

# Building community into the bottom line

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Happy City



**Sense of  
belonging**

**Inclusion**

**Sense of  
safety**

**Resilience**

**Level of  
engagement**

**Perceived  
health**

**Social  
connected  
-ness**

**Tenure**

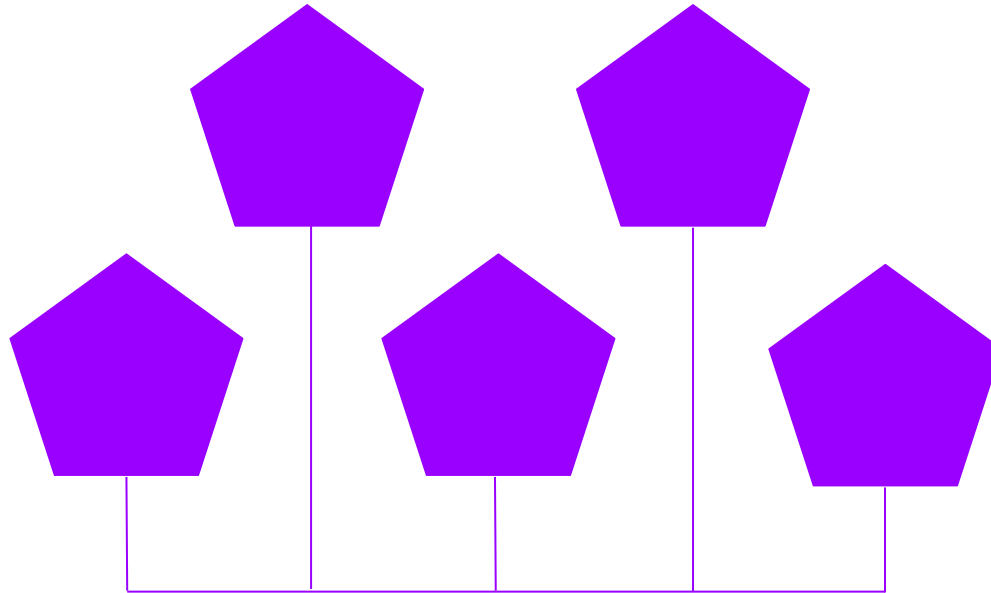
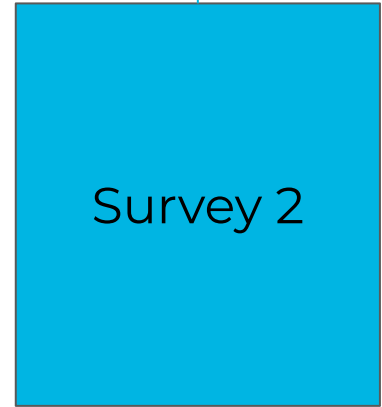
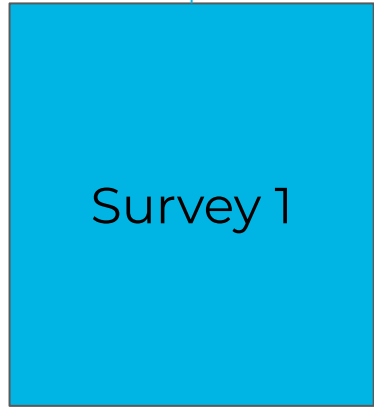


# Research and review of existing Canadian surveys and post-occupancy studies

- Vital Signs 2019 Vancouver Foundation survey
- Toronto Social Capital Study (2017)
- *Madrona survey (Catalyst)*
- *Hey Neighbour Pilot*
- People's opinion on human rights in Ontario Survey (2017)
- General Social Survey (Statistics Canada, 2013)
- My Health My Community (2019, to be released)
- Canadian Community Health Survey (Statistics Canada, 2016)
- National Household Survey (Statistics Canada, 2016)
- Post-Occupancy Evaluation Survey of Recent Multi-family Developments (City of North Vancouver, 2008)



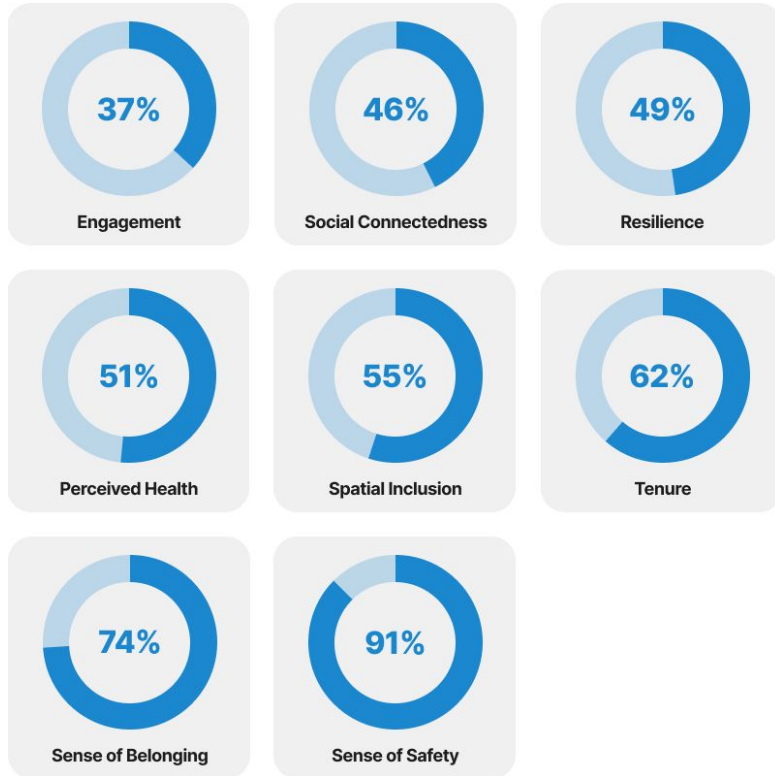
Quantitative analysis: data



Qualitative analysis: perception



# Survey 1: key findings



+ **Low-Rated Variables:**  
Engagement, Resilience &  
Social Connectedness



# Survey 1: Recommendations

- People **having 2-3 friends in the building** report feeling greater sense of belonging, feeling prepared in case of an emergency and feel more welcome.
- People feel more welcome when they **speak with people everyday**, when they have someone they can ask for help in case of an emergency.
- People who don't speak frequently with neighbours feel less resilient in case of an emergency, and feel more lonely.
- People who often **participate in activities**, want to get to know their neighbours better, report a better perception of their own health, feel less lonely.



# Survey 1: Recommendations



# Covid - 19

**Together,  
Apart**

**Ideas for staying  
connected in times of  
physical distancing**

Engagement tools for housing operators of  
multi-unit buildings during the COVID-19  
pandemic

Happy City HEY NEIGHBOUR!  
Collective

The infographic features a 3x3 grid of illustrations on a light blue background. Each illustration shows a different way people can interact from their balconies: 1. Top-left: A person in a wheelchair and another person sitting on a bench. 2. Top-middle: A person watering plants on a balcony. 3. Top-right: A person sitting on a bench reading a book. 4. Middle-left: A person in a wheelchair talking to another person. 5. Middle-middle: A person standing on a balcony with a dog. 6. Middle-right: A person sitting on a bench talking to another person. 7. Bottom-left: A person stretching on a balcony. 8. Bottom-middle: A person playing a guitar. 9. Bottom-right: A person sitting on a bench talking to another person.

<https://happyneighbours.thehappycity.com/programming-initiative/step-2>





Quantitative analysis: data

