

Service provision in challenging circumstances

Readiness in Transition Webinar Series
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Contributors

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Health and health care research

- Rural health professionals (e.g., nurses, physicians)
 - Education/curriculum
 - Supporting practice
 - Recruitment and retention
 - Service integration
- Community development
 - Healthy Community, Age-Friendly Community planning
 - Role of voluntary sector and local government

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Challenging times

- Local and regional economic restructuring
 - Curtailments
 - Closures
 - “Booms”
- Environmental disasters
 - Pine Beetle infestation
 - Forest fires
 - Floods
- COVID and its aftermath

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Our interest

- What can health and social service providers do in times of difficulty?
 - Vulnerability
 - Resiliency

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(1) Monitor stress and anxiety

- A collective effort
- Outreach, community events, etc.
- Recognizing warning signs and signals

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(2) Take stock of community resources and assets

- Regular meetings with other providers, local government officials, health authority, etc.
- Exploring opportunities to repurpose assets
- Work to create opportunities for community members to gather, see and be seen

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(3) Draw on the strength of weak (and strong) ties

- Networks are valuable resources
 - Including the associates of your associates
- Learning from service providers in neighbouring communities
- Working collectively

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(4) Invest in community development

- Create a welcoming and supportive environment
- Mobilizing to attract and retain newcomers
- Renewing a culture of cooperation

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Discussion

- Vulnerability and resilience are not that distinct from each other
- We tend to underestimate existing assets and adaptative capacity
- Difficult circumstances may bring out the best qualities of community

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Transferable learnings

- Networks are key
- Reach out
- Reciprocate