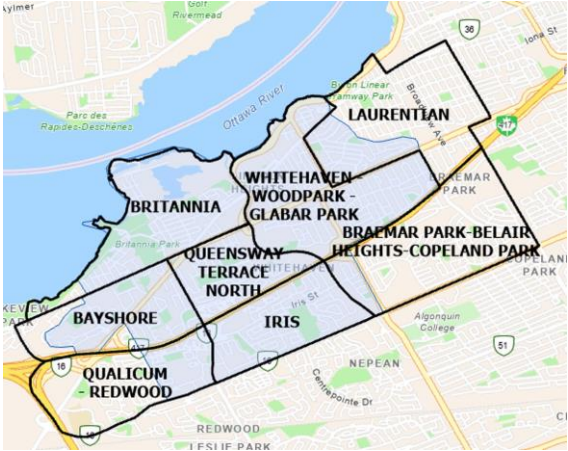


# Key Data Insights for Neighbourhoods in the Pinecrest-Queensway CHC Catchment Area

## Introduction

**Eight neighbourhoods** are in the PQ catchment area\*. They are:

- Bayshore
- Braemar Park-Belair Heights-Copeland Park
- Britannia
- Iris
- Laurentian
- Qualicum-Redwood
- Queensway Terrace North
- Whitehaven-Woodpark-Glabar Park



These neighbourhoods are home to **66,720 residents**.

**31.8% of PQ residents are racialized**, compared to 32.4% of Ottawa residents. In **Bayshore**, **60.1%** of residents identify as racialized.

There are **4,310 newcomers** (immigrants who arrived between 2016-2021), making up **6.5%** of the population.

## Key Issues



Access to Primary Care



Access to Affordable and Appropriate Housing



Food Security



Living with a Low Income



Community Safety and Security



Employment and Employability



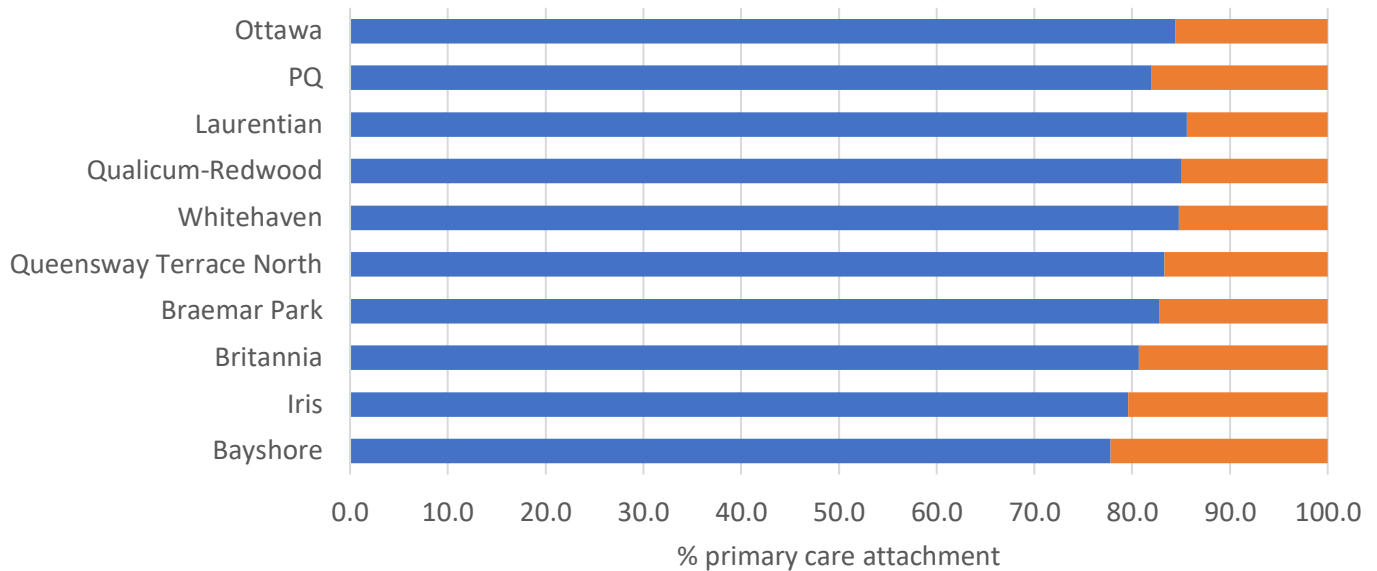
Community Connection

Each issue was the topic of at least one small group discussion, accompanied with secondary data insights from existing sources.

\*Some neighbourhoods are only partially located in the PQ catchment area (shown in blue on the map). The statistics displayed here represent the sum of all neighbourhoods that are at least partially located in the catchment area.



# Access to Primary Care



Overall, **82%** of PQ residents are attached to a primary care physician (PCP) compared to **84%** of Ottawa residents. The neighbourhoods with the lowest attachment rates are **Iris and Bayshore, where more than 1 in 5** residents do not have a PCP.



However, **access to primary care is much more than just attachment to a family doctor (PCP)** and there is little secondary data quantifying experiences interacting with the healthcare system. Focus group participants shared the barriers they faced in accessing primary care and their healthcare experiences.



- Untimely and disjointed care based on the limited number of available appointments, short duration of appointments, and lack of follow-up.



- Undocumented immigrants, refugee claimants, and asylum seekers have limited health care options because of OHIP barriers.



- Health Care Connect does not maintain a consistently updated list of PCPs, and some connections offered by the site are invalid.



- Even if one is attached to a PCP, care is not always accessible because of barriers between the PCP and patient in language, technology use, culture, age, physical distance, and gender.



# Food Security

Food insecurity is defined as “the inability to acquire or consume an adequate diet or sufficient quantity of food in socially acceptable ways, or the uncertainty that one will be able to do so.” Food insecurity can be understood through multiple ways:



At its core, food insecurity is rooted in a financial inability to access food.



As a result, food bank usage and experiences help us understand food insecurity.

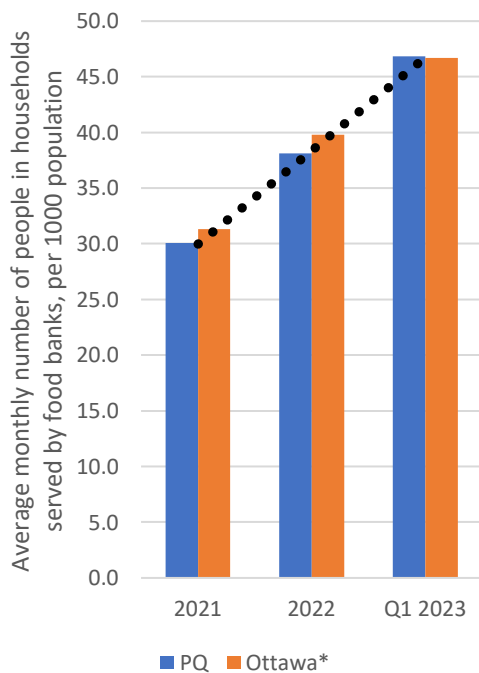
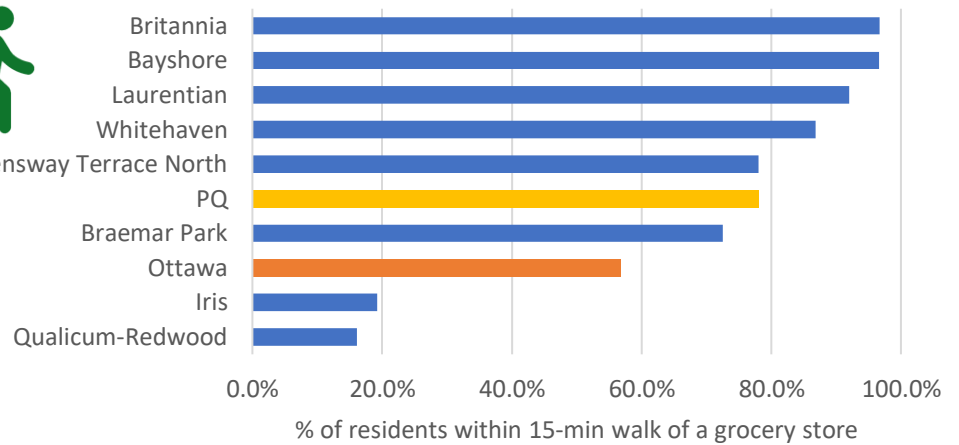


Access to affordable, healthy food options (e.g. in grocery stores instead of fast food) also plays a role.

**78%** of PQ residents live within a 15-minute walk of a grocery store, but this varies greatly by neighbourhood.



Queensway Terrace North



The average monthly food bank use in PQ neighbourhoods **increased by 26.7%** from 2021-2022. This was reflected in focus group participants sharing their experiences of food bank use because of increasing food insecurity:

- Food banks were seen as an essential asset, but some food received was considered inedible (expired, mouldy, unsuitable for children or seniors) or culturally inappropriate.
- The experience of using food banks varied inconsistently depending on the worker the participants interacted with.
- Food bank catchment areas were arbitrary in some cases, forcing residents to use a food bank farther away even if another food resource was closer to their home.

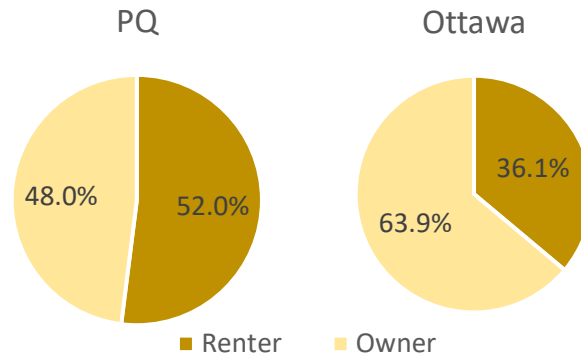
\*Only neighbourhoods within the Ottawa Food Bank network area were included.

Source: Health Canada, 2020, “Household food insecurity in Canada: Overview”. Ottawa Food Bank, 2023. Grocery store proximity analysis conducted by Ottawa Neighbourhood Study using OpenStreetMap data, 2023. Icons: Freepik via Flaticon.com

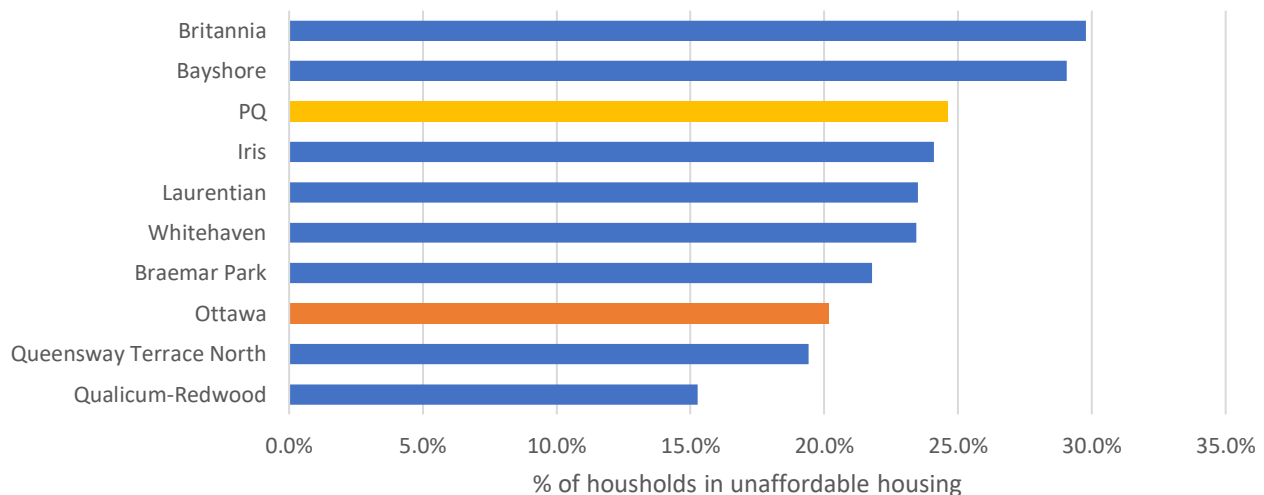


# Access to Affordable and Appropriate Housing

**52.0%** of PQ households rent, compared to 36% of Ottawa households. Renter households are **likelier** to live in unaffordable housing.



In the focus groups, **residents described market rate rental units as unaffordable**. 2021 Census data shows that **1 in 4** PQ households live in unaffordable housing (i.e. the household spends 30% or more of its income on shelter costs), which is higher than the Ottawa average.



Beyond affordability, the focus groups identified many issues on housing:



- Census data indicates that “only” 7.2% of PQ households live in overcrowded housing and 7.5% of households live in housing in need of major repairs. However, focus group participants indicated that building maintenance, overcrowding, and infestations are major concerns. This is compounded by a lack of awareness on tenant rights and discrimination by landlords based on tenant gender, single-parent status, and race.



- Newcomers face extraordinary barriers to renting due to language barriers, lack of credit history, and lack of previous landlord references.

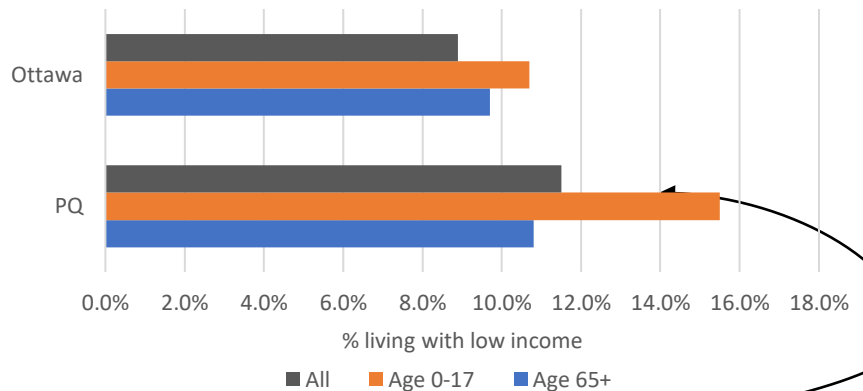


- The social housing application process is overly bureaucratic, requires high literacy to navigate, and the long wait times lasting years discourage applications.

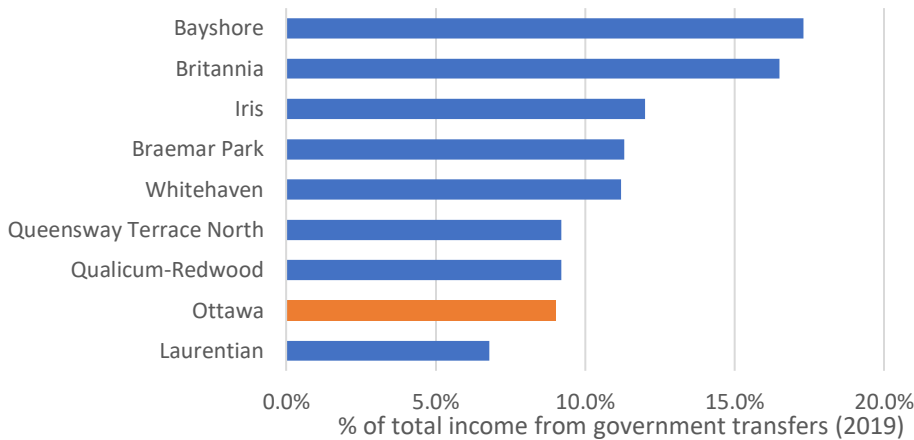


# Living with a Low Income

**In 2021, 11.5% of PQ residents live in a low-income household, based on after-tax income. This is higher than 8.9% of Ottawa residents.**



**1 in 7 children aged 0-17 in PQ neighbourhoods live in a low-income household.**



**In every PQ neighbourhood except Laurentian, the percentage of total income received from government transfers (e.g. OW, ODSP) was greater than that of Ottawa.**

It's clear that the PQ catchment area is home to many residents who live on a low income and/or rely on government transfers. Through the focus groups, residents shared their experiences with these programs and on living on a low income in general:



- Government transfers from ODSP and OW are too low to cover the cost of living, especially for food. The current system disincentivizes finding work, especially in couple households where ODSP benefits are reduced if a partner has employment income.



- Living on a low income correlates with poor mental health and self-esteem; individuals and families feel "lesser than" their peers and believe that their reputation in the community is negatively impacted.

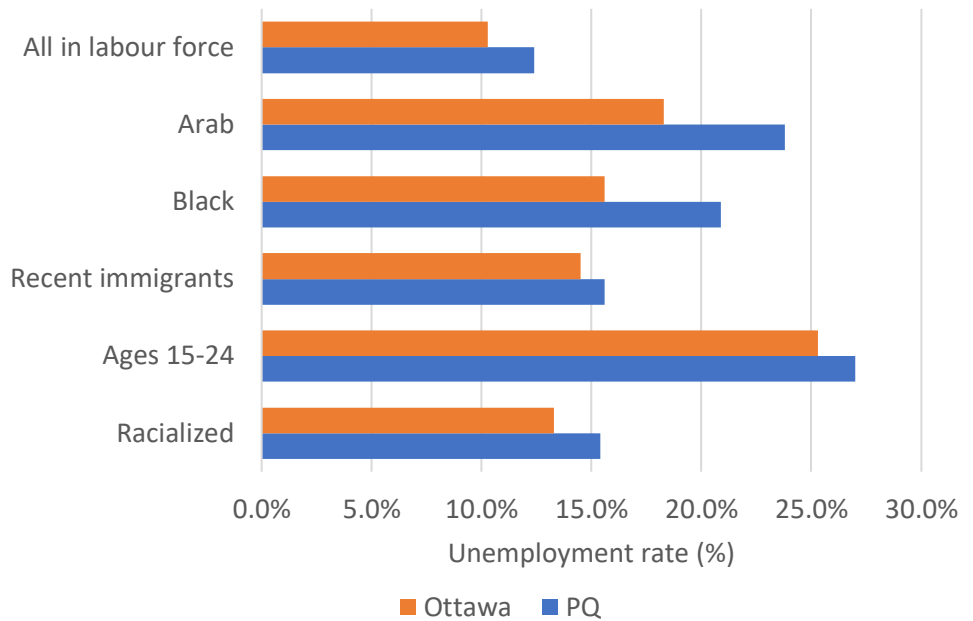


- The eligibility criteria for low-income programs (e.g. government transfers, bus passes) are difficult to navigate with too much red tape. Many programs that were implemented during the pandemic have been recently shuttered, perpetuating the cycle of hardship.



# Employment and Employability

The unemployment rate (2021, workforce aged 15+) in PQ neighbourhoods is **12.4%**, which is higher than Ottawa's unemployment rate (10.3%). Job losses have disproportionately affected specific demographics, including **youth, newcomer, and racialized workers**. People who identify as Arab or Black are particularly impacted.



**17.4%** of commuters living in PQ neighbourhoods **take public transit to work**, compared to 11.2% of Ottawa commuters.



In terms of qualifications, educational attainment between PQ residents and Ottawa residents is similar.

% residents aged 25-64 with a...	PQ	Ottawa
High school diploma	91.4%	93.5%
Postsecondary degree/certificate	74.2%	76.8%

Focus group participants shared their experiences navigating the job market and related programs:



- In alignment with Census data showing that more workers take public transit, residents consider access to reliable and frequent public transit has been reduced in low-income neighbourhoods following recent route realignments.



- Job seekers reported discrimination by employers based on appearance and the neighbourhood they are from.

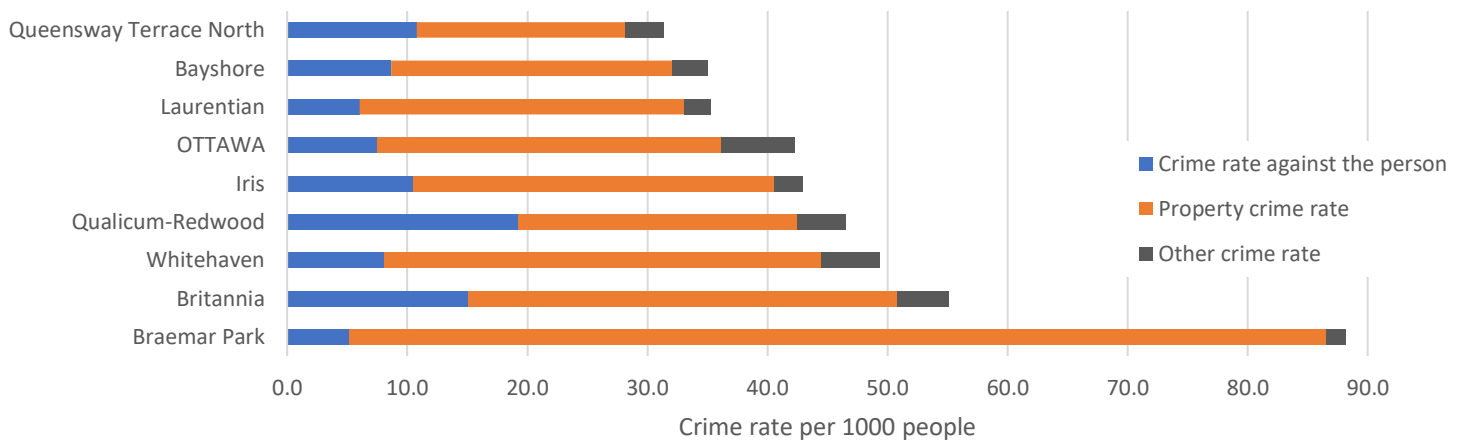


- Being able to maintain a job is interconnected with the peace of mind that comes from adequate housing, a safe neighbourhood, and sufficient community supports. These factors are often not present for residents.



# Community Safety and Security

The police-reported crime rate (2022) varies greatly by neighbourhood and by the category of crime (violent, property, and other). While Braemar Park has the highest total crime rate, the vast majority is property crime. Qualicum-Redwood has the highest violent crime rate.



However, as focus group participants have stated, there is **low trust in the police** among residents, which likely leads to an **underreporting of crime**. Many incidents that occur in social housing may be referred to community housing workers instead of the police. As a result, resident insights provide valuable context that is missing from just the crime rates:



- There is a sense that there can be no community safety and security without first confronting mental health and addictions issues, especially in social housing.



- Fear of discrimination and abuse based on race, religion, sexual orientation, and gender identity is a major concern among residents, especially at schools and in community settings. This aligns with police data showing that **reported hate crimes in Ottawa have risen by more than 300%** between 2019 and 2022.



- There is a lack of spaces that residents can go to, at any time of day, if they are feeling unsafe at home or in their building. This is compounded by long housing waitlists that make it difficult to move out of a home environment perceived as dangerous.



- The lack of trust with authority figures (e.g. the police, CAS, OCH) stems from a perceived lack of responsiveness by police, first responders who are not known in the community, and a lack of visible measures to ensure accountability when they interact with the public.



# Community Connection

Many residents in the focus groups felt that building community connections was vital to their well-being. Some ways they conceptualized community connection include:



Having safety in numbers, by having others they can rely on in the community



Sharing ideas, finding solutions, helping one another in contexts where resources are scarce



Opportunities to gather socially through meetups, parties, get-togethers, volunteering, etc.

Social isolation was identified as a major barrier to positive mental health and a sense of belonging, especially after the pandemic. Seniors and newcomers are particularly vulnerable to isolation.

**15.8%** of PQ residents live alone, higher than **11.6%** of Ottawa residents.



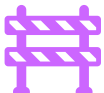
**1 in 3** seniors aged 65+ living in PQ neighbourhoods live alone, higher than **1 in 4** seniors in Ottawa.



**965 PQ residents (or 1.4%)** have no knowledge of English or French; language barriers can contribute to isolation.



Residents identified barriers and opportunities to forming community connections and addressing social isolation:



- Feelings of being othered (e.g. discrimination, threats, bullying) post a significant barrier to forming connections with others in the community.



- Communication barriers can create difficulties in forming connections, whether these barriers are based on age, language, gender, culture, or disability. A digital divide also exists if one does not use social media channels or the Internet.



- Residents already know how to create and sustain a community, so it is more of a question of having the proper resources, support, and safe spaces to do so.