their income on housing. The report emphasizes the necessity for affordable and appropriate housing options to address these issues and prevent homelessness. To meet basic housing demand by 2025, the report estimates that Oliver will need an additional 187 housing units, including 109 rental units. Addressing core housing need may require approximately 234 units, and tackling provisional housing and homelessness could necessitate around 90 units. These figures underscore the importance of developing affordable housing solutions to support vulnerable populations and reduce the risk of homelessness in the community.

It should be noted that the Town is currently finalizing an updated housing needs assessment that is anticipated to be completed in December 2024.

## Traffic Calming Study (2018)

The traffic calming study outlines a number of initiatives for the Town to consider to make the community's roads safer. It identifies tactics such as speed humps, road narrowing, traffic circles, raised intersections, bump outs, raised crosswalks, and textured pavement to reduce traffic speed, and improve safety for individuals using roads.

The study intersects with social development as it focuses on improving the safety of Oliver (with a particular focus on road safety). This will support youth, children, and families that walk and cycle to activities in the community, feel safe and comfortable playing in parks near roads, and provide an overall higher sense of well-being.

## Appendix D – Changing Policy Landscape

One reason the Town initiated this project was to adapt to shifts in policies impacting the expectations and roles of municipalities in BC. Traditionally, Canadian governance was divided between federal and provincial authority (under sections 91 and 92 of the *Constitution*. From provincial authority, municipalities gain most of their powers and responsibilities. For example, in British Columbia, the *Community Charter* and *Local Government Act* outline some of the powers and responsibilities of local authorities (see Table A for a brief summary).

	Government of Canada	Province of BC	Town of Oliver
Communication	Internet; telecoms	Limited role	Municipal utilities such as water
Construction	Limited role	BC Building Code (2018)	Official Community Plan land use planning
Education	Post-secondary education	Early childhood education; elementary education; secondary education	Limited role
Employment	Employment law for federally regulated entities	<i>Employment Standards Act</i>	Local economic development and local employer
Health (health care)	Federal transfers	Ministry of Health, and health authorities (e.g., Interior Health Authorities)	Chair the Okanagan Similkameen Regional Hospital District
Health (e.g., recreation)	Limited role	Health promotion	Oliver and District Recreation
Housing	Funding	Housing policies and programs (e.g., tenancy)	Development Services Department
Law & Justice	Criminal; federal courts; federal corrections system; human rights legislation (federal)	Civil; human rights legislation (provincial); provincial court system; provincial corrections system	Bylaw Services (e.g., nuisances), speed control
Municipalities	Limited role	Create and govern municipalities	Within the confines of government legislation
Parks	National parks	Provincial parks	Municipal/local parks
Policing	RCMP	Govern municipalities	Municipal police services (e.g., local service, RCMP)

Social safety net (financial)	Employment Insurance program	Social services; worker compensation	Limited role
Transportation	Airports; borders; national highways	Provincial highways	Municipal roads; public transit

Table A. Brief overview of federal, provincial, and municipal government responsibilities

However, this division of responsibilities is evolving. Federal and provincial governments are using funding and policies to influence other governments. For example, the federal government uses the *Canada Health Act* to influence provincial governments' health care systems, and the federal government uses the *Housing Accelerator Fund* to directly influence municipalities' local housing policies.

Note: These sections of the *Constitution Act* do not address distinct and independent First Nations governments, and the traditional governance world view of Indigenous communities. This is a very important topic; however, for the purposes of this section, this specific topic is left to the expertise and much more knowledgeable academic scholars, Indigenous community leaders, Elders, and Indigenous communities.

*Shifting and ebbing of the lines*

Municipalities have been addressing community needs since they were created by provincial governments. Municipalities will advocate for funding, coordinate local projects, connect local groups, and help move initiatives forward. Additionally, governments recognize that multi-level government collaboration is vital for healthy and safe communities. For example, one of the most influential impacts on community health was the introduction of safe drinking water delivered by municipalities.

*Case study: Housing*

Housing is an example of the complexity between the multiple orders of government that have various policies and investments. At the federal level alone, the Canada Mortgage and Housing Corporation, Indigenous Services Canada, the Ministry of Housing, Infrastructure and Communities, and Veterans Affairs Canada all support or deliver housing policy, federal investments, and services in some manner. At the BC provincial level, BC Housing, the Ministry of Housing, the Ministry of Health, the Ministry of Addictions and Mental Health, and the Ministry of Finance all have a role in provincial housing policies, programs, and investments. At the local level, community collaboratives, the local government (e.g., development processes, land use), and individual entities (e.g., local developers, local service providers) all directly influence which new housing stock is prioritized, where new housing stock is located, and the speed in which it is developed. This is one reason that a strong municipal government presence and leadership is essential to a healthy local housing ecosystem.

Municipalities can help play strong coordination and convening roles and help make sense of all of the *noise* that can exist in the housing area. This can help prioritize local housing needs through the development of strong housing plans, and can create the conditions that increase

the likelihood that federal and provincial governments are more willing to invest in local housing projects and initiatives.

*Case study: Community safety and well-being*

Another case study is a brief look at community safety and well-being (see Table B). As Table B outlines, all three orders of government provide services, have influence over legislation and policies, and invest in programs that influence community safety and well-being.

	Federal Level	Provincial Level	Local Level
Corrections	Legislation and facility operations	Legislation and facility operations	Limited-to-no-role
Emergency Management	Regulations and funding	Regulations, funding, and service delivery (e.g., wildfire response teams)	Emergency Support Services (ESS)
Health Care	<i>Health Canada Act</i>	Health care systems	Limited formal role; mostly through structures such as the Okanagan Similkameen Regional Hospital District
Justice	Federal criminal justice system	Provincial criminal justice system	Restorative justice processes/programs
Mental Health and Substance Use	Funding	Legislation, funding, and service delivery	Built environment to facilitate the likelihood for higher mental health
Poverty	Unemployment insurance	Social assistance (financial); Social services; worker compensation	Local regulations around pay day loans
Policing	RCMP	Requirements for local policing services	Local service provision

Table B. Example of government complexity related to community well-being

Municipalities can help play an important local role related to community safety and well-being. With Canada’s patchwork approach between federal, provincial, and municipal governments, there will inevitably be gaps between policies, services, and investments that residents will experience. Municipalities can convene partners to identify these challenges, help develop community advocacy strategies to address these local challenges, and coordinate local initiatives to address the local gaps (if possible).

### *Changing BC Landscape*

While those are two examples in the housing and community safety and well-being contexts, in BC, municipalities are seeking tangible changes to their responsibilities from the provincial government related to:

- Accessibility from the *Accessible BC Act*,
- Emergency management from the *Emergency and Disaster Management Act*, and
- Housing from both the recent legislation and regulation changes the Provincial government has made in 2023 and 2024.

This has led to many municipalities to quickly build capacity in these areas, if they did not previously have capacity (see Appendix E). The Town of Oliver is responding to these new responsibilities by investing in social development internal capacity within the municipal government. Whether municipalities agree with the changes to their responsibilities, the Province has mandated these changes through legislation and regulations; municipalities must now respond and ensure that they meet or exceed their responsibilities and expectations.

## Appendix E – Other Communities Plan

The table below is a summary of the documents reviewed from other communities. Where appropriate, below this is a summary of each document with a short summary of some of the key connections between the document and potential connections to the Town’s social development work.

Document	Year	Pages	Summary of Learnings	Source
Castlegar Social & Economic Wellbeing Assessment	2023	29	<ul style="list-style-type: none"> <li>• These are intended to be dynamic and responsive frameworks. They must evolve based on learnings and community feedback.</li> <li>• Indigenous relations and reconciliation efforts are vital to ensuring that Indigenous perspectives play a key role in the Town’s social development work.</li> <li>• The Town must take a collaborative approach through community engagement and partnerships. This includes with residents, other governments, interest holders, and organizations. The Town incorporate a model where public engagement is an ongoing process with the community.</li> <li>• It is important to focus efforts on social policy goals such as housing, mental health, food security, equity, and accessibility.</li> </ul>	<a href="#">City of Castlegar website</a>
City of Penticton Social Development Framework	2023	46		<a href="#">City of Penticton website</a>
Community Wellbeing Strategy for City of North Vancouver	2024	66		<a href="#">City of North Vancouver website</a>
Prince Rupert Social Development Assessment	2018	29		<a href="#">City of Prince Rupert website</a>
Select Committee on a Healthy City Framework Social Development Strategy Recommendations for the City of Prince George	2018	54		<a href="#">City of Prince George website</a>

Table B. Summary of other communities’ plans. Links/sources were accurate as of November 18, 2024.

### Summary of Key Documents and Connections to the Town’s Plan

Below is a summary of some of the documents from other communities with potential connections to the Town’s work. Some summaries were written with the support of theming software.

## Castlegar Social and Economic Wellbeing Assessment

The *Castlegar Social Equity and Wellbeing Assessment* identifies key areas to enhance social equity and improve wellbeing for all residents of Castlegar. The report highlights social challenges, including access to affordable housing, healthcare, mental health resources, and food security. It seeks to address these issues through a community-centered approach, creating a framework that values inclusivity, accessibility, and support for vulnerable populations. It focuses on creating a safe and welcoming community by promoting diverse housing options, expanding mental health resources, and supporting food access programs. The report emphasizes that an effective community support system requires collaboration with local organizations and service providers, enabling equitable access to basic needs and reducing barriers that many residents face. By focusing on housing stability and food security, the Castlegar aims to provide a stronger foundation for social equity in the community.

Additionally, the assessment underscores the importance of creating accessible public spaces and transportation options, promoting inclusivity and engagement. It aims to improve community connections by enhancing parks, transit, and other public services that are accessible to all residents, regardless of socioeconomic status or physical ability. It also recognizes the significance of integrating Indigenous perspectives and fostering partnerships with local Indigenous communities. This commitment aligns with reconciliation efforts, aiming to build trust and mutual support between the city and Indigenous residents through shared decision-making and cultural inclusion initiatives.

Castlegar envisions a community where every resident has the opportunity to thrive in a supportive and inclusive environment.

## City of Penticton Social Development Framework

The City of Penticton's *Social Development Framework (2023–2026)* outlines a strategic plan to enhance the community's social wellbeing. Developed through extensive collaboration with local partners, the framework identifies six key priorities: housing, mental health and wellness supports, homelessness, supports for people who use substances, child care, and food security. These areas were selected to address pressing social challenges and to guide the city's efforts in fostering a healthier and more inclusive environment.

Central to the framework are guiding principles designed to support relationships and processes within the community. These principles emphasize inclusivity, collaboration, and proactive leadership in the social sector. By adhering to these values, the City aims

to create a cohesive approach to social development, ensuring that initiatives are both effective and reflective of community needs. The framework is intended to be a dynamic document, subject to regular review and adjustment in response to new opportunities and community feedback. This adaptability ensures that the city's social development strategies remain relevant and impactful, fostering ongoing collaboration among stakeholders to achieve shared goals.

## Community Wellbeing Strategy for City of North Vancouver

The *Community Wellbeing Strategy* aims to foster a city where all residents feel a sense of belonging and have the opportunity to thrive. The strategy emphasizes creating "complete communities," enabling residents to meet their daily needs within a short walk, thus enhancing social connections and reducing dependency on vehicles. By promoting accessible amenities, including parks, local shops, and public services within walkable distances, the City aims to increase physical activity and community engagement, ultimately improving the overall quality of life.

To address social and economic disparities, the strategy includes a strong focus on equity, accessibility, and inclusion. It proposes the elimination of barriers that prevent diverse populations from fully participating in civic life, with particular attention to accessibility for those with varying mobility, cognitive, and cultural needs. By implementing policies to support inclusivity and by investing in public spaces designed for interaction, the city intends to build a supportive, safe, and equitable environment. This approach is complemented by the adoption of an equity lens across all city operations and services, ensuring fairness in access and addressing systemic inequalities.

The strategy also prioritizes partnerships and collaborative efforts to support social services and community resilience. Partnering with non-profit organizations and local agencies, the city aims to strengthen social infrastructure, support affordable housing initiatives, and advocate for services addressing mental health, childcare, and poverty reduction. Additionally, the city is committed to truth and reconciliation, working closely with local First Nations to incorporate Indigenous culture and history into community planning. Through consistent community engagement, annual planning, and resource allocation, the strategy outlines a path forward to create a thriving, inclusive, and resilient city.

## Prince Rupert Social Development Assessment

The *Social Development Assessment* for Prince Rupert addresses significant local social challenges, including income disparity, high rates of household and child poverty, and visible homelessness. COVID-19 and the ongoing housing crisis have intensified barriers

for individuals facing poverty, mental health, and addiction issues. Although municipalities are limited in resources to address these issues fully, they play a vital role through advocacy, coordination with community partners, and local policy adjustments that facilitate social services, such as supportive housing and accessible recreation programs.

The assessment aims to identify current social supports and service gaps, assisting providers in advocating for necessary improvements. It also helps the City apply for funding to expand programs that address these identified needs. By cataloging available services in a Community Resource Directory, Prince Rupert enhances its role as a central coordinator of social information.

The assessment involved local stakeholders, including focus groups with individuals accessing services at local organizations like The Salvation Army and Cranes Crossing. It also engaged a broad range of social service providers and community organizations, helping to inform a comprehensive overview of existing social service needs. This diverse input grounds the assessment in real-world experiences and highlights areas for future municipal engagement and policy development.

Prince Rupert's *Social Development Assessment* is part of a broader strategy, supported by other initiatives such as food systems and climate action assessments. These actions, along with committees focused on accessibility and Indigenous relations, reflect the City's commitment to a holistic, inclusive, and adaptive approach to social development. This long-term framework supports the City's efforts to create a community where everyone has equitable access to social resources, housing, and support systems.

## Select Committee on a Healthy City Framework Social Development Strategy Recommendations for the City of Prince George

The Prince George *Select Committee on a Healthy City Framework Social Development Strategy Recommendations (2018)* focused on how best to achieve the seven broad goals of:

- Affordable, accessible housing,
- Clear identity and pride,
- Cultural richness,
- Equity and inclusion,
- Health and wellness,
- Safe environment, and

- Supportive and engaged community with strong neighbourhoods.

The purpose of the report was to focus on the implementation of the goals. The goals were developed in 2010, and Council wanted to focus on the actual implementation of these goals. The City formed a select committee to make recommendations in 2018 on moving forward with implementation.

## Appendix F – Quantitative Data

This appendix focuses on quantitative data about Oliver.

### Oliver Population

The current population of the Town of Oliver is 5,094. The Regional District of Okanagan-Similkameen (RDOS) population is 90,178. The Town is approximately 5.6% of the RDOS population. The Town added approximately 166 individuals from 2016 to 2021. This is about a 3.4% population growth rate.

### Oliver Age Overview

The Town's average age in the 2021 Census was 52 years old. This is significantly higher than the average in BC, which is 43. The median age is 58.

From a distribution perspective, the ages in Oliver distribute across the following brackets:

- 0-14 years old: 590 residents (11.6% of the community population)
- 15-19 years old: 210 (4.1%)
- 20-24 years old: 140 (2.8%)
- 25-64 years old: 2,235 (44.0%)
- 65-84 years old: 1,690 (33.2%)
- 85+ years old: 220 (4.3%)

Based on the age distribution, approximately 18.5% of the population is 24 years old and younger, and approximately 37.5% of the population is 65 years old and older.

Using the BC Stats from 2023, the population pyramid for Oliver looks like the information in Chart 1 below.

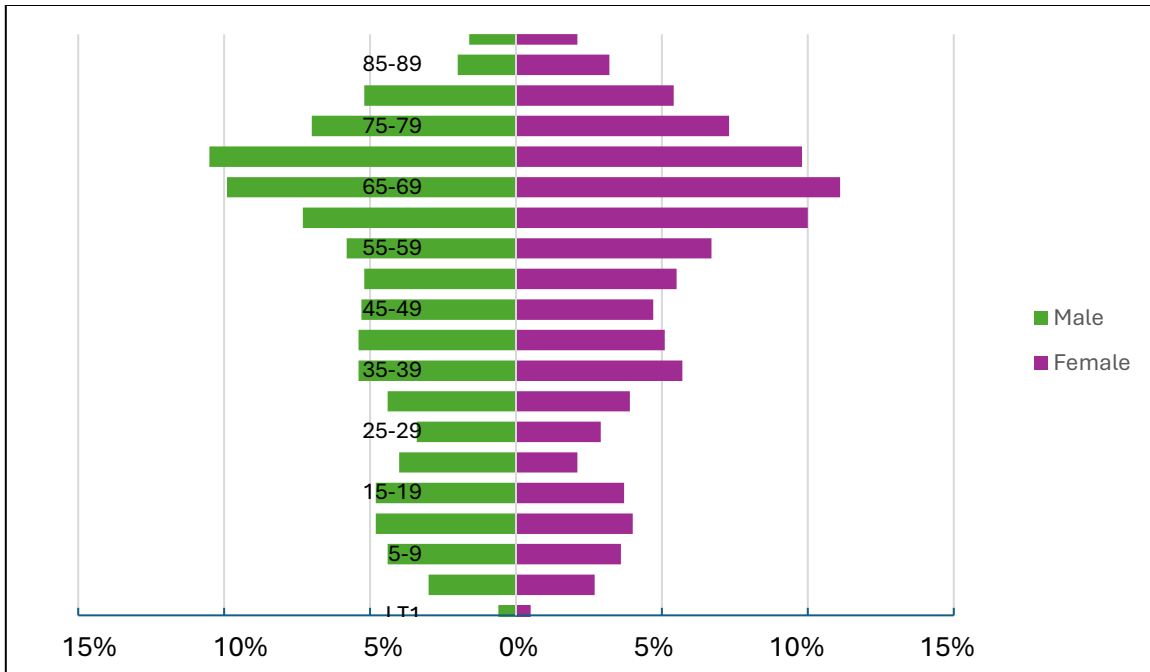


Chart 1. Population pyramid for Oliver. BC Stats (2023) data.

Oliver has a *constricted* population pyramid. This means that it is an older community in general. For communities with an older population, it is important to ensure that there are services for programs and services for older adults.

## Oliver Households

In Oliver, there were a total of 2,310 households. This was a growth in 155 households from the 2016 Statistics Canada Census, representing a growth rate of 7.2%.

Amongst households, 77.7% are owners. Of all households owners, 51.3% have mortgages on their homes (920 households). Therefore, amongst the total number of households, 510 are renters (22.1%).

Average household size is 2.2, and has changed between the 2006, 2011, 2016, and 2021 Census. In terms of the size of households, most households are either 1-person (30.5%) or 2-person (45.7%). There are some 3-person (11.0%), 4-person (8.2%), and 5-person (4.8%) households.

## Oliver Families with Children

In Oliver, from the 2021 Census, there are 570 families with children. This is 24.7% of all households in the community. Based on data from Statistics Canada, the average in British Columbia is 34.2%.

### *Immunizations of Children*

For families with children, there is information available related to vaccination and immunization coverage. This information is compiled by the BC Centre for Disease Control and is shared by BC health region. The below information is as of 2023, and is for the Okanagan valley.

Measure	BC	Region	Trend
Age 1 year – 3 doses of pertussis by age 12 months	79.6%	79.5%	Provincial average
Age 2 years – up-to-date for age	69.4%	69.7%	Slightly above
Age 7 years – up-to-date for age	65.6%	60.0%	Second lowest in BC
Grade 6 – Hepatitis B	88.8%	87.6%	Slightly below average
Grade 9 – Tetanus / Diphtheria	74.1%	72.4%	Slightly below average

Table A. Summary of vaccinations and immunizations in the Okanagan.

### *Vulnerability of Children*

Related to vulnerable children, one of the best sources of data in British Columbia is the Early Childhood Instrument from The University of British Columbia. Unfortunately, it only shared data at the region level (Oliver and Osoyoos). However, based on the most recent data, it estimates that approximately 36.8% of kindergarten children in the school district were vulnerable in either social, emotional, physical, language, or communication outcomes. Related to this plan, 16.7% of kindergarten children are vulnerable on social outcomes (e.g., social competence, respect, responsibility), and 22.8% on emotional outcomes (e.g., anxiety, prosocial behaviour). These are both slightly less than the outcome measures for the school district, School District 53.

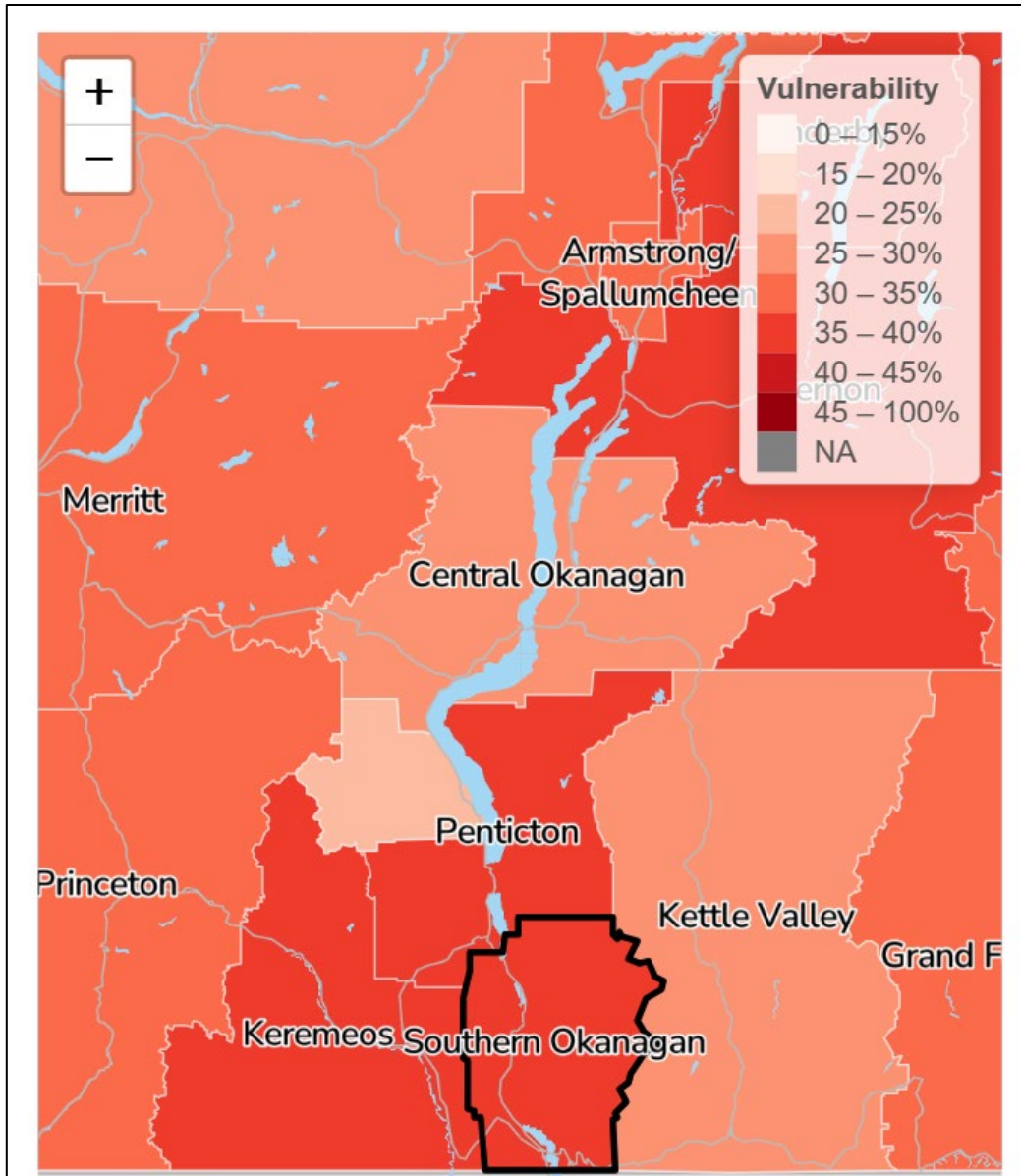


Figure 1. Map of vulnerability for our region from the EDI project.

## Indigenous Ancestry

In the Statistics Canada Census, the language *Indigenous ancestry* is used. This is the language used in this appendix, as well. For Oliver, in the 2021 Census, the following was identified for Indigenous ancestry:

- 55 individuals identify as only having Indigenous ancestry (e.g., First Nations, Metis). No individuals identify as having Inuit ancestry.

- 235 individuals identify as having both Indigenous and non-Indigenous ancestry.

## Oliver Income Data

In Oliver, the median income is \$35,600 (total), with a median after-tax income of \$33,200 for individuals. For households, the median income in 2020 was \$68,500 with the median income \$62,400 (after-tax).

While there is no *perfect* measure of poverty using Census data, there are two measures for Oliver. Using the Low-Income Cut Off, After Tax (LICO-AT), the following is for Oliver:

- 0-17 year olds: 10 individuals (1.6%), with 5 being from 0-5 years old (0.8%)
- 18-64 year olds: 80 individuals (3.3%),
- 65+ years old: 20 individuals (1.2%), and
- A community total of about 2.2%.

Using the Low-Income Measure, After Tax (LIM-AT), the following is for Oliver:

- 0-17 year olds: 75 individuals (10%), with 5 being from 0-5 years old (13%)
- 18-64 year olds: 230 individuals (9.5%),
- 65+ years old: 270 individuals (15%), and
- A community total of about 11.6%.

While this section focuses primarily on data from the Statistics Canada Census, based on the conversations from the engagement sessions, the Town's experiences volunteering and being present at social services in the community, and the general consensus in the community, the LICO-AT data for Oliver drastically underestimates the quantitative number of individuals experiencing poverty in Oliver. While the Market Basket Measure (MBM) is the best quantitative measure for poverty, this data is not currently publicly available for Oliver. The *Maytree Foundation* has an in-depth overview of the three major measures of poverty (LICO-AT, LIM-AT, and MBM) available on the [Maytree Foundation website](#).

## Oliver Languages Spoken

In Oliver, 4,040 residents (80%) identified English as their mother tongue in the 2021 Statistics Canada Census. Other languages that residents identified as their mother tongue include:

- Punjabi/Panjabi: 315 individuals (6.2%)

- Portuguese: 100 individuals
- French: 75 individuals
- Slavic languages (e.g., Czech, Russian, Ukrainian): 50 individuals
- Tagalog (Filipino): 25 individuals

## Health Data

Based on information from the BC Community Health Data program, in 2020, 72.3% of residents in the South Okanagan felt a strong sense of community belonging. This decreased to 59% in 2021. 7% of residents reported in 2021 that they almost always or often feel lonely.

Related to alcoholic beverage consumption, just under a third (32.7%) of residents have 5 or more (males) or 4 or more (females) alcoholic beverages on one occasion at least once per month. Approximately 12% of the residents smoke or vape daily, and 17.2% vape or smoke on occasion or daily. Nearly four-fifths of residents (78.9%) report that they participated in at least 150 minutes of moderate or vigorous physical activity each week.

This program only reports data for the South Okanagan (Oliver and Osoyoos).

From Interior Health's area health profile information, the region has 22 community mental health and substance use (MHSU) beds, and eight tertiary (MHSA) beds. In 2020/2021 (the last year the data is available), the health authority had active clients access MHSU services for the following (this is combined for both Oliver and Osoyoos):

- Access: 173
- Counselling and treatment services – 167
- Intensive case management – 3
- MHSU crisis response – 74
- Seniors MHSU – 55
- Substance use counselling and treatment services – 48
- Treatment, support and recovery - 78

## Mode of Transportation to Work

The 2021 Census data from Statistics Canada identifies the main mode of commuting for Oliver residents to work:

- Car, truck or van as the driver – 79.7%

- Car, truck or van as a passenger – 7.3%
- Public transit – 0.5%
- Walked – 9.8%
- Bicycle – 1.6%
- Other – 0.8%

## Sources of Quantitative Data

The data was retrieved from the

- 2021 Census (Statistics Canada),
- [BC Community Health Data](#) (BC Centre for Disease Control / Province Health Services Authority),
- [Childhood Immunization Coverage Dashboard](#) (BC Centre for Disease Control / Provincial Health Services Authority),
- [Early Development Instrument](#) (The University of British Columbia),
- [Local Health Area Profile – 2021](#) (Interior Health Authority Data & Analytics Services),
- [Population Estimates & Projections for British Columbia](#) (BC Stats)

Note: The Town was also completing an updated housing needs assessment at the same time as this project. The housing needs assessment was also completing a comprehensive quantitative data analysis of Oliver's demographics. To avoid duplication of efforts, this project attempted not to replicate the same or similar efforts.

## Appendix G – General Themes from Workshops and Interviews

As part of the engagement process for the development of this plan, a number of workshops and interviews were conducted. This includes the general themes from these workshops and interviews. Based on the notes from the workshop, here are key themes. These are presented in no particular order.

### Youth

- Recreation and gathering spaces: Youth centers, indoor pools, and recreational areas
- Mentorship and after-school programs: Emphasis on increasing youth workers, mentorship, and after-school activities
- Access to resources: Importance of transportation to facilities like Foundry in Penticton and access to local support for at-risk youth.

### Housing

- Affordable and supportive housing: Significant need for affordable housing, especially for low-income families, youth, and seniors.
- Alternative housing options: Advocacy for non-traditional housing, including transition housing, tiny homes, and shelters.
- Emergency and transitional housing: Demand for consistent emergency shelters and supportive transitional options.

### Community Health and Wellness

- Mental health services: A need for accessible mental health care, particularly quick-response options.
- Healthcare access: Challenges in healthcare access, including staff shortages, ER closures, and need for local doctors.
- Physical and outdoor wellness: Promotion of outdoor activities to boost physical and mental well-being.

### Transportation and Accessibility

- Public transport and connectivity: Expansion of bus routes and community transit to link residents to essential services.
- Bike and scooter infrastructure: Adding bike lanes, scooter parking, and other accessibility features.
- Cost and accessibility barriers: Transportation affordability issues impacting low-income and elderly residents.

### Food Security

- Food banks and soup kitchens: Food banks only open limited hours and need for consistent soup kitchen options.

- Community kitchens and healthy meals: Encouragement of community kitchens and shared meal programs to support low-income families and teach cooking skills.
- Collaboration among providers: Monthly meetings among service providers and shared resource guides to improve food and service access.

#### Economic Development and Workforce Support

- Job opportunities for youth and community members: Interest in job-sharing and mentorship programs.
- Support for local businesses: Desire for more vibrant local business scenes, fewer vacancies, and investment in Main Street development.

#### Social Inclusion and Equity

- Community integration: Initiatives to foster a sense of belonging and social connection for families, youth, and seniors.
- Addressing stigma and discrimination: Challenges with stigmatization, especially around homelessness and alternative housing.
- Inclusion of Indigenous perspectives: Recognition of the importance of Indigenous relationships and community inclusivity.

A priority activity was facilitated at the community partner workshops to help prioritize the themes that were emerging through the work. The priorities that emerged were:

- Youth and children
- Housing
- Transportation
- Food security

## Appendix H – Potential List of Who to Invite to the Connections

This is the start of the list of who to invite, based on names of organizations shared during engagement sessions. This is not intended to be a final or complete list; it is intended as a starting point.

- Individuals with lived and living experience
- Members of the Oliver and surrounding communities
- 100 More Homes
- Access Centre
- BC Ambulance / BC Emergency Health Services
- BC Housing
- BC Rent Bank (office covering Oliver)
- BC Transit
- Better at Home
- BGC Okanagan
- Canadian Mental Health Association (South Okanagan Similkameen)
- Canadian Red Cross
- Churches:
  - Alliance Church
  - Grace Lutheran Church
  - Park Drive Church
  - Seventh Day Adventist
  - United Church
  - Valley Congregational Church
  - Word of Life church
- Citizens on Patrol
- Community Foundation of the South Okanagan Similkameen
- Community Futures Okanagan Similkameen
- Desert Sun Counselling
- Elks Oliver
- Emergency Support Services (Oliver team)
- Foundry Penticton
- Harvest Hut
- Interior Health Authority
- John Howard Society of Okanagan & Kootenay
- Lions Club
- Kiwanis Club of Oliver

- Kiwanis Market
- Okanagan College
- Okanagan Regional Library (Oliver location)
- Oliver and District Fire Department
- Oliver Elementary School
- Oliver Food Bank
- Oliver Hospital Thrift Store
- Osoyoos Indian Band
- Oliver Missions Society
- Oliver and District Recreation
- Oliver Senior Centre
- OneSky Community Resources
- Province of British Columbia – various Ministries
- Regional District of Okanagan-Similkameen
- Rotary Club
- Royal Canadian Mounted Police
- School District 53
- SOS Pride
- South Okanagan Association for Integrated Community Living
- South Okanagan Chamber of Commerce
- South Okanagan Similkameen Brain Injury Society
- South Okanagan Similkameen Division of Family Practice
- South Okanagan Similkameen Volunteer Centre
- South Okanagan Immigrant and Community Services
- South Okanagan Women in Need Society
- Starfish Pack
- Tuc el Nuit Elementary School
- Town of Oliver Council
- Town of Oliver Staff
- United Way British Columbia
- We Will Recover Society
- Youth with a Mission

As the Town continues this work, and identifies more partners, and potential partners, these should be invited and added to this work. This may include organizations, volunteers, staff, and community members working in (as examples): community development, education, employment supports, health, housing, mental health, Provincial Agencies or Ministries, restorative justice, substance use, victim services, and other related topics.

## **Appendix I – Copy of the Council Report and Presentation**

On the following pages are a copy of the Report to Council and the presentation from the December 9, 2024 Regular Open Council Meeting.



REGULAR OPEN COUNCIL REPORT  
Administration  
For the December 9, 2024 Council Meeting

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DATE: December 2, 2024 File No.

TO: Mayor and Council

FROM: Adam Goodwin, Project Coordinator

RE: Town of Oliver Social Development Plan

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**RATIONALE:**

To bring the Town of Oliver Social Development Plan to Council for adoption.

**OPTIONS:**

1. Council may wish to support the staff recommendation
2. Council may wish to amend the staff recommendation
3. Council may wish to refer back to staff for additional information

**RECOMMENDATION:**

That Council adopts the Town of Oliver Social Development Plan.

**RECOMMENDATION IMPLICATIONS:**

The Town received funding in 2023 from the Union of BC Municipalities (UBCM) to develop this plan. Council must receive the plan in order for the Town to submit the plan to UBCM and receive the grant monies.

**BACKGROUND:**

Council’s Strategic Plan identifies enhancing the Town’s social development capacity. In 2023, the Town hired a Social Development Coordinator (as a combined role) to help add this capacity. In March 2023, UBCM provided a grant opportunity to municipalities to complete poverty reduction planning. The Town submitted a grant application to complete the development of a Social Development Plan to guide the Town’s social development work moving forward.

Council received an update on the development of the plan during the April 2, 2024 Committee of the Whole meeting, and received an overview of the draft plan during the November 18, 2024 Committee of the Whole (COW) meeting. The PowerPoint from the November 18, 2024 COW meeting is attached to this report, along with a copy of the plan document.

Staff recommend that Council adopt the plan.

*General:* This work aligns with various Town plans and strategies (e.g., Section 20 of the *Official Community Plan*).

*Organizational:* N/A

*Financial:* A grant from UBCM helped fund most of the costs of developing this plan.

*Legal/Statutory Authority:* There are increasing responsibilities that municipalities have around social development due to changing Provincial legislation and regulations.

*Strategic Plan:* Social and Environmental

**COUNCIL REPORT/RESOLUTION HISTORY:**

<p>J.2 UBCM Poverty Reduction Planning Grant Opportunity</p> <ul style="list-style-type: none"><li>- Emergency Program Coordinator presented his report</li></ul> <p>R-49/2023 It was MOVED and SECONDED</p> <p>That Council authorize the Town of Oliver to submit an application to the Union of BC Municipalities' Poverty Reduction Planning &amp; Action Program's Stream 1 (Poverty Reduction Plans and Assessment) for \$25,000, with a deadline of March 17, 2023; and</p> <p>That Council authorize the Town of Oliver to administer and manage the grant and all grant activities, should the grant be successful.</p> <p style="text-align: right;">CARRIED</p>
--

COW-25/2024  
It was MOVED and SECONDED

That Council receive into the record the report titled 'Update on the Social Development Function' as included in the April 2, 2024 Committee of the Whole Agenda.

CARRIED

### Report Approval Details

Document Title:	Social Development Plan.docx
Attachments:	- Oliver Social Development Plan Version - For November 18 2024 Council.pdf - November 18 2024 - Oliver COW - Social Development Plan.pdf
Final Approval Date:	Dec 4, 2024

This report and all of its attachments were approved and signed as outlined below:

**Rochelle Lougheed - Dec 3, 2024 - 10:26 PM**

**Wayne Anderson - Dec 4, 2024 - 3:34 PM**



# **Social Development Plan**

## **A Guide for the Town of Oliver**

**November 18, 2024**  
**Regular Open Meeting**

**Adam Goodwin**

**(Staff anticipate this will be over the 10-minute allotment for presentations)**

# Council Direction and Last Update

## **SOCIAL & ECONOMIC DEVELOPMENT**

- Council wishes to invest the capacity of Social Development by establishing a new project coordinator position.

J.2 UBCM Poverty Reduction Planning Grant Opportunity  
- Emergency Program Coordinator presented his report  
R-49/2023  
It was MOVED and SECONDED

That Council authorize the Town of Oliver to submit an application to the Union of BC Municipalities' Poverty Reduction Planning & Action Program's Stream 1 (Poverty Reduction Plans and Assessment) for \$25,000, with a deadline of March 17, 2023; and

That Council authorize the Town of Oliver to administer and manage the grant and all grant activities, should the grant be successful.

COW-25/2024  
It was MOVED and SECONDED

That Council receive into the record the report titled 'Update on the Social Development Function' as included in the April 2, 2024 Committee of the Whole Agenda.

CARRIED

# Plan Context I

## Policy Landscape

- Accessibility BC Act
- Emergency and Disaster Management Act

## Community Request

- Latest Ipsos Survey (2019)
- Second highest request from community over next four years (2019-2023)

## Town History of Initiatives

- Healthy living coalition (2015)
- Food security plan
- Age friendly plan

# Plan Context II

## Unique Population

- Older population
- Rural
- Close to border

## Partner Advocacy

- Not for profits
- Advocating to the Town for a dedicated and permanent role

## Complements Existing Plans

- Extreme Heat Plan
- Strategic Plan (housing)
- Recreation Plan

# Plan Context III

## Peer Municipalities

- Community development coordinator – small BC municipality
- Growing in Okanagan municipalities

## Growing Grant Requirement

- Social procurement policies and active practices
- AREI/JEDI policies and practices

## Council Vision

- Socially, environmentally, economically healthy Oliver community
  - Official Community Plan (section 20)
-

# Plan Context IV

## Council Strategic Plan

- Specifically identifies social development in Council's current strategic plan
- This plan will help provide some direction for the next few years

## Regional Discussions

- Start of some regional discussions at the Regional District of Okanagan-Similkameen (RDOS) Directors table about social development from a regional perspective

## UBCM Funding

- Poverty Planning and Action funding through the Local Government Program Services funding program
- \$25,000

# Why Example (Grant Application for Trees)

7. Consider defining socio- economic benefits related to AREI (Anti Racism Equity and Inclusion) aspects in your application. As



# Approach



**Supported by on-going research, discussions with other municipalities, and synergies with other Town projects.**

# What Was Learned

Sources:

Data  
Engagement  
Other communities  
Oliver rocks  
Town documents

Oliver rocks

This is important

Successes

Opportunities

# What Was Learned II

Housing

Children and youth

Access

Affordability

Social inclusion

Food security

MHSU

Transportation

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# What Was Learned III

Everyone has a role to play

The Town needs to play a role

Town needs a lead role

Town needs some principles

Town needs priorities

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# Vision

This community's shared vision is focused on working with partners in a good way to make progress towards a safer and more well Oliver for everyone, that does not lose what is working well right now.

The Town's commitment will be to invest in a dedicated social development function.

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# Town's Approach

- Putting the Town in their shoes.
  - Being a positive model for social development partners and the community.
  - Focusing on action and outcomes.
  - Focus on prevention and holistic planning that is informed through Indigenous ways of knowing.
  - Open to new ways of social development, and using evidence-based social development decision making.
-

# Priorities

- Getting ready and getting started.
- Addressing the social impacts of policy changes.
- Youth and children.
- Mobility,
- Housing.
- Food security.

Through a focus on advocacy, capacity building, coordinating, convening, and monitoring. (Service delivery.)

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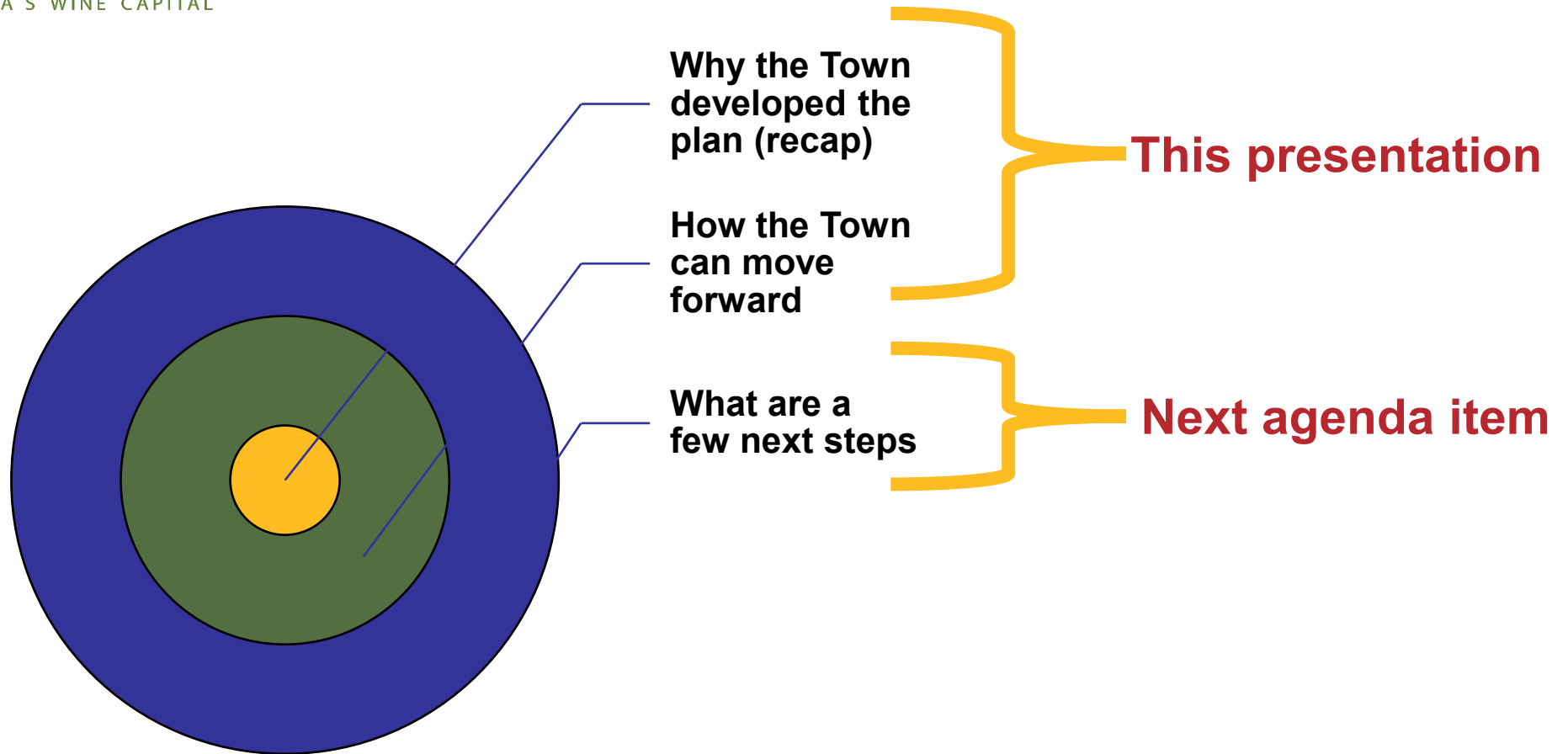
# Grant Next Steps

1. Council process:
  1. COW + future Council meeting.
  
2. Administrative process:
  1. Submit draft plan to UBCM and Province.
  2. (Nominal) revisions based on UBCM and Province feedback\*.
  3. Finalize plan, close the loop with partners, and share final copy (e.g., Town's website).

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\*it will not return to Council unless there is a material change

# Implementation Next Steps



# Recommendation

**Town Council receives the *Town of Oliver Social Development Plan***

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