

COMMUNITY NEEDS ASSESSMENT

Prepared for the

WESTCOAST WOMEN'S RESOURCES SOCIETY



Funding provided by the



Prepared by:
Raincoast Communications
PO Box 386
Tofino, BC
V0R 2Z0

Table of Contents

Executive Summary	3	
1.0 Background	4	
2.0 General overview of study area	5	
3.0 Survey Analysis – Community Needs Assessment	6	
3.1 Current gaps in services	6	
3.1.1 Responses from General Public	6	
3.1.2 Responses from Service Providers		7
3.1.3 Gaps in Service – Discussion	8	
4.0 Access to Service / Barriers to access	20	
4.1 Preferred location to access service	20	
4.2 Barriers to access	20	
4.2.1 Barriers to access – Discussion		
References	23	
Appendix A – Results of General Survey	24	
Appendix B – Results of Service Provider’s Survey	36	

EXECUTIVE SUMMARY

March 1st, 2004

In July 2003, the Westcoast Women's Resources Society conducted this Community Needs Assessment, funded by the Clayoquot Biosphere Trust, which focuses on the West Coast communities of Vancouver Island – Hot Springs Cove, Ahousaht, Tofino, Opitsaht, Esowista, Ucluelet and Ittattsoo.

The purpose of the Community Needs Assessment is to evaluate access to existing services, as well as unmet needs and gaps in services in our geographic area. This is part of an ongoing process of identifying a complete picture of the West Coast communities' needs and our collective ability and responsibility to address those needs. Although each community has its own concerns and needs, there are several needs, such as adult education and affordable, healthy housing that are of concern to all of our communities on the Westcoast.

- ***Adult education opportunities*** have been identified as a primary need in our region. Respondents reported that their success in adult education courses would improve if they had access to tutors or instructors within their own community.
- ***Programs for children, pre-teen and youth*** have been identified as needing improvement by over 60% of service providers. Fees, lack of transportation and services not being offered in home communities were noted as barriers.
- 65% of service providers surveyed noted that local ***access to basic needs***, such as food and clothing, is of concern. Lack of finances and transportation are barriers to accessing basic needs. The Women's Centre in Ucluelet has been an outlet for emergency food and clothes, and it will be closing in March 2004. Service providers stated concerns about requirements for basic needs increasing with the current cutbacks to social assistance.
- ***Inadequate housing and lack of affordable housing*** has been identified as a need in all communities in the region. Tofino Council has identified a shortage of employee accommodations. Some outlying communities are faced with unhealthy housing. In particular there is a lack of housing options for women leaving abusive situations.
- Other community needs identified that are in need of our attention are: ***basic literacy and numeracy; child care, day care, and after school programs; community cross-cultural programs and events; nutritional counseling; anger management assistance; services for seniors; family counseling and parenting programs; fetal alcohol syndrome support and special needs support.***

Our hope is that this Community Needs Assessment will generate discussion within our communities and help orient existing services, as well as the creation of new services, towards these identified needs.

Jan Bate
Executive Director
Westcoast Women's Resources Society

1.0 Background

This project was initiated by the Westcoast Women's Resources Society (WWRS) and was sponsored by the Clayoquot Biosphere Trust. The project's purpose was to carry out a community needs assessment, which would assess existing services and gaps in service.

Approximately 350 surveys were distributed to service "users" (general public) throughout the west coast region and 105 of these surveys were returned (30% response). Completed surveys came from Hot Springs, Ahousaht, Tofino, Opitsaht, Esowista, Ucluelet and Ittattoo. Of these surveys, 250 were randomly distributed. The rest were delivered at focus groups, scheduled meetings and other gatherings, and through service providers. Fifty-five surveys were also distributed to service providers throughout the region. Of these, 24 were returned completed (44% response).

Meetings with service providers and other individuals were also conducted to gather information for this project. A summary of the survey results are included in appendices A and B. Information gathered through meetings and other reports pertaining to community services for the region are also included in this report.

2.0 General overview of study area

The west coast region presents many challenges for those trying to provide and obtain health, social, and community services and programs. The relatively small population (<5000) is spread out over a wide area in eight separate communities—Ahousaht, Esowista, Hot Springs Cove/Hesquiat, Opitsat, Tofino, Ucluelet East (Ittatsoo), Machoah and Ucluelet. Transportation from Ahousaht, Hot Springs and Opitsaht is by boat or air only. The current level of public transportation is poor (daily buses between Tofino and Ucluelet, although this service will be improving in Summer 2004 with a “link” bus service between Tofino, Ucluelet and points in between) and many residents do not own their own vehicles. As well, the poor winter driving conditions of Highway 4 between Port Alberni and the west coast essentially isolates the region for periods of time. Winter weather is typically poor, with high winds and rainfall limiting safety for boat and air travel. As well, winter storms frequently result in power outages.

Several agencies provide community services in the region. Nuu-chah-nulth people living on reserve receive health care service through the Federal government via the Nuu-chah-nulth Tribal Council. Nuu-chah-nulth people also have access to all other health care and social services that are provided to all British Columbians. Services are provided by a number of provincial ministries, municipal governments, schools, non-profit organizations, and private individuals. Many of the community services are delivered by part-time workers or by full-time workers who split their hours between the communities. As well, some services are provided out of Port Alberni, either by workers that travel occasionally to the coast or by clients having to travel to Port Alberni.

When considering the levels of service provided to the west coast, it should be noted that many of the needs of west coast communities are different from that of Port Alberni, a community that is often included in the overall assessment of need for the region. Lower income levels, higher rates of substance abuse, poorer housing, and a younger populations are situations more specific to the west coast and this should be taken into account when assessing any level of service (Koreski, 1994).

3.0 Survey Analysis - Community Needs Assessment

3.1 Current gaps in services

3.1.1 Responses from General Public

(Responses to question: *Of the activities listed below, please indicate whether your current need for these services is being met. (Appendix A, Part B, Question 1)*)

Percentage of respondents that identified that their current need for a service or program was **not** being met:

Adult education opportunities	21%
Children's programs	16%
Affordable, year-round housing	13%
Cross-cultural programs/services	12%
Nutritional counselling	11%
Employment training	10%
Understanding legal rights	10 %
Teen/Youth programs	9%
Women's Health	9%
After school care	8%
Job training	8%
Marriage counselling	8%
Relationship counselling	8%
Pre-teen programs	7%
Communication skills	7%
Day care	7%
Special needs/persons with disabilities	7%
Financial counselling	6%
Family counselling	5%
Gay/Lesbian support	5%
Job preparation assistance	5%
Parenting programs/support	5%

Parent-teen counselling	4%
Men's counselling	4%
Sexual abuse/assault support	4%
Assistance completing income tax and other forms	4%
Assistance with basic needs	4%
Fetal alcohol syndrome support	3%
Second-stage housing for women leaving Transition House	3%
Alcohol or drug counselling	3%
Anger management assistance	3%
Assistance with reading and writing	3%

3.1.2 Responses from Service Providers

Responses to the question: *In regards to your work, please indicate your satisfaction with the level of programs and services available to your patients/clients in our communities. (Appendix B, Part B, Question 1)*

Percentage of respondents who answered **needs improvement** or **poor** when asked to indicate their satisfaction with the current level of service available.

Affordable-year round housing	87%
Housing options for women leaving abusive situations	78%
Basic literacy/numeracy	70%
Anger management assistance	69%
Services for seniors	65%
Access to basic needs	65%
Day care	65%
Youth programs	65%
Children's programs	61%
Pre-teen programs	61%
Family counselling	57%
Adult education opportunities	56%
Sexual abuse/assault support	56%
Parenting programs/support	56%
Parent-teen counselling	53%
Fetal alcohol syndrome support	52%
Relationship counselling	52%
Special needs/persons with disabilities support	48%
Adult basic education	48%

Employment training	48%
After-school care	47%
Communication skills workshops	47%
Access to medical services	44%
Job training	43%
Marriage counselling	43%
Mental health services	43%
Women's health	41%
Job preparation assistance	35%
Nutritional counselling	35%
Understanding legal rights	35%
Alcohol and drug counselling	34%
Gay/Lesbian support	30%
English as a second language	26%
Financial counselling	22%

3.1.3 Gaps in Service - Discussion

This section is based on information from surveys, discussions with service users and service providers, and other surveys and reports. It should be noted that when considering the percentages shown in the general survey (Section 3.1.1, above) these percentages come primarily from a random survey where most respondents noted they “did not use” a particular service or program. Other options for response were “my current need is being met” or “my current need is *not* being met.” So, although some percentages may seem low, they are based on a random sample of the population and begin to show some trends. The figures derived from service providers (Section 3.1.2, above) are based on the service provider’s perceived needs of the people they serve based on their professional experience.

Adult Education Opportunities

Twenty-one percent of respondents noted that their need for adult education opportunities was not currently being met. 56% of service providers noted that adult education opportunities need improvement or are poor. 48% of service providers noted that access to adult basic education needs improvement or is poor. A desire for

access to different educational opportunities was also noted in recent focus groups held in local communities prior to the 2003 Clayoquot Symposium (CLARET, 2003).

Some respondents specified that they would like to have more recreational programs and general interest programs available such as woodworking. Others identified specific skills that could help them gain employment (e.g., computer training, new computer technologies, small boat skills, etc.).

Adult basic education is currently available through North Island College (campuses in Ucluelet and Ahousaht, with some outreach) and the Wickaninnish Community School. Several people in outlying communities identified that they would like to be able to continue with their education to receive adult basic education and eventually gain a high school graduation certificate. Although they can access resources through distance learning they recognized that their success would be better if there was a tutor or other instructor within their community. Locally initiated solutions can help in this regard. For example, some adult students in Hot Springs Cove are now registered through North Island College and are being supported in their courses by the community's public school teacher.

Basic Needs

Sixty-five percent of service providers noted that local access to basic needs (food, clothing) is poor or needs improvement. Access to basic needs is very limited within the region. The food bank in Ucluelet no longer has a coordinator and is operated by volunteers. There is no food bank in the other communities although there are seasonal (Christmas) food hampers available in some. There is no Women's Centre in Tofino and the Ucluelet office no longer has the storage space for clothing. Some food is available through the Women's Centre in Ucluelet. The food and clothing service was well used in the past.

Lack of finances and transportation to access basic needs was noted as a barrier. There is a concern among service providers that requirements for basic needs in the region will increase with cutbacks to social assistance in March 2004. Lack of access to basic needs remains a barrier for women wishing to leave abusive or otherwise unhealthy living situations.

Children/Youth Programs

Of those who could potentially use such services, 16% of respondents noted that their current need was not being met for children's programs, 7% for pre-teen programs, and 9% for youth programs. Service providers also noted that the need was high for these programs, with 65% responding that the level of youth programs needs improvement or is poor, and 61% responding that the level of both pre-teen and children's programs needs improvement or is poor. Lack of children/pre-teen/youth programs/services was also noted often as a concern when asked, "What are your greatest concerns for your community?" More programs and options for children and youth were also identified by adults, children, and youth in Ucluelet's Official Community Plan visioning sessions (District of Ucluelet, 2003).

While some programs are available, particularly in Tofino and Ucluelet, there is a desire for more programs and more equitable access. Prohibitive cost (especially for parents with several children), lack of transportation, and services not being offered in home communities, were noted as barriers to access. Very few organized programs are offered in the communities outside of Tofino and Ucluelet.

Parents of young children often take part in free events in their communities, such as Family Ties, SPARKS (in Ucluelet) or library story time, rather than paying for programs (Gee, 2003). It was recognized that the natural environment of the west coast with its beaches, trails, and forests are natural playgrounds and available to all. However, in the winter months in particular, when the weather can deteriorate, there are limited programs available for those without the means to pay or travel.

Many respondents noted the limited options for youth in our communities. When asked to rank the three most important programs/services they would like access to, 18 respondents identified programs for youth and/or a youth centre. (Youth programs/youth centre received the highest ranking of all services/programs when this question was asked.) A 1991 community values survey for Tofino also noted a significant need (the most requested social program in the survey) for a Youth Centre/Program for Young People (White, 1991).

Access to the youth centre and programs is limited and many services are only available intermittently or in particular communities. Some noted that there were few options for teens that were not “at risk” or part of a Christian youth group. This leaves a large gap for many youth. Programs for youth are very limited or non-existent outside of school in outlying communities. Some respondents were concerned over the lack of direction and options for youth. Suggestions included more access to programs and a youth centre (not just in Ucluelet), mentoring programs for youth (such as job-shadowing) (CLARET, 2003), and involvement in local government and community projects. For youth there is also concern over the recent loss of the Senior Alternate program at the high school.

Many programs are offered only because of the initiative of volunteers. Volunteers were recognized as an invaluable asset to west coast communities but if they did not take initiative programs did not often happen. Many expressed concern that children and youth must have positive outlets for young people. “We are concerned if we don’t have something, there may be problems.” “We need something to do other than watch TV.”

Child Care (Day Care/After school Care)

Access to childcare is varied throughout the region. Tofino has two licensed daycares, Ucluelet has one, and there are Head Start programs in some outlying communities. Throughout the region there is a lack of spaces in licensed daycare facilities, particularly for infants and toddlers, which limits the options for parents, particularly those wishing to return to work (Gee, 2003). Some parents reported that they may have to leave the area if their childcare needs are not met (Gee, 2003). Access to after-school care is presently available only in Tofino.

Community/Cross-cultural programs

Several respondents also expressed concern that there is a lack of awareness and understanding of different cultures within the region and suggested more cross-cultural programs and events where people from all communities in the region come together. Twelve percent of respondents in the general survey identified that their current need for cross-cultural programs and services was not being met. Other studies have also shown that there is some desire for better integration of aboriginal

and non-aboriginal people particularly in their use of community programs and events (Gee, 2003).

The District of Tofino's Official Community Plan identified as a guiding principal a desire to cooperate with First Nations. This includes creating processes so that there are more opportunities for inter-community events and cooperation (District of Tofino, 2001). Preliminary meetings leading up to the Clayoquot Symposium in November 2003 also noted that there is a desire for activities that bring communities together, such as "small cultural events that have happened in the past" (CLARET, 2003). These activities are seen as a good way to build community relations and cohesiveness as well as create awareness and understanding of other cultures.

There was concern expressed over how tourism affects the region, such as demands on local infrastructure; conflicts with residents, particularly in outlying communities; impacts on the environment; impacts on availability of housing; and money being directed to tourism rather than to community needs (CLARET, 2003).

Communication

Communication between service providers was noted as something that could use improvement. Good communication can be a challenge within the region as many of the services are under-resourced and many service providers work part-time or split their hours between two or more communities. It is not from a lack of will that communication is not better, rather from a lack of time and the recognition that it takes a person or organization to spearhead and facilitate means for improved communication. Some recent initiatives, such as the Coastal Families Resources Coalition, bring together service providers who deal with children and youth. The Ahousaht Holistic Centre coordinates meetings with several agencies within their community, including police and schools. Other workers have their own informal networks. Some workers noted that they would like to see more collaboration with First Nations communities and services providers.

Suggestions for improved communication include: greater use and advertisement of Community Services Directory in the "Our Town" phonebook (including distributing this to outlying communities); strengthening awareness of programs and services

through primary locations where people access information (Women's Centre, schools, hospital, physicians, community nurses, etc.)(Mason, 1999); a west coast "listserv" for service providers to raise awareness of programs, events, and training; and interagency meetings. Other workers suggest trying to share meeting and office space and resources to better serve the public. Many workers expressed a great desire to work together with other service providers in the area but were unclear of how to initiate or facilitate this.

Counselling/Support

While there are counselling services available on the coast, many are not accessible to those who require them. The costs of some counselling services are covered by medical plans or by other funding agencies but not everyone is covered or eligible for service. Respondents in the general survey noted that their need for the following counselling services were not being met: marriage counselling (8%), relationship counselling (8%), family counselling (5%), parent-teen counselling (4%), men's counselling (4%), alcohol or drug counselling (3%), and anger management assistance (4%). Service providers also noted that counselling service levels were poor or need improvement: anger management assistance (69%), family counselling (57%), relationship counselling (52%), marriage counselling (43%), and alcohol and drug counselling (34%).

Service providers recognized that although there are a number of counselling services on the west coast, there are not enough qualified counsellors to meet the need. Cost and transportation is also a barrier. As well, some people expressed that the counsellor available to them may not be someone they are comfortable seeing.

Respondents commented that they would like to see a variety of support groups that focussed on a variety of subject, such as: residential school healing, parents of children with Attention Deficit Disorder, parents of children with special needs, sexual abuse survivors, and recovered alcohol and drug abusers.

Drug and Alcohol Abuse/Fetal Alcohol Syndrome Support

While there are programs and counsellors available to assist with addictions to drug and alcohol abuse, there was a need expressed for more options as well as more

support groups. There was particular concern over the abuse of drugs and alcohol by youth. In a recent survey out of the University of Victoria, 43% of Tofino respondents and 38% of Ucluelet respondents strongly agreed that alcohol abuse was a community problem (Dai, 2003). 34% of Tofino respondents and 29% of Ucluelet respondents strongly agreed that drug abuse was a community problem (Dai, 2003).

A need for more education and awareness of Fetal Alcohol Syndrome (FAS) was raised in several interviews with service providers. It was felt that education in this regard would pre-empt many of the difficulties that children with FAS and their families encounter. 52% of service providers noted that local access to FAS support needs improvement or is poor.

Service providers in particular noted that there is a need for more outreach and prevention in regards to alcohol and drug abuse. For example, pregnancy outreach workers can work with parents to educate them about FAS. At present pregnancy outreach is only available in some parts of the region.

Employment Training/Job Preparation

With the exception of courses offered through North Island College, there are very few options for employment training on the west coast. The closure of the West Coast Skills Centre has also impacted the availability of opportunities in the area. Some service providers noted that basic job skills such as cashier training or waitressing skills would be of benefit to some people seeking to gain employment.

Currently, the job preparation service offered through the West Coast Career Centre is only available for people receiving employment insurance. The Women's Centre offers some assistance with resume preparation, but otherwise there are no services for people looking for assistance preparing for or searching for employment.

Respondents identified that their current need for employment training (10%), job training (8%), and job preparation (5%) was not being met. The high school provides some support in this regard, however, many people in need of this service no longer attend school. In community meetings held prior to the Clayoquot Symposium it was suggested that communities could develop a mentoring program for youth, where

youth could “job-shadow” to receive exposure to a variety of options (CLARET, 2003).

Lack of job opportunities or low-paying jobs were also noted as challenging issues in west coast communities. In a recent survey from the University of Victoria, 7% of Tofino respondents and 49% of Ucluelet respondents, strongly agreed that unemployment was a community problem (Dai, 2003).

Housing

Inadequate housing and lack of affordable housing has been identified as a need in all communities in the region. There is concern that the increasing awareness of the west coast as a tourist destination will further push prices out of the reach for renting or owning a home in the region. As well, the prevalence of bed and breakfast suites and vacation rentals further removes the potential for year-round housing from the available pool. 13% of respondents identified that their current need for affordable, year-round housing was not being met. 87% of service providers indicated that access to affordable, year-round housing needed improvement or was poor.

Some local initiatives are taking place to address this need, however, lack of housing, particularly during the summer, is a continuing challenge for all west coast communities. New housing is being built at Esowista, for example, and Tofino Council has recently released an Employee Accommodation survey (CFDC, 2003). In this survey 66% of respondents who hire full year employees believe these employees have difficulty finding accommodation and they projected that 39% of their employees would benefit by affordable employee accommodation (CFDC, 2003). 94% of the respondents who hire seasonal employees believe these employees have difficulty finding accommodation (CFDC, 2003). Tofino’s OCP currently states that new resorts will be encouraged to build employee accommodation (District of Tofino, 2001), however, it is unlikely that supply can match demand. Currently, approximately 37% of the businesses in Tofino provide some type of accommodation for their employees (CFDC, 2003). In the preliminary input for the Ucluelet OCP residents strongly voiced their concern over the lack of affordable housing as a primary concern (District of Ucluelet, 2003).

In outlying communities there is also a lack of housing as well as housing that is unsuitable or unhealthy. Mould in housing, for example, and the health problems that can result as a consequence, are of concern in Ahousaht.

The lack of affordable housing was of great concern to those service providers working with women and their children, particularly those that are attempting to leave abusive or otherwise unhealthy living environments. Although women on the west coast do have the Transition House to go to on a temporary basis, they often return to the situation that they were trying to leave because alternative housing was not available. 78% of service providers noted that the current level of housing options for women and children leaving abusive situations was poor or needs improvement.

Literacy

Basic literacy and numeracy was identified by 70% of service providers as having a current level of service that needs improvement or is poor. Although only three percent of respondents in the general survey noted that they needed assistance with reading and writing, it is unlikely that anyone with poor literacy skills would have completed the survey. A survey conducted by the Alberni Clayoquot Learning Network in 2003 also showed that low literacy levels are a significant issue in the region.

Poor literacy skills are a barrier to receiving services in our region (Mason, 1999; Make Children First, 2003; VIHA, 2003). For example, poor literacy skills restrict people's awareness of services and ability to access them. Complicated forms and difficult phrasing and language (e.g., medical jargon) are often intimidating for even those with some reading ability. Low literacy, coupled with low self-esteem, was noted by several service providers as one of the factors that prevent women from being able to leave abusive or otherwise unhealthy living situations.

Recent studies have shown that literacy is one of the biggest challenges facing children entering kindergarten. In a long-term study it was shown that three factors in a child's first seven years influenced a child's readiness and success at school: how easily they adjusted socially and emotionally into school at kindergarten, adequate growth height, and whether they were read to as a child (Make Children First, 2003).

An Early Development Indicator study was conducted for the west coast region and it was found that 3-23% of Port Alberni/West Coast children fall within the bottom 10% for language and cognitive development. (This is defined as: “Is the children interested in books, reading and writing; rudimentary math, capable of reading and writing simple sentences and complex words?”)(Make Children First, 2003).

There are a few local programs that are trying to address low literacy levels. The Mother Goose reading program works with mothers and their pre-school children. Libraries in Tofino and Ucluelet lead a story time once a week. Several people in communities throughout the region have taken the training to lead Mother Goose sessions, which are offered by volunteers. Initial plans for *The Haa-huu-pa Project*, were developed by the Wickaninnish Community School and the Clayoquot Biosphere Trust, to address the need for basic literacy and numeracy. However, to date, this program has not progressed beyond the initial stage.

Men's Services

Some survey respondents noted a lack of services specific to men. Suggestions included counselling for men and boys, support and programs for senior men, and counselling for men who abuse their partners.

Mental Health Support

There is a concern by some service providers that cuts to social assistance that will take place in 2004 will further stress the ability to provide mental health services and support to those who need them. 43% of service providers felt that the current level of service needed improvement. More workers are needed to supply the demand. Depression was noted as one community health worker as being prevalent in our communities, particularly First Nations communities. It was also noted that there is no long-term facility for people suffering from mental health issues.

Nutritional Counselling/Women's Health

Eleven percent of respondents noted that their current need for nutritional counselling was not being met and 9% of respondents noted that their current need for women's health was not being met. Some people noted concerns over obesity in our communities, particularly in youth. Rising rates of diabetes and heart disease were

also an area of concern. 35% of service providers felt that access to nutritional counselling was poor or needed improvement. Community health nurses will be initiating a Hearts for Health program on the west coast as one way to begin to address this need.

Parenting

Parents and service providers both expressed a desire for more services, workshops, and support for parents. 56% of service providers identified the current level of access to parenting programs/support as poor or needing improvement. Some service providers felt that there needed to be more workers available for families and that there needed to be better locations available for service delivery and workshops. It was felt that starting with parenting skills and providing good support to parents, particularly if they are struggling, could make a difference to the services required by parents and children in the future. For example, some respondents noted that there was some need for respite for mothers, particularly single, young mothers.

Services for Seniors

There is a very limited access to services for seniors within the region. A recent survey by the Tofino Hospital showed that there is a need for programs such as a meals program, exercise for seniors, foot care, as well as assistance with bathing. Assistance with transportation was also noted as a service that would be of benefit to seniors in the region (Tofino General Hospital, 2003). Seniors also identified a desire for assistance with transportation to appointments and programs, safer streets and sidewalks, and recreational opportunities in the Ucluelet Official Community Plan visioning process (District of Ucluelet, 2003). Tofino's Official Community Plan has a community development goal "to provide services for seniors." This is detailed under the OCP's objectives as "encourage development of a variety of non-profit seniors housing, including extended care, at-home care and Abbeyfield housing (shared-house style accommodation) (District of Tofino, 2001).

Housing that is suitable for seniors is limited within the region although the Seaview Seniors Housing Society is working towards this goal in Ucluelet. Many families find that they must move elderly relatives out of the community when their need for

housing and services are not being met locally. Some people expressed a desire for a support group or programs and courses for people caring for elderly relatives.

Sexual abuse/assault support

56% of service providers noted that the current level of access to sexual abuse/assault support needs improvement or is poor. Four percent of survey respondents noted that their current needs were not being met. Limited counselling is available through Stopping the Violence and victim's services but respondents, particularly women, expressed a need for support groups and networks in their communities.

Special Needs

Seven percent of respondents noted that their need for services for people with special needs/disabilities was not being met. 48% of service providers responded that this area of service needs improvement or is poor. Lack of services for children with special needs was also noted in other community focus groups (CLARET, 2003).

While some services are available, parents of children with special needs have to advocate for many of the services they receive (Gee, 2003, Mason, 1999). A support group(s) and activities specifically for people with disabilities or other special needs are seen as desirable services for the region.

Women's Services

Several respondents expressed concern over the loss of funding to the West Coast Women's Centre. The Centre provides a safe, welcoming venue for women and their children to go for information, advocacy, and support. It is also seen as an important place for women to turn if they need assistance and referrals to other services. Other services specific to women that were noted included women's health (see Nutritional Counselling/Women's Health above). Although the Women's Centre serves the west coast region, they are inaccessible to some because their main office is in Ucluelet. Outreach programs are held in other communities, however.

There was a desire for women's groups in some of the outlying communities where women could get together for projects and discussions. As well, while there is a safe

house (transition house) in Ucluelet, some women noted that they hoped for one, with trained personnel, in their own community.

4.0 Access to Service/Barriers to Access

4.1 Preferred location to access service

Responses to the question: *In what community are you willing to access services?*
(Appendix A, Part B, Question 2)

	Hot Springs	Esowista	Ahousaht	Ucluelet	Tofino	Ittattoo	Toquaht	Opitsaht	Not specified
Place of residence									
Ucluelet				35	10	1			6
Tofino		2	2	13	24	1		1	4
Hot Springs	8		3		4				
Ahousaht	3	1	8	1	3	1	1	1	2
Opitsaht					1			1	1
Ittattoo				3	2	2			
Esowista		3		2	3				
Unidentified residence		1		4	3		1		

4.2 Barriers to access

Barriers to access were noted as being:

- Lack of finances
- Lack of transportation
- Services unavailable in home community
- Discouraged (or not encouraged) by family
- Negative peer pressure
- Difficult to travel with young children
- Unaware as to where or how to access service
- Unable to get an appointment

(Appendix A, Part A, Question 5 and Part B, Question 3)

4.2.1 Barriers to access – Discussion

Difficult transportation from outlying communities and cost of transportation limits access to service and programs in the west coast region. This has been noted in previous studies as well (Gee, 2003, Mason, 1999). Many respondents noted that they would like to take advantage of particular programs or services *if* they were available in their community. For some specific services, particularly counselling, some respondents noted that they did not want to necessarily access that service in their

community. Reasons varied, including a desire to seek another counsellor other than the one available to them “at home.”

A recent survey by the Tofino General Hospital also noted that many seniors would benefit by some sort of transportation that could assist them in accessing services and programs (such as a Handy Dart program that is available in some cities) (Tofino General Hospital, 2003). Service providers noted that lack of transportation is a huge barrier to all services for many First Nations people living in outlying communities.

For many programs and services that *are* available presently there are challenges in making potential users as well as service providers aware of the services. The programs are operated by so many different agencies that it can become confusing and overwhelming. It is often unclear just what agency is offering what program and service. Direct communication and “word of mouth” is one of the most effective methods of making people aware of services. Initiatives such as the Community Services Directory in the small Tofino-Ucluelet phone book has made some inroads into amalgamating information on services into one reference. At present, people often use the hospital, public health and the Women’s Centre to obtain information on various services available to them in the region.

Many services and programs are only available in one or two communities. Lack of transportation and finances, as well as difficulties travelling with young children or in poor weather, make this a significant barrier to access. Programs that made the effort to go into the communities generally had good success. For example, the Transition House Outreach Worker has been running successful women’s groups in Hot Springs and Ahousaht. These groups are well received by the women in attendance who are happy to see programs come to them, where they need them.

Many programs, including recreation, counselling and education, are available but the fees are prohibitive to many with a limited income. Unless services are delivered at no charge in their home community, it is unlikely that these people will be able to access services. Lack of finances also links directly with lack of transportation. As well, low income may also mean that communication is more difficult (e.g., no phone).

Lack of education and self-esteem is also a barrier preventing people from accessing services. Many people may want or need services, but they lack the educational skills and background as well as the self-esteem to know what to ask for or how to initiate help. There is a need for service providers to go into the communities rather than waiting for people to come to them. If workers make initial connections, it can lead to people seeking services themselves through channels they feel comfortable with.

REFERENCES

- CFCD (Community Futures Development Corporation) District of Tofino Affordable Employee Accommodation Survey. 2003.
- CLARET (Clayoquot Alliance for Research, Education, and Training). 2003. Community Meeting Summary.
- Dai, S. and S. Martin Taylor. 2003. Coasts Under Stress: A Comparison of BC Coastal Communities. Preliminary data presented at Clayoquot Symposium, November, 2003.
- District of Tofino, 2001. Official Community Plan.
- District of Ucluelet. 2003. Official Community Plan Visioning Session input.
- Gee, Eleanor. 2003. West Coast Make Children First Initiative. Focus Group Report.
- Koreski, P. 1994. Report of the West Coast Community Health Council.
- Make Children First. 2003. Early Development Instrument: Community Asset Mapping.
- Tofino General Hospital. 2003. Rural Seniors Services Survey.
- White, D. 1991. District of Tofino: Community Values Survey.
- VIHA (Vancouver Island Health Authority), 2003. Accreditation 2003: Senior's Health in Port Alberni and West Coast Region.

APPENDIX A – Results of General Survey

PART B

1. Of the activities listed below, please indicate whether your current need for these services is being met. (Please check the appropriate responses.)

(Nb. Percentage of respondents identifying that their current need for that service is *not* being met is highlighted below.)

	Do not use (%)	My current need is being met (%)	My current need is <i>not</i> being met (%)	Did not answer (%)
Adult education opportunities				
	50	19	21	10
After-school care				
	77	6	8	10
Affordable, year-round housing				
	52	24	13	11
Alcohol or drug counselling				
	82	7	3	8
Anger management assistance				
	83	7	3	8
Assistance completing income tax and other forms				
	69	18	4	10
Assistance with basic needs				
	70	15	4	11
Assistance with reading and writing				
	81	7	3	10
Children's programs				
	61	12	16	11
Communication skills				
	74	10	7	10
Cross-cultural programs/services				
	66	12	12	11
Day care				
	73	11	7	10
Employment Training				
	67	14	10	10
Family Counselling				
	75	11	5	8
Fetal Alcohol Syndrome Support				
	84	2	3	11
Financial Counselling				
	76	8	6	11
Gay/Lesbian Support				
	83	2	5	11
Job preparation assistance				
	76	11	5	9
Job training				
	72	11	8	10
Marriage counselling				
	75	6	8	11
Men's counselling				
	81	4	4	11

Nutritional counselling				
	73	9	11	9
Parent-Teen counselling				
	79	8	4	10
Parenting programs/support				
	74	10	5	12
Pre-teen programs				
	80	4	7	10
Relationship counselling				
	73	10	8	10
Second stage housing (short-term housing for women and children leaving the Transition House)				
	84	2	3	11
Sexual abuse/assault support				
	80	5	4	11
Special needs/persons with disabilities support				
	77	2	7	14
Teen programs				
	76	5	9	10
Understanding legal rights				
	73	6	10	12
Women's health				
	70	10	9	11
Youth programs				
	74	8	9	9

Do you have any comments or other suggestions for programs or services needed in your community?

(Number of times similar comments were made noted in brackets.)

Seniors services

- Services for seniors (3)

Communication

- Need greater coordination of services (1)
- Education on] First Nation's and colonization history and experience (1)

Counselling/Support

- Residential school healing and after effects (1)
- Support group for children with Attention Deficit Disorder (1)
- Support groups (e.g., sexual abuse, etc.) (1)
- Higher calibre/more counselling services (1)
- Grief counselling/support (2)
- Counselling for men (1)
- "Gay/Straight alliances that are accessible and safe for youth/adults" (1)

Community

- Road/sidewalk improvements (1)
- [existing services area] more sport oriented than service (1)
- Accessible and affordable houses and apartments (1)
- More community building/matching mentors (1)
- Youth participation in civic leadership (1)
- A "Wish Foundation" (1)

Recreation/Education

- more cultural activities (2)
- more children's programs (2)
- swimming pool (1)
- youth programs (and youth centre) (7)
- sex education (1)
- more access to computers/computer training (2)
- more adult education, general interest courses (4)
- training programs (1)
- water-based activities (1)
- "local college that can train/teach programs (1)

Transportation

- transportation to access services ("Trusted drivers for (or budget volunteers) other than bus or taxi to Ucluelet/Tofino.") (1)

General Health

- Free access to eye doctor (1)

What are the three most important programs/services of those listed above that you would like access to?

[Note: Some people noted that they need services in this list, but did not those same services off in the list in the first part of question 1. Also, some people noted services in this list that they may not use, but feel there is a need for.]

Health

- Women's health (9)
- Alternative approaches to health (2)
- Nutritional counselling (2)

Housing/Community

- Access to affordable land/housing (7)
- Access to low income housing for persons with disabilities (1)
- Assistance with basic needs (1)
- Road and sidewalk improvements (1)

Child Care

- Day care for shift workers (1)
- Day care for summer (1)
- Day care (after school) (3)
- Affordable childcare (general) (3)

Education

- Adult education (13)
- Computer programs (1)
- College (1)
- Employment training (5)

Children/Youth Programs

- Children's programs (9)
- Pre-teen programs (5)
- Youth programs/youth centre (18)

Senior's programs/services

- more of/some Senior's programs/services (1)

Women's Services

- Women's Centre (1)
- Sexual abuse/assault support (6)
- Transition house/second-stage housing (1)

Parenting

- Parenting programs/support (7)

Special needs/Mental health support

- Activities/support for people with disabilities (2)
- Lending library on mental health issues (1)

(Responses to Question: *What are the three most important programs/services of those listed above that you would like access to?* continued)

Counselling/Support

- Counselling/Free counselling (3)
- Youth counsellor (1)
- Relationship (including parent-teen, marriage) counselling (5)
- Family counselling (4)
- Men’s counselling/programs (2)
- Anger management (1)
- Drug and alcohol counselling/support (3)
- Gay/lesbian support (1)

Services for men

- Men’s/boys counselling/programs (2)

Communication

- Communication skills (1)
- Cross-cultural relations/workshops (7)

Other

- Financial planning (2)
- Legal rights/legal issues (7)

**2. In what community are you willing to access services?
(Mark all that apply.)**

[Note: Actual numbers noted.]

	Hot Springs	Esowista	Ahousaht	Ucluelet	Tofino	Ittattoo	Toquaht	Opitsaht	Not specified
Place of residence									
Ucluelet				35	10	1			6
Tofino		2	2	13	24	1		1	4
Hot Springs	8		3		4				
Ahousaht	3	1	8	1	3	1	1	1	2
Opitsaht					1			1	1
Ittattoo				3	2	2			
Esowista		3		2	3				
Unidentified residence		1		4	3		1		

3. Are there any programs or services available on the west coast that you would like to use but are unable to do so? Please explain.

- post secondary courses/education (1)
- Tofino Community Hall not user-friendly inside or out (1)
- “Who is offering service...feel that WCWRS is a very closed clique who stay within their own confines and do not enlist “outsiders.” (1)
- Social barriers and lack of communication towards cross-cultural programs (1)
- Gay/lesbian support (1)
- Child psychologist (1)
- Legal services (1)
- Continuing education opportunities for clients on the west coast (1)
- [support re.] residential school (1)

Barriers to access noted:

- lack of finances (5)
- lack of transportation (6)
- difficulties with scheduling appointments if living in outlying community (1)
- no Women’s Centre in Tofino (1)
- discouraged (or not encouraged) by family (1)
- negative peer pressure (1)
- services unavailable in their community (2)
- travelling with young child difficult (1)

Comments:

“If it [Women’s Centre] had been in current location I would never had entered the building. New location seems in accessible. The location of the old women’s Centre was central and easy to access when doing chores by foot that many low income women do in Ucluelet.”

“I have often been intimidated to access the services of the WCW Centre because of the sometimes “militant” feminism of staff. It has been my experience in the past [respondent’s emphasis] the Centre has made strong discriminations towards men leaving the impression that everyone who works there are “men haters.” I do not have these impressions now due to staff changes.”

“Many of the excellent services provided for women by the Women’s Resources Society also need to be made available to men. It makes more sense for the WRS to expand its mandate. Please consider this.”

4. Please indicate ways in which you find out about community programs and services: (Mark all that apply.)

[Nb. Actual numbers indicated.]

Community notice boards	57
Community services directory	26
Notice in <i>Westerly</i>	46
Notice in <i>Haa-shilth-sa</i>	14
School	17
Doctor	7
Social worker	6
Nurse/hospital	9
Public health nurse	5
Friend or family	47
Band office	12

Other:

- Channel 4 (1)
- Service providers (1)
- Counsellor (2)
- Youth worker (7)
- Parks & Rec. brochure (2)
- VHF radio (1)
- Pacific Care (1)

5. What are your greatest concerns for your community?

Affordable housing

- lack of affordable and middle range housing (8)
- inadequate/unhealthy housing (2)
- fragmentation (1)
- over-development/rapid growth and loss of small community feeling (13)

Comments regarding affordable housing:

“Overpopulation in the summer taxing the environment and mental health of community”

“We are growing so fast that we will lose our community and with government cutbacks we will lose our resources for families in need.”

“The next few years of development are going to stress the natural beauty of the area. With more and more housing, less land will be left in its natural state. Habitat loss for wildlife is my greatest concern.”

“Too much building of condos and other buildings (taking up the natural resources, trees, etc.). Also, big land builders from cities coming here to build their buildings to make money – we should keep this place beautiful and not into a city.”

“Whistlerization, over-development, squeezing out of the financially marginal.”

[Need] “housing for women and children in abusive situations.

Tourism

- lack of eco-tourism criteria and management (1)
- unregulated “tourism” leading to multiple abuses impacting community (2)
- tourism impacting environment (1)

(Responses to *Question 5: What are your greatest concerns for your community?* continued.)

Comments regarding tourism:

“Community values are being eroded by the greed of those promoting Tofino as a “Resort Destination.” Affordable housing is becoming a real challenge for lower income people.

“Tourism is becoming unfriendly to the environment.”

“[Communities] care more about tourists than it does about citizens, especially children.”

Community

- instability of funding to Westcoast Women’s Resources Society (1)
- lack of access to basic needs (food, etc.) (1)
- pettiness/narrow-mindedness (2)
- low self-esteem (1)
- children’s safety (1)
- violence (2)
- [need more] recreation facilities (1)
- abuse of drugs and alcohol (4)
- sexual assault (1)
- policing and emergency services (1)
- safety in community (2)
- vandalism/nuisance from young people without sufficient activities (1)
- some big holes in community services (e.g., marina washrooms, showers) (1)
- recycling (1)
- isolation (1)
- replace town council (1)

Comments regarding community:

“My grandchildren growing up here. I don’t want them to suffer years and years of silence.”

“Too many people do not recognize what a beautiful part of the world we live in.”

Service Reductions

- loss of services on west coast (4)

Comments regarding service reductions:

“My greatest concern is that we should lose any of these [WCWRS] resources. They are all irreplaceable. Some have saved my own life.”

Employment

- lack of year-round employment (1)

Communication

- (lack of) communication, understanding, honesty (2)
- lack of communication regarding services that are being offered (1)

Family

- families not staying together ([too many] children in foster care) (1)
- children living in unhealthy (dysfunctional) situations (1)
- “abuse, like family fighting”(1)

(Responses to *Question 5: What are your greatest concerns for your community?* continued.)

Barriers to Access

- lack of transportation to access services in Tofino/Ucluelet (1)

Seniors Services

- [need] services for seniors (2)

Comments regarding seniors services:

“Information source for single seniors who need to go outside of Tofino for treatments/test, etc. as to places to stay over if needed. There are two I know of – Redford House in Port Alberni and Canadian Cancer Society Lodge programs with places in Vancouver, Victoria and Kelowna.”

General Health

- obesity (2)
- poor nutrition/diet (1)

Children and Youth

- services for “challenging children” and their families (1)
- support for families with children with disabilities (1)
- [youth use of] hard drugs, alcohol (as well as stds and teen pregnancy) (5)
- lack of programs for teens (7)
- lack of activities for children and/or pre-teens (7)
- [need] positive outlets for children and youth (2)
- children needing support (1)

Child Care

- access to/quality of daycare (2)

Counselling

- [need for] counselling services (5)

Comments regarding counselling:

“I think it is important to have counselling for marriages, parenting, special needs children, sexual abuse”)

“Adequate, professional and confidential counselling (or rather a variety of professionals offering these services”

Adult Education

- not enough activities for adults (2)

Mental Health

- lack help for people with mental illnesses (1)

Comments on mental health:

[I am concerned] that people slip through the cracks with regards to minor mental illnesses – that they don’t know where to go for help and are worried about anonymity.

Education

- schooling (quality and safety, access to resources) (2)

(Responses to *Question 5: What are your greatest concerns for your community?* continued.)

Cross-cultural relations

- discrimination/racism (3)
- healing of First Nations community (1)
- bridging racial boundaries in community (1)

Background Information - General Survey

Please answer the following questions about yourself. If you do not feel comfortable answering any of these questions please skip them.

1. Which west coast community do you live in?

Tofino 26%
Ucluelet 36%
Ittatsoo 5%
Opitsaht 2%
Esowista 3%
Ahousaht 10%
Hot Springs 8%
Did not specify 12%

2. Age group:

Under 19 9%
20-39 32%
40-65 40%
over 65 12%
Did not specify 7%

3. Gender:

Male 9%
Female 84%
Did not specify 7%

4. Cultural group:

First Nation 31%
Caucasian 58%
Asian 2%
Did not specify 9%

5. Marital status:

Single 31%
Married 42%
Common-law 15%
*Widowed 1%
*Separated 1%
*Divorced 2%
Did not specify 8%
(*Information offered by respondent.)

6. Number of children

0 29%
1 13%
2 23%
3 17%

4 6%
5+ 3%
Did not specify 10%

7. Annual household income:

Less than \$20,000 24%
\$20,000 – 39,000 23%
\$40,000 – 79,000 25%
\$80,000+ 7%
Did not specify 21%

8. Permanent resident 88%

Seasonal resident 6%
Did not specify 6%

9. How long have you lived in the west coast region?

Less than 6 months 4%
6 months – 2 years 7%
more than 2 years 82%
Did not specify 7%

APPENDIX B – Results of Service Provider’s Survey

PART B – Service Providers Survey

1. In regards to your work, please indicate your satisfaction with the level of programs and services available to your patients/clients in our communities:

(Nb. All comments are unedited.)

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Access to medical services	17 %	30 %	35 %	9 %	9 %

Comments:

- Many families need to travel out of town for services.
- At times, difficult to get appointments.
- Challenging when special care is needed. People often don't know where to go to find out more information and where to get other services.
- Wait lists for specialists. Also, long waits for doctors in town.
- No after hours or weekend clinic, which results in emergency being used at a high cost.
- Doctors in Tofino are also emergency doctors so appointments are always late.
- Must travel to Port Alberni for specialists.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Adult education opportunities	4%	22%	52%	4%	22%

Comments:

- Cuts to programs. Reduced training available.
- Not in Tofino.
- Lack of course choices.
- To some degree this is part of living in this area. NIC, on-line learning and distance education helps.
- North Island College office in Tofino was closed. Not much choice offered.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Adult basic education	9%	22%	35%	13%	22%

Comments:

- Lack of course choices.
- Senior alternate program has been cut at Ucluelet Secondary. Loss of a valuable program.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
After-school care	9%	17%	30%	17%	30%

Comments:

- Just being established in Tofino.
- Difficult to find.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Affordable, year-round housing	0%	0%	22%	65%	13%

Comments:

- Particularly on-reserve in Opitsaht and elsewhere, also in Tofino.
- None available in Tofino.
- Minimal availability, low quality.
- Very few spaces available.
- Affordable, year-round housing is inadequate. Many women leaving abusive relationships return to abusive homes because of lack of housing and financial assistance.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Housing Options for women and children leaving abusive situations	0%	0%	26%	52%	22%

Comments:

- Transition House is great, but what comes next?
- Related to lack of affordable housing.
- Other than transition house, where do women go?
- Need more, longer term housing, Also, house for men needed.
- Very difficult, especially in First Nations communities with severe over-crowding already.
- See comments above on affordable housing.
-

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Alcohol and drug counselling	13%	35%	30%	4%	13%

Comments:

- Alcohol and Drug worker now does mental health issues, too.
- Need more outreach and prevention.
- More advertising needed and a dynamic space.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Anger management assistance	0%	9%	39%	30%	22%

Comments:

- Only aware of Mental Health, Stop the Violence counsellor, and First Nations healing program.
- None available.
- Nothing offered regularly.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Access to basic needs (food, etc.)	0%	22%	52%	13%	13%

Comments:

- Welfare cuts will affect this in March 2004.
- Coordinator position for the food bank in Ucluelet has been cut so distribution is less organized.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Basic literacy/numeracy	0%	13%	35%	35%	17%

Comments:

- Many women are overwhelmed by financial assistance forms and process. If they are not literate, they often feel unable to cope and give up – returning to their abusive home.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Children's programs	0%	35%	52%	9%	9%

Comments:

- Not affordable for many.
- Too expensive through District. Difficult with multiple children.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Day care	0%	17%	48%	17%	13%

Comments:

- In Tofino there are two group daycares. We need infant and toddler care though.
- Difficult with multiple children or if you want to access subsidy which requires licensed daycares.
- Tofino seems well served. Daycare on reserves is fairly well covered. Not enough spaces in Ucluelet.
- Difficult for baby, toddler care.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Communication skills workshop	0%	4%	30%	17%	49%

Comments:

- None.
- West Coast Skills Centre is gone.
- Never heard of that type of workshop available for clients (especially youth), but it's a great idea.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Employment training	0%	9%	26%	22%	43%

Comments:

- No training programs in Tofino.
- West Coast Skills Centre is gone.
- Very little available on west coast.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
English as a second language	0%	0%	9%	17%	74%

Comments:

- None available.
- Lack of this due to costs and unperceived need.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Family counselling	0%	17%	48%	9%	26%

Comments:

- Need free counselling services for men.
- Only in Port unless you can pay for the counselling or get support through Community Youth Worker and Family Support Services.
- No free service with qualified counsellor.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Fetal Alcohol Syndrome Support	0%	4%	22%	30%	43%

Comments:

- Schools have difficulty getting extra support for students with FAS unless a severe mental retardation can be identified. No support for more subtle effects.
- Most children are not even being identified.
- More public education is needed.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Financial Counselling	0%	4%	13%	9%	74%

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Gay/Lesbian Support	0%	9%	13%	17%	61%

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Job preparation assistance	4%	4%	26%	9%	57%

Comments:

- Only through Employment Insurance.
- Adequate, but difficult to access if not attached to EI.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Job training	0%	4%	30%	13%	52%

Comments:

- Primarily out of town.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Marriage counselling	0%	13%	26%	17%	43%

Comments:

- No free counselling with qualified counsellors.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Mental health services	9%	30%	43%	0%	22%

Comments:

- Need more service providers.
- Need a service delivery space in Tofino.
- No free counselling with qualified counsellor.
- Services are stretched. There is nowhere for someone suffering from mental health issues to stay.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Nutritional counselling	9%	26%	26%	9%	30%

Comments:

- Available 1-2 days per month and not fully utilized.
- Need a service delivery space in Tofino.
- Very good if clients can afford it, poor if they cannot.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Parent-teen counselling	0%	13%	49%	4%	35%

Comments:

- Need a lot more workers.
- Adequate, but service under used, Community Youth Worker and Family Support Services.
- No free service with qualified counsellors.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Parenting programs/support	0%	13%	43%	13%	30%

Comments:

- Just Family Support Services and NTC Family Support Worker.
- Need service delivery space and more parenting skills workshops.
- Need a lot more workers.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Pre-teen programs	0%	13%	48%	13%	26%

Comments:

- Need a lot more workers.
- Community Youth Workers and Family Support Worker plus recreation departments, but rec. department programs cost money.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Relationship counselling	0%	4%	30%	22%	43%

Comments:

- No free counselling with qualified counsellors.
- There is a cost except for what Mental Health and Stopping the Violence Counsellor can offer (and STV only works with women).
- Costs a lot of money.
- Not available unless couple are able to pay a private counsellor.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Services for seniors	0%	0%	26%	39%	34%

Comments:

- There are none.
- No Handidart, Meals on Wheels or day programs.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Sexual abuse/assault support	4%	13%	52%	4%	26%

Comments:

- Only through Stopping the Violence or Victims Services.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Special needs/persons with disabilities support	4%	4%	22%	26%	39%

Comments:

- Some children's options.
- Have not replaced Special Needs workers after she went on maternity leave.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Understanding legal rights	0%	22%	22%	13%	49%

Comments:

- Only at Dial a Law, local lawyers and Women's Centre.

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Women's health	0%	18%	32%	9%	41%

	Very good	Adequate	Needs improvement	Poor	Not aware of level of service
Youth programs	0%	9%	48%	17%	22%

Comments:

- Require money for many programs.
- More workers needed.
- Youth workers are awesome but we need more recreation and afterschool programs for teens in Tofino.
- Cost is limiting; options are limited.
- Youth program is underfunded to provide more than Friday night event.
- Effort is being made but it's not enough.

Additional comments:

- I am very concerned with the erosion of our limited social services on the west coast.
- Lack of exercise programs for seniors, people with disabilities. No day program for those with dementia. No long term care facility. No assisted living housing in Tofino or Ucluelet.
- Many of these services are available but there are barriers to access. Programs have insufficient staff or lack of space to provide service to meet the needs in the community. Outreach programs to inform the community of the services are inadequate because there is not staff or budget to do outreach.
- It's nice to have these services, but not at the expense of our hospital.
- Transportation is a huge barrier to First Nations communities.
- Pregnancy outreach has been spotty recently in Tofino, this may have effects as babies/children grow.
- Many of the services currently provided will end March, 2004 (e.g., Women's Centre, Family Support Services through Women's Society, and maybe Youth Centre in Ucluelet).

2. Are there any other programs or services that you would like to see available on the west coast for your clients/patients?**Communication**

- I would like to see more collaboration between First Nations communities and services.
- We all need to communicate better.
- Would like to be made aware of services. Improve contact with people from the Women's Centre.

Marriage/Relationship Counselling

- Marriage counselling/relationship counselling/men's counselling.
- Couples counselling (for very little cost)

Youth/Children/Families

- Youth centre in Tofino
- Youth group (with no religious affiliations) to provide social and recreational opportunities as well as opportunities for community service.
- More sports programs for children and teens.
- More family programs for parents and children together.
- I think there definitely needs to be more service providers, especially youth workers.
- Many clients can't afford programs that cost money.
- Parenting groups (2)
- Community centre
- Free counseling for families
- More fun community events for the entire family
- Recreation facilities
- Children and young families to have a voice in our communities.

Housing

- Affordable housing

Medical/Dental

- Pediatric dentist would prevent a lot of future interventions

Seniors

- Anything to do with seniors would be a plus. We have nothing!
- If [seniors] need to go into a home they have to leave their friends and family and move miles away. If they are not ready to go into a home yet, there are no programs to assist the family member trying to look after them and work at the same time.
- Multi-level care home.
- Day care facilities for seniors.
- Outreach laboratory services as travel for the ill or disabled and seniors who don't drive is a big issue.
- Meals on wheels, Handy Dart
- Alzheimers (Dementia) support group
- Services for men with counselling needs, disabilities or elderly.
- Support groups

Job preparation/Job training

- There lacks employment programs for youth (ages 16+) who do not have an attachment to EI benefits. Job search workshops, career planning could be strengthened if offered outside the formal school systems. Youth who are home schooled do not have access to Career Planning nor education research. I do not believe the high school guidance counsellor is the most objective person to help youth make informed career decisions. More needs to be done in helping youth learn about many different career and education options.

Anger management

- Anger management for men and also for women and teens. (2)

Child care

- Access to affordable daycare is a big issue for women returning to work. There lacks options for childcare outside "normal" business hours (M-F 9-5). Quality childcare programs can help to improve many problems faced within the formal school system and I believe more children would benefit if there was affordable daycare available.
- Infant and toddler care
- Supported child care

Drugs and Alcohol Services

- Drug and alcohol abuse is prevalent and yet services have declined. There needs to be more accessible programming for people to reach out.

Counselling/Services for Men

- Services for men with counselling needs, disabilities or elderly.
- Counselling for men who batter/hit their partners. (2)
- Anger management for men and also for women and teens. (2)
- Services for men around anger/relationship violence, etc. You can't work at "stopping the violence" very effectively if you only focus on the woman. This is a systemic problem.

Other suggestions

- Volunteer bureau
- I think there definitely needs to be more service providers, especially youth workers.
- Many clients can't afford programs that cost money.
- Workshops on self-esteem, grief/loss, men's groups, fetal alcohol syndrome workshops, fostering children, health, wellness.
- Assertiveness training