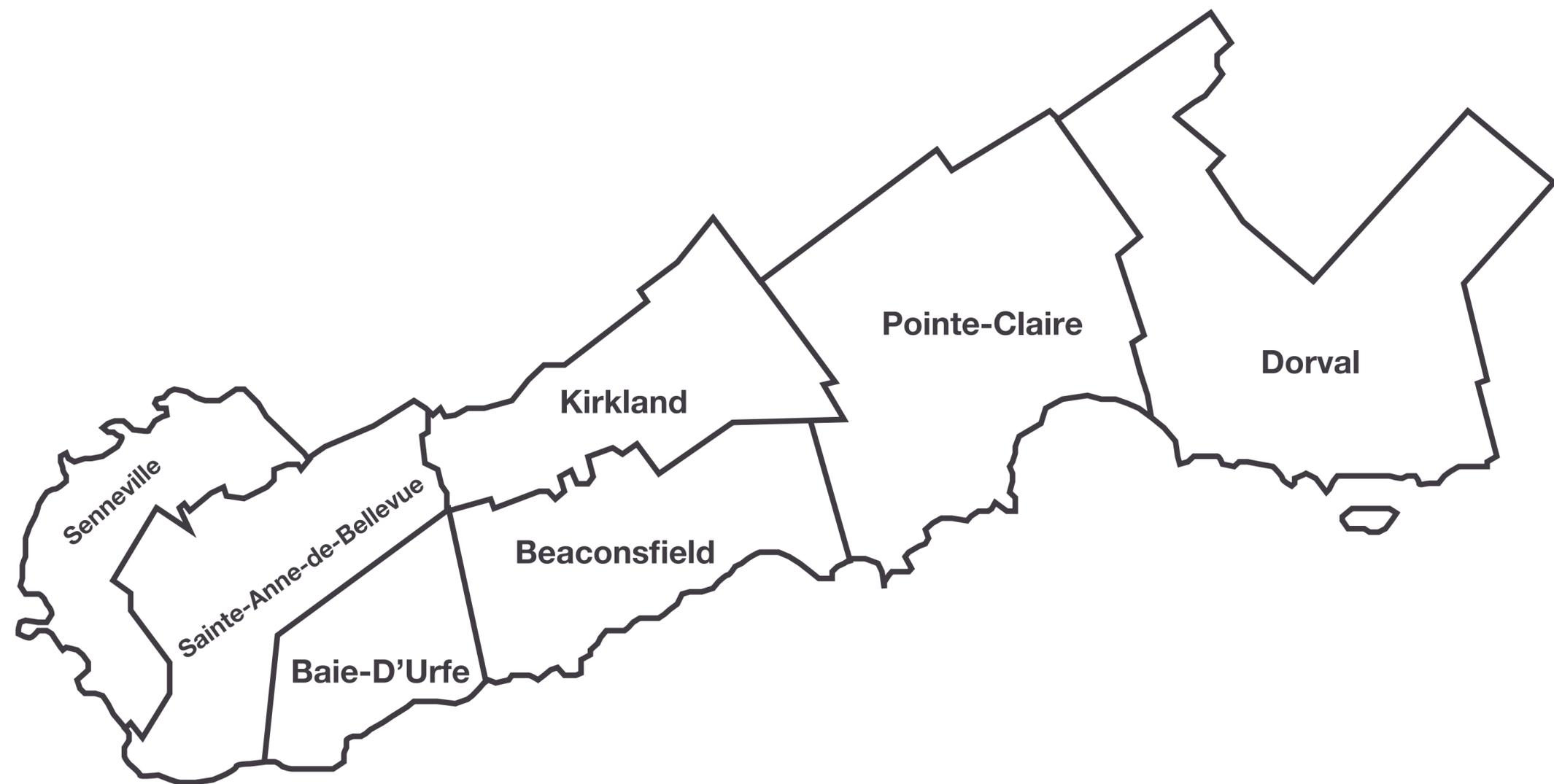




Let's Talk Food!

Results of the survey on access to fresh fruits & vegetables in Pointe-Claire

August 2018



Our Mission

The Table de Quartier Sud de l'Ouest-de-Île (TQSOI) is a non-profit organization that unites all citizens, elected officials, community organizations, businesses, and institutions in order to improve the quality of life in the South West Island. Roundtable discussions lie at the heart of the TQSOI's work.

As a community hub and network, we provide an opportunity for all residents to come together in a space where individual efforts are combined and their impact is magnified. We give a voice to the community, we identify community needs and concerns, and we establish collective priorities and actions.



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Introduction

Food Security

Food security exists when all people, at all times, have physical, social and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life (FAO, 2003).

Food Desert

A food desert is a geographic area that has limited access to affordable and nutritious food within 500m walking distance and 3 km by car (Agence de la santé et des services sociaux de Montréal, 2014).

According to geographical studies conducted by the Direction Régional de Santé Publique (DRSP), the West Island is a food desert whereby 83.5% of the residents have very limited access to fresh fruits and vegetables. It particularly affects the populations living on a low-income (Agence de la santé et des services sociaux de Montréal, 2014).

As food insecurity is one of the five major priorities identified through the public consultations done by the TQSOI, the TQSOI has formed a food security working committee to support collective initiatives with the aim to improve access to healthy and nutritious food for the population in the southern West Island'. In 2017, the TQSOI conducted the survey on food security in the West Island with the objective to build a portrait of existing services and to identify gaps, as well as to collect statistical data on service beneficiaries. Among other findings, the report reveals that despite the existence of various resources and services, food insecurity remains to be a big concern in the community.

In the summer of 2018, the TQSOI submitted a project proposal to the DRSP and received a grant under the 'Programme de soutien à l'amélioration de l'accès aux fruits et légumes à Montréal 2018-2021', with the objective to develop and implement a project to improve the access to fresh fruits and vegetables for residents, especially for the vulnerable populations in Pointe-Claire. That said, the TQSOI decided to conduct an extended survey to complement the information they had gathered through the first TQSOI survey in order to create a diagnostic that better reflects the different realities of the residents as well as of the organizations and schools involved. The central intention of the project is to put residents at the heart of the pilot project that will be developed, implemented and supported by the residents themselves, which would bring solutions that are desirable, feasible and sustainable in Pointe-Claire.

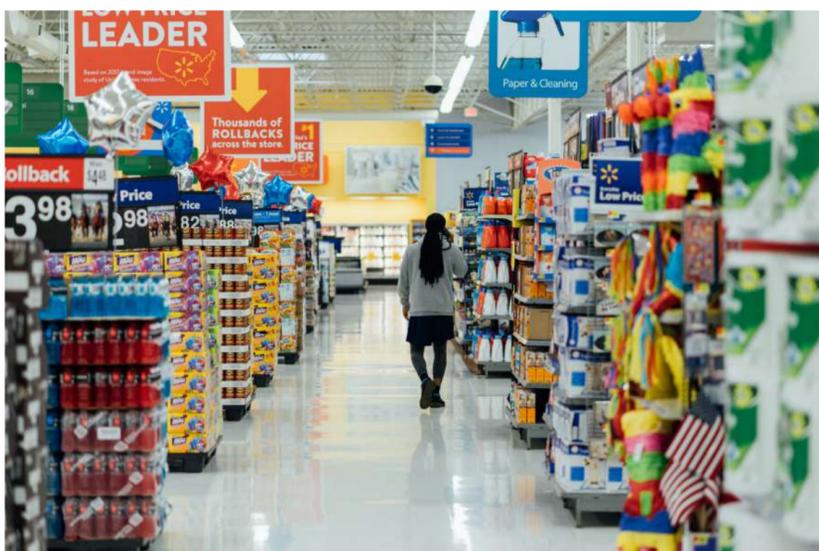


Image courtesy of Hanson Lu

Main Objectives

Create a diagnostic of food security that better reflects the realities of the residents of the West Island with specific attention given to the vulnerable populations in Pointe-Claire.

Improve accessibility to fresh fruits and vegetables by developing and implementing sustainable, inclusive and adaptive services for the residents in Pointe-Claire developed by the residents themselves.

Targets

Understand the existing food-aid services in the West Island and the needs/challenges of organizations when it comes to providing fresh fruits and vegetables to their clients.

Understand the existing food-related intervention services in the West Island and the needs/challenges of organizations when it comes to providing food-related interventions to their clients.

Identify the existing food-aid programs at the schools in Pointe-Claire and the needs/challenges of schools in providing fresh fruits and vegetables to the students from low-income families.

Understand the utilization of the existing food-aid services and whether the needs and challenges of users are met. Locate and understand the needs and challenges of non-users.

Better identify the needs and challenges of accessing fresh fruits and vegetables of the residents living in the food desert by providing an opportunity for them to voice their experiences and realities.

Develop a sustainable and inclusive pilot project that is adaptive to their needs with improved accessibility to fresh fruits and vegetables in Pointe-Claire.

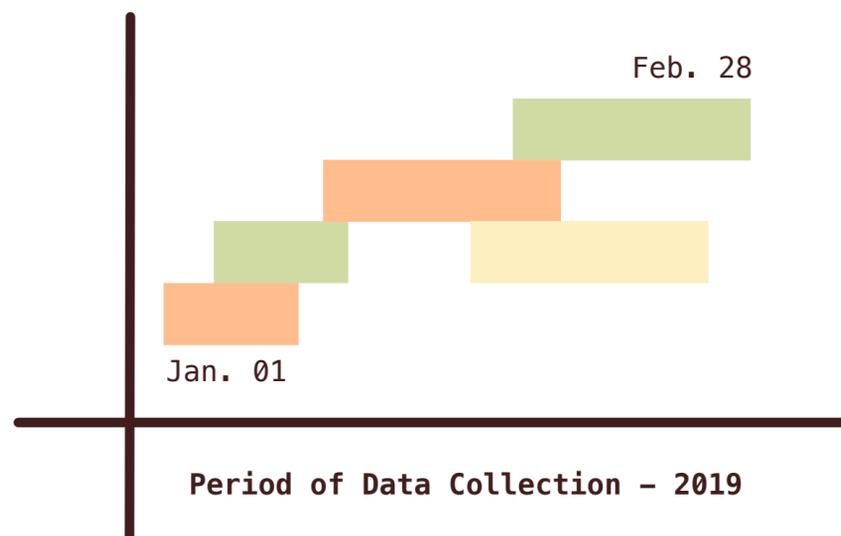
* All the information contained in this report is anonymous and confidential. As such, any name of the participants/groups/organizations/schools/businesses are not disclosed.

* A summary of the key findings are drawn based on the responses of the surveys and focus group discussions. As such, the results are not a representation of the entire population and cannot be generalized.

Methodology

In keeping with the objective of the survey, we had the clear intention of reaching out to specific population groups as well as the general population.

* This report covers a wide range of public opinions.

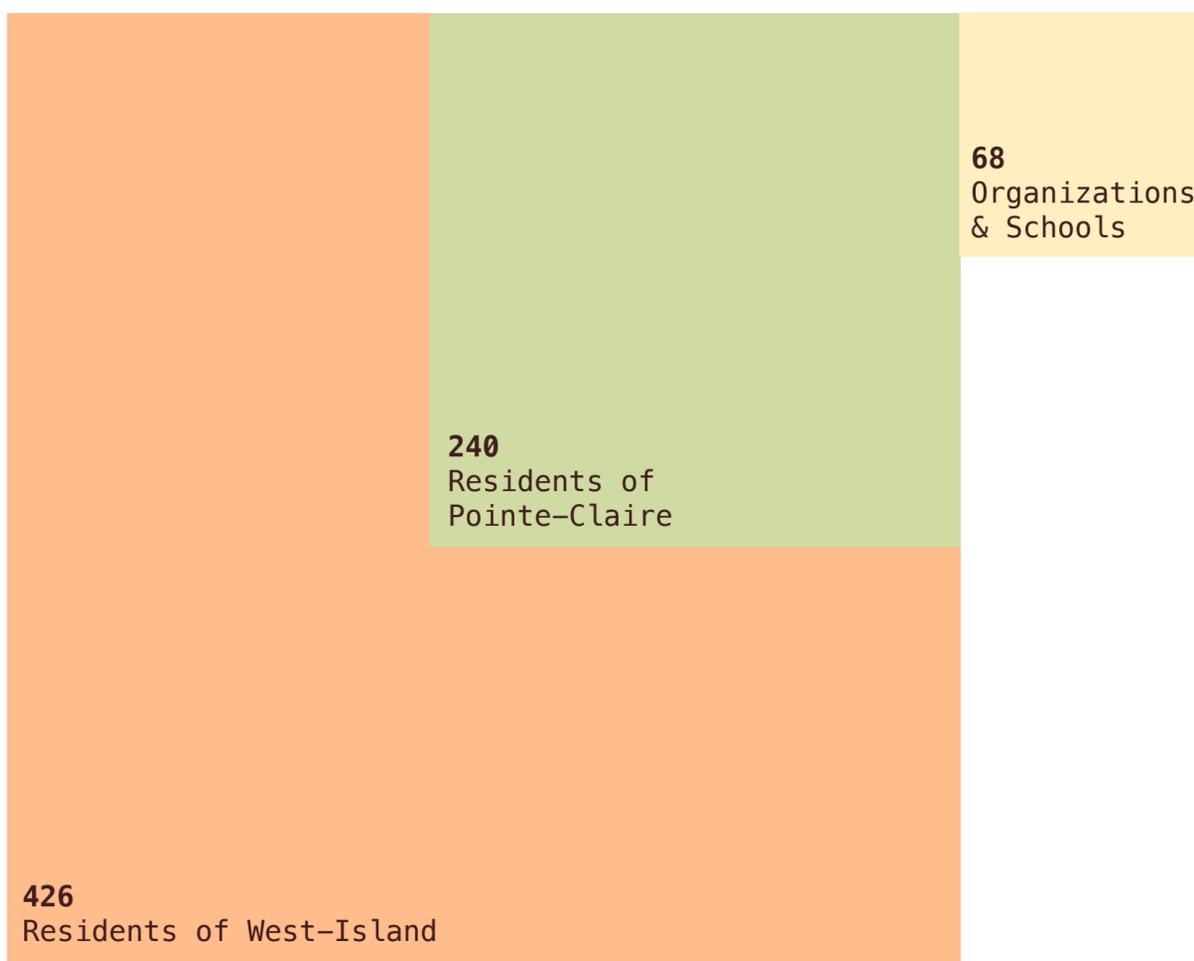


Types of Data

The questionnaires were designed to find out visibility, availability, accessibility and adaptability of the services. The questionnaire was also designed to find out population tendency of personal lifestyle when it comes to having fresh fruits and vegetables. The surveys given to residents were divided into users/non-users sections for comparative analysis. Additionally, low-income populations were separately extracted among the respondents from Pointe-Claire when noticeable variations were observed and necessary.

Quantitative Data - Survey

The quantitative data was collected through surveys. There were online survey links as well as a hard copy survey. We created online surveys for organizations and residents using Survey Planet. We also created hard copy surveys with the purpose of making this survey as inclusive and available as possible for the residents who do not have physical access to the internet as well as for those who do not feel comfortable using it. Both format were distributed in french and english



494 responses

Qualitative Data - Focus-group discussions

In order to complement the quantitative data and to have in-depth information on the living experience of the residents, we had 4 focus group discussions and participated in three community meals. A letter of request was sent to community organizations in order to recruit the groups who would be interested to share their opinions and stories. Focus group discussions were done with those groups who responded and agreed. The contents of the discussions were transcribed, analysed and integrated with the quantitative data.

Organizations and schools

We sent invitations to approximately 45 different organizations via Mailchimp to our mailing list and the directory of community organizations in the West Island. This was followed by personalized emails and phone calls where necessary. The online survey links were also sent via the TQSOL monthly newsletters, posted on various social media platforms of the TQSOL and widely shared by individual followers as well as by community partners and subscribers.

Residents

We handed out hard copies of the survey to be distributed to the clients of each organization as well as bookmarks and posters with the online survey link. The survey was also installed in the waiting room of a medical clinic in Pointe-Claire. The posters were installed in many different locations in Pointe-Claire. We presented the survey at two community forums, three community meals and to the participants of an employment program at a community organization. The participants of the focus group discussions and community meals answered the surveys after having the discussions. The survey ads were also featured on the electric billboard of the city of Pointe-Claire. We conducted also door-to-door outreach in five different apartment buildings, 36 units in total.

Statistical Analysis

In keeping with the objective of this survey we used the postal codes to extract the 240 respondents in Pointe-Claire from the 426 respondents in the West Island. Descriptive statistics was used for each questionnaire and all the questions in the survey have been cross tabulated by socio-economic and demographic indicators, such as gender, age, household income, employment status and household

composition. Tables in the text of this report usually use cross tabulations selected for their interest to the issue at hand, or because they show differences in answers among or between different subgroups of the population. This illustrated which portions of the population were most affected by living in food deserts and what demographic indicators play different roles.

Given the limited space, tables included in the body of this report highlight only relevant survey findings and are expressed in percentages with a few exceptions. For example, when the sample size was too small for certain variables, the findings are expressed in the number of responses instead of in percentages. All figures may not add to 100%. This is due to weighting, rounding and omission of responses “not answered”. It is also due to the extraction of certain data for specific purposes or in the case of multiple response questions and open ended questions, percentages that add to more than 100%.

Four Focus Group Discussion 58 participants



Three Community Meals 90 participants

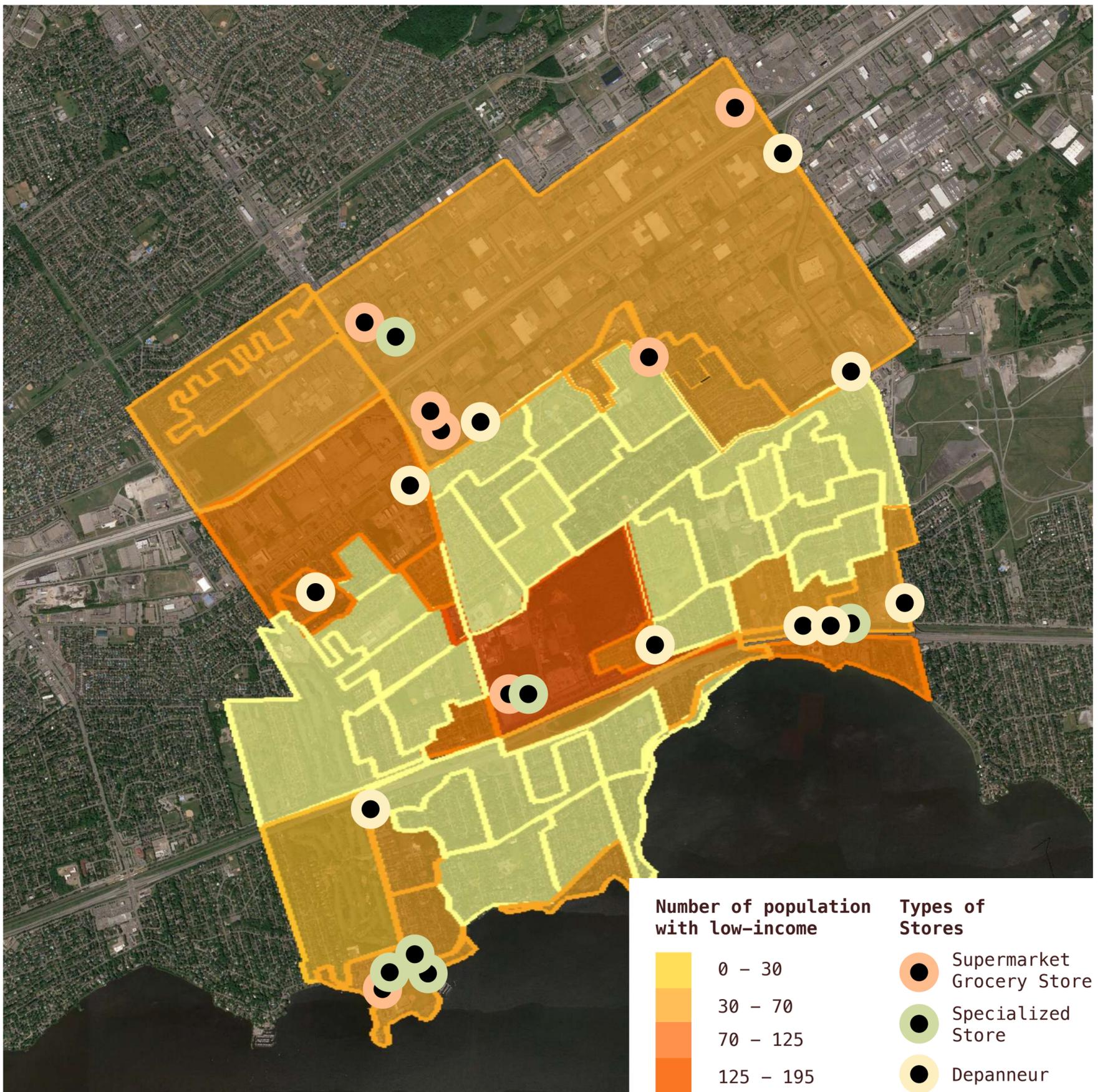


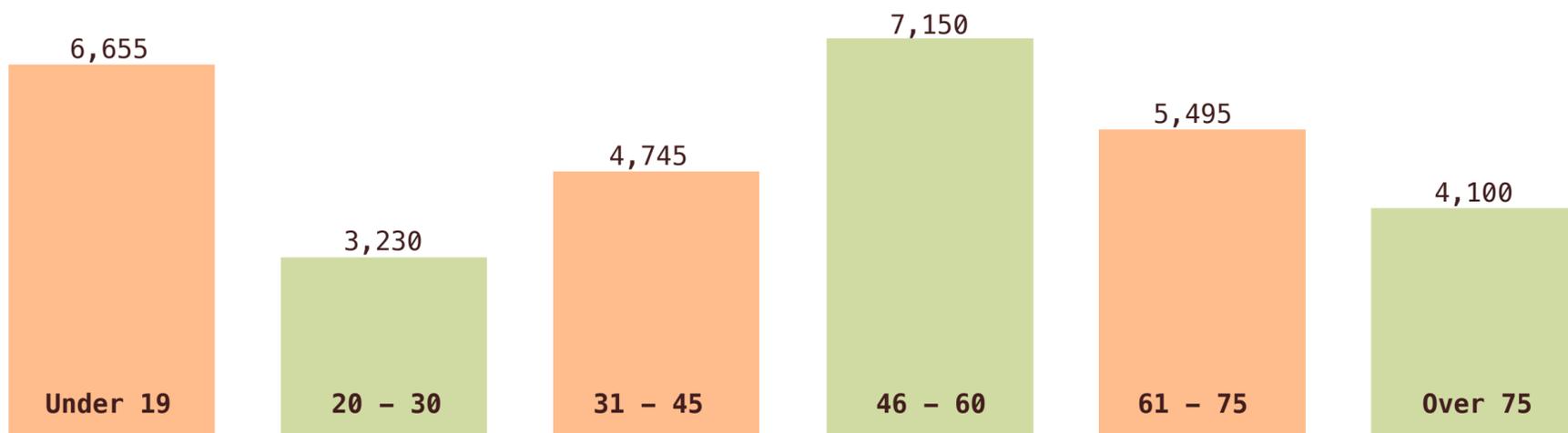
Qualitative Data

Pointe-Claire Facts

Low Income

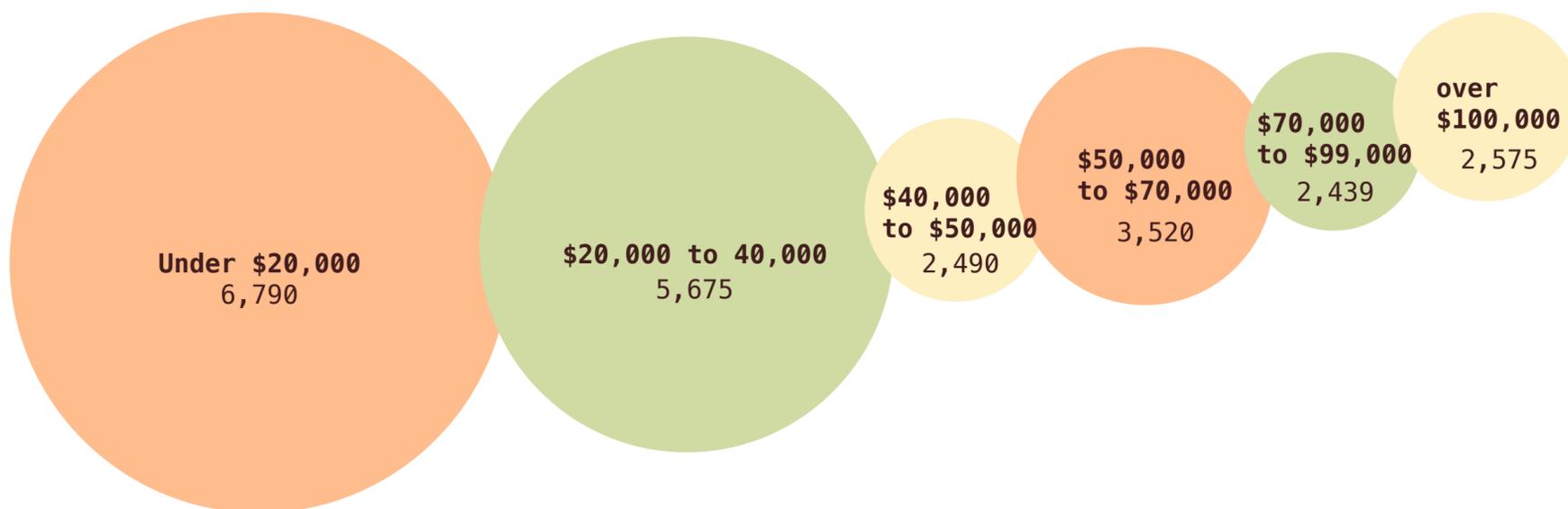
Statistics Canada defines the low income cut-off for Canadians as \$22,133 for a single person and \$44,266 for a family of four per year (after tax) (Statistic Canada, 2016).



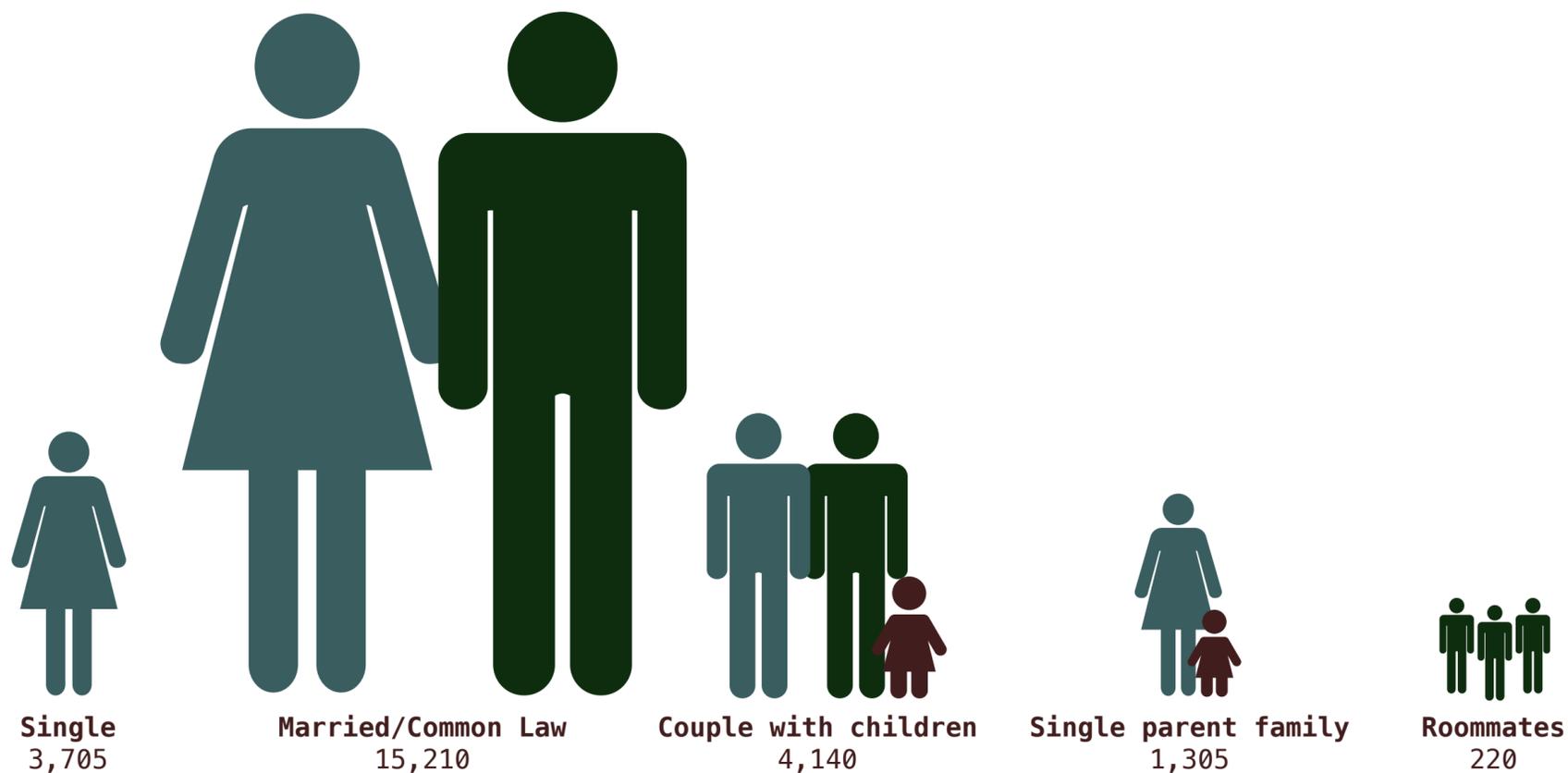


The population of Pointe-Claire by age group

Total 31,375



The population of Pointe-Claire by household income



The population of Pointe-Claire by household status

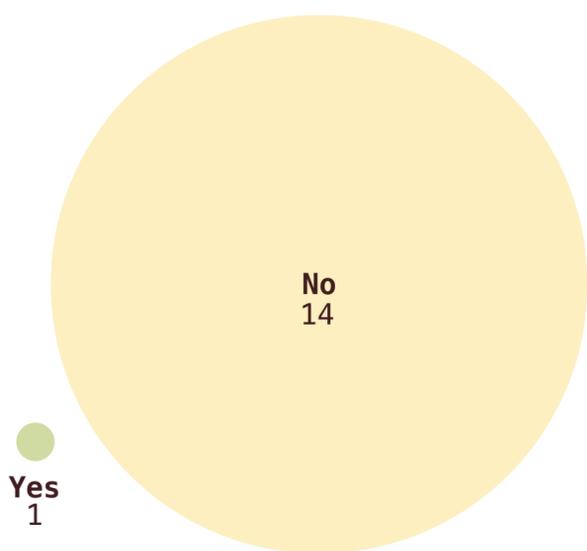
Survey Summary of Pointe-Claire

Organizations & Schools

Organizations offering direct food services

Such as: Food banks, Meals on Wheels, Holiday basket, Community meals, Food basket delivery, Snack/lunch programs for children, Cooking/nutrition workshops and Other

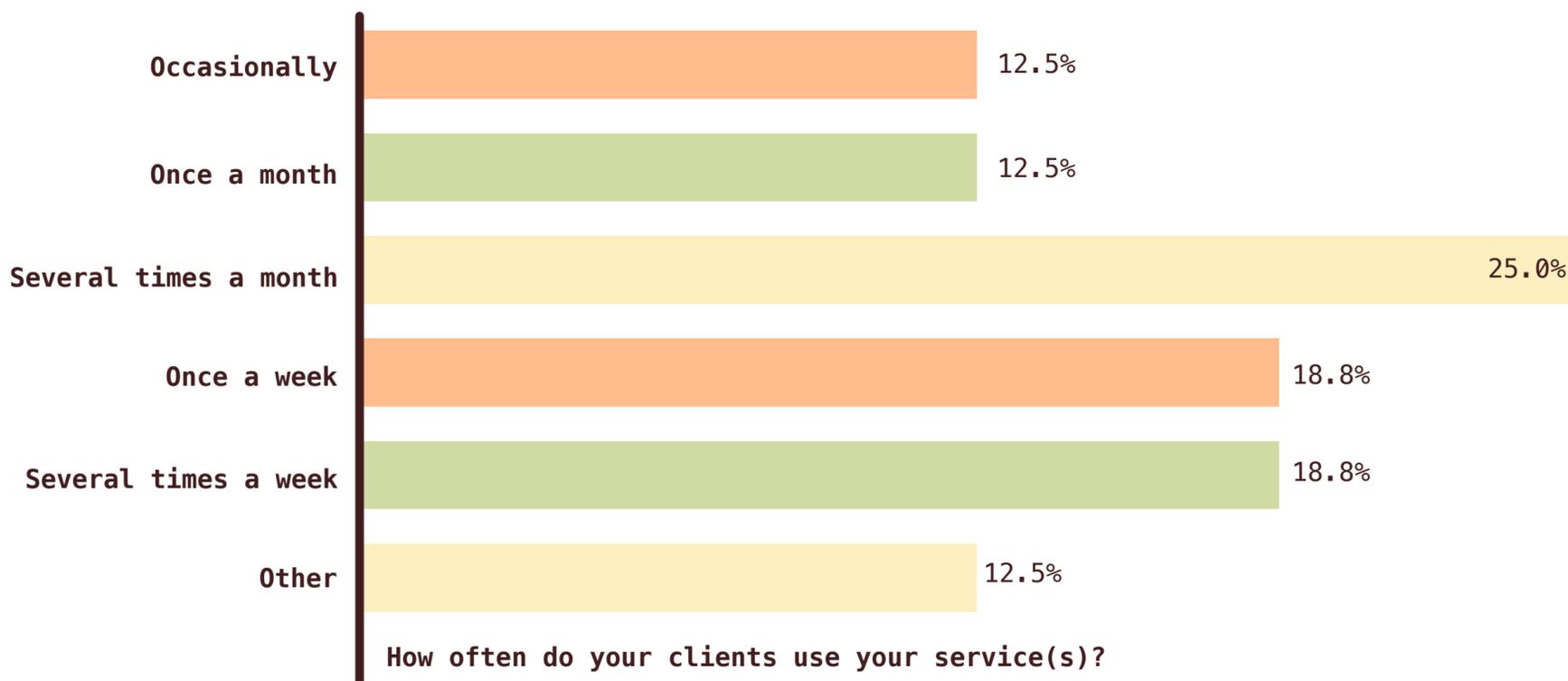
Most organizations reported that there is no waiting list for their clients to receive the services as shown in the charts below. That said, an operation manager of the food bank explained that they do not create waiting list - instead, they refer them to other food banks. The frequency of the services that their clients use varied greatly from 'occasionally' to 'several times a week.'



Is there a waiting list for your clients to receive the service(s)?

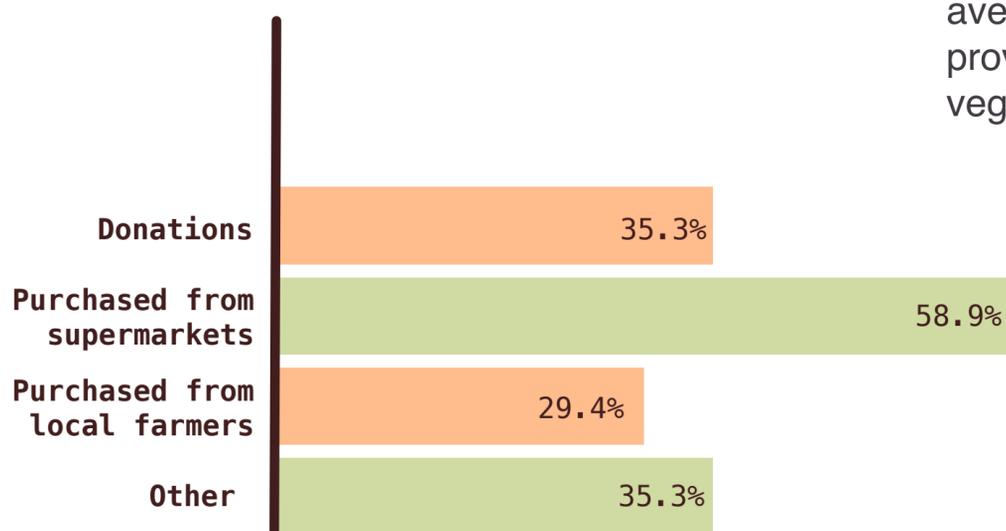
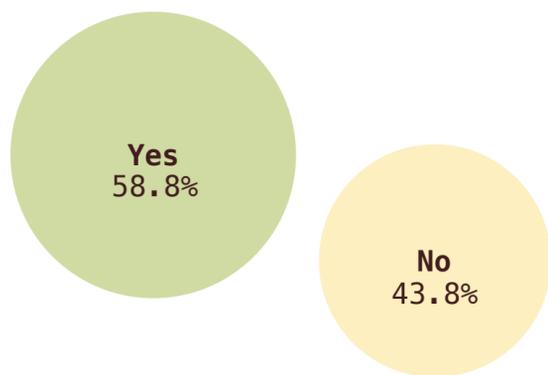
923

Based on the responses from 17 different community organizations and food-aid programs in the West Island, approximately 923 clients from Pointe-Claire receive food-services.



How often do your clients use your service(s)?

Out of the organizations we surveyed, 43.8% of them answered that they do not have sufficient amount of fresh fruits and vegetables to serve their clients. 58.8% of the organizations reported that they purchase their fresh fruits and vegetables at supermarkets and 35.3% reported that they are donated. In the 'Other' category, many organizations described that they have difficulty finding reliable sources for donations as well as finding the storage space to keep the fresh produce given their short shelf life. Some organizations said that they offer fruits and vegetables only during certain periods and some do not offer them at all. The percentage of fruits and vegetables offered by the organizations varied from 0% to 80%. On average, 29% of the food the organisations provide to their clients are fresh fruits and vegetables.



Do the organizations have sufficient fresh fruits and vegetables to serve their clients?

Image courtesy of Inigo de la Maza



29%

On average, 29% of the food the organisations provide to their clients are fresh fruits and vegetables.

In your opinion, what services would your clients need to improve access to fresh fruits and vegetables?

"We need the grocery stores to get on board and give the food (especially fruits and vegetables) that will be thrown out anyways. Also, the sale of fruits and vegetables that are not perfect, having many destinations where people can pick up the low cost fruit and vegetables make it more accessible"

"We would like to emphasize the obvious, that seniors are limited due to finances, knowledge of resources available to them, accessibility, and transportation"

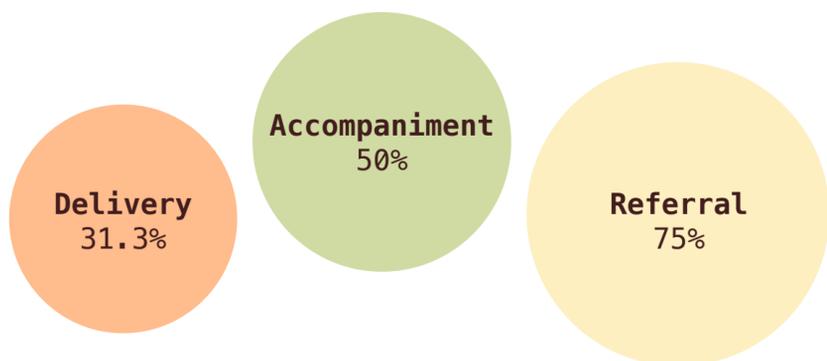
"It would be very helpful and necessary that any other food service be offered to the West Island as there is growing need in this very fragile financial market"

Organizations offering food related interventions

Such as: proximity organizations offering delivery, accompaniment and referral services.

1,240

Based on the responses from 13 different community organizations, approximately 1240 citizens from Pointe-Claire receive food-related interventions.



Types of services offered

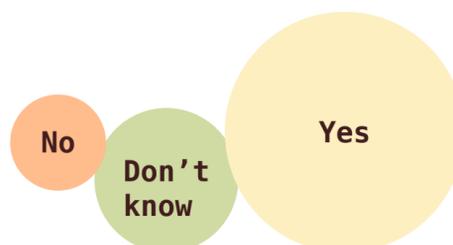
Other

educational workshops, volunteering experience and opportunities, Christmas baskets, providing information and support, food drive and emergency depannage

Schools

There are a total of 6 elementary schools and 5 high schools in Pointe-Claire. The invitation to participate in the survey was sent to all 11 schools in Pointe-Claire. The following results are based on 16 responses from 7 different schools in Pointe-Claire.

5 respondents from schools answered that they have students who come to school hungry while 5 answered that there is no snack or lunch program for the students. One respondent said that 30% of the food provided to the students are fresh fruits and vegetables while most said 'none' to 'not so much'. According to a school board, there are 3 schools in Pointe-Claire that receive funds for food purposes. There are also schools that receive food directly from the Club des Petits Dejeuner du Quebec and other such associations.



Does your school have students who come to school hungry?



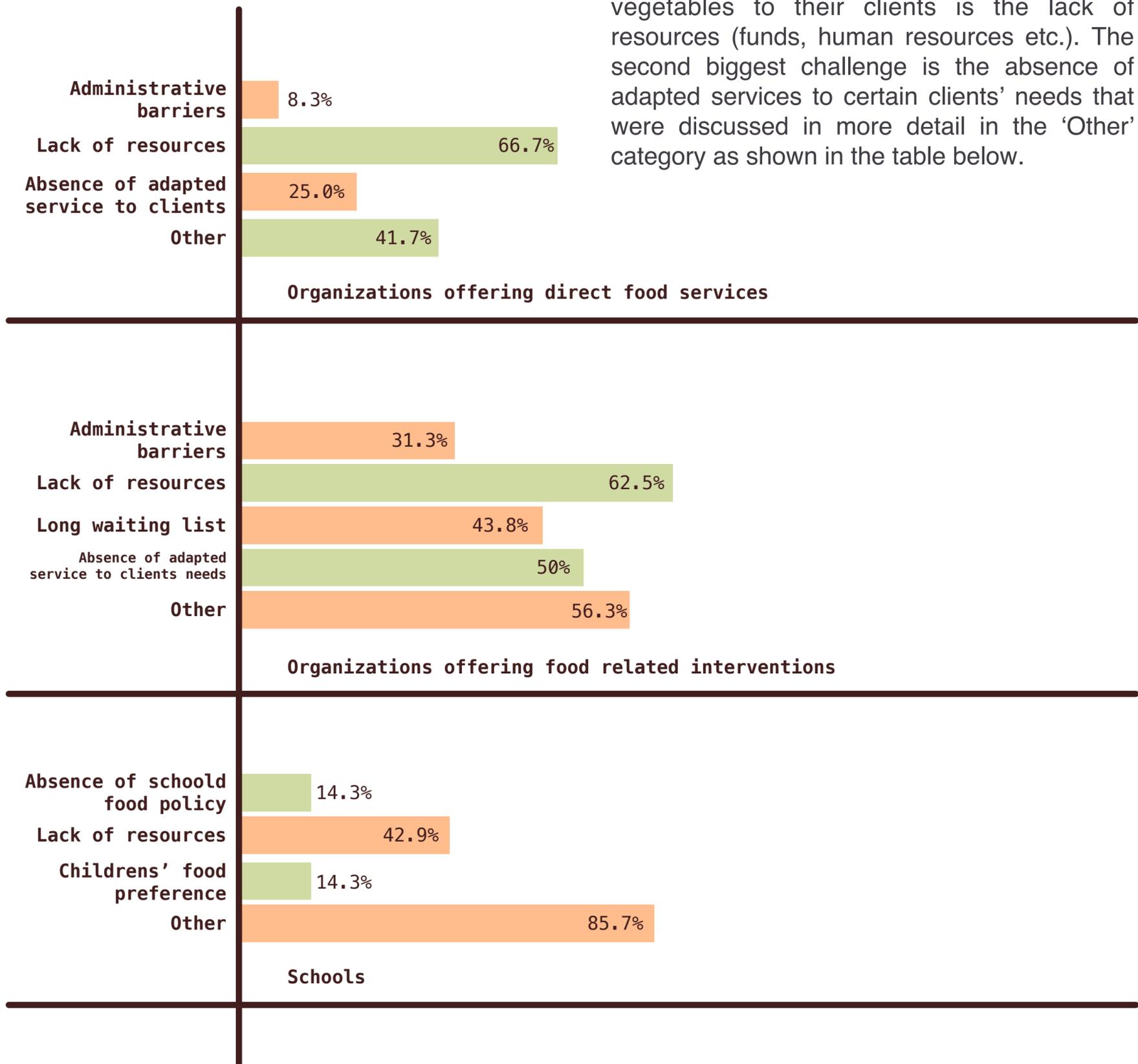
Does your school have a breakfast/snack/lunch program for your students from low-income families?

"Schools should offer cold veggies that come with dips as snacks during recesss, maybe some cereal with fruit in the mornings instead of just muffins"

"The food is served in such small portions that some students stay hungry"

Challenges for organizations and schools

The organizations reported that the biggest challenge for them to offer fresh fruits and vegetables to their clients is the lack of resources (funds, human resources etc.). The second biggest challenge is the absence of adapted services to certain clients' needs that were discussed in more detail in the 'Other' category as shown in the table below.



Other: Organizations offering direct food

- Insufficient amount of donations
- Lack of space for storage and time to sort fruits and vegetables

Other: Organizations offering food related intervention

- Absence of services to meet their clients dietary restrictions
- Requests out of mandates of different organizations
- Lack of transportation service/delivery
- Motivating their clients to adapt healthier eating habits and to participate/use services
- Limited service hours
- Outreach

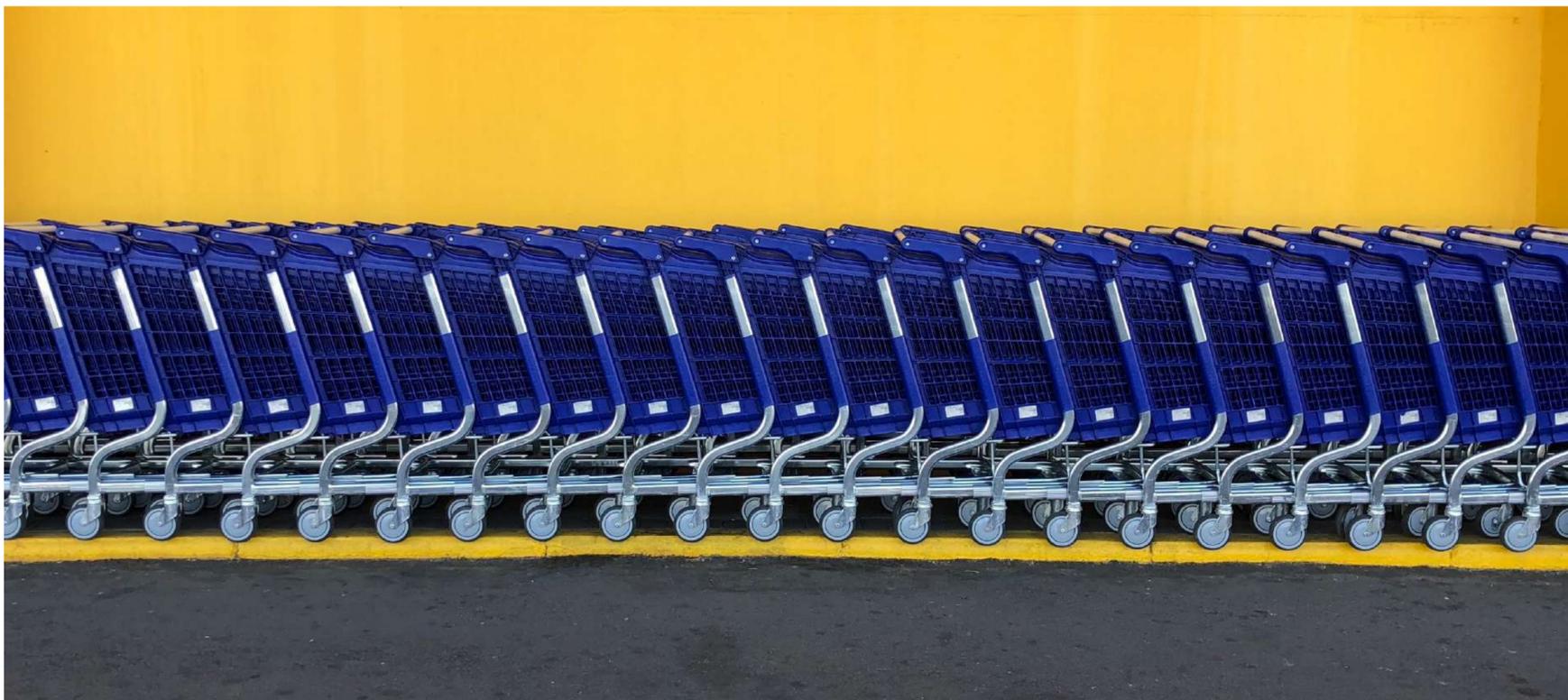
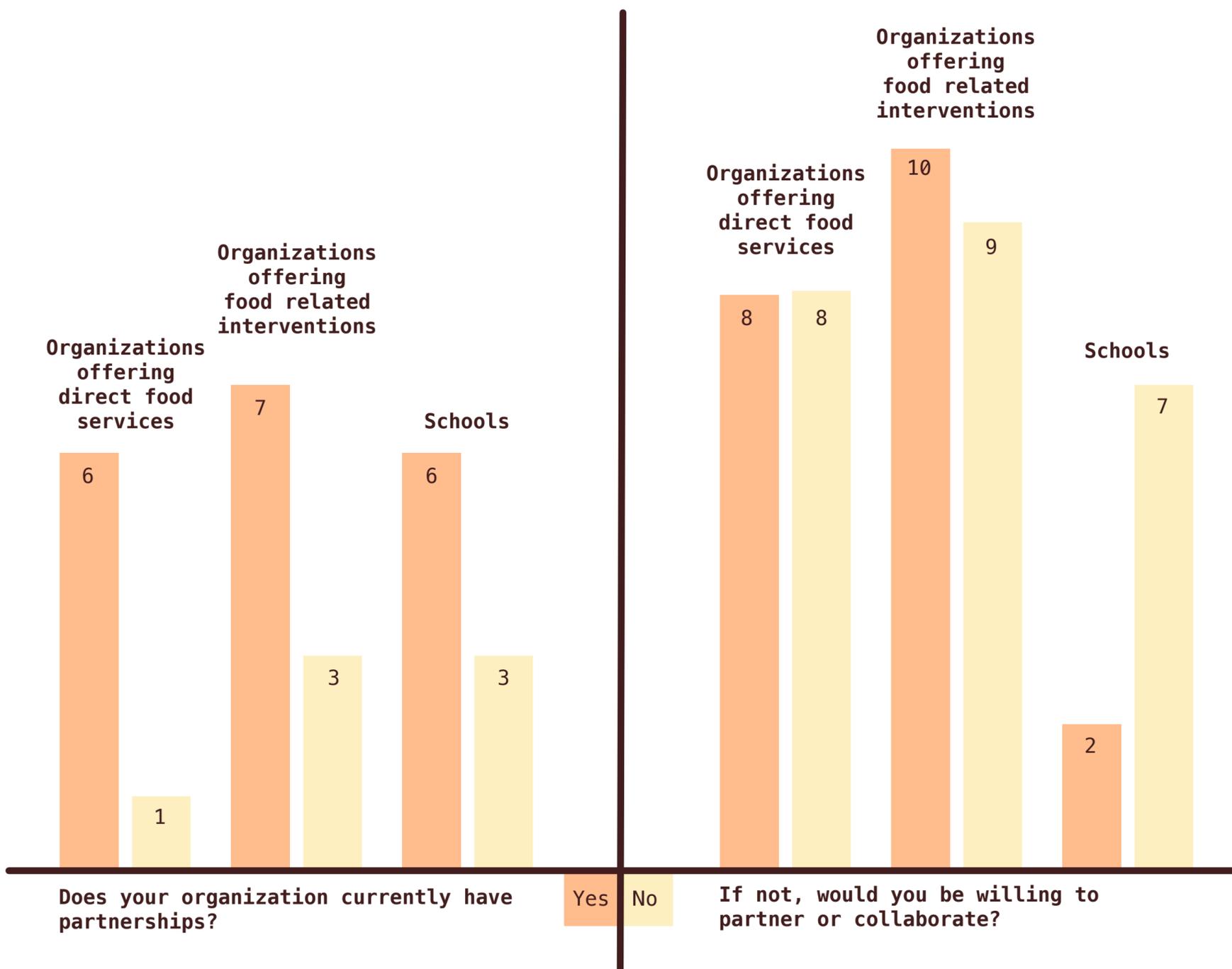


Image courtesy of Fabio Bracht

Collaboration & Partnerships

About 50% of the organizations said that they already have partnerships. However, the majority of schools answered that they do not have partnerships. For the organizations and schools that answered, the majority of them wish to have partnerships in the future to improve the amount of fresh fruits and vegetables available and to better serve their clients and students.



Existing Collaborations

Organizations offering direct-food programs collaborate with grocery stores, local farmers, community organizations and gardens, and food co-ops. Organizations offering food-related interventions collaborate with food banks, local markets, community organizations and local businesses. Schools only collaborate with private businesses. Some organizations also reported that they collaborate among themselves and with other community organizations to provide referrals for their clients.

Future Collaborations

This table below shows the types of partnerships that organizations who do not have partnerships yet wish to have in the future. A lot of organizations expressed their desire to create more partnerships with local farmers and to have a space where they can share or get updated information on available services.

Organizations offering direct food	Local farmers Community Organizations
Organizations offering food related intervention	Local farmers Community Organizations Extended networking to connect and to have updated information in general
Schools	Community/school garden

What services would need to assist your clients to have better access to fresh fruits and vegetables?

"As much information as possible. We spend many hours a day speaking with our clients over the phone and it is in those moments that we hear of the problems they are having. More information would be useful to distribute to them"

"See that affordable food stores are opened for them. Provide them with affordable transportation (free for seniors). The shelving should be accessible to all or there should be an employee in every shelf ready to assist anyone who needs help accessible items at the top of the shelves. Telephone purchases should be available for everyone who cannot go out to purchase these foods as well as delivery"

"Une collaboration avec diverses ressources sur le territoire de l'Ouest-de-l'Île ou avoir notre propre ressource d'accès aux fruits et légumes"

"... I would like to add that also have our clientele become part of the services would allow the individuals to have a sense of community, ownership and pride!"

"Amélioration du transport en commun dans l'Ouest-de-l'Île, banques alimentaires plus accessibles, moins longues listes d'attente, prix plus bas, marchés publics"

Top 5 services that organizations said would help better serve clients

1

List of resources with updated information of their services

3

Accessible and affordable transportation services

5

More workshops at multiple locations

2

More resources: donations, funding, human resources etc.

4

Adapted programs and services that are free or affordable and meet the needs of the clients

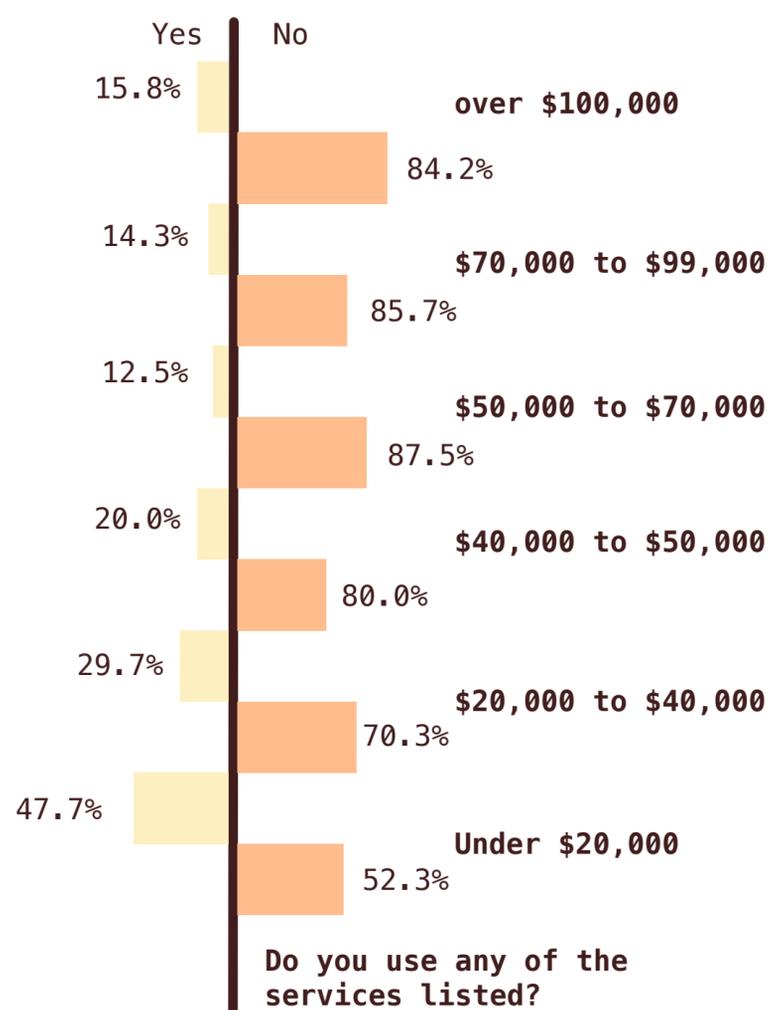
Summary of the characteristics of service users



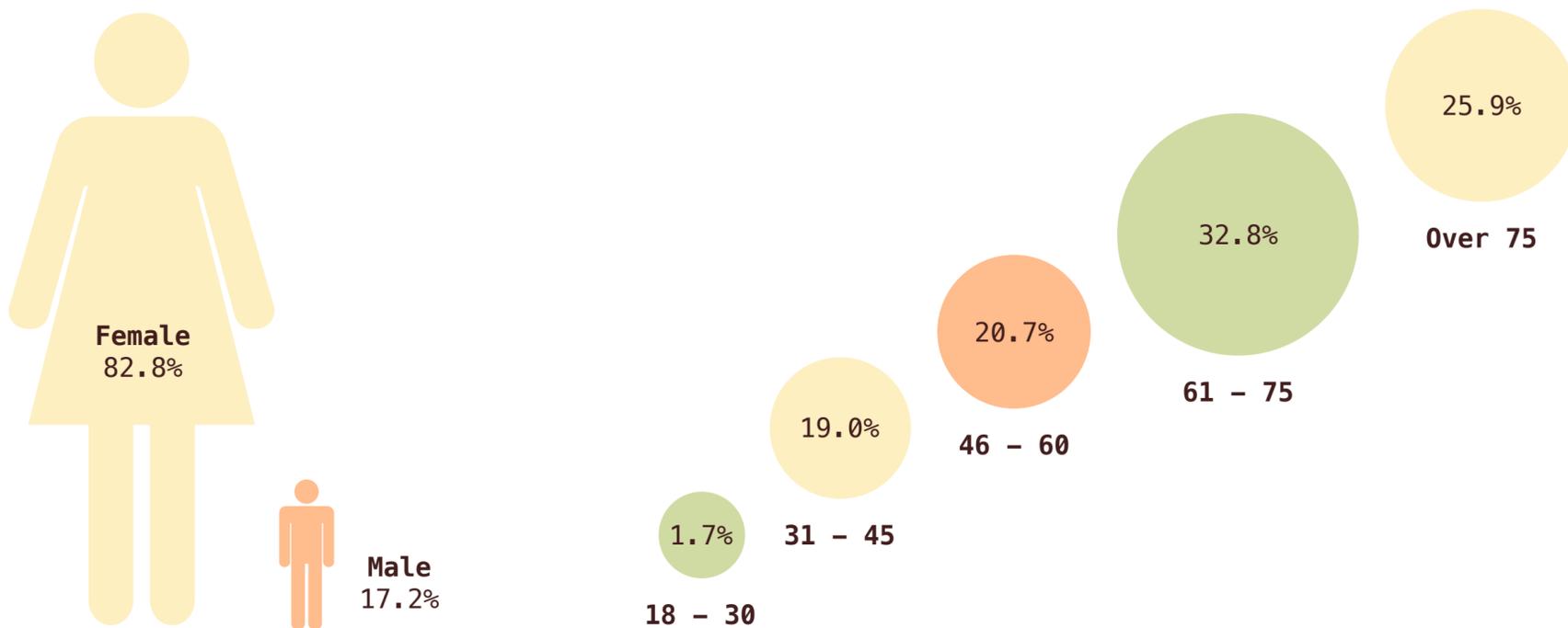
Image courtesy of Franki Chamaki

This table shows the proportion of the respondents using the services listed below. The rate of food service utilization goes up to 47.7% among the low-income population compared to the rate of food service utilization in other income groups.

Such as: Food banks, Meals on Wheels, holiday baskets, community meal, food basket delivery, snack/lunch program for children, cooking/nutrition workshop and other.

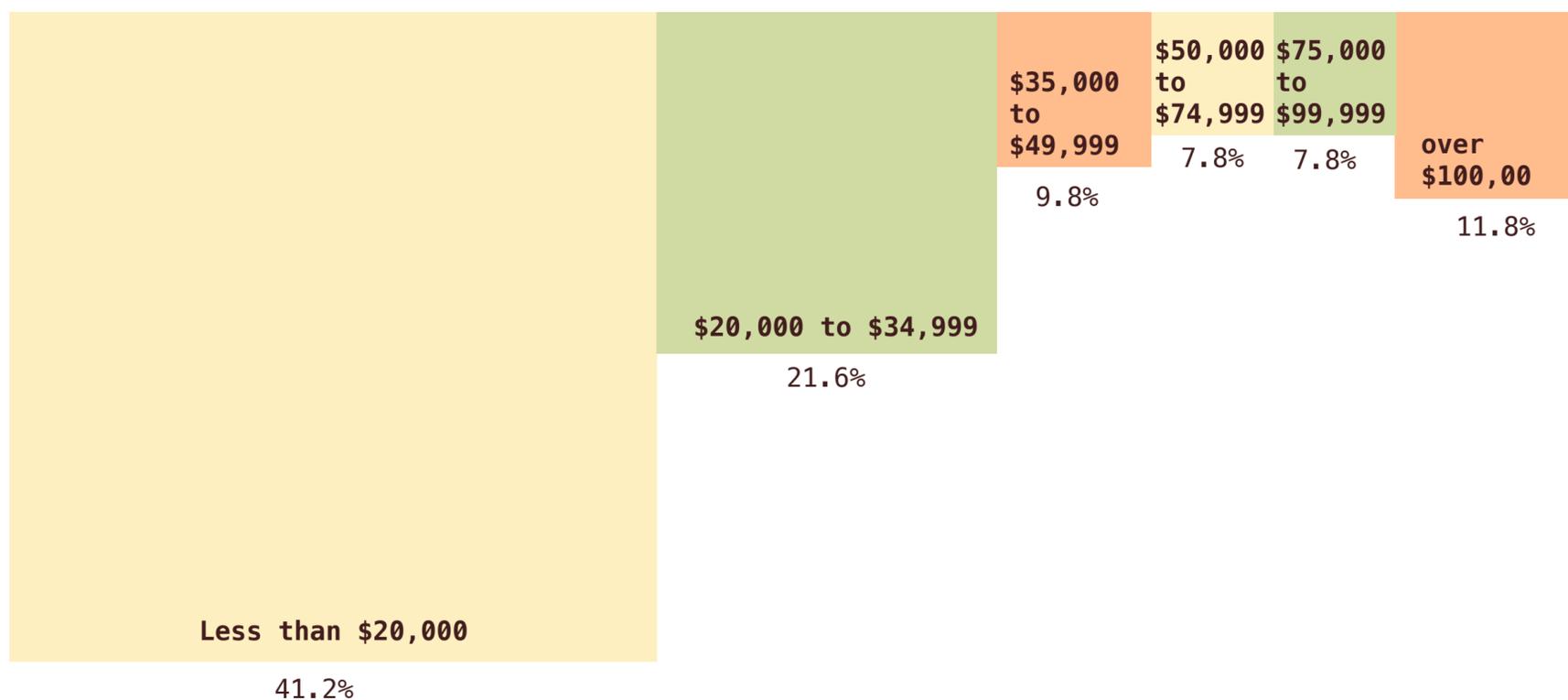


Survey results of the users of food services

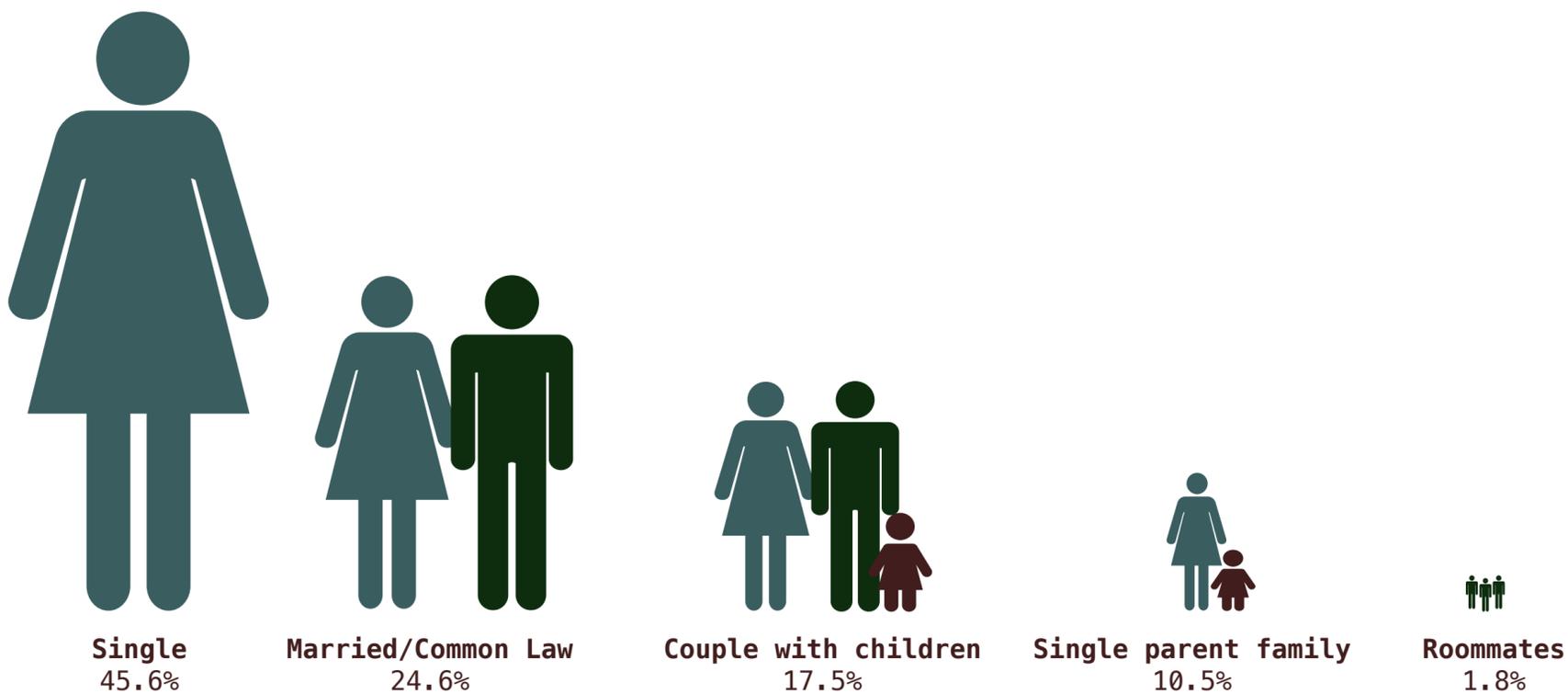


Gender

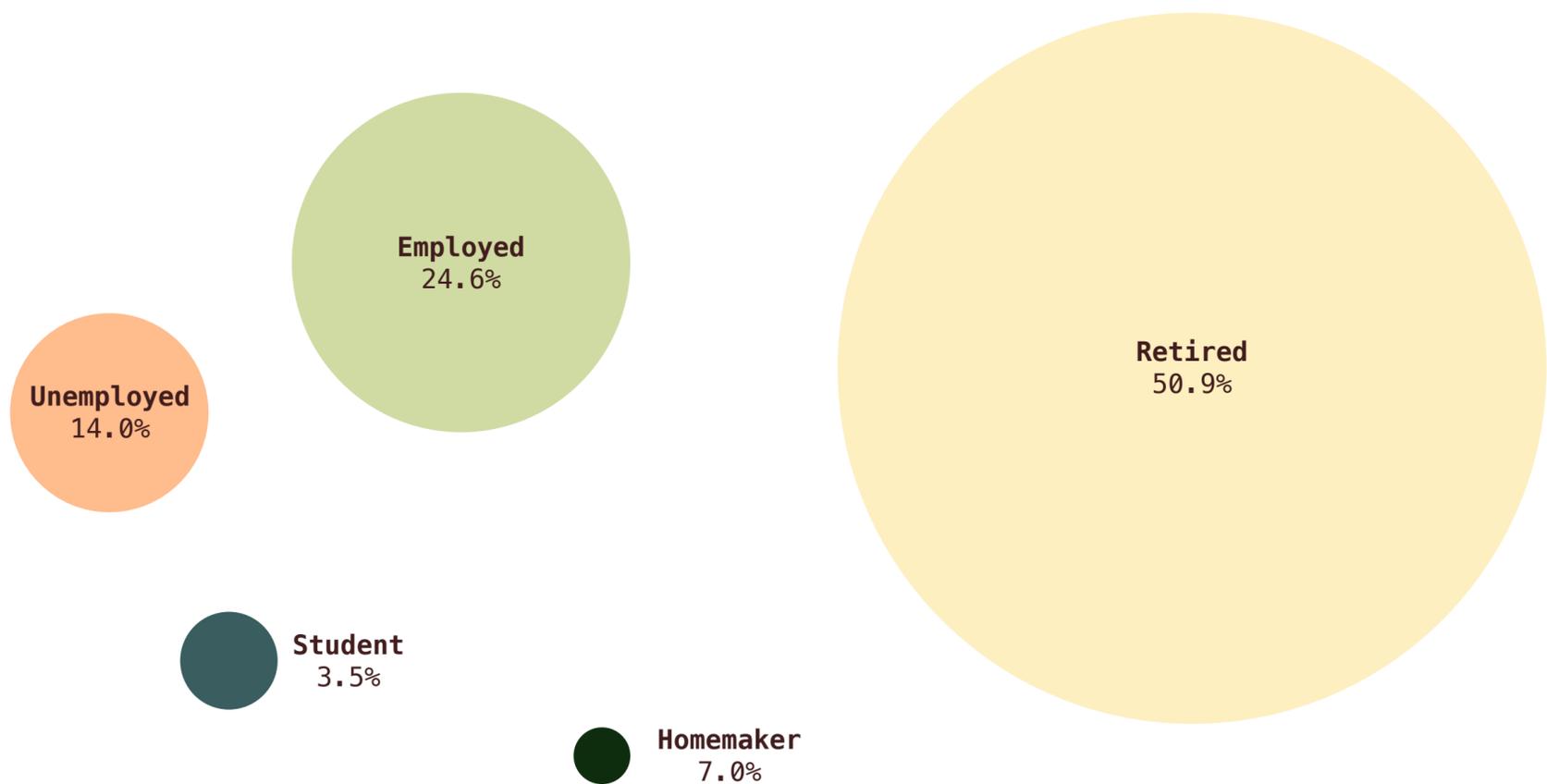
Age group



Household income



Household composition



Employment status

Results say who is more likely than others to use services?

Female

Single

Income < \$20,000

61 and over

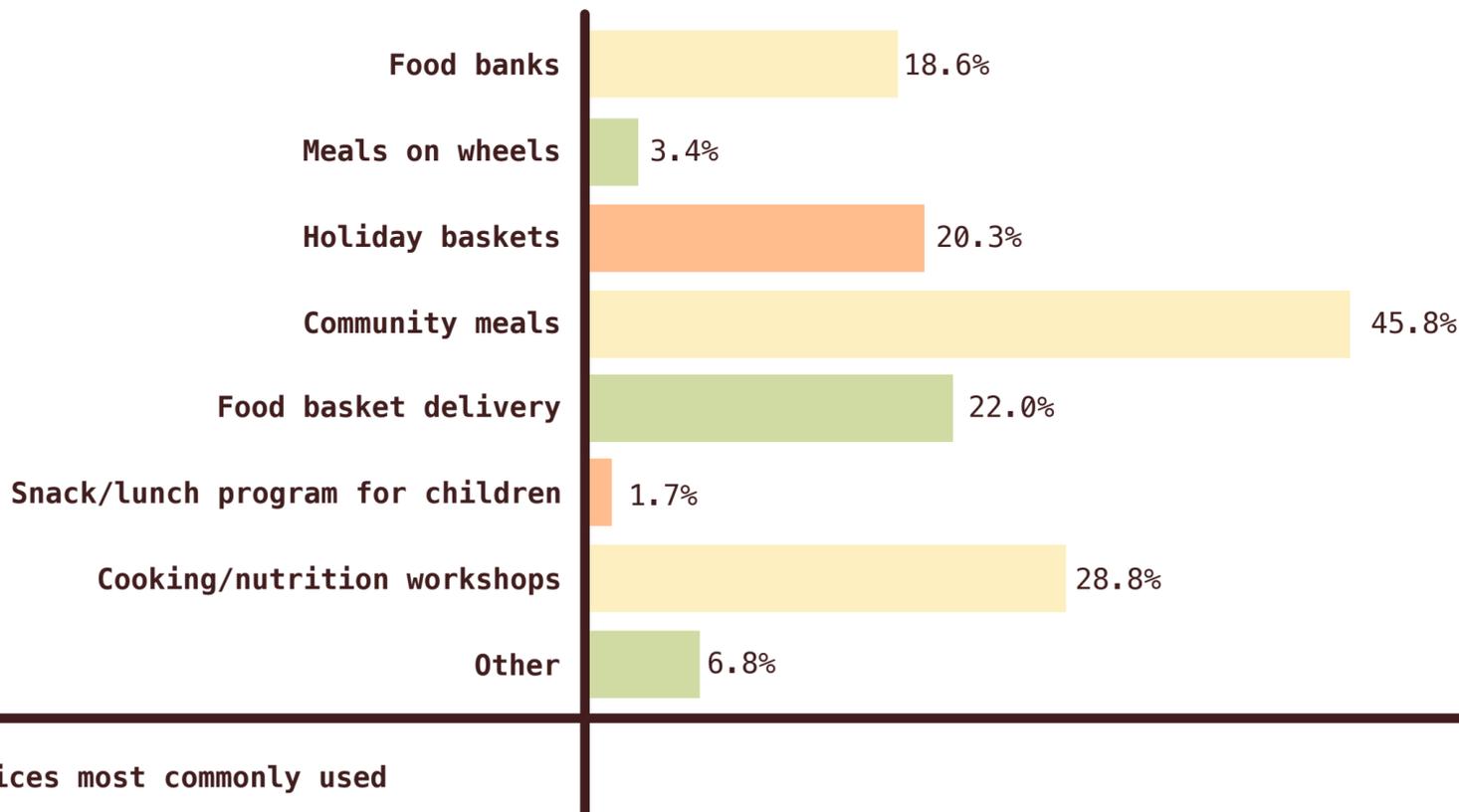
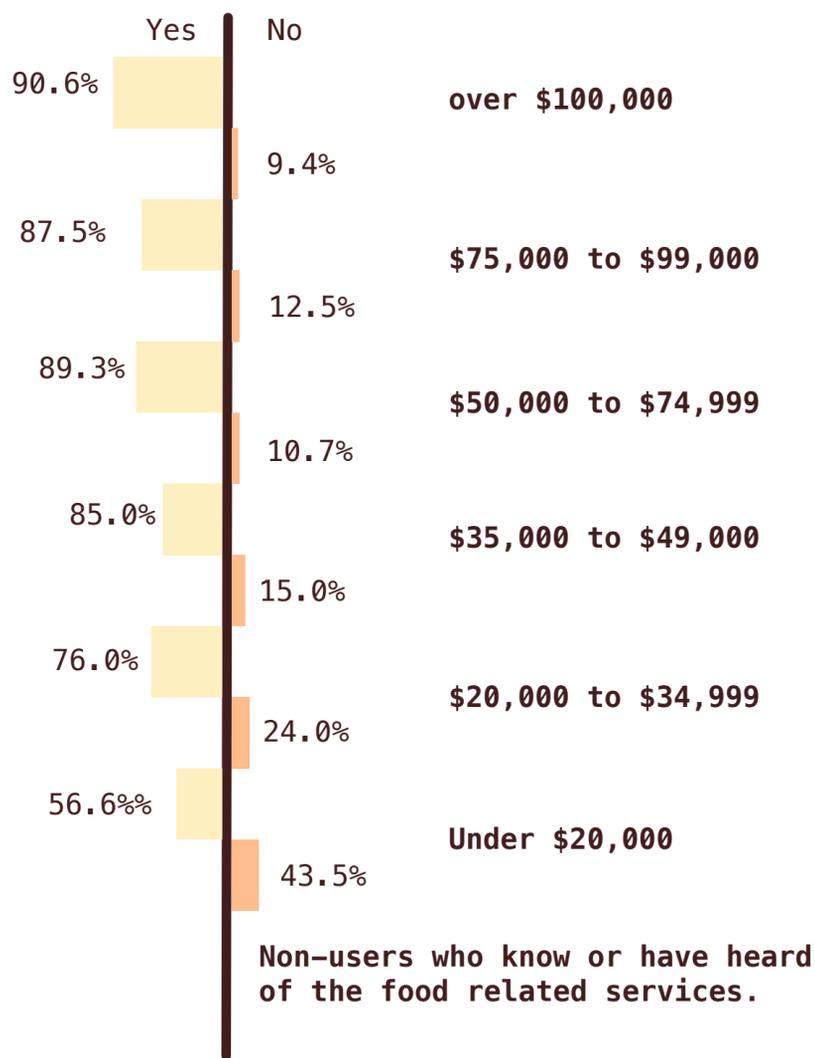
Retired



Image courtesy of Alexander Andrews

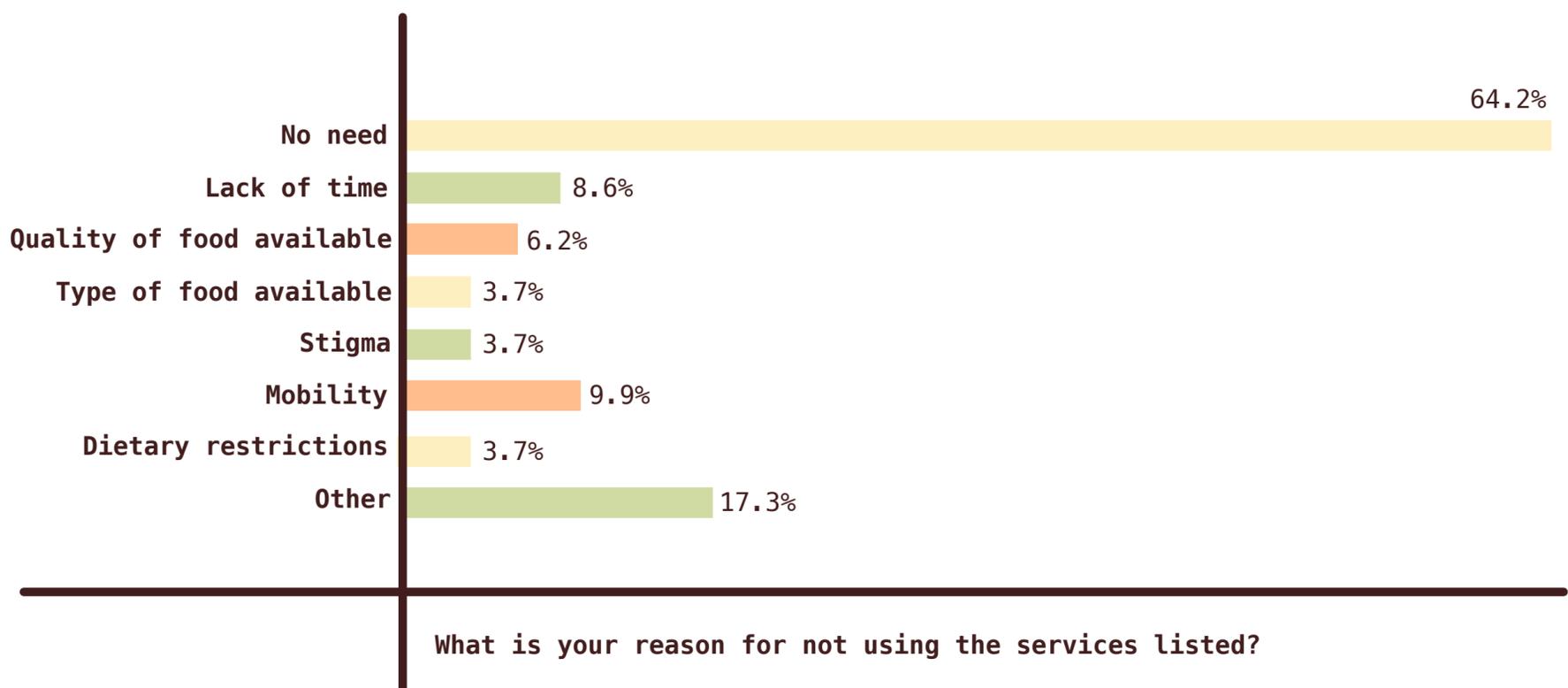
Service Visibility

Among the users, the respondents from households earning less than \$20,000 found out about the services mostly by word of mouth (38.1%) while the rest of the income groups find out about the services mostly by internet/social media. Many respondents that answered the 'Other' category stated that they find out about new services through the community services that they already use. It appears that most non-users have heard of or know about the services. However, 43.5% of the respondents with less than \$20,000 household income answered that they have not heard of/know of any services listed.



The majority of people who answered in the 'Other' category said that they were not aware of the services available. This was also supported by the comments from the participants during the focus group discussions. A lot of them expressed that they did not know of any available services.

Notably, one of the reasons for not using the services that was often reiterated during the focus group discussions was the quality of the food that they receive. Some participants explained that they stopped using services because of the lack of variety, specifically in terms of the vegetable basket service. They had difficulty cooking the vegetables they received as they did not know how to cook certain types of fruits and vegetables. Some participants shared their difficulty on the stigma related to using the food banks. They expressed that it can be a humiliating experience to show their bills and expenses as well as their revenue. Often their documents may detail sensitive information such as medication expenses, which include discerning medical information. Some participants expressed that, because of a health issue, they received an augmentation on social welfare, but it is still not enough to buy food. Thus, when they arrived to the food bank and showed their revenue, they needed to prove that they did not have enough left to buy food after paying for the medications. To be eligible to receive certain services such as the Meals on Wheels program, a medical diagnosis is necessary to prove the loss of autonomy (mobility). More often than not, the reasons for low income persons not using the aforementioned services are varied such as stigma, mobility issues and the lack of information.

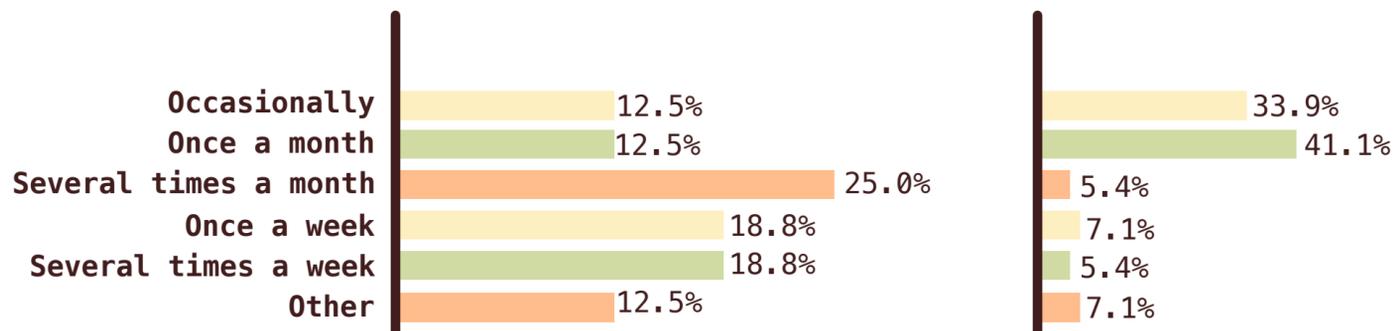


Overall, **community meals** is the service that is most commonly used. When we participated in community meals, we observed that the participants did not identify themselves as the service users. A lot of participants in community meals use this service for social purposes rather than for food-services. As a result, many participants of the community meals filled out the survey in the non-user section rather than in the user section.



Image courtesy of Lukas Budimaier

Frequency of the services



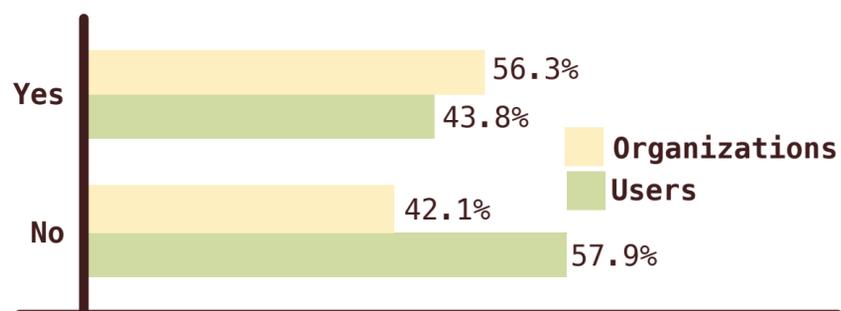
Organizations

How often do your clients use your service(s)?

Users

How often do you use the service(s)?

The majority of the respondents using services answered that they receive the service once a month. This shows that using food services is not their main source of food. We need to see what the users really feel about the availability of the services as well as whether they think they receive sufficient amounts of fresh fruits and vegetables from the services.



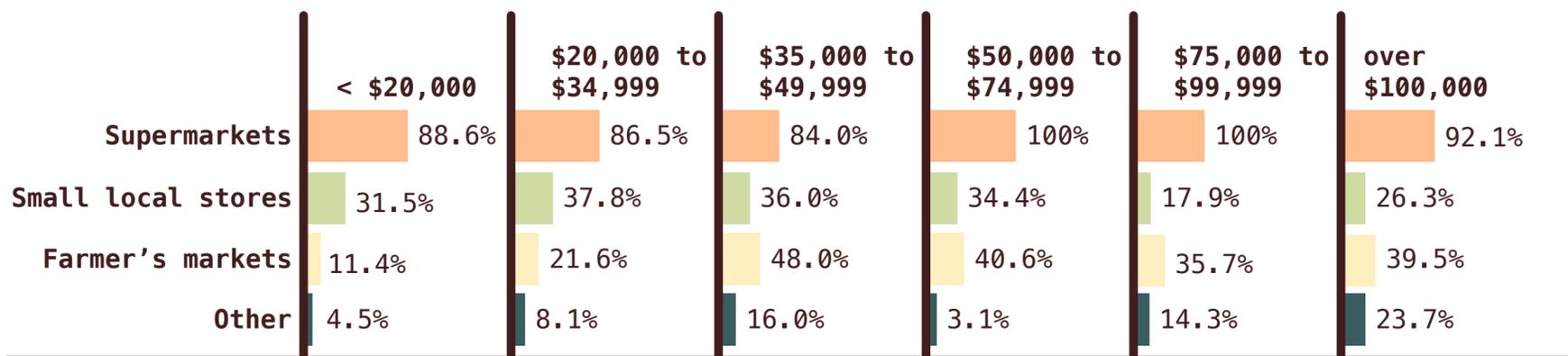
Do you receive sufficient amounts of fresh fruits and vegetables from the services?

Out of the food services users we surveyed, 57.9% reported that they do not receive sufficient fresh fruits and vegetables from the services. Let's bring back the responses from the organizations offering direct-food services; 43.8% of the organizations reported that they do not have sufficient amount of fresh fruits and vegetables to serve their clients.



Image courtesy of Annie Spratt

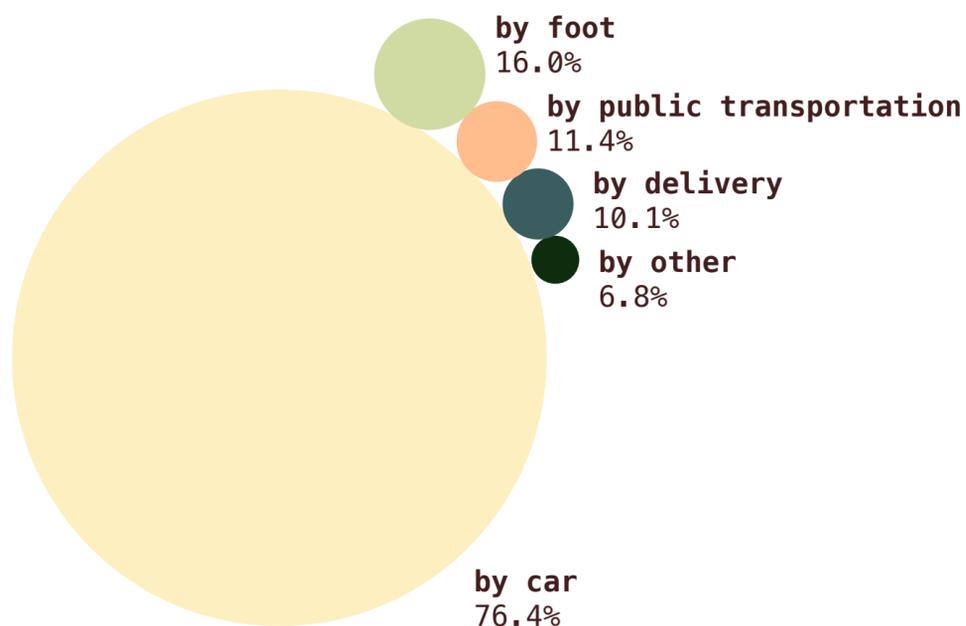
Summary of results on the residents



Where do the residents in Pointe-Claire access their fresh fruits and vegetables?

The residents of Pointe-Claire answered that they get their fresh fruits and vegetables at 1. supermarkets 2. small local stores 3. farmer's markets and 4. other. When we extracted the answers from the low-income populations of Pointe-Claire, it appears that the low-income population uses farmer's markets a lot less. During the focus group discussions, a lot of participants mentioned that the products at farmers' markets or street markets are more expensive than at supermarkets and these markets are hard to access for those without a car.

Among the answers in 'Other' category, the residents with higher income mentioned that they get their fruits and vegetables from their own gardens as well as the local organic vegetable basket services while the residents with lower income did not. During the group discussions, many participants mentioned that the price of the products at some stores are cheaper, but they go to stores close by instead because the cheaper stores are located very far from where they live.



Mode of transportation used to access fresh fruits and vegetables

The residents of Pointe-Claire access their fresh fruits and vegetables by 1. car 2. on foot 3. by public transportation 4. delivery and 5. Other. However, there was a noticeable variation in the percentage with respect to income status. The respondents with low-income mostly access their fresh fruits and vegetables on foot or by public transportation. The participants in the group discussions who go to the stores on foot and by public transportation mentioned that there is a taxi service (Taxi OR -STM program) for the low-income seniors in Pointe-Claire.

They said that the cost is \$2 for the service and that they need to call to reserve it. They also said that they can get an OPUS card at a discounted price or 10 free bus tickets and 6 train tickets per month. However, the location to obtain and renew the OPUS card is very limited and far, as it requires them to go to another municipality to do so. There are also shuttle services from the supermarket once a week which is very helpful. They wished that other stores would offer similar services or have a shuttle that brings them to different stores. The participants who have mobility issues stated that they use delivery services from supermarkets but this is an added financial burden to them as there is an extra charge to use it ranging from \$2 to \$6. Some of them also explained that they have to rely on their friends or families who have cars to bring them to the stores.

75%

of single parent families believe they do not receive sufficient amounts of fresh fruits and vegetables in their meals.

When asked “do Pointe-Claire residents have sufficient fresh fruits and vegetables in their meals?”, the percentage of ‘insufficient’ and ‘not at all’ appears predominantly high among the men (23.3% vs 53.8%), low-income (39.1% vs 6.3%) and single parent family than any other groups of the population (75% vs 20%, 17.6%, 12.8%, 10.5%). As the income increases, as does the percentage of ‘more than meets my needs’ (28.1% vs 8.7%). Conversely, as the income decreases, the percentage of ‘Insufficient’ (39% vs 6.3%) increases drastically.

What are your challenges to access fresh fruits and vegetables? What are your clients' challenges to access fresh fruits and vegetables?

"Most of my clients find it very expensive. They also suffer from a lot of mobility issues and have several dietary restrictions. It would be beneficial to have cheaper delivery options, shuttle busses/taxis, etc"

"Just available in the village at specific time and day"

"Pas d'auto!"

"Les soldes sont réparties dans plusieurs magasin. Donc plusieurs déplacements inutiles"

"(...) also winter-time would be the biggest challenge"

"From what our clients have told me, it's not a necessity no more. Costs of living have become too high for them to even consider buying fresh food. They get some with the prepared meals they buy"

"Depending on the grocery store the prices can vary greatly"

"I like to buy locally but there aren't a lot of options for local things at the grocery store"

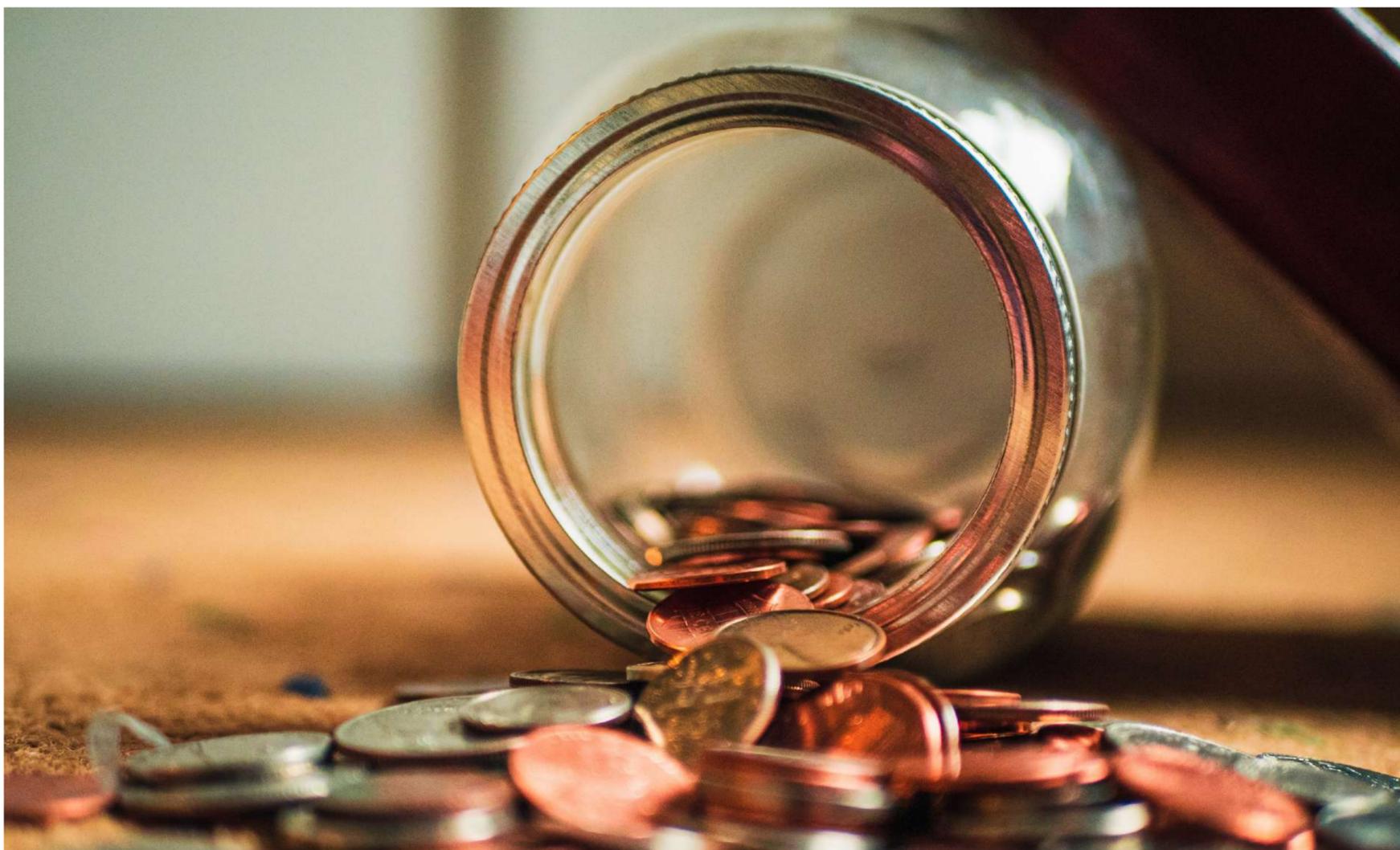
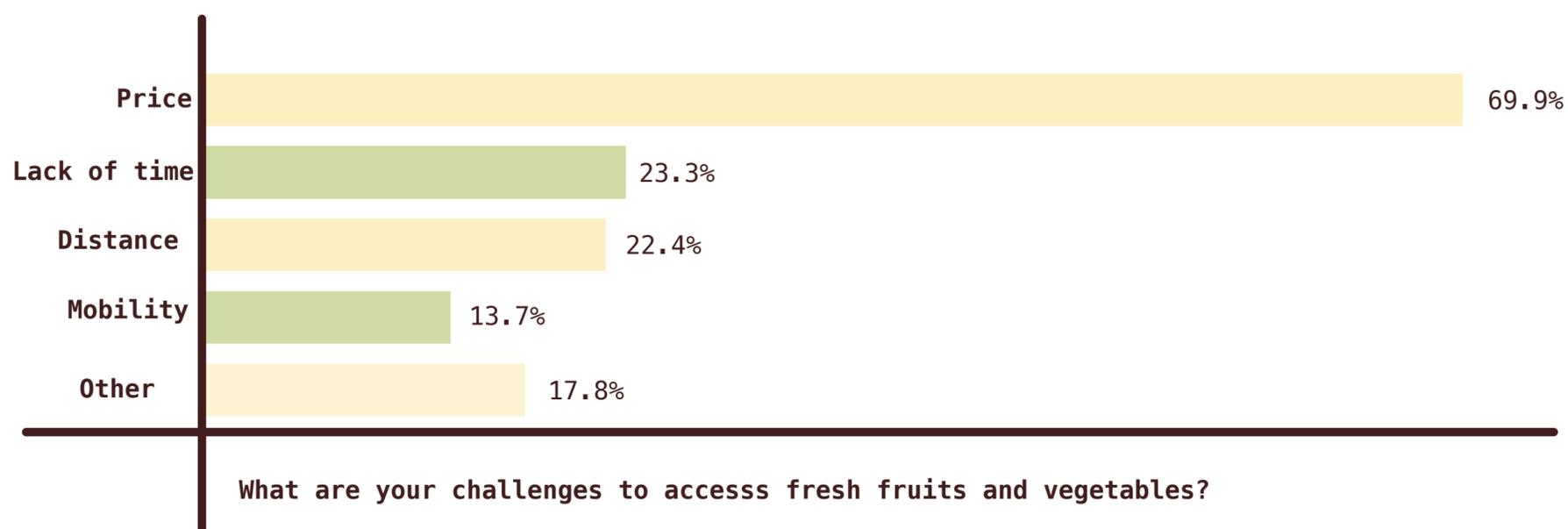


Image courtesy of Josh Appel

Challenges in Accessing Fresh Fruits and Vegetables



The challenges in accessing fresh fruits and vegetables for the residents in Pointe-Claire appear as 1. price 2. lack of time 3. distance 4. mobility and 5. other. However, when we cross-tabulate the challenges by household income, the results show a variation in findings, specifically in 1. price (72.1% vs 66.7%) 2. mobility (34.9% vs 0%) 3. distance (27.9% vs 18.2%) 4. lack of time (16.3% vs 39.4%).

The biggest challenge faced by the residents of Pointe-Claire, regardless of income status, is the price of fresh fruits and vegetables. Here we need to pay attention to the possible degree of difficulty felt by the population living with limited incomes. Let's take another look at the graph on sufficiency of fresh produce (below), the percentage of 'insufficient' and 'not at all' appears predominantly high among respondents with low-income than high-income (39.1% vs 6.3%). The results show that the populations with high income are still able to afford/have sufficient or more access to fruits and vegetables while the population with low income is not able to afford/have sufficient fruits and vegetables where price is given as the biggest challenge.



Image courtesy of Peter Bond

39.1%

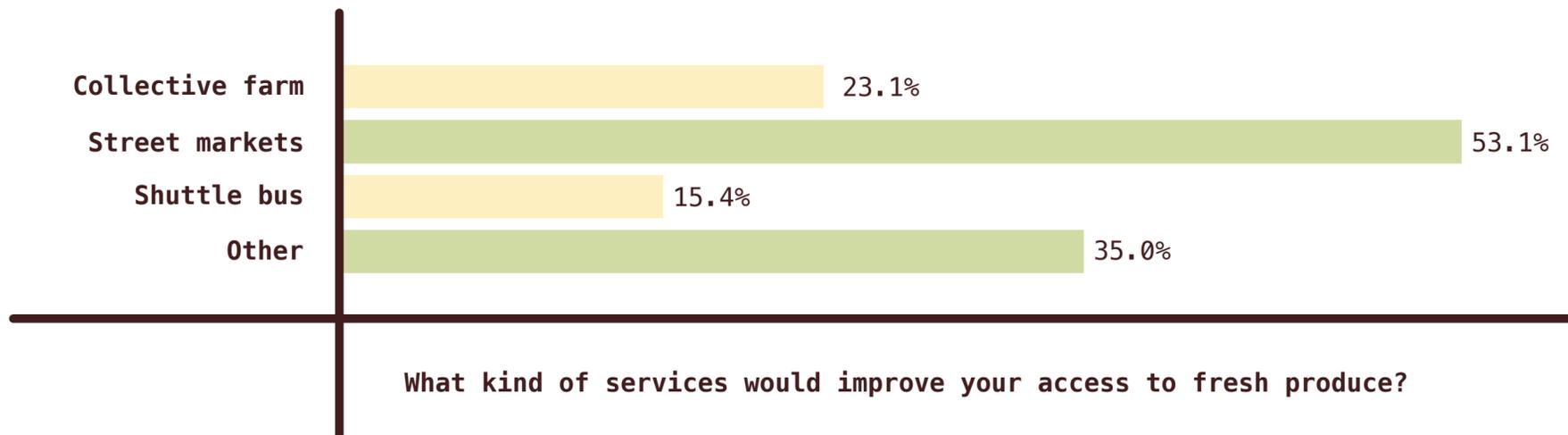
of low-income households recorded that they do not have sufficient amounts of fresh fruits and vegetables in their daily meals

Many of the group discussion participants explained that the price is often an issue for them, especially during the winter. One participant said that he/she relies on food banks and only goes to the grocery store for what is not given by the food banks. Another participant said that he/she cannot afford meat and relies on what is given by the food banks. He/she needs to wait for an invitation to a home to consume meat. Some explained that they sometimes need to choose between their medications over food. Given the necessity to prioritize different bills and needs, they are forced to make choices.

The second and third challenges identified in the survey differs depending on the income status. While the lack of time and distance is the second challenge for the high-income, mobility and distance (transportation) is the main challenge for the low-income. Given the fact that the West Island is a food desert, it is not surprising that the residents of Pointe-Claire find distance as one of their biggest challenges regardless of their income. Having said that, for the population who do not own a car or have to rely on their friends or families to bring them to the stores, the challenges become layered. Some of the participants during the group discussion said that even if they know where they can get products at a more affordable price, they go to the store that is closer in proximity. Otherwise, they would need to take different buses to get to specific stores that can take them upwards of 2 hours. Using public transportation with many bags to carry is also very difficult. Finally, some also explained that the price for a big package of fruits and vegetables is cheaper than a single or double portion. However, these big packages are also very big and bulky for a single person or small family to consume, thereby creating waste.

What kind of services would improve your access to fresh fruits and vegetables?

With the objective of this survey in mind, we asked the residents what kind of services would improve their access to fresh fruits and vegetables.



The respondents from Pointe-Claire answered that 1. the street markets 2. collective farms and 3. Shuttle bus would improve their access to fresh fruits and vegetables. However, it is very important to note that a lot of respondents chose 'Other' as their first choice. According to the answers in 'Other', what concerns them the most is the conditions of the services more than the types of the services. Many residents expressed that whether it is a collective farm, street market or shuttle bus, as long as it is not accessible, affordable and available, they would be less likely to benefit from these services. Also, given the opinions from the respondents that the price of the products at existing farmer's markets or street markets are neither accessible nor affordable, the population with low-income and unemployed chose 'Other' as their first choice. When we look at the types of services and the different age groups, the over 75 years old group, who often have mobility issues, chose shuttle bus as their first choice compared to the other age groups. The information we received from the participants during the focus group discussions coincided with the result of the survey that the conditions (accessibility, affordability and availability) of the services are essential to the desirability of using these services. A lot of participants also expressed their desire to be more involved in the community and to be the part of the services. The community organizations also corroborated their vision of these services that would help their clients to have better access to fruits and vegetables. The comments below are some of the examples.

What services would improve access to fresh fruits and vegetables?

"How about a food bus bringing people from one discount store to another? Also, need more education and hands-on experience on how to prepare healthy food"

"Shuttle bus [proximity], collective farm, provision of variety to accommodate the needs of everyone, affordable prices, accessibility to food in the stores for people with reduced mobility"

"Having community kitchens is a great way to help break isolation and give incentive to prepare meals in bulk, at reduced cost and using fresh ingredients"

"Des services avec des horaires adaptés. Malgré soutien d'une banque alimentaire pour des paniers d'urgence, nous souhaitons cette collaboration avec tous"

"Plus d'éducation sur les aliments, meilleure connaissance des produits québécois de ce qui est disponible localement, meilleurs prix transport, choix selon habitudes culinaires, fraîcheur, accessibilité"

Conclusion

Summary of Key Findings

Sufficient

Organisations offering direct food services and food-related interventions do not have sufficient fresh fruits and vegetables to serve to their clients.

Where

The residents of Pointe-Claire answered that they get their fresh fruits and vegetables at 1. supermarkets 2. small local stores 3. farmer's markets.

Help

The top 5 services that organizations identified to help them better serve their clients are: updated list of resources with relevant information for referrable services, more resources (donations, funding, human resources), accessible and affordable transportation service, adapted programs and services for the needs of the clients that are free or affordable, and more workshops at multiple locations.

Lack

Schools have a lack of programs to respond to the students in need.

Not at All

The percentage of having 'insufficient' and 'not at all' fresh fruits and vegetables appears predominantly high among the men, the low-income and the single parent family than any other groups of the population.

Improve

The respondents from Pointe-Claire answered that the following would improve their access to fresh fruits and vegetables: 1. the street markets 2. collective farms and 3. Shuttle bus. However, what concerns them the most is the conditions of the services more than the types of the services. A lot of residents expressed that whether it is a collective farm, street market or shuttle bus, as long as it is not accessible, affordable and available, they would be less likely to benefit from these services.

Access

The residents of Pointe-Claire access their fresh fruits and vegetables by 1. car 2. on foot 3. by public transportation 4. delivery. However, there was a noticeable variation in mode of transportation by income status.

The West Island is a food desert where the residents have limited physical access to fresh fruits and vegetables at proximity. This survey shows us the living experience of residents in Pointe-Claire as a food desert. We see different trends as per the social and economic indicators. The survey reveals certain portions of the population that are more vulnerable and affected by the current food insecurity. These trends can be a starting point in developing more focused projects. There is also a common theme shared among all the groups of respondents about the price of fresh fruits and vegetables and the conditions of services. We also see that the challenges encountered by the providers of the services are the same. The result of this survey and information gathered during focus group discussions show us that the food desert is not just a geographical barrier, but also creates social and economic constraints which resonate with the definition of ‘food insecurity’.

Collaborate

Organisations and schools are willing to partner or collaborate with other actors to improve their existing services, especially providing more fresh fruits and vegetables.

Challenges

The challenges in accessing fresh fruits and vegetables for the residents in Pointe-Claire appear as 1. price 2. mobility 3. distance 4. lack of time.

What's Next?

Our next step will be to find ways to address these concerns and challenges together with the residents of Pointe-Claire. In accordance with the suggestions resulting from the survey and focus group discussions, we will need to provide an opportunity and place where the residents can come together to create and build favorable conditions of services that are adapted to their needs. There is no simple solution to the current situation. However, with the combined efforts of the residents of Pointe-Claire, key actors in the community and policy makers, we can develop new services and programs to better respond to the needs of the residents that would ultimately improve the access to fresh fruits and vegetables in Pointe-Claire.

Appendix A: Survey Questionnaires for the residents

Part 2

- How old are you?
 - Under 18
 - 18 - 30
 - 31 - 45
 - 46 - 60
 - 61 - 75
 - Over 75
- How many people are in your household?
 ___ Adults and ___ Children (under 18)
- What is your gender? ___
- What is your postal code? _____
- What is your employment status?
 - Employed
 - Unemployed
 - Student
 - Retired
 - Homemaker
- What is your household income?
 - Less than 20,000\$
 - 20,000\$ to 34,999\$
 - 35,000\$ to 49,999\$
 - 50,000\$ to 74,999\$
 - 75,000\$ to 99,999\$
 - Over 100,000\$

Thank you for your participation!

Would you like to participate in a focus group discussion or become more involved in our project? You are welcome to join us! Please get in touch:
 514-694-6404 www.tqsoi.org projects@tqsoi.org

Enter to win one of four \$25 gift certificates to Metro grocery store!

LET'S TALK FOOD!

Survey on access to fresh fruits and vegetables in Pointe-Claire

Tell us about your experience!

Your survey responses will help us ensure that you have a voice about what happens in your neighbourhood. They will inspire the development of innovative services that are adapted to your preferences and needs.

Did you know?

The West Island is a food desert! This means that residents have limited access to fresh produce within walking distance.



Enter to win!
 Details on back cover.



514-694-6404 www.tqsoi.org projects@tqsoi.org

Your answers will be confidential and anonymous.

Part 1

- Do you use any of the food services below? (If yes, check all that apply)
 If you do not use these services, skip to **question 12** ----->
 - Food banks Meals on Wheels Holiday baskets Community meals
 - Food basket delivery Snack/lunch program for children
 - Cooking/nutrition workshops Other: _____
- How did you find out about the food service(s) that you use?
 - Internet/social media Word of mouth Referral Other: _____
- How often do you use the service(s)?
 - Once a week Several times a week Once a month
 - Several times a month Occasionally Other: _____
- Do you receive sufficient fresh fruits and vegetables from the service(s) you use?
 - Yes No
- How satisfied are you with the fresh fruits and vegetables you receive?
 - Very satisfied Satisfied Somewhat satisfied Not satisfied
- How do you get to the service(s) you use? (mode of transportation)
 - On foot By car By public transportation Delivery Other: _____
- How comfortable are you with cooking the fresh fruits and vegetables you receive?
 - Very comfortable Comfortable Somewhat comfortable Not comfortable
- Where else do you get your fresh fruits and vegetables? (Check all that apply)
 - Supermarkets Small local stores Farmer's market Other: _____
- How important is it for you to have fresh fruits and vegetables in your meals?
 - Very important Important Somewhat important Not important
- What are your challenges to access fresh fruits and vegetables? (Check all that apply)
 - Price Time Distance Mobility Other: _____
- What kind of services would improve your access to fresh fruits and vegetables? (collective farm, street market, shuttle bus, etc.)

--- Continue to back page ----->

Questions 12 to 20 to be answered only if you do not use the food services listed under question 1.

- Have you heard of or do you know of the services listed in Question 1?
 - Yes No
- What is your reason for not using these food services? (Check all that apply)
 - No need Lack of time Quality of food available Type of food available
 - Stigma Mobility Dietary restrictions Other: _____
- Where do you get your fresh fruits and vegetables? (Check all that apply)
 - Supermarkets Small local stores Farmer's market Other: _____
- Do you have sufficient fresh fruits and vegetables in your daily meals?
 - More than meets my needs Sufficient Insufficient None at all
- How do you access fresh fruits and vegetables? (mode of transportation)
 - On foot By car By public transportation Delivery Other: _____
- How comfortable are you cooking the fresh fruits and vegetables you buy?
 - Very comfortable Comfortable Somewhat comfortable Not comfortable
- How important is it for you to have fresh fruits and vegetables in your meals?
 - Very important Important Somewhat important Not important
- What are your challenges to access fresh fruits and vegetables? (Check all that apply)
 - Price Time Distance Mobility Other: _____
- What kind of services would improve your access to fresh fruits and vegetables? (collective farm, street market, shuttle bus, etc.)

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Enter your contact information for a chance to win a gift certificate to Metro.

Name:
 Email address:
 Phone number:

Appendix B: Survey Questionnaires for Organizations and Schools

SELECT the option that applies to your organization.

- Organizations offering direct food services (Food banks, meals on wheels, community meals, etc.)
- Organizations offering food-related interventions at proximity (Referrals, accompaniment, etc.)
- School

Organizations Type 1

Name of your organization

How often do your clients use your service(s)?

- Once a week
- Several times a week
- Once a month
- Several times a month
- Occasionally
- Other (please specify)

Is there a waiting list for your clients to receive the service(s)?

- No
- Yes, how long?

Where do you get your fresh fruits and vegetables to serve your clients? (Check all that apply)

- Donations
- Purchased from supermarkets
- Purchased from local farmers
- Other (please specify)

Do you have sufficient fresh fruits and vegetables to serve your clients?

- Yes
- No

Approximately, what percentage (%) of the food you provide is fresh fruits and vegetables?

What are the challenges for you to provide fresh fruits and vegetables to your clients? (Check all that apply)

- Administrative barriers
- Lack of resources (funds, human resources, etc.)
- Long waiting list
- Absence of service adapted to clients' needs
- Other (please specify)

Do you have partnerships with other groups/local farmers and etc.?

- Yes
- No

If answered yes in question 9, please specify.

If answered no in question 9, would you be willing to partner or collaborate?

- No
- Yes, please specify what would work best for you.

How many clients in Pointe-Claire do you serve a month?

Do you have any other information you wish to share or comments about this project?

Organizations Type 2

Name of your organization

What are the types of intervention you provide related to food services?

- Referral
- Accompaniment
- Delivery
- Other (please specify)

Do you know where your clients get fresh fruits and vegetables? (Check all that apply)

- Don't know
- Food-aid services
- Supermarkets
- Small local stores
- Delivery
- Other (please specify)

Do you know what are your clients' challenges to access fresh fruits and vegetables? (Check all that apply)

- Don't know
- Price
- Lack of time
- Distance
- Mobility
- Other (please specify)

What are the challenges for you to provide food-related intervention to your clients? (Check all that apply)

- Administrative barriers
- Lack of resources
- Long waiting list
- Absence of adapted services to client's needs
- Other (please specify)

In your opinion, what services would your clients need to improve access to fresh fruits and vegetables? (collective farm, street market, shuttle bus, etc.)

What would you need to assist your clients to have better access to fresh fruits and vegetables?

How many clients in Pointe-Claire do you serve a month?

Do you have partnerships with other groups/local farmers and etc.?

- Yes
- No

If answered yes in the previous question, please specify.

If answered no in the previous question, would you be willing to partner or collaborate?

- No
- Yes, please specify what would work best for you.

Do you have any other information you wish to share or comments on this project?

School

Name of your school

Does your school have students who come to school hungry?

- Don't know
- Yes
- No

Does your school have a breakfast/snack/lunch program for your students from low-income family?

- Yes
- no

How many students receive this breakfast/snack/lunch program at your school?

How often do these students at receive this breakfast/snack/lunch program?

- Everyday
- Few times a week
- Once a week
- Occasionally
- Other

Approximately, what is the percentage (%) of fresh fruits and vegetables in the breakfast/snack/lunch program provided?

Where does your caterer/chef/cafeteria get fresh fruits and vegetables?

- Don't know
- Donated
- Purchased
- Other

What are your challenges to provide fresh fruits and vegetables to students at your school?

- Lack of resources (funds, human resources, etc.)
- Children's' food preference
- Absence of school food policy
- Other

Do you have partnerships with other groups/local farmers and etc.?

- Yes
- No

If answered yes in the previous question, please specify.

If answered no in the previous question, would you be willing to partner or collaborate?

- No
- Yes, please specify what would work best for you.

Do you have any other information you wish to share or comments on this project?

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