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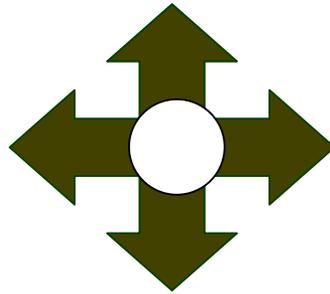
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# **An Assessment of the Needs of Young Adults Living in the Bow Valley: Challenges of the Resort Town Experience**

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**FINAL REPORT – WINTER 2002**



**By**

**Laura A. Cavicchi, M.S.W. - Research Associate, RESOLVE Alberta,**

**Kendra L. Nixon, M.S.W. - Community Research Development Co-ordinator,  
RESOLVE Alberta**

**and**

**Leslie M. Tutty, Ph.D. - Academic Co-ordinator, RESOLVE Alberta**

**For**

**The Banff Service Industry Network**

**Research Advisory Team**

Jennifer Olsen – The Banff Service Industry Network  
Ruth Pryor – Community Services, Banff Town Hall  
Joanne Roos – Society Against Family Violence

Fred Folliot – The Society Against Family Violence  
Pat Kamenka – FCSS Young Adult Program  
Cathy Harrop – Society Against Family Violence

**RESOLVE Alberta**  
c/o SS 854, Department of Anthropology  
University of Calgary  
2500 University Dr. NW, Calgary, AB T2N 1N4  
Email: [resolve@ucalgary.ca](mailto:resolve@ucalgary.ca)

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The RESOLVE Alberta research team extends our appreciation to the members of the Research Advisory Team for their input to the research process. Advisory teams comprised of both community members and academic researchers guide the research process in all RESOLVE Alberta projects. Such collaboration ensures that the community actively participates to make the research results applicable to practice and policy. Collaborative research assists practitioners, agency workers, and other stakeholders in developing a better understand of problems and, ultimately, of solutions.

RESOLVE Alberta also acknowledges the efforts of Jennifer Olsen, Co-ordinator of the Banff Service Industry Network, and Fred Folliott, Co-ordinator of the Society Against Family Violence. In addition to organizing and recruiting participants for the focus groups and interviews, both Jennifer and Fred provided extra assistance throughout the research process. Community businesses and organizations in the towns of Banff and Canmore donated space and resources for the focus groups: thanks to the Ralph Conner Memorial Church (Canmore), the Radisson Hotel and Conference Centre (Canmore), St. James Irish Pub (Banff), Banff Senior's Centre (Banff), the Aurora Nightclub (Banff), and the Y.W.C.A. (Banff) for hosting the focus groups. This research would not have taken place without the participation of the 60 research participants who offered their time, opinions, and experiences. Thank you.

This research was funded through the Banff Service Industry Network and the Wild Rose Foundation of Alberta, with additional resources provided by RESOLVE Alberta to complete the project.

Questions about this research can be directed to RESOLVE Alberta, the Banff Service Industry Network and/or the Society Against Family Violence.

**The Banff Service Industry Network**  
 110 Bear Street  
 P.O. Box 1260  
 Banff, Alberta  
 T0L 0C0  
 Phone (403) 762-1256  
 Email: [bsin@town.banff.ab.ca](mailto:bsin@town.banff.ab.ca)

**The Society Against Family Violence**  
 Box 520  
 Banff, Alberta  
 T0L 0C0  
 Phone (403) 762-3511  
 Email: [safv@telusplanet.net](mailto:safv@telusplanet.net)

**RESOLVE Alberta**  
 c/o SS 854, Department of Anthropology  
 University of Calgary  
 2500 University Dr. NW, Calgary, AB T2N 1N4  
 Phone (403) 220-8634  
 Email: [resolve@ucalgary.ca](mailto:resolve@ucalgary.ca)

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# **AN ASSESSMENT OF THE NEEDS OF YOUNG ADULTS LIVING IN THE BOW VALLEY: CHALLENGES OF THE RESORT TOWN EXPERIENCE**

## **EXECUTIVE SUMMARY**

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### **Context for the Research: The Bow Valley**

Nestled in the Rocky Mountains of Alberta, the Bow Valley area thrives on tourism. Slightly over 100 kilometres outside of Calgary, the communities of Canmore, Banff, Lake Louise and the Bow Corridor lie within the borders of the Bow Valley. Economically, the area is predominantly dependent on the tourism industry, which employs a large proportion of the permanent population, and also creates an enormous demand for seasonal labourers. Typically, the lower level positions are filled by young adults between the ages of 16 to 30, the majority of whom travel from across Canada and abroad to take part in the resort town experience. This transient undercurrent and seasonal flood of young adults into the Bow Valley has led to a number of issues for the communities, the young workers, the employers, and the human service agencies, that raise questions about how to best meet the needs of the population at large.

### **The Current Collaborative Research Project**

The Banff Service Industry Network (BSIN) is a new organization based in Banff that works to reduce crime through improving the quality of life for young people in Banff. BSIN hopes to address the concerns expressed by the community by developing social programs to assist young adults. These initiatives are to be based on feedback gathered directly from young adults in Banff, to enhance the utility and effectiveness of programs that are directed to young adults and the issues they face.

The Society Against Family Violence (SAFV) is a non-profit organization whose mandate is to provide violence prevention and education in the Bow Valley. The SAFV Co-ordinator, a part-time position, acts as a referral source, facilitates community projects and events, and organizes a resource library and web-site. The education and prevention program that SAFV offers provides a network of support to those in need, while working to break the silent suffering and cycle of abuse experienced by those impacted by various forms of violence and abuse in the community. A portion of SAFV's funding for the 2000/2001 fiscal year was earmarked to evaluate the Co-ordinator position, including SAFV's work and profile in the Bow Valley.

BSIN and SAFV operate from a proactive, preventative stance in identifying potential core factors of the challenges encountered by their agencies and the populations they serve. Both agencies share common interests in wishing to connect with the young adult community in the Bow Valley, who make up such a large proportion of the population. In addition, SAFV and BSIN consider interagency partnerships to be an effective means to meet the needs of the population at large; to avoid overlap and duplication of service; and to make constructive use of limited funding dollars. The

Research Advisory Committee was formed through professional contacts of SAFV and BSIN that have a vested interest in the research results.

The research results are divided into two reports, “An Assessment of the Needs of Young Adults in the Bow Valley: Challenges of the Resort Town Experience”, and “Evaluation of the Society Against Family Violence”, in order to focus the comments and discussion directly to each organization and its specific interests.

### **Purpose of the Research**

The purpose of the research was multidimensional. A goal of both agencies was to develop, improve, and implement future initiatives based on the feedback obtained through this research. The study provided an opportunity for young people to offer potential solutions with respect to some of the unique issues inherent in this population. Such information could assist BSIN and SAFV to better support these young people in the Bow Valley. A further goal was to identify gaps, limitations and strengths of the current resources offered to young adults in the Bow Valley to assist BSIN in future planning.

The research was conducted by RESOLVE Alberta, a family violence research institute affiliated with the University of Calgary, in collaboration with the Research Advisory Team. RESOLVE Alberta is part of a tri-provincial research institute with additional offices in Manitoba (at the University of Manitoba) and Saskatchewan (at the University of Saskatchewan). RESOLVE stands for Research and Education for Solutions to Violence and Abuse.

### **Method**

The research employed qualitative methodology designed to: 1) gather feedback regarding quality of life, and violence and non-violence related issues to help identify potential needs of young adults and; 2) assess the awareness and opinions with respect to SAFV’s programs and initiatives. Three sets of interview questions were designed for each of three subsets of participants (telephone interviews with *stakeholders*; focus groups with *adults* and focus groups with *young adults*).

In total, 60 individuals participated in the research. We conducted seven telephone interviews with stakeholders in Canmore and another seven with stakeholders in Banff. Six focus groups were offered: four were designated for *young adults* between age 18-25 (24 participants) and two for *adults* over age 25 (22 participants). One adult focus group was held in Canmore and another in Banff. For the young adults, one focus group was held in Canmore and three in Banff. The focus group participants were all living in the Bow Valley at the time the focus groups were conducted. The majority of stakeholders were representatives from human services in the Bow Valley.

## **Results**

The research respondents noted that the predominant issues impacting the quality of life for young adults in the Bow Valley are: housing, workplace issues, cost of living, a lack of informal support, limited social and recreational activities; and not being able to meet their original goals in moving to the Bow Valley. The respondents provided a number of suggestions to improve and/or alleviate some of these issues. Substance abuse is a particular concern for some young adults, in part due to the easy accessibility to substances and limited alternative social activities to the bars, in combination with the stressors impacting their quality of life. The young adult participants lacked awareness of many of the available support services and community resources that could assist them in addressing their issues and concerns. This lack of awareness is concerning given the number of quality of life issues and may suggest the need for local human service agencies to explore methods of connecting with the young adult population. A number of options for improved service delivery and increased profile were explored.

## **AN ASSESSMENT OF THE NEEDS OF YOUNG ADULTS LIVING IN THE BOW VALLEY: CHALLENGES OF THE RESORT TOWN EXPERIENCE**

### **Context for the Research: The Bow Valley**

Nestled in the Rocky Mountains of Alberta, the Bow Valley area thrives on tourism. Slightly over 100 kilometres outside of Calgary, the communities of Canmore, Banff, Lake Louise, and the Bow Corridor lie within the borders of the Bow Valley. Banff is situated within the boundaries of Banff National Park, while Canmore is approximately five minutes outside of the park gates. Economically, the area is predominantly dependent on the tourism industry, which includes a number of large ski resorts, two famous historical hotels (in Banff and Lake Louise), numerous other hotels, a large arts and cultural community, golf courses, and passageways to various other outdoor activities. Essentially, the valley is a nature lover's paradise.

The tourism industry in the Bow Valley employs a large proportion of the permanent population, and also creates an enormous demand for seasonal labourers. Every year, an influx of seasonal workers arrives in the valley to fill positions within the tourism industry. Tourism-related positions include everything from management, housekeeping in a hotel, or operating a chair lift at one of the local ski hills. Typically, the lower level positions are filled by young adults between the ages of 16 to 30, the majority of whom travel from across Canada and abroad to take part in the resort town experience. This transient undercurrent and seasonal flood of young adults into the Bow Valley has led to a number of issues for the communities, the young workers, the employers, and the human service agencies, that raise questions about how to best meet the needs of the population at large.

Demographically, the two larger Bow Valley communities of Banff and Canmore have distinct characteristics. In the year 2001, the permanent population in Canmore was recorded as 10,843<sup>1</sup> while Banff's permanent population was 5,663<sup>2</sup>. However, these totals do not accurately reflect distinctions between the two communities. With respect to non-permanent or seasonal residents, Canmore recorded an additional 2,273 individuals, while Banff noted an additional 1,147, plus another 906 whose status was unknown. Moreover, Canmore has a larger traditional family population, with children under fifteen years making up 18.8% of the total population, while they comprise only 8.7% of the total population in Banff. Partly, this difference is rooted in the fact that 35% of Canmore residents live in Canmore but work in Banff and other areas in and around the Bow Valley<sup>3</sup>.

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<sup>1</sup> Source: *2001 Canmore Census*. Retrieved January 31, 2002, from <http://www.gov.canmore.ab.ca/html/AboutCanmore/2001executivesummary.pdf>.

<sup>2</sup> Source: Banff Municipal Census as cited in Townofbanff (n.d.). *Demographics*. Retrieved January 31, 2002, from <http://townofbanff.../docs/demographics?OpenDocuments&AutoFramed>.

<sup>3</sup> refer to #2.

Given that such a high percentage of people in the Bow Valley live in one community yet work in another, connecting with the Bow Valley population at large can be difficult. While some agencies are mandated to provide services for the entire Bow Valley this may be difficult when staff works only part time. Further, some funding bodies mandate that a specific percentage of the funded agencies' work must take place in a particular community, in effect, limiting the work the agency may be able to conduct in other communities.

### **The Current Collaborative Research Project**

The Banff Service Industry Network (BSIN) is a new organization that grew out of recommendations from the Mayor's Task Force and the Community Policing Advisory Committee in Banff. These recommendations stemmed from community aggravation with and a media focus on a small number of young people who engage in disorderly conduct and illegal transgressions. The intent of BSIN is to reduce crime through improving the quality of life for young people in Banff. BSIN hopes to address the concerns expressed by the community by developing social programs to assist young adults before such undesirable outcomes may occur. These initiatives are to be based on feedback gathered directly from young adults in Banff, to enhance the utility and effectiveness of programs that are directed to young adults and the issues they face. BSIN received core funding from the National Crime Prevention Centre and is housed by the Town of Banff. BSIN contributed the second portion of the funding for this research project. Jennifer Olsen, the first BSIN Co-ordinator, began her position in September 2001.

The Society Against Family Violence (SAFV) is a non-profit organization whose mandate is to provide violence prevention and education in the Bow Valley. The SAFV Co-ordinator, a part-time position, acts as a referral source, facilitates community projects and events, and organizes a resource library and web-site. The education and prevention program that SAFV offers provides a network of support to those in need, while working to break the silent suffering and cycle of abuse experienced by those impacted by various forms of violence and abuse in the community. Through community events that focus on violence education and prevention, SAFV works to facilitate connections with community members and to commemorate diversity of the human experience. Since its transformation from a committee of professionals representing community agencies to a non-profit society in 1998, SAFV has struggled with a number of concerns including problems with establishing secure, sustained, and adequate funding. The high turnover in the Co-ordinator position has resulted in a significant loss of time that could have been dedicated to programming. These concerns have contributed to disruptions in the provision of SAFV's programs and initiatives in the community. Nevertheless, SAFV has persevered in the face of such adverse circumstances. The current Co-ordinator, Fred Folliot, has been in the position for the past 15 months and has sought to stabilize the society.

Based in Banff and principally funded through the Y.W.C.A since 1997/1998, SAFV has been mandated to dedicate 85% of its work within the town of Banff and the

remaining 15% of time in the other communities in the Bow Valley. For the 2000/2001 fiscal year, SAFV applied for additional funding for the Co-ordinator position and to help SAFV improve the connection with the Canmore community. SAFV received \$20,000 from the Wild Rose Foundation for these purposes. A portion of the grant was designated to evaluate the Co-ordinator position including SAFV's work and profile in the Bow Valley.

BSIN and SAFV share common interests in wishing to connect with the young adult community in the Bow Valley, who make up such a large proportion of the population. Both agencies operate from a proactive, preventative stance in identifying potential core factors of the challenges encountered by their agencies and the populations they serve. In addition, SAFV and BSIN consider interagency partnerships to be an effective means to meet the needs of the population at large; to avoid overlap and duplication of service; and to make constructive use of limited funding dollars.

RESOLVE Alberta was initially commissioned by SAFV to conduct the evaluation for the Wild Rose Foundation. The BSIN expressed interest in collaborating with the research, as it presented an opportunity to gather information directly from the community and young adults. A goal of both agencies was to develop, improve, and implement future initiatives based on the feedback obtained through this research. The Research Advisory Committee was formed through professional contacts of SAFV and BSIN that have a vested interest in the research outcomes.

The research results are divided into two reports, "An Assessment of the Needs of Young Adults in the Bow Valley: Challenges of the Resort Town Experience", and "Evaluation of the Society Against Family Violence", in order to focus the comments and discussion directly to each organization and its specific interests.

### **Purpose of the Research**

The purpose of the research was multidimensional. A major goal was to provide feedback from young people to the Banff Service Industry Network and SAFV to assist both organizations in the direction of future programs and initiatives. The research provided an opportunity for young people to offer potential solutions with respect to some of the unique issues inherent in this population. Such information could assist BSIN and SAFV to better support these young people in the Bow Valley. A further goal was to identify gaps, limitations and strengths of the current resources offered to young adults in the Bow Valley to assist BSIN in future planning.

The research was conducted by RESOLVE Alberta, a family violence research institute affiliated with the University of Calgary, in collaboration with the Research Advisory Team. RESOLVE Alberta is part of a tri-provincial research institute with additional offices in Manitoba (at the University of Manitoba) and Saskatchewan (at the University of Saskatchewan). RESOLVE stands for Research and Education for Solutions to Violence and Abuse.

## Method

The research advisory team examined several different evaluation methods to address its goals, including the possibility of conducting a survey in Banff and Canmore. However, because of the limited resources available for the project and because the team preferred to focus on in-depth comments from a limited number of individuals as compared to less comprehensive response from a larger number, we decided to utilize qualitative methodology. Qualitative evaluation methods are commonly used to conduct needs assessments<sup>4</sup>. One limitation to this process is that one cannot assume that those who contributed the findings are representative of the entire population, in this case, young adults in the Bow Valley.

The research questions were designed to: 1) assess the awareness and opinions with respect to SAFV's programs and initiatives; and 2) gather feedback regarding quality of life, and violence and non-violence related issues to help identify potential needs of young adults.

The questions were devised by RESOLVE Alberta and the Research Advisory Team. Three sets of interview questions were designed for each of three subsets of participants (telephone interviews with *stakeholders*; focus groups with *adults* and focus groups with *young adults*). We used different sets of questions because of time-related issues (i.e. more in-depth questions were used for the individual interviews), but also to satisfy the research interests of both SAFV and BSIN (see Appendix A, B, and C for the interview schedules).

The *stakeholders* were individuals identified by the Research Advisory Team as having been involved either directly or peripherally with the Society Against Family Violence and/or the Banff Service Industry Network. They were invited to participate in the individual telephone interviews. .

The focus group participants were recruited through community organizations and local industries. Most of the participants for the adult focus group were recruited through their employment with human service agencies (they usually had had some form of contact with SAFV or BSIN), or through the hospitality industry (i.e. hotels). The first contact was most often through the human resource departments within the hospitality industry (such as hotels and restaurants) that invited staff members to participate in a focus group.

Ethical procedures to ensure confidentiality and informed consent were developed by the Research team and ratified by the University of Calgary Conjoint Faculties Research Ethics Review Committee. An individual's decision to participate in the research was entirely voluntary, and no minors were included in the research.

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<sup>4</sup> Tutty, L., & Rothery, M. (2001). Needs assessment. In B. Thyer (Ed.), *Handbook of social work research* (pp. 161-175). Thousand Oaks, CA: Sage.

The interviews and focus groups were tape-recorded and transcribed. We followed accepted practices of qualitative data analysis including identifying prominent themes and sub-themes.

## **Results**

The individual telephone interviews with *stakeholders* were conducted over two months in the fall of 2001 and focus groups with *adult* (over age 25) participants and *young adult* (between ages 18-25) participants in Banff and Canmore over three days in November 2001. The researcher conducted seven telephone interviews with stakeholders in Canmore and another seven with stakeholders in Banff.

Six focus groups were offered: four were designated for *young adults* between age 18-25 and two for *adults* over age 25. One adult focus group was held in Canmore and another in Banff. For the young adults, one focus group was held in Canmore and three in Banff. The focus group participants were all living in the Bow Valley at the time the focus groups were conducted. We did not ask focus group participants to clarify the length of time they had been living in the Bow Valley, a factor that should be considered when interpreting the awareness of support services in the Bow Valley.

### **Participants**

In total, 60 individuals participated in the research: 14 in stakeholder interviews, 24 in young adult focus groups and 22 in adult in focus groups. The stakeholders were exclusively involved in individual telephone interviews. Of the 17 stakeholders contacted, 14 agreed to participate. The majority (11 of 14) were representatives from human services in the Bow Valley such as victims' services, mental health, community counsellors, family service agencies, job resources, probation, non-profit societies, and local hospitals. The remaining three stakeholders were from tourism-related industries. Eleven women and three men comprised the stakeholder subset.

Forty-six participants were involved in one of six focus groups. Of the 24 participants in one of four of the young adult focus groups, 20 were women and four were men. In the two focus groups for adults, there were 22 participants of which 14 were women and eight were men.

### **Major Themes and Sub-themes**

The following section summarizes the results of questions centered on the experiences and needs of young adults in the Bow Valley. To a large extent, this component of the joint research project relied on the four focus groups with young adults in Banff and Canmore. However, information was also gathered from stakeholders and adult participants based upon their perceptions of the experiences and needs of young adults.

The young adults were asked to describe both violence and non-violence related issues that impact their quality of life while living in the Bow Valley. Our hope was that the descriptions of the young adults' experiences would indicate how their quality of life issues influence their needs and overall well-being. In turn, this information could inform organizations such as SAFV and BSIN in their programs and initiatives that serve young adults. When interpreting the results, it is important to remember that the research questions centered primarily on the issues and concerns of the young people who participated in the study. While the participants certainly commented on positive aspects of living and working in the Bow Valley, the information gathered was predominantly issue-oriented.

### Issues Impacting the Quality of Life for Young Adults

The young adult participants were asked to describe their experience of living and working in the Bow Valley. The focus group facilitator encouraged the participants to describe issues or events that either helped or hindered their success in residing in the community. Table 1 summarizes their responses, ordered with respect to the amount of attention each issue received.

1. Housing	17/24	71%
2. Workplace	15/24	62.5%
3. Cost of living	14/24	58%
4. Lack of informal support	14/24	58%
5. Limited social and recreational activities	10/24	42%
6. Loss of original goals	7/24	29%
_(in order of prevalence as reported in the research)		

### Housing Issues

Housing issues dominated the responses with respect to quality of life issues for young adults in the Bow Valley. Of the young adult group, 17 of 24 participants (or 71%) expressed concerns that their housing was having a detrimental impact on their quality of life. A large proportion of the young adult population live in staff accommodation arrangements through which their housing is inextricably bound to their employment and co-workers. High-density housing is defined for the purposes of this research as a staff accommodation or a private residence where a disproportionate number of people to bedrooms, are living in one dwelling.

Some young adults choose to live in high density housing because of the high cost of living and low wages in the Bow Valley. The young adults reported that high-density housing might contribute to feeling instable, out of control, frustrated, and having concerns for safety of self and belongings. They also reported poor living conditions and

landlords' abuse of tenants' rights. The stakeholders and adult participants expressed similar concerns about young people living in high-density housing. Note that the quotes cited here pertain to both staff accommodation and private housing. While we did not ask the participants to clarify whether their comments were specific to living in staff accommodation or in private residences, all of the responses that discussed frustrations of living with co-workers out of convenience and/or lack of affordable alternatives shared the characteristic of high-density housing issues regardless of staff accommodation or private rental units.

*Rent is horribly expensive. For the quality of what you have in your living conditions, it is overpriced. (Young adult)*

*There is such an emphasis on high-density housing. Even if you get a place to live, you don't know always know who you're living with and that can be really dangerous. There were ten people packed into this house, I needed a place to live and I happened to be the only girl living in that house. You get here and you are living with nine people you don't know. (Young adult)*

*When people live in crowded and substandard conditions, their spirits are affected by that. There is a definition by the CMHA of the space that an individual needs to live in. [Young adults in the Bow Valley] are living in much smaller space than identified there. (Stakeholder)*

*The house I was living in was a duplex and there were ten people per side, so you had twenty people packed into one house. (Young adult)*

*You are inundated with these people [co-workers] – you can never escape them. (Young adult)*

*The biggest daily frustration I've ever encountered is living with so many people. (Young adult)*

*Staff accommodation breeds it [violence] because you are placed in a very anxious spot in the sense that you don't know these people that you're living with. You have to wonder about the safety of yourself and your belongings. That kind of fear or anxiety can manifest itself in a number of different ways. Some people may become more aggressive in their communication; others are more passive, but they could get that courage through enough alcohol or drug abuse. We see conflicts arising that stem from workplace issues going into a domestic issue. You can't really get away from these people, living in the same vicinity. (Stakeholder)*

*It makes me uncomfortable – not wanting to be in my own home. I'll go home after a workday and not really want to be there, so I'll go out because I don't want to hang out with all my roommates. (Young adult)*

*There is not that sense of security that you can go somewhere and have your own place. (Young adult)*

*The first year that we got here in one of those high-density houses, there was a guy and he flipped a roofy [rohypnol, the “date rape” drug] into a girl’s drink, stole all her money, raped her, and left her. (Young adult)*

### Workplace Issues

Workplace issues were described as the second largest influence on the quality of life for the young adult participants in the Bow Valley, with 15 out of the 24 (or 62.5%) describing this concern. Of the 24, 12 (or 50%) reported negative experiences such as employers or co-workers abusing their power, the insecurity in knowing that as workers they were easily replaceable and other workplace downfalls specific to the Bow Valley. The perceptions of stakeholders and adult participants were consistent with those identified by the young adults.

One aspect of negative workplace experiences was highlighted by five of the 24 respondents who described experiences in which employers and/or co-workers abused their positional power. They provided examples of withholding information such as about labour laws; ineffective or inappropriate resolution of workplace issues; and intimidation.

*In some seasons, there’s a big demand for labour. There are a lot of young people being promoted and I don’t think they’re really ready for management positions. They haven’t had the training or qualifications to back that up. The positions that they get into are powerful and they use that [in abuse of power]. (Young adult)*

*Certain people are in that [supervisory] position and they have no people skills. It makes for a very stressful work environment for everybody when you’ve got the wrong people in certain positions. I’ve said things to certain people who have more authority and all I’ve gotten back is that they can’t help me. So you are just stuck with certain people and it makes you not want to go to work. (Young adult)*

Of the 24 young adult participants, four shared that they felt insecure in the workplace because they are acutely aware that they could be quickly replaced because of the large influx of young adults moving to the Bow Valley to work.

*With employee turnover being so high, the way that employees are treated is not really the best, because we are replaceable – quickly. (Young adult)*

*It’s not very comforting when you know you are completely replaceable any minute, it’s not a good feeling. (Young adult)*

Another three young adults focused on a variety of downfalls with respect to working in the Bow Valley.

*There are tons of jobs, but not necessarily a lot of jobs that pay really well when you are young. So that makes it frustrating. As far as a good paying job where you can afford to live on your own, or even just with a roommate, it's next to impossible. (Young adult)*

*Sometimes your employers can stereotype you pretty quickly because you are young so you must be here to party. They don't understand when you can't come in because you are sick, not hung-over. (Young adult)*

*There really is stratification with the age group 18-30. They are there and sort of marginalized. And they're doing the crappy jobs. (Young adult)*

While the majority of the discussion of workplace issues was negative in nature, several respondents reported positive aspects of working in the Bow Valley.

*For people just starting off in hospitality or tourism industry, it is a great base because there is so much turn-over. If you stay, you can learn the system and move up to better yourself. (Young adult)*

*The best thing about moving here is there were jobs everywhere. The first week I moved to town I must have had about ten job offers. (Young adult)*

*I've had the opportunity to move up quickly. With people leaving I've been able to step into positions and move up quite fast. It's worked out to my advantage. (Young adult)*

#### Disproportionate cost of living compared to wages earned by young adults

Of the 24 young adult participants, 14 discussed economic difficulties associated with living in the Bow Valley (or 58%). In this young adult sample, 87.5% (21 of 24) were employed in the tourism industry in the Bow Valley, occupying positions in retail, restaurants/pubs, hotels or tourism-specific services. With the high cost of living and low wages, many found it difficult to budget accordingly, to participate in extra-curricular activities or to save money to move away. Of the stakeholders and adult focus group participants, eight of 36 (or 22%) shared concerns about young adults' experience of low wages and the high cost of living.

*It is next to impossible to get anything done without paying a fortune for it. (Young adult)*

*It's the same [cost of living] as the city. You don't expect that moving to a small town. If anything you would expect it to be [cheaper]. (Young adult)*

#### Lack of informal support due to transient culture.

As a result of the turnover with seasonal labour, a common theme for young adults in the Bow Valley is rooted in transience. Over half of the young adult participants (14 of 24, or 58%) shared experiences with respect to the challenge of living in a transient culture. As a result of living away from long-standing and/or secure informal social supports, such as those found in friends and family, many of these young people expressed feelings of isolation, lack of dependable informal support, and a persistent sense of instability. The perceptions of adult and young adult focus group participants and stakeholders were consistent with the transient-related issues raised by the young adult respondents.

*Your friends are always leaving and you don't have the same support network as you do in your hometown. Your friends are walking out the door every day.*  
(Young adult)

*You just get adjusted to something and it changes for you. If you're not prepared for it, it throws you for a loop.* (Young adult)

*Most of my friends are drinking buddies. I have one close friend. It's hard to get attached to people in Banff because they are here and then they are gone in a couple of months or a couple of weeks. You don't have that deep connection.*  
(Young adult)

*It's very unstable. The winter season, you have a group of friends and then summer season rolls around and you have another group. I think you can describe it as feeling unsettled. You're in your home and unsettled; you're in your group of friends and unsettled. You might have one constant person in your life, but other than that, you feel pretty unsettled. It's the same with jobs because a lot of people don't stick it out for a long time at their jobs. A lot of things here are very unsettled.* (Young adult)

*I don't have social support.* (Young adult)

*I think people learn to rely on themselves.* (Young adult)

#### Limited social and recreational activities and possible solutions

Many of the young adult participants (10 of 24, or 42%) discussed the limited options for evening activities available in Banff and Canmore for social interaction, respite and relaxation. A number of the young adults commented that they prefer not to stay home because they live and work with the same people, thus leaving them with no privacy and no reprieve from their co-workers. Since most had moved to the Bow Valley from other cities, they tended to feel lonely and wanted to make new friends. Unfortunately, many found themselves or their friends entrenched in a cycle of attending the pubs and nightclubs on a frequent basis and abusing substances. Several responses from the stakeholders and adult and young adult focus group participants also acknowledged the lack of evening or non-athletic activities for young people.

*Sometimes there's a real lull between September and November. The summer is over; winter hasn't started. You're not going to go hiking, you can't go skiing. Then you get into going to the bars and partying. You could die of boredom pretty much. (Young adult)*

*There's a lot of people who are not into the drinking and the drugs, but where do you meet those people? (Young adult)*

*There's nowhere really to go here. There's no loungey place to curl up with a book and sit by a fire and meet people and meet travelers. I've often thought it would be really interesting to start up a café where people could lounge all night and hang out. I don't find a place where people want to go other than the bar. (Young adult)*

*I don't think there is a community focus on it [drinking and going to the bar] except it's amazing how many bars and liquor stores there are in this town; but there is not a focus on other options. (Young adult)*

The young adults in the focus groups were asked to offer some solutions or suggestions for alternative activities or potential environments that would provide the opportunity to receive some social interaction and/or support. Their suggestions ranged from affordable indoor and outdoor recreational activities to a casual social setting to meet people and relax. The stakeholders and adult participants provided suggestions consistent with those from the young adults, including support for the “Living Room” project by the Banff Service Industry Network. Several stakeholders and adult participants also noted that it was important to have input from young people with regards to program development, which also lends support to BSIN’s goals for program development.

*Something more private, more controlled environment. (Young adult)*

*Being at work can be pretty stressful. We all have front-line jobs and facing people that can be pretty demanding. You'd like to have somewhere to relax, just have somewhere to go and unwind. (Young adult)*

*One of the main reasons why you end up going to the bar or the pub is to meet people. Where else do you do that except for at work when you first move to a new town? If there was somewhere where we could go and just meet people that are sort of in the same boat as us. (Young adult)*

*You need to find a way to get people to want to take part in something and not feel it's a stigma to go to a coffee night. (Young adult)*

*Instead of having a committee that's out to change things in Banff because they're probably not the ones with the problem, having people our age who are concerned and care and know where the people are coming from. (Young adult)*

*If it was a place where the underage kids could go to dance and have fun it would be cool. Sometimes the bars have nights the underage rage, and that's fun for that night. But after that night there's nothing else. (Young adult)*

### Loss of original goals for moving to the Bow Valley

Several of the young adult participants (seven of 24, or 29%) shared the experience of losing their original goals for moving to the Bow Valley. In most cases, they had initially relocated to the Bow Valley in order to work in the tourism industry and to participate in the outdoor activities inherent in a national park with multiple ski resorts in the vicinity. Unfortunately, many arrived and found themselves in different circumstances than anticipated. This particular theme appears to be connected with a combination of factors, including: working one or two jobs with low wages; being unable to afford outdoor activities; finding a lack of affordable evening activities; spending the bulk of their pay-cheques on rent and groceries; feeling isolated and lonely; and feeling frustrated from living in high density housing and being surrounded by their co-workers. Feeling disappointed with their actual lifestyle once they had arrived, many of these young people reported a sense of disillusionment about living in the Bow Valley. The adult participants and stakeholders expressed similar concerns in that they perceive these young people arriving in the Bow Valley with good intentions, only to find themselves under considerably less desirable circumstances than expected.

*There's lots to do, canoeing, camping, heli-hiking, but then I get my pay cheque and it all goes to my rent, food, and everyday expenses. All the things I came out here to do, I can't do. (Young adult)*

*It is a crazy environment and you have to try to not get caught in the circle. You have to stay focused and know what your goals were when you came here. It's hard to do. (Young adult)*

*A lot of the people that I've met, the big reason why they moved up here is because of the scenery, the outdoor activities. But you talk to them even a couple of days later and that's all forgotten about. They might go on the odd hike here and there, but they're all into going to the bars and they've really forgotten why they've come up here. (Young adult)*

*There is a fairy tale lifestyle around Banff that's not really here. (Young adult)*

*The reality when you come to this area is that it is going to be expensive and the wages are low. If you come here with that understanding, then you know what your expectations are. But if you come here with an expectation of high wages, low work, lots of free time, and the affordability to ski and eat – it won't happen.*

*You need to come here with a realistic view of what you are coming into and then an understanding of budgeting required to meet the goals that you've set. (Stakeholder)*

*People move to Banff every year and what do they get? Nothing. No housing, no job, no welcome to Banff, no this is what you can do, and this is where you can go. Here's your crappy job with your crappy house and your crappy lifestyle, have a good time. (Young adult)*

### **Substance Abuse and Young Adults**

Over half of the young people in the focus groups (13 of 24, or 54%) shared their experiences and observations of other young adults abusing substances. The link between the excessive availability of many different types of drugs and the focus on frequenting bars was discussed as a contributing factor to drug and alcohol abuse. In conjunction with the young adults, a number of the adult participants and stakeholders also expressed concerns about the level of substance abuse or misuse by young people in the Bow Valley (ten of 36, or 28%). Note that the results summarized here are simply the experiences and observations of only those who opted to participate in the research. As such, these results are not intended to imply that all young adults in the Bow Valley are coping with substance abuse problems.

*Even if the drugs and alcohol are not affecting you, they are affecting your relationships with other people. (Young adult)*

*I can't believe in such a small town how easy it is to get drugs. All of the people around me are doing hard drugs. Cocaine is so popular here. (Young adult)*

*You can get into serious trouble here with drugs and alcohol. If you are from a different country it's even worse to fall into that habit. There should be help out there. I know there is, but it should be more advertised. A lot of kids get problems. You see the AIDS things everywhere, but it's not just STD's and stuff. It's more. (Young adult)*

*You see people when they first come to town and they are new and excited. And you see them later on and they are drunk all the time, causing problems and fighting. Where did their enthusiasm go? They just fell into that stream [of abusing substances]. (Young adult)*

*You can get into this trap of escaping to alcohol and drugs; escaping your tight confines of home that aren't comfortable because you don't have enough space. Alcohol and drugs are known to create initially a feeling of release from the stress and current problems you might be experiencing. It's a vicious cycle. (Stakeholder)*

*[Drinking and going to the bar] is such a big focus of people because a lot of people coming here are 18. That's legal in Alberta, and that's such an exciting thing. They've come from [other provinces] where they have to wait a whole extra year. They come out and have this wild and free lifestyle. Some people have left their parents behind and being in Banff is their first experience of being away from home, and they get to play adult. They don't necessarily play that game very well. (Young adult)*

*I knew nothing about drugs when I moved here. I know so much [now] and I could tell you five to ten people who are drug dealers in the bar. (Young adult)*

*Accessibility [of drugs] is extremely easy. You don't even have to know the person to ask them in the bar. (Young adult)*

*I have never seen so many drugs in my life. I've been here almost a year and now I've physically seen almost every drug that is out there. (Young adult)*

The high degree of substance abuse reported in this research may suggest a link between substance abuse and the other stressors impacting quality of life issues for young adults in the Bow Valley. Although we cannot determine at this point whether substance abuse is a result of the challenges faced by young adults, the results certainly seem to indicate the need for a higher profile of substance abuse treatment services available in the Bow Valley, and a need for increased education on moderation and responsible choices.

### **Violence and Young Adults**

Overall, the young adults in the Bow Valley reported few experiences with violence and abuse. Across all four focus groups, their exposure to violent incidents focused on bar fights, noting a relationship between abusing alcohol or other substances and violence erupting when the bars shut down at night. Interestingly, the group members claimed that most of the fighting that occurs on the streets is initiated by visitors from out of town and happens most often on weekends when local people do not make up the majority of bar patrons.

*People who travel from out of town think the rules don't apply to them. (Young adult)*

Several of the young women mentioned concerns for their personal safety in high density housing situations and the apparent lack of public reporting of sexual assaults.

*How many people get attacked in their own staff accommodation? Just a couple months ago there was a girl raped in her room. Nobody ever hears about that because the hotel doesn't want anything to threaten the security. And everyone who heard about that story assumed she [the victim] was drunk. So does that mean it's her fault? (Young adult)*

When asked about violence and abuse in intimate relationships, few participants reported or shared incidents within the focus groups. A number of informants stated that people involved in abusive relationships simply needed to get themselves out of the relationship and that, if they didn't, it was their choice to remain. This misconception about the dynamics of intimate partner violence suggests the need for violence prevention and education with young adults in the Bow Valley.

The adult participants' and the stakeholders' perceptions of the violence-related issues of young adults centered on violence as a result of accumulated frustrations stemming from some of the stressors that were mentioned previously such as crowded housing, low pay, lack of support, substance abuse and so on. In one of the adult s, the entire group of ten agreed with one participants' comment that alcohol was the primary contributor to violence in the young adult population. The stakeholders tended to support the concept of the relationship between violence and alcohol for young adults in the Bow Valley. Furthermore, it appears that issues surrounding young adults' substance-induced violence and abuse in intimate and work relationships may be linked to their lack of awareness of the behaviours that constitute violence and abuse.

*Being able to cope with stress and anger management is an issue – communication skills, problem solving skills, and life skills. Quite a few people come here at a young age, and don't have the life skills or finances – it can come out as frustrations and anger, which can lead to violence too. (Stakeholder)*

*A blind eye is turned away from the reality of the fact that people have to live like that [in high-density housing]. They feel that employee housing is enough for everyone, but it isn't. I have had staff that have lived with ten people in one place. That causes frustration that is going to enhance some violence in one way or another. (Adult participant)*

*A lot of these [young] people say "I'll live with four people", but after five weeks of that – then they don't see a way out. That's where the violence comes in. After a few months of this, this anger may go to the significant person you're living with or it goes back to the community with windows being smashed. (Stakeholder)*

*Certainly a major issue [related to young adults and violence] is the amount of alcohol used within the valley. Per capita, we have a high number of rapes; there's certainly domestic violence as well; just violence in general that's initiated after people have been imbibing or doing drugs. (Stakeholder)*

*Girls sometimes don't recognize about date rape. They don't really know they've been date raped. There's a bit of rohypnol round – the date rape drug. (Stakeholder)*

## Challenges for Human Service Agencies

Human service agencies and support services have a challenging role to play in work with young adults in the Bow Valley. Helping agencies must first consider how to market their services in an appealing manner that will not only make young people aware of their existence but also encourage them to make use of the support services. Second, program delivery should be consistent with young adults' interests and learning style. Third, as a result of the transient culture of the young seasonal workers, formal support services have a limited window of opportunity to reach people, not to mention the constantly changing faces of the audience they would like to reach. Finally, services need to demonstrate that they are welcoming, confidential and non-judgmental.

### Barriers to reporting and/or seeking assistance

The challenge of advertising support services that are welcoming, confidential and non-judgmental is perhaps related to a lack of seeking assistance for both violence and non-violence related issues in the Bow Valley. Young adult participants were asked if they thought that reporting was an issue and, if so, what were barriers to reporting. The young people that concurred that seeking assistance was an issue, stated that barriers to doing so included fears of having to disclose their own behaviours; the transient nature of the culture; and concerns about being judged by professionals or peers. In addition, the young adults often did not know the appropriate avenues for reporting or accessing assistance, nor did they appear to know what constitutes a legitimate concern.

*I think it's like a hotel guest when they come to stay and they see something they don't like, ninety percent of them won't say anything because they will be gone the next day, they don't want to be bothered. (Young adult)*

*You need validation for any action that you take and if you don't get it, you are never going to bother again. (Young adult)*

*You don't want to bring it up to a cliquey group because you don't want to say anything bad about it. You still want to be involved and have those friends. It's hard to distinguish so you usually keep your mouth shut so you can hang out with them. (Young adult)*

### Young adults' awareness and use of support services

Of the 24 young adults who participated in this research, 11 (or 46%) were unaware that support services were available in the Bow Valley. It is important to keep in mind that the participants were not asked to clarify the length of time they had been living in the Bow Valley, and as a result they may have not been there long enough to be aware of the services available at the time the research was conducted. The focus group participants referred to a total of fourteen helping agencies, but only one or two individuals mentioned each agency: there was little general knowledge of the services. The most commonly mentioned organizations were the YWCA and the hospital. The

adult participants and stakeholders also surmised that young adults had limited awareness of the services available in the Bow Valley.

*There is no easily accessible place that you can go to even to find other places. There is no big drop in centre where they can say 'we don't deal with it here, but let me call here'. (Young adult)*

*If people just come to Banff for the summer, you're not necessarily getting into the community. If you are out working all day and partying all night, if you need help, you don't necessarily know where to go. (Young adult)*

*What support services? I have lived here for three and a half years and I don't know. (Young adult)*

*I know there are people in town with drinking problems and drug problems, and I've never really seen anything [resources advertised] out there. If I had a close friend that needed help, I wouldn't know where to send them. (Young adult)*

In addition, nearly half of the total group of participants (28 of 60, or 46%) discussed the fact that many young adults leave the Bow Valley when they start to experience problems and, therefore, do not access support services. The reasons listed for this phenomenon included the lack of awareness of available services; limited personal support systems; and the perception that staying in the Bow Valley exacerbates problems.

*If people are going out of control they just go home. I've never heard of anything else or anywhere to go to get help. They just go home because they can't cope anymore. (Young adult)*

*If you have a problem, you have to leave. If you stay, you're not going to get better. (Young adult)*

*If you have a drinking problem, you'd better go home. If you have a drug problem and stay here, it will get worse. No one ever thinks staying is the solution; everyone thinks staying is probably the answer of death. (Young adult)*

*Something happens in their [young adults'] lives and they just scoot. They have no stake in the community. Their life is falling apart; they feel vulnerable because their safety and security are in jeopardy. When people don't feel safe and secure, you go back where you did feel safe and secure. (Stakeholder)*

*You adjust or you leave. (Young adult)*

*You don't feel like you can go and get help because you are so busy just trying to keep yourself together. It's juggling. You feel like you are going to drop a ball; if you drop one you can't ask someone to help you pick it up, because you're not worth it. (Young adult)*

*Maybe that's why people leave because if you had a problem and everyone knew about it, it would be pretty embarrassing. Most people don't have the people here that they could talk to. (Young adult)*

### **Suggestions to Improve Support Services for Young Adults**

Nearly half of the young adult participants (11 of 24, or 46%) recommended a mandatory orientation for all new staff members that have recently moved to the Bow Valley. While some of the larger employers have provided orientations over the last few years, young adults employed in some of the smaller organizations do not have the same opportunity. One strategy would be to ensure that every new young adult in the community receives an orientation and an information booklet (i.e. the Local Low Down, a resource and recreation guide for the town of Banff).

*What if all these organizations got together and put together a staff orientation package? It couldn't be that difficult to put together something that every store, every business owner [even the small businesses] pick up and give out to every new staff member who comes into these places. It can't be that hard. [The package could have] really good ads or pictures, information, places where they can go, some good stuff they can use. Make it kind of funky—hand out something with it. (Young adult)*

*It's a really good idea to have your employer send you to an orientation, obviously knowing that the people are not from here. Just giving you a run-down on the services available to you such as family services, the labour laws, things that are going to affect new people. The activities you can do and how to get there. Maybe transportation services. (Young adult)*

*It all comes back to giving them something else to do and giving them different options so they don't get involved in this in the first place. If you cut it off at the get-go, people don't get involved in this kind of thing. You don't have to worry about how to turn the sea of alcoholics into straight people. (Young adult)*

Another recommendation from the focus groups members was to encourage support service staff to attend orientations and make personalized connections with new employees. The group participants suggested that such personal connections would put a face to the name of the organization and the staff could alleviate some concerns around confidentiality and judgment.

The respondents in the young adult groups also recommended that new employees should view the “Fork in the Road” video that tells the story of one young man’s and one young woman’s experiences living in Banff. Some suggested the development of an all inclusive web-site that lists support services; recreational activities; employment opportunities; housing; community announcements; and basic daily life skill/survival instructions (such as how to retrieve mail and where to find second hand

goods). This web-site could assist in informed decision making for those young people from other cities who are considering moving to the Bow Valley.

Finally, one area of consensus among the young adults, the stakeholders, and the adult participants was that perhaps many young people have not yet acquired the life skills to seek out help when personal or professional problems start. The stakeholders who work in human service agencies were particularly concerned with the young adults' lack of basic life skills and the lack of available resources with respect to this. They recommended that life skills education and/or support include: communication skills; conflict management; stress management; self-esteem; budgeting; healthy relationship education; and moderation in use of alcohol.

*Being able to cope with stress and anger management is an issue, communication skills, problem-solving skills and life skills. Quite a few people come here at a young age, [they] don't have the life skills or finances and it can come out as frustration and anger, which can lead to violence. (Stakeholder)*

*[Young people] get here, they get depressed, they get anxious, they get suicidal, and our mental health system is so plugged up with people with psychiatric diagnosis, it's very difficult for kids to access services for just plain counselling, life skills, coping. They need something that's funded from the public purse because they don't have a lot of money to go to a psychologist and pay \$70 an hour. (Stakeholder)*

### **Conclusions and Recommendations**

The Banff Service Industry Network has been established for only a short period of time, however, they appear to be well-positioned to impact the Bow Valley community of young adults. Because BSIN has been proactive from the early stages of its development, and through collaborating in the current research, the project now has a substantial amount of information at their disposal. One of its first major initiatives, the "Living Room" project, appears to be in accord parallel with the needs expressed by the young adults in the research about limited social and recreational activities. The "Living Room" facilitates access to formal and informal support, personal and professional development and provides a casual space for young adults to socialize.

By inviting residents of the Bow Valley community to share their ideas and impressions, the research findings have provided a number of ideas for consideration by BSIN. The research informants had a range of experiences (lived, observed, and perceived experiences) and, as a result, offered a significant amount of information from differing perspectives. The qualitative interviews and focus groups allowed respondents to offer in-depth feedback and to elaborate on their experiences and opinions. The focus groups facilitated dialogue between community members. Interestingly, the content of the discussion was consistent across the focus groups, lending credibility to the information provided. However, as mentioned previously, when interpreting the results it is

important to keep in mind that the interview questions centered primarily on potential problems encountered by the participants, rather than on positive experiences.

The strengths of the research are evident in the breadth and depth of the information gathered from the young adults in the focus groups. The focus group format facilitated a dialogue between young adults regarding their challenges of the experience of living and working in the Bow Valley. As such, the conversations were candid and provide an accurate reflection of the resort town experience based upon the lived experience of the research participants. Moreover, the information collected from the stakeholder interviews and the adults was consistent with that of the young adults and adds further support to the content of the information obtained. The stakeholders and adult participants had collectively lived longer in the Bow Valley than the young adults and had observed these trends over a number of years. One limitation of the research is to remember that the opinions expressed in this research were from a relatively small group of people whose ideas were not intended to represent the entire scope of relevant issues for young adults in the Bow Valley.

The research participants provided a number of suggestions with respect to methods of engaging young adults in the Bow Valley in programs conducive to the unique needs of this population. Note that the recommendations listed below are not provided in the expectation that BSIN should be solely responsible to address them. The information collected in this study highlights some areas that must be met by the community at large. The major recommendations drawn from the research include support of:

- Developing a mandatory orientation for all new employees, regardless of the company or organization of the employment. An orientation could provide information regarding employee and tenants' rights. Community resource and service information could also be provided during these sessions. Agency representatives could attend orientations sessions in order to facilitate a personalized connection with the young adults.
- Community attention to improving the adherence to residential occupancy regulations for both staff accommodations and private residential residences. Given the concerns generated in the research with respect to safety and well-being for young adults, this recommendation is of particular importance. There may be a need for increased commitment to monitoring these situations by regulatory bodies. Certainly, it is not a simple task. An evaluation of the actual safety concerns of young women in these high-density housing units would lend support to addressing this recommendation more thoroughly.
- Developing alternative affordable social and recreational activities was a consistent theme. For example, a location/environment could be established to facilitate casual social activity and connection with community information. This recommendation supports "The Living Room", an initiative of BSIN that seems consistent with recommendations from the research respondents.

- Developing an all-inclusive website that would list support services; recreational activities; employment opportunities; housing; community announcements; and basic daily information. Access to the website could be provided on-site at the “Living Room”. Also, given the scope of the world-wide web, such a web-site could provide the means for young adults to discover the reality of living in the Bow Valley prior to relocating to the area.
- Improving the profile of community resources, human services agencies, and support services to young adults in the Bow Valley. The research participants suggested that substance abuse requires special attention from agencies. Violence prevention and education (including education on sexual assault, intimate partner violence, and workplace abuse) was a second area that merits more attention. Furthermore, given the limited life skills of many of the young adults living in the Bow Valley, implementing accessible and affordable life skills counselling would be appropriate.

The challenges of young adults living in the Bow Valley and the potential solutions to such issues derived from the research may assist BSIN to develop new and innovative programs, catered to young adults in the Bow Valley. In turn, these programs may benefit the community at large in that improved programs to meet the needs of young adults may lead to reductions in crime and other concerns of the Banff community. The discussions, debates, and suggestions of the sixty individuals who participated in the research generally support the idea and the current initiatives of the Banff Service Industry Network.

## Appendix A: Interview Questions for Stakeholders

1. With what agency are you affiliated?
2. Have you heard of the Society Against Family Violence?
  - What do you know about the work of the Society Against Family Violence?
3. Are you affiliated in any way with the SAFV, and if so, how are you involved?
  - What is the nature of your involvement with the SAFV?
  - How long have you been involved?
  - What did you hope to accomplish through becoming involved with the SAFV?
4. How do you view the work of SAFV?
  - How do you see their role in the community?
  - What activities/programs/initiatives should they be providing/supporting?
  - Do you see SAFV meeting a need in the community?
5. What activities and/or initiatives of SAFV are you aware of in your community?
  - What activities and/or initiatives did you find the most/least helpful?
6. What do/did you hope that SAFV could accomplish?
  - How successfully have these goals been met?
7. What do you see has the major strengths of the family violence community in the Bow Valley region?
8. Can you identify any limitations and/or gaps of services in the area of violence prevention and education the Bow Valley region?
9. Do you have any recommendations for how SAFV could better promote violence prevention and education within the Bow Valley region?
10. If the Society Against Family Violence were to be successful over the next few years, what would be different in the Bow Valley region?
11. Do you have any additional comments or overall feedback regarding the operations and/or activities of SAFV over the past year?
12. Now we want to focus on the issue of youth/young people and violence. What are the major issues pertaining to young people and violence within the Bow Valley area? (Note: “youth/young people” are defined for the purposes of this study as age 16-30).
  - Are these needs/issues currently being addressed? Explain.
  - How can these needs/issues be better addressed?

13. When serving young people (through your organization), can you identify any major gaps or issues in the support services available to this group in the Bow Valley area?
- These gaps and/or issues can be specific to violence or non-violence issues.
  - Are these gaps and/or issues currently being addressed? Explain.
  - How can these gaps and/or issues be better addressed?

## Appendix B: Interview Questions for Adult Participants

1. Have you heard of the Society Against Family Violence?
  - What do you know about the work of the Society Against Family Violence?
2. Have you had any contact with SAFV?
  - What has been the nature of your involvement with SAFV?
  - What has this involvement accomplished?
  - Has this involvement been successful? If so, how? If not, why?
3. What specific activities and/or initiatives of SAFV are you aware of in your community?
  - Did you find these helpful/not helpful? Explain?
4. Are there other activities/programs/initiatives that you would like to see SAFV providing/supporting?
5. Can you identify any limitations and/or gaps of services in the area of violence prevention and education in the Bow Valley region (*or specific to their own area*)?
6. Do you think SAFV is able to address these limitations and or gaps in the community? How? Explain?
7. Do you have any recommendations for how SAFV could better promote violence prevention and education within the Bow Valley region (i.e. what areas/issues should SAFV focus on)?
8. Do you have any additional comments or overall feedback regarding the operations and/or activities of SAFV?
9. Now we want to focus on the issue of youth/young people and violence. What are the major issues pertaining to young people and violence within the Bow Valley area? (Note: “youth/young people” are defined for the purposes of this study as age 16-30).
  - Are these needs/issues currently being addressed? Explain.
  - How can these needs/issues be better addressed?
10. When serving young people (through your organization), can you identify any major gaps or issues in the support services available to this group in the Bow Valley area?
  - These gaps and/or issues can be specific to violence or non-violence issues.
  - Are these gaps and/or issues currently being addressed? Explain.
  - How can these gaps and/or issues be better addressed?

### Appendix C: Interview Questions for Young adult Participants

- 1.) What do you see as the major issues impacting the quality of life for young people in the Bow Valley area?
  - These can be specific to violence or non-violence issues. (i.e. workplace violence, drugs/alcohol, etc.)
- 2.) Are these issues being addressed? If so, how?
- 3.) Can you discuss some possible solutions to these issues?
- 4.) Can you identify any major gaps or issues within the support services offered specifically to young people in the Bow Valley area? (i.e. prompts).
  - These gaps and/or issues can be specific to violence or non-violence issues.
  - Are these gaps and/or issues currently being addressed? Explain.
  - How can these gaps and/or issues be better addressed?
- 5.) What are the major issues pertaining to youth and violence within the Bow Valley area?
  - Are these needs/issues currently being addressed? Explain.
  - How can these needs/issues be better addressed?
- 6.) Is the non-reporting of the issues that we've just talked about today/tonight a problem in the Bow Valley area?
  - What are the barriers to reporting issues?
  - Do you have suggestions for how to reduce the barriers to reporting issues?
- 7.) Have you heard of the Society Against Family Violence?
  - What do you know about the work of the Society Against Family Violence?
  - Do you think that SAFV would/could be helpful in assisting you to address the problems you have discussed above?
  - Do you know of any *other* organizations and/or services that could assist you to address the problems you have discussed above?