

Changing the Narrative of Poverty

Zed-Ola Myers, Sophia Goto, Megan Guisse



“At other times folks just need a person who will listen, as they process some of the challenges they are experiencing. This is more of the ongoing support we are able to provide for members of our community”



“We talked about the image that people have in their heads when they think of homelessness and how that story is often inaccurate”

01. Introduction

The Open-Door Community Hub is an accessible drop-in space at NVCL where individuals are able to access community services and enjoy the company of others.

Research Question: *How can NVCL serve community members, and what can the library offer that's unique to serving the community?*

Data provided is from NVCL and includes self-written reports of qualitative, bi-weekly updates from program facilitators.

Reflexive thematic analysis was applied to the dataset to gain valuable insights into the program on themes of: program impact, personal growth of members and staff, peer support and social integration.

North Vancouver City Library. (2024). Psychology 413: Applied Data Analysis. (NVANL_DA.csv). [Data Set]. NVCL. <https://elearn.capu.ca/mod/folder/view.php?id=2554030>.

02. Methods & Methodology

Participants: customers of ODCH and staff/facilitators of the program

Format of the Data: bi-weekly reports reflecting on atmosphere, attendance, new implementations and challenges.

Methods for Analysis: We applied Reflexive Thematic analysis to the reports to generate broad themes across the dataset:

1. Familiarized ourselves with the entirety of the dataset before generating codes
2. Generated initial themes and subthemes that presented new discoveries
3. Organized and grouped the codes into broader themes
4. Ensured that themes generated accurately reflected the data
5. Identified meaningful quotes that supported findings to highlight themes
6. Consolidated findings across co-investigators to reach meaningful conclusions

Methodology: phenomenological approach was applied to dive into depth of data to reflect an ideographic discovery that is nuanced in nature. Theoretical lens was a Democratic-socialist view with a focus on equity despite social class.

04. Conclusion

The ODCH at NVCL is an essential fixture of the community that consistently meets their customers' needs with understanding, empathy and a genuine sense of fun.

Customers have an opportunity within the safe space provided to experience validation, friendship, and learn essential life skills that just aren't offered as well in other contexts.

This program needs support as an ever increasing number of customers access the program, resources to meet their needs must increase as well.

The long term outcomes are so much more than having a cozy place to have some food and make friends. The context provided at ODCH increases social integration, embraces human vulnerability, and makes its customers feel genuinely seen and appreciated.

That kind of benefit you just can't put a price on. *Please give today!*

03. Findings - Themes Generated

Transformative nature of program for both customers and staff/facilitators

- A phenomenon experienced bi-laterally through relational intelligence and empathy
- Compassion utilized in offering services had a lasting impact on staff
- Long-term outcome is increased self-efficacy in customers

Empowerment of customers as a long term outcome of program

- Increased health literacy as a result of workshops and visits from community partners
- Bridging essential life-saving resources from community to customers

Peer support as a valuable source of social integration

- ODCH provides context and environment for togetherness
- A highest value reported by customers and staff is developing rapport with one another

Nuanced and creative nature in resolving program challenges and conflicts

- Ever increasing demand on program resources and conflicts between customers met by staff with genuine presence, concern, compassion and nuance

Changing the narrative of poverty and housing insecurity

- The safe space provided by ODCH bridged disparate community members to forge meaningful connections
- Long term outcome of reducing stigma of homelessness/changing public perception
- Providing essential life skills to those in need



“Knowing the needs of our clientele is important so that we can work together with them to make the space as successful as possible”