

London's Child & Youth Network
2020 Action Steps



Making Literacy a Way of Life: 2020 Action Steps

Strategy: Promote Literacy from Birth

Baby's Book Bag

Partners will:

- Collaborate to create and implement strategies and systems for distributing *Baby's Book Bag* and key literacy messages to families across the Family-Centred Service System.
 - Include teen parents, ESL families, and other key population groups.
- Maintain and enhance operational aspects of *Baby's Book Bag*, including partner training, promotion, *Baluchon de lecture pour bébé*, and *Aboriginal Baby's Book Bundles*.
- Develop a strategy to integrate the *face-to-face* brand into more early literacy marketing and promotions activities.
- Explore feasibility of bringing evidence-informed *Dolly Parton's Imagination Library* to families in London.

Healthcare Provider Engagement

Partners will:

- Implement *CityStudio London* project to determine best practices and critical strategies for engaging London's Healthcare providers in promoting literacy from birth to families.
- Develop and implement a strategy to increase the number of sites distributing *Healthy Words* kits to parents.
- Develop a strategy for engaging healthcare providers (including pharmacists) in each Family Centre catchment to share literacy messages with patients via *Baby's Book Bags* and *Healthy Words*.

Strategy: Improve literacy in the school age years

Literacy-focused Wraparound Project

Partners will:

- Explore a collaborative initiative that integrates the Literacy-focused Wraparound Project into the comprehensive plan for developing a *Pathways to Education™* parallel for London.
- Develop a strategy for engaging young people from across the Family-Centred Service System in learning about youth-focused activities and resources available to them prior to transitioning to secondary school.

Strategy: Improve Youth Literacy

Youth Project Design (YPD)

- With the Ending Poverty priority, develop, implement, and refine activities to support at-risk young people and newcomer young people.
 - Projects include the Youth Connector Training (including *Atlas London* Youth Services Hub).

Community-wide, Coordinated Model to increase secondary school graduation rates

- With the Ending Poverty priority, determine community readiness for the creation of a *Pathways to Education™* parallel in London.

Strategy: Engage parents and caregivers in awareness and promotion of literacy

Community-wide literacy education campaign

Partners will:

- Collaborate to create and implement strategies for sharing 2000 Words to Grow messaging with families across the Family-Centred Service System.

Build literacy-rich environments and integrate literacy into community spaces across the city

Partners will:

- Implement program plan for connecting families to Family Centres when they register their child for school.
- Explore revisions to the Thames Valley District School Boards *“Ready for School”* booklet so distribution can be expanded to families across the Family-Centred Service System.
- Connect with Settlement Workers in Schools (SWIS) teams to understand what work is currently taking place and develop a strategy to intentionally engage newcomer families in activities that increase literacy acquisition for children and youth, as well as, educating parents about the importance of literacy for their children’s success.
- Develop a plan for sustaining *“Let’s Start Talking” Conversations* campaign / promotion in Family Centre neighbourhoods. Determine feasibility of creating new cards, such as one for waiting rooms.
- Explore strategies, such as developing site templates that can be shared across the system to guide creation of literacy-rich environments in spaces across the community that families’ access.
- Install *Story Walk* exhibit in White Oaks Park.
- Explore opportunities for using the built environment in Family Centres to support children with special needs.
- Explore development of multiple portable *Story Walk* exhibits to be used at family-focused events and activities across the city.
- Integrate literacy-rich elements into the built environment at North London Optimist Community Centre.

Make it easier to access literacy services, supports, and programs

Partners will:

- Finalize and launch the development of *familyinfo.ca* and promote the resource to families across the system.
- Translate literacy materials and program information to increase access of English as a Second Language (ESL) and English Language Learners (ELL) families to literacy resources and services.

Continuous learning/ education, knowledge mobilization and supports for community partners and professionals

Partners will:

- Deliver the 10th Annual Family Literacy Conference for Professionals.
- Explore the interest and feasibility of implementing Alberta Family Wellness' *The Brain Story Online Certification* with professionals across the service system in London.
- Develop a strategy / plan for the exploration of the integration of voices of children and youth in London.
 - Include arts-based leaders and community development experts in strategy development.
- Develop a strategy for integrating critical key literacy messages and information about CYN literacy initiatives into learning at post-secondary institutions (Doula program, Early Childhood Education, Honours Bachelor of Early Childhood Leadership, etc.).
- Determine the feasibility of scaling out the London District Catholic School Board's *Mind Up* program to support mental health.

Participation and alignment with existing networks and partnerships in London to increase collective effectiveness

Partners will:

- Develop strategies to increase and improve continuous communication activities (CYN E-Bulletin, Family Centre EBlasts, Family Centre and Organizational Social Media channels, in-person meetings, etc.) across the Family-Centred Service System.
- Increase efforts to understand where literacy focused work is taking place and where gaps exist with networks, partnerships, and other groups to increase collective effectiveness.

Ending Poverty: 2020 Action Steps

Strategy: Reducing the impact of poverty

Food Families (*London for All, 7.4*)

- Partners will increase the number of community organizations, including non-traditional groups, trained to deliver Food Families by offering train the trainer sessions.
- Partners will utilize evaluation feedback to understand gaps in program implementation to develop and implement solutions to increase effectiveness.
- Partners will maximize resources and minimize delivery costs and engage private sector partners to provide sponsorships, donations, and making bulk purchases.
- Partners will continue to implement and expand the equipment lending program to support the Food Families and community cooking programs.
- Partners will continue to integrate additional and alternative content into modules, as appropriate.
- Partners will continue to support programs in priority neighbourhoods through the Food Families subsidy model.

Access to Basic Needs Supports in Neighbourhoods

- Partners will continue to increase community partnerships and scale up the London Good Food Box program to five more neighbourhoods in London.
 - Partners will evaluate the effectiveness of the current London Good Food Box program.
- Partners will evaluate the “All about Food” Neighbourhood Food Map initiative and use results to develop a process to engage residents and service providers to create a food map for their own neighbourhood.
 - Partners will scale up the initiative to four more neighbourhoods in the city.
 - Partners will plan a platform to share and promote each neighbourhood map throughout London.
- Partners will scale up the Holiday Toy and Food Collaborative by increasing the number of organizations participating in the initiative to 20 organizations.
- Partners will work with the Ontario Student Nutrition Program and HEPHA partners to utilize the school nutrition environmental scan and explore options to increase the availability of student nutrition programs in schools.
- Partners will increase the number of neighbourhood specific basic needs groups comprised of community groups, organizations, and individuals from each neighbourhood.

Scale up the Impact of Harvest Bucks (*London for All*, 7.9)

- Partners will continue to participate as members of the Harvest Bucks Steering Committee to provide guidance for the ongoing evaluation of the Harvest Bucks program and to the Harvest Bucks Application Review Committee for funding decision criteria.
- Partners will support and investigate other possible funding sources to scale up the sponsored application program that provides Harvest Bucks to eligible organizations that operate community related food programs.
- Partners will scale up and support the implementation of Harvest Bucks at neighbourhood food depots and community programs (*London for All*, 7.2-7.4).

Strategy: Breaking the cycle of poverty

Financial Empowerment (*London for All*, 6.17)

- Partners will continue to participate in a community-wide conversation around the development of a financial empowerment model for London.
- Based on the results of the Community Volunteer Income Tax Program environmental scan, partners will continue to discuss options to increase the accessibility and use of income tax clinics in the community.

Supporting at-Risk Youth (*London for All*, 4.5)

- Partners will implement Atlas London, an online community resource hub that effectively connects young people and their mentors to appropriate programs and resources. Partners will champion Atlas London in their organizations and promote the resource to other youth connectors in the community.
- Partners will support the implementation of a train the trainer program for young people to provide the Youth Connector Training to youth connectors in the community.
- Partners will continue to explore possibilities to provide enhanced supports to at-risk young people in London.

Supporting School-Aged Newcomers

- Partners will scale up the targeted leadership program to expand the initiative to partner organizations that offer leadership programs to young people in neighbourhoods.
- Partners will explore volunteer opportunities available for school-aged newcomers and promote them through partner organizations.

Community-wide, coordinated model to increase secondary school graduation rates (London for All, 6.14)

- Refer to the following initiative in the Literacy section:
 - Community-wide, coordinated model to increase secondary school graduation rates.

Strategy: Changing Mindsets

Poverty OVER London / ifyouknew.ca (London for All, 1.1-1.2)

- Partners will support *Circles* and *London For All* to leverage content for ifyouknew.ca from community service providers, individuals with lived experience, and others engaged in the issue.
- Partners, through *Circles* and *London for All*, will launch new and refreshed tools that highlight past successes and engagement of the campaign to get new audiences involved.

Community Workshops and Training

- Partners will implement and evaluate the CYN Youth Connector Training to the community. Partners will champion the training in their organizations and promote the curriculum to others in the community.
- Partners will support/facilitate and develop relevant training and other professional development opportunities for community service providers. Partners will continue to be responsive to new and emerging training and PD opportunities.
- Partners will offer training and workshop opportunities in our community including Indigenous Cultural Safety training and *Rethink Poverty*.

Strategy: System Change

Research and Advocacy (London for All, 8.4)

- Partners will continue to participate in *London for All* Implementation Body tables relevant to the strategies, goals and outcomes of the Child & Youth Network.
- Partners will support 2020 Ending Poverty Priority Action Steps through research and advocacy as required.

- Partners will maintain awareness of upcoming provincial and federal policy initiatives, as well as opportunities to engage in issues relevant to ending poverty.

Supporting Londoners with Lived Experience to Lead / Participate in Community Decision Making (*London for All*, 8.3)

- Partners will continue to support opportunities for people with lived experience to be active members of every level of the implementation of *London for All*.
- Partners will support people with lived experience to participate in, and consult about Ending Poverty Priority initiatives and activities, including grassroots groups led by lived experience individuals.
- Partners will continue to identify, support and provide additional leadership roles for individuals with lived experience across the community.

Vibrant Communities

- Partners will continue to be active members of Vibrant Communities by participating in bi-monthly conference calls, webinars, workshops and other resources and tools offered through their Communities of Practice.
- In collaboration with over 50 communities across Canada, partners will continue to collectively advance the work of cities reducing poverty at municipal, provincial and federal levels.

Healthy Eating & Healthy Physical Activity: 2020 Action Steps

Strategy: Support (local) policy development/advocacy projects related to HEHPA outcomes

Initiative: Identify and advocate for policy improvement opportunities within local organizations that facilitate better healthy eating and physical activity outcomes in children

- Partners will advocate for physical activity and nutrition policy in childcare, school, and camp settings.
- Partners will work with the *Ontario Student Nutrition Program* and *Ending Poverty* partners to utilize the school nutrition environmental scan and explore options to increase the availability of student nutrition programs in schools.
 - Opportunities could include *London Good Food Box*, *Harvest Bucks*, and enhancing current nutrition programs.
- Partners will explore and identify local opportunities which support national or provincial nutrition and physical activity policies.

Initiative: Campaign amongst CYN partner organizations to model healthy lifestyle habits

- Partners will continue to model healthy lifestyle habits in their organizations and implement or advocate for policy changes from within where possible.
 - Partners will advocate for healthy eating & healthy physical activity through modelling behaviours of front line staff, including camp counsellors and coordinators, and program facilitators.
 - Based on need, partners will provide resources/training to help other partners model healthy lifestyle habits within their organizations.
- Partners will advocate for standards and policies for programming that align with Canada's Food Guide.
 - Partners will adopt or advocate for policies that align with Canada's Food Guide, or investigate other acceptable standards that can be implemented in all programming, events, camps, etc.
- Partners will celebrate the successes of school wellness programs and policies that have been implemented.
 - Programs/policies will be shared with partners so they can be adopted by others in the community, if applicable.

- Partners will continue to celebrate successes through the CYN Moments completed at each meeting.

Strategy: Increase education and awareness opportunities throughout the Community

Initiative: Provide coordinated training and education opportunities

- Partners will expand training opportunities and continue to participate in partner-to-partner training.
 - Partners will seek out internal and external service providers for information sharing on valuable information and different topics relevant to HEHPA outcomes on a quarterly/seasonal basis.
- Partners will develop a schedule of presentations to be shared with HEHPA partners including topics such as healthy eating, physical activity, built environment, mental health, mindfulness, and cultural sensitivity and others as identified by HEHPA members.
- Partners will explore standardization of social media practices to promote HEHPA and other CYN initiatives
 - Explore creating a social media document and social media hashtags to maintain brand consistency that partners can share
 - Create a social media plan and explore CYN on Facebook, Twitter, and Instagram

Initiative: Improve networking and coordination amongst existing Food and Physical Activity Programming

- Partners will increase networking opportunities and information sharing including:
 - Bringing forward relevant resources/information on a regular basis;
 - Regularly update community resources as they change; and,
 - Promotion of both new and existing resources.
- Partners will develop a dissemination plan for menu makers.
 - Investigate if they should be integrated into the *Food Families* program.
- In advance of the next CYN agenda, the HEHPA table will:
 - Conduct an evaluation of existing tools and resources; and,
 - Conduct a needs assessment for resource development to build into the agenda.

Strategy: Support improvement to the built environment impacting HEHPA outcomes

Initiative: Support and scale up built environment changes that facilitate better physical activity and healthy eating outcomes

- Partners will work with the *Literacy priority table* to explore the possibility of installing story strolls including Jean Vanier Catholic Elementary School, Westmount Public School, Westmount Family Centre, and Jean Vanier Childcare.
 - Partners will develop a plan for future story strolls.
- Partners will continue to collaborate with *Literacy partners* to increase the number of community facilities with literacy and *HEHPA* elements and features integrated into built environment space.
- Partners will explore the opportunity to implement/advocate for relevant sections of the Parks and Recreation Master Plan, as appropriate.

Strategy: Scale-up the impact of existing collaborative initiatives

Initiative: Support and enhance *Active and Safe Routes to School*

- Partners will increase equity in the program to improve the program's accessibility across the region.
- Partners will continue to find ways to increase sustainability of the program.
- Partners will support the HEALab in their evaluation of the School Travel Planning program.
- Partners will support the piloting and evaluation of programs, such as Walking School Bus and Mascot Drop Zones.

Initiative: Support and enhance Grade 5 ACT-i-Pass program

- Partners will continue to actively recruit new service providers using the ACT-i-Pass Service Provider website.
- Partners will continue to explore resources/strategies to reduce barriers identified in ACT-i-Pass evaluation (i.e. map of programming available).
- Partners will explore new opportunities for ACT-i-Pass information to be distributed.
 - Partners will make presentations to the appropriate groups, including parent councils, Settlement Workers in Schools, and board representatives.
 - Partners will explore ways to increase visibility of ACT-i-Pass at existing partner facilities and elsewhere throughout the City of London.

- Partners will translate ACT-i-Pass information packages and promotional materials
- Partners will explore ways to track ACT-i-Pass use.

Initiative: Support and enhance the impact of Food Families – see Ending Poverty

- Partners will explore how Food Families can be expanded or condensed
 - Partners will explore the program length (8-10 week program, commitment issues) and how it can more closely be linked to HEHPA (i.e. only healthy food used)
- Partners will explore adding a cultural sensitivity component to Food Families.

Strategy: Create, distribute and promote tools & resources

Initiative: Share and encourage consistent use of existing CYN/HEHPA resources across partner organizations

- Partners will develop a library of resources created and used by HEHPA members.
 - Whenever possible, usage of the resources will be tracked.
- Partners will share relevant and emergent resources and information on a regular basis.

Initiative: Create, adapt, and translate tools and resources that support healthy eating and physical activity opportunities

- Explore opportunities to translate resources or research into tangible summaries.

Strategy: Create healthy, active neighbourhoods

Initiative: Engage London’s Family Centre neighbourhoods in promoting resources and initiatives that align with HEHPA goals and outcomes

- Partners will continue to support synergies between Family Centres and the HEHPA priority - for example, Community Better Challenge, etc.

Initiative: Support events and initiatives of HEHPA members that contribute to a culture of healthy living in local neighbourhoods

- Partners will work with neighbourhood associations and Family Centres to promote and strengthen ACT-i-Pass.
 - Partners will evaluate how the program works and will create a map of the city that shows where programming is offered.
 - Explore expanding the ACT-i-Pass to other grades.
 - Include research into what other municipalities are doing.
- Partners will explore developing a new program (like ACT-i-Pass) for youth and high school students.
- Partners will promote community-led and partner-led initiatives and activities that promote healthy eating and physical activity.
- Partners will explore ways to work with neighbourhoods to identify barriers to physical activity and active travel.

Initiative: Support neighbourhood-level, resident-driven working groups in CYN priority neighbourhoods

- Partners will explore collaboration opportunities with neighbourhood-led, resident-driven groups.
- Partners will ensure that neighbourhood-led, resident-driven groups are aware of existing funding opportunities available to them including:
 - Small Events Fund;
 - Neighbourhood Decision Making;
 - Equipment lending
- Partners will work with neighbourhood groups that support HEHPA initiatives.
- Partners will explore establishing a list of neighbourhood associations and groups.

Strategy: Supporting and promoting local research to increase the evidence foundations of local initiatives

Initiative: Identify and evaluate local community-based initiatives and research that demonstrate promising practices believed to positively impact healthy eating and physical activity outcomes

- Partners will explore adoption of the Childcare PLAY policy in London/Middlesex County with an evaluation.
- Partners will establish a Nutri-pass working group to explore the following:
 - How a pilot would work;

- Where to target;
- How to ensure that food programming and assets are aligned with HEHPA values and principles etc.; and,
- The feasibility of implementing such a program.

Strategy: Continuous evolution of the HEHPA plan to reflect emerging issues and promising practices

Initiative: Research and reflection

- Partners will bring promising research to the HEHPA table.
- Partners will support sharing current research interests and projects at HEHPA Priority meetings.
 - Partners will develop a speaker's series from among HEHPA partners to showcase promising practices and research initiatives that are of interest to them and their work and that showcase healthy eating and healthy physical activity.

Family-Centred Service System: 2020 Action Steps

Strategy: Family Centres provide identifiable, accessible, family-friendly access points to the service system.

Family Centres

Partners will:

- Finalize construction and open doors to Nshwaasngong Childcare and Family Centre.
- Be responsive to directions and plans for neighbourhood engagement, service planning, construction, and/or opening of a new Family Centre in London East.

Community Connectors

With partners, the Community Connector System Coordinator will:

- Sustain the Community Connector training platform.
- Operationalize Referral and Tracking across the Family-Centred Service System.
- Continue to develop qualitative measurement practices for the Family-Centred Service System.
- Assess the Community Connector function across the Family-Centred Service System and support adaptations that increase effectiveness and high performance.
- Provide sufficient Community Connector capacity to meet operational needs in Family Centres.

Community Engagement

Partners will:

- Engage as Family Centre Teams in each Family Centre catchment area to develop and implement collaborative service plans to support the provision of seamless and accessible supports and services for families.
- Evaluate the *Campus for Communities* training to determine feasibility as a tool for training new staff and volunteers, as well as, for providing “refresher training” for existing staff and volunteers.

- Utilize community development approaches and tools, including *Building and Maintaining a Neighbourhood Engagement Culture* (once finalized), for understanding and supporting assets and opportunities when engaging children, youth, and families in Family Centre neighbourhoods.
- Embed children’s voices into day-to-day practices and support the development of a strategy / plan for the exploration of the integration of voices of children and youth in London.
- Once complete, promote the updated design and functionality of *familyinfo.ca* as the first stop for families to access online information about services and supports.

Neighbourhood Planning

Partners will:

- Continue to develop and renew neighbourhood service plans to reflect evolving needs and opportunities in neighbourhoods.
- Finalize the Neighbourhood Engagement section of the Service Plan, including the *“Building a Neighbourhood Engagement Culture for Family Centres”* tool and make it accessible to partners across the system.
- Engage new organizations and families in neighbourhood planning through one-to-one mentorship and relationship building using Family-Centred Service System engagement and onboarding tools.
- Conduct targeted engagement of elementary schools in Family Centre catchment areas to increase awareness in service planning.

Public Awareness of Family Centres

Partners will:

- Finalize analysis and planning to identify the marketing and promotional needs of all Family Centres, including promotional templates and system-wide assets.
- Complete the planning and development of the brand system and the development of visual assets, system-wide materials, and Family Centre tools and templates, including website design elements, functionality, and promotion for *familyinfo.ca*.
- Implement guidelines for Family Centre promotion, including a voice, tone, and style guide, usage guidelines for the tools, and use of system by which all of the assets are categorized, stores and shared into operational practice of Family Centres.
- Communicate and rollout the new brand system and tools to all Family Centre and CYN partners, including email communication and in-person training session.
- Assess the implementation of the new guidelines within Family Centres and with staff and partners to ensure effectiveness and identify any emerging needs or issues.
- Participate in the development and promotion of a Public Awareness Campaign for Family Centres.

Strategy: Move beyond collaboration, coordination, and co-location to an integrated, family-centred model of service delivery.

Continuous Communication and Information Sharing between Partners

Partners will:

- Facilitate effective communication to increase service system capacity through participation in system-level and neighbourhood-level meetings, promotion via online tools (including CYN e-bulletins, Family Centre Eblasts, and social media platforms, among others).
- Update CYN Referral Maps to ensure service providers' capacity to provide accurate and timely referrals to families.
- Finalize refinement of Inter-Professional Communities of Practice curriculum.

System Capacity Building

Partners will:

- Use the Inter-Professional Communities of Practice curriculum as the foundation for service planning and neighbourhood planning across the system.
- Explore opportunities to promote system-wide professional learning opportunities.

Service System Governance

Partners will:

- Support the implementation of:
 - The Early Years Funding Model;
 - The EarlyON Literacy Model; and the,
 - The ON y va Francophone Model.
- Finalize, endorse, and implement policies and practices of the refined Family-Centred Service System Memorandum of Understanding.
- Review and recommend updates to Family Centre Partnership Agreements.
- Finalize, endorse, and implement policies and practices of the refined Family Centres Common Experiences Report.
- Partners will hold an annual review meeting to share results and plan for the next year.

Measurement and Evaluation

Partners will:

- Contribute to the redevelopment of a Family-Centred Service System Measurement and Evaluation Framework.

- Advise on the development of a digital solution for Family Centre participant and program tracking.
- Provide strategic advice in order to review, edit, and operationalize Family Centre evaluations, including Family Centre Surveys.
- Participate in information and referral tracking and use the data to make informed decisions about addressing service gaps.
- Participate in the implementation of Child and Youth Network Shared Measurement Framework.