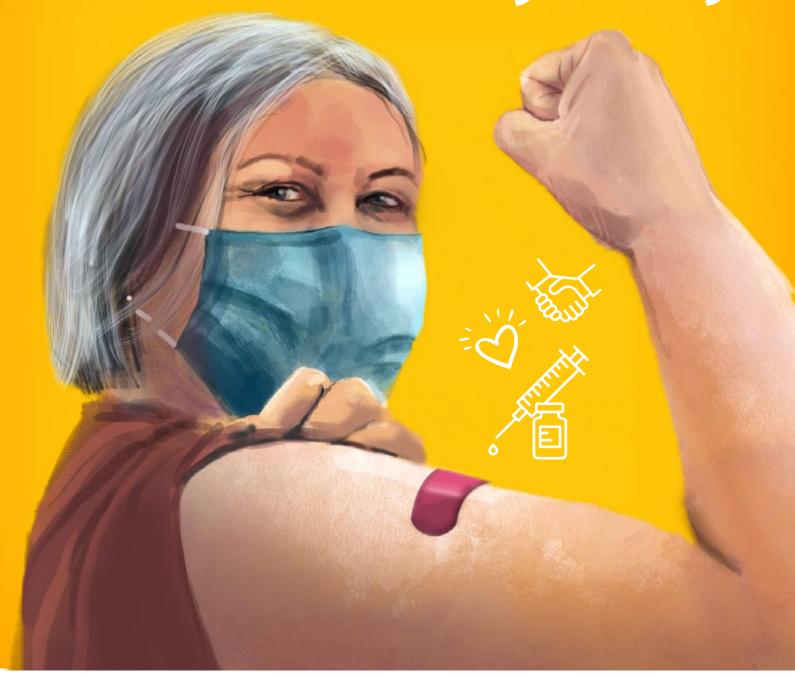


Better Every Day



THE CITY MANAGER'S QUARTERLY REPORT ISSUE 2

Better Every Day is a publication of The City of Calgary—we're Calgarians serving the city we live in, the city we love, making life better every day.

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Located on the traditional territories of the people of the Treaty 7 region in Southern Alberta, and home to the Métis Nation of Alberta, Region 3, we are situated on land where the Bow and Elbow Rivers meet. The traditional Blackfoot name of this place is *Moh'kins'tsis*, which we know as Calgary.

CALGARY INCORPORATED AS A TOWN IN:

1884

1,306,400

Second lowest cost of living of Canadian cities.

(MERCER, 2021)





Visits to the Calgary Zoo create long lasting memories of fun, adventure and learning. Born and raised Calgarian Mike agrees and warmly reminisces about visiting the Zoo with his parents as a child.

"I remember when the polar bears were there... I remember the first time the pandas came and can still sing the song," laughs Mike. "My mom always used to say, if you ever wanted to calm me down, just take me to the Zoo. I remember the dinosaur park when I was a kid with friends, getting a picture up in the archway. Being able to do that now is pretty cool with my own kids and watch them experience it in the same way."

Now a parent to three-year-old Evangeline and three-month-old Emmett, Mike and his wife Heather are very active Zoo members, enjoying the many member benefits and supporting the Calgary Zoo's renowned commitment to wildlife conservation. He says those memberships have been put to frequent use during the pandemic, which saw Alberta under never-before-seen restrictions, preventing families like Mike's from enjoying their usual outings.

"We love travelling, seeing grandparents, but of course we couldn't do all that," says Mike.

"THE ZOO WAS A PLACE THAT, FOR AT LEAST TWO OR THREE HOURS, [THE PANDEMIC] JUST MELTED AWAY. FOR US AS PARENTS, IT WAS - HOW DO WE MAKE THINGS AS NORMAL AS POSSIBLE, HOW **CAN WE GIVE OUR KIDS THE EXPERIENCES** THAT WE WANT TO, REALIZING THERE ARE **BOUNDARIES AROUND THAT."**

No one was more committed to remaining open than the Zoo itself, understanding what an enormous loss a long-term closure would be to a community desperately seeking joy and wonder during a prolonged and unpredictable pandemic. In March 2020, the Zoo had to close its doors with uncertainty about when and if they would be allowed to reopen. After recovering from the aftermath of the destructive 2013 flood, Zoo employees and supporters were willing to find that same incredible resilience to meet this new challenge and create a safe place to visit on their 124 acre urban forest.









"We thought, 'If we can't do this, who else can?" explains Alison Archambault, the Zoo's director of brand and engagement. "Our executive team approached Alberta Health Services, the Province and The City with a proposal of how we thought we could operate. We were extremely grateful for those interactions as we were able to reopen in May 2020," continues Alison. "To date we have been incredibly fortunate to be one of the few zoos in North America to be open full time since May. We recognized the responsibility and opportunity to give Calgarians a safe place to visit and our staff pivoted and worked exceptionally hard and long to make sure we could keep people safe, including our visitors, members and staff."



A COMPREHENSIVE OPERATIONAL PLAN WAS ENACTED THAT WOULD SEE ONLINE-PURCHASED, TIMED TICKETING, HOURLY AND DAILY CAPACITIES FOR PATRONS, PHYSICAL DISTANCING GUIDELINES, MASKING IN BUILDINGS AND INDOOR HABITATS, INCREASED SANITIZATION, AND A PRE-SET, SAFETY-MINDED EXPERIENCE.

The animal care team operated in a separate environment so that in the event one team became impacted by COVID-19, the other team was able to ensure the animals were cared for at all times, with the required expertise on each team to look after each species of animal.

An increased employee presence across the property helped visitors navigate the new normal. After decades of people excitedly scurrying through the gates and scrambling to see their favourite animals, patrons were treated to a one way Zooventure guided by both directional and safety signage. Staff worked around the clock to answer questions or concerns around safety, member benefits, opening hours, ticketing and more, with daily consultations happening behind the scenes with The City and AHS to recalibrate as restrictions changed to ensure patron, employee and animal safety. "With the changing restrictions, safety was our utmost priority," explains Alison.

As a regular visitor over the past year, Mike says, "It wasn't sterile, they did a really great job of communication. If there was a line up, they had people there informing you of what was going on - lots of visual cues and signage everywhere – paws on the ground for distance and arrows directing you. But it wasn't intrusive. We all knew we were operating in the 'out of the ordinary', but [visiting the Zoo] was still a human experience."



DID YOU KNOW?

Over **600** signs and **3,400** paw prints were used for wayfinding and to communicate distancing guidelines.









Alison's colleague Katie Frost is proud that even during this unusual time, the Zoo was able to generate some new revenue streams while deepening their education of conservation work. By creating new afterhours experiences, such as Locked Zoo, teams of visitors could participate in an escape game and solve puzzles to save a species.

"Conservation is a significant reason why we exist...extinction didn't take a break during the pandemic so it was important work to continue," explains Katie. "With these new, sold-out experiences, we were also able to attract some people to the Zoo who hadn't visited since they were kids."

While we can't put the pandemic behind us yet, Katie says she is touched by the positive experiences that resulted. "One of the pieces we will remember is the support of the community," she explains. "We had people offering all sorts of help and support – donations, the way they showed up to the Zoo, adapted along with us and being open to constant change. The way people stepped up was phenomenal and continues to be mind-blowing."

ALISON AGREES. "OUR STAFF HAS BEEN INCREDIBLE, BUT WE COULD NOT HAVE DONE IT WITHOUT THE SUPPORT OF OUR DONORS, OUR COMMUNITY, OUR CIVIC PARTNERS. IT TAKES A COMMUNITY TO GET THROUGH SOMETHING LIKE THIS AND WE ARE REMINDED OF THAT RIGHT NOW. THE LOVE AND WARMTH AND THE ENCOURAGEMENT WE FELT AND WE CONTINUE TO FEEL FROM THE COMMUNITY IS UNLIKE ANYTHING WE WILL PROBABLY EXPERIENCE AGAIN. IT HELPED US GET THROUGH THIS VERY TOUGH TIME."

In return, the Zoo was that source of hope and joy to others enduring this tough time. Mike concludes, "It was so engaging compared to the other places we were allowed to be. The Zoo was actually an escape from the reality of the pandemic, not a reminder of it. We felt safe for us as a family to go, even it if was modified. It was a slice of normalcy in what has been a very abnormal time for all of us. I think it is probably one of the things we did the most during the pandemic. I've sat at the kitchen table for work for the last 15 months, so it was this ability to do something different and watch a two, now three, year-old grow up in front of our eyes at the Zoo."



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COMPASSIONATE COLLABORATION

"THE RELATIONSHIP BETWEEN THE CITY OF CALGARY AND UNITED WAY OF CALGARY AND AREA IS MORE THAN A PARTNERSHIP — WE ARE A FAMILY. FOR DECADES, WE HAVE WORKED TOGETHER TO HELP VULNERABLE PEOPLE WHEN THEY NEED IT THE MOST, EASING THE BURDEN OF SUPPORT FROM ONE ORGANIZATION ALONE. FROM THE COMMUNITY HUBS INITIATIVE EMBEDDED IN NEIGHBOURHOODS ACROSS

THE CITY, TO THE STEWARDSHIP TABLE CREATED IN RESPONSE TO THE COVID-19 PANDEMIC, THE CITY HAS BEEN THERE FOR CALGARIANS WHEN THEY NEED A SAFE PLACE TO TURN."

~ KAREN YOUNG, President and CEO, United Way of Calgary and Area

Total City contribution to UW is

\$13,632,847

and of that, since 1996, \$3,094,327 was given as grants/funding.

THIS TRANSLATES TO:

6,188 individuals accessing basic needs

FOOD AND SHELTER

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6,786 youth to adulthood

12,237 individuals successfully transitioning connecting to necessary supports

4,189 children and youth EMPOWERED to hit developmental milestones and succeed

27,224 people connected and building strong communities

6,885 people with financial stability and employment training

In spite of the pandemic, City employees increased their annual pledging contribution in 2020 by over \$37,000K

The City of Calgary and United Way are founding partners in **211**, a service that connects users with community and social resources; the Fair Entry program with services for low income Calgarians; and **Community Hubs**, working in programs and activities to Calgary communities.



Groceries, personal hygiene items, diapers and technology were the most needed basics identified by 211 in 2020

Publicly launched in 2017, there are Community Hubs in five neighbourhoods across Calgary addressing top priorities such as social inclusion, access to services, community connections, fostering healthy relationships, and economic participation.



COORDINATED APPROACH TO VACCINE DELIVERY

On April 5, 2021, the Calgary **TELUS Convention Centre** (CTCC) became one of the largest mass vaccination sites in

Alberta to help combat the spread of COVID-19 and protect Calgarians. To achieve this opening was no small feat as

HIT ME WITH YOUR BEST SHOT

The City, coordinated through the Calgary Emergency Management Agency, along with the CTCC, Alberta Health Services (AHS), Calgary Parking Authority and

the Calgary Downtown Association collaborated to create a central, accessible site to offer vaccinations to Albertans. The CTCC's location, proximity to transit, and convenient parking made it an ideal facility for The City to lend logistical support to a valuable civic partner to achieve this incredible public health effort.

HOW DO I GET THERE?

TWO FREE TICKETS from

Calgary Transit

April 10 – July 14: **51,843** transit tickets were issued

90 MINUTES free parking in the

CTCC parkade

10 additional **BIKE RACKS** with a total capacity of **200 BIKES**

THE FINE PRINT - CITY SERVICES INVOLVED:

- Calgary Emergency Management Agency
- **Supply Management**
- **Calgary Transit**

- Bylaw and Calgary Police Services
- **Customer Service and Communications**

BY THE NUMBERS:

APRIL 5 - JULY 14:

doses administered •



vaccination stations

MAY 20: single day record of **6,891** vaccinations

Open seven days per week

THREE HOURS paid leave for employees to get the shot

241,920 bottles of hand sanitizer

Operating from 8 a.m.- 8 p.m., AHS involves up to **370** personnel, including physicians, students and administrative staff







FUNDING FOCUSES ON BUSINESS

During much of the pandemic, many Calgarians looked to their immediate communities to find safe, welcoming spaces for in-person, physically-distanced services, all while supporting local small business. Representing over 6,000 of those businesses, Calgary enjoys 15 Business Improvement Areas (BIAs) dedicated to the economic development, revitalization, streetscape improvements and public safety of their specific areas. In recent months, The City partnered with the Government of Canada to take action to support businesses affected by the COVID-19 pandemic and protect their important contributions to the Canadian economy.

As part of \$1.5 million in funding, the Government of Canada, through Western Economic Diversification Canada, invested in Calgary's BIAs to enable various communities within the city to support business attraction and sustainment efforts. Examples include supporting local businesses through e-commerce and promotions, and enhancing public spaces to create safe and appealing environments for visitors and businesses.







DID YOU KNOW, **BUSINESSES IN BIAs...**

Comprise about

20 PER CENT

of all Calgary businesses?

Account for over

\$670 MILLION

in assessed property and business value?

Account for 220+ **CITY BLOCKS** of businesses?

LEARN MORE ABOUT BIAS





17th Avenue BIA used the funding to enhance their website by adding an e-commerce platform for members. The platform will provide members another mechanism to promote and sell products and services with an expected sales increase for participants of 15-20 per cent within two years.



Victoria Park BIA used funding to support local artists in the Fort Chinook visual art display, which generated significant foot traffic and social media attention. Three people were employed full-time for a month, and seven people employed part-time for a week.





"FORT CHINOOK WAS THE FIRST TEMPORARY **VISUAL ART DISPLAY OF ITS KIND IN** CALGARY AND WAS INSTALLED UNDER VERY CHALLENGING CONDITIONS DUE TO THE **COLD WEATHER, AND THE NEED TO ENSURE** SAFETY FOR PARTICIPANTS DURING THE PANDEMIC. WD FUNDING THROUGH THE CITY WAS A HUGE ENABLING FACTOR IN **MAKING FORT CHINOOK A SUCCESS WHILE ENHANCING OUR PUBLIC SPACES AND ATTRACTING VISITORS."**

~ DAVID LOW, EXECUTIVE DIRECTOR, VICTORIA PARK BIA



Kensington BRZ put the funding towards the KensingtonLOVE campaign, intended to celebrate all kinds of love during the month of February. PRIDE banners were installed along 35 streetlight poles and colourful floral installations were fit inside public art pieces such as a vintage British phone booth and heart-shaped bench.



<u>Greenview Industrial</u> BIA hired the Beltline Urban Mural Project (BUMP) to create a new mural in the community and organize a social media campaign. This is part of a long-term strategy to add new murals every year, which will improve aesthetics, reduce crime and attract business to the area.



Montgomery on the Bow BIA used a portion of funds to celebrate International Women's Day by promoting female-founded businesses. This campaign led to businesses reporting they received increased interest from potential customers.



stories in our city

A PLACE TO CALL HOME

Drumming, beading, smudging, tradition. For Indigenous Elder Jackie Bromley, access to such an array of cultural activities, integrated within a senior's lodge, sounds like a dream. And thankfully that dream isn't so far off due to the efforts of the Aboriginal Friendship Centre of Calgary (AFCC).

The AFCC is one of the first Friendship Centres in Canada to open a dedicated Elders' Lodge, one that offers not only affordable housing, but both indoor and outdoor spaces to practice land teachings, hold ceremonies and promote healing. The Lodge will be located in the northeast community of Highland Park and the official groundbreaking is planned for August. The AFCC's mission is to provide Indigenous cultural connection through programs and services for the urban population.

"Not only is the AFCC Indigenous Seniors' Lodge a model of affordability, but the AFCC understands the social, economic and cultural realities and challenges our Indigenous seniors are living within," explains Shane Gauthier. AFCC's Chief Executive Officer.

"THE LODGE WILL BE HOME TO 12 RESIDENTS, BUT INTEGRATED WITH AREAS USED FOR CEREMONY, CULTURAL ACTIVITIES, SUPPORTS, AND A MEETING SPACE FOR THE ELDERS KNOWLEDGE COUNCIL. THIS IS TRULY A COMMUNITY AND A GATHERING PLACE AND CREATES A SENSE OF OWNERSHIP AND PRIDE." ~ SHANE





Affordable housing is about positive outcomes for people. It supports people of all ages, family compositions, and demographics—individuals and families who otherwise could not afford safe and stable homes. People in affordable housing have greater chances to find and keep jobs, to learn and build skills, and to be active participants in their communities.



DID YOU KNOW:

To meet the national average in 2016, Calgary needs to add

15,000 new affordable homes

The need for affordable homes grows by **2,000-2,500**

households each year

Affordable housing is **INTEGRAL** to supporting a strong local economy and prosperous city

Many Elders moving into urban centres have nowhere to meet as a community, tell stories, and practice and connect to cultural activities. For Elder Jackie, who is a cultural leader, teacher and residential school survivor hailing from the Kainaiwa Nation in southern Alberta, access to safe, affordable housing in Calgary for Elders has been a long time in coming.

"Without having access to these types of activities, many [Indigenous] seniors are becoming depressed as the offerings in other seniors' centres are just not the same type of lifestyle that they had," says Elder Jackie. "For example, those Elders with dementia, when they are living amongst tradition, a lot of memories come back for them."

"HERE THEY CAN GET SYSTEM SUPPORT BY COMMUNICATING WITH OTHER ELDERS. WE ARE LEARNING FROM ONE ANOTHER EVERY TIME WE HAVE THE OPPORTUNITY TO GET TOGETHER."

"I'm very excited to have more Indigenous homes in the city for our Indigenous people because of the discrimination that they go through. I hear about it every time I help out a client. Every time," Elder Jackie continues, referring to her work with the Awo Taan Healing Lodge. "When a client applies for a house over the phone, the landlord confirms the unit is vacant and says to come and take a look at it. So we go and once they see the person is Indigenous, they say, 'oh, I'm sorry, the place has been rented out."

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~ SHANE

"THE LODGE PROVIDES AFFORDABLE HOUSING AND A SAFE SPACE THAT WILL **COUNTER SOME OF THOSE CHALLENGES** SENIORS FACE WITH SOCIAL EXCLUSION SOCIAL ISOLATION, AND SYSTEMIC RACISM."



MORE INFORMATION:

Aboriginal Awareness Week Calgary, June 21-26 Aboriginal Friendship Centre of Calgary Awo Taan Healing Lodge Society Affordable Housing need in Calgary

Shane adds, "Our Elders are more likely to experience social exclusion, social isolation, diminishing social networks and ties, decreased social participation, and decreased personal capacity. Living alone in the city amplifies these challenges. Our Elders are also more likely to experience disproportionate social, cultural, and systemic factors that impact housing stability."

The Elders' Lodge was realized as a result of a collaboration between the AFCC, The City of Calgary and other orders of government. In March of this year, the Government of Alberta and Canada Mortgage and Housing Corporation (CMHC) announced the AFCC will be receiving a capital funding contribution of up to \$2.3 million from the Indigenous Housing Capital Program, a bi-lateral federal-provincial partnership.

This funding will support the AFCC Indigenous Elders' Lodge, which was one of the developments awarded through The City of Calgary's 2019-2020 Non-Market Housing Land Sale, where parcels of land were sold to non-profit affordable housing providers below market value. The goal of this program is to sell 10 parcels of land every two years for new affordable homes.

"This is The City's first land sale to an Indigenous organization, so this is significant," says Sharon Goulet, Indigenous Issue Strategist working with The City's Affordable Housing group. "The way we've approached this – it is just not housing – it needed to be a corporate approach in the way The City builds relationships with Indigenous stakeholders to ensure it is meaningful work.

"We have worked with the Indigenous community to co-create this space so we don't premise the project based around Western thought, and the project considers specific resources to assist the urban Indigenous community to be able to build themselves into the place they want to be. This a long-term commitment to equity, and with the success of the Elders' Lodge we can show how we can change systems and behaviours and lay the runway for our recommendations in a

The City's initial contribution in land value has enabled the AFCC to leverage an additional \$2.7 million in funding, including support from the Calgary Homeless Foundation. The City has also committed funding to support the project through the Housing Incentive Program, which reimburses non-profits for eligible predevelopment expenses and development fees, and for a rebate of actual costs for City development fees.

Sharon believes that support of cultural resurgence needs to be a core goal in providing this type of dedicated housing opportunity. She adds that The City is working with Indigenous stakeholders – including Elders, knowledge keepers, Indigenous housing and service providers, as well as others with lived experience – to identify how The City can better support affordable housing delivery for urban Indigenous Calgarians. As this work continues to be developed and informed by Indigenous voices, the timing of the recent land sale allowed The City



"WHAT I LOVE ABOUT THIS PROJECT IS RIGHT FROM THE BEGINNING, THIS LODGE HAS BEEN BUILT AND CONCEIVED WITHIN AN INDIGENOUS FRAMEWORK. THIS HAS REALLY BEEN INDIGENOUS LED AND INDIGENOUS DESIGNED. I REALLY HOPE THIS CAN BE A SPRINGBOARD AND A MODEL AS TO WHAT CAN HAPPEN IN CALGARY AND IN OTHER JURISDICTIONS." ~ SHANE

There are over 41,000 urban Indigenous Peoples living in Calgary from Nations from across the country. According to the 2016 census, the Indigenous population aged 45 and over in Alberta has increased by 23.1 per cent, meaning the demand for specific housing for Indigenous seniors will only grow. The City of Calgary's 2018 Housing Needs Assessment notes there is a need for culturally sensitive housing and supports specifically for the Calgary Indigenous population.

"Our Elders are at the centre of our communities and they deserve high quality, safe and affordable housing," says Shane. "We know that many of our seniors are living at, barely at, or comparatively well below the poverty line and may not have housing that is affordable nor culturally comfortable."

With this project, the AFCC is paving the way for other groups and Nations who are hopeful to create much-needed affordable housing. With the actualization of this first Elders' Lodge that incorporates modern conveniences and Indigenous culture, the possibilities for affordable housing and cultural connection seem boundless. 244

to immediately assist the AFCC to pursue this unique opportunity.

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HEAR MORE FROM

ELDER JACKIE AND

SHANE OF THE AFCC

Play video |

JULY

Inglewood Night Markets

Jul - Sep

Wetland Wonders

Jul 28, 30

Art in the Park

Jul 28

<u>Calgary International Blues</u> Festival

Jul 29 - Aug1

Weekly Pop-up Farm Stands until Thanksgiving

AUGUST

Beltline Urban Mural Project Festival

Aug 1-31

Water Lantern Peace Ceremony

Aug 7

Marda Gras Street Festival

Aug 8

Shaw Charity Classic 2021

Aug 9-15

<u>GlobalFest</u>

Aug 13-28

Sled Island 2021

Aug 19-21

Wetland Wonders

Aug 4, 6, 11, 18, 20, 25, 27

Art in the Park

Aug 4, 18, 25

Nature Wellness Workshops

Aug 5, 7, 14, 19, 21, 26, 28

Pride Week

Aug 27 - Sep 6



SEPTEMBER

Treaty 7 Dyke and Trans March

Sep 4

VegFest Calgary

Sep 4

United Way Energizer

Sep 9

Beat Beethoven fun run

Sep 9

Calgary Corporate Challenge
Opening Ceremony

Sep 10

Honens Festival Open Air

Sep 11

Parkdale Petfest

Sep 11

Calgary Fire Department
Fallen Firefighter Memorial on
Stephen Avenue

Sep 14

Run For Childhood Cancer

Sep 18

AIDS Walk & Run

Sep 19

Scotiabank Calgary Marathon

Sep 19

Multicultural Fall Festival 2021

Sep 24-26

Beakerhead

Sep 24-25

Harvest Half Marathon

Sep 25

Gender Equality Week

Sep 23

Orange Shirt Day

Sep 30

Alberta Culture Days

Sep 1 to 30

ANYTIME

Elections Calgary is hiring

Recruiting for the Advance Vote (Oct. 4-10) and Election Day (Oct. 18)



NEIGHBOURHOOD STREETS PROGRAM

Calgarians of all ages are invited to share their experiences, observations, drawings and photos of how the streets in their community are used.

Until July 31



BUCKMASTER PARK

Using feedback from "This is my Neighbourhood" in Bankview, Parks is looking at improvements to Buckmaster Park and the mobility network in Bankview.

Jul 12 – Aug 3



COVENTRY HILLS OFF-LEASH

An exploration of the utilization of provincial right-of-way lands to become an official dog-friendly off-leash designation.

Until August 23

CALGARY POLICE SERVICE NON-EMERGENCY SERVICE DELIVERY

The Calgary Police Service is looking for feedback on non-emergency service delivery in three main areas: ease of reporting, efficient use of resources and innovation.

Until August 23





26TH AVENUE SW CORRIDOR

The City is looking to make minor improvements for mobility along the 26th Ave SW corridor between 14th Street SW and Sarcee Trail.

Jul 12 – Aug 3

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