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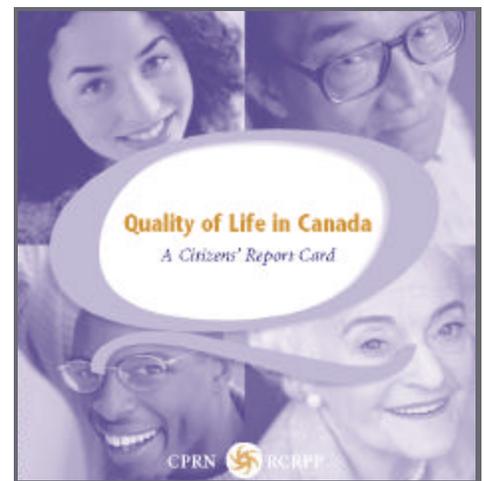
Quality of Life in Canada: A Citizens' Report Card

CPRN is pleased to announce the release of the first Citizens' Report Card on the quality of life in Canada.

Judith Maxwell, CPRN President, calls the Report Card, "a pioneering effort to capture what citizens believe essential to quality of life and to assess Canada against that standard."

"We are used to hearing our progress summed up in terms of purely economic measures, like the GDP or the stock market index," says Maxwell. "Important as these measures are, they are not an adequate reflection of what Canadians regard as vital to their quality of life."

In late 2000, CPRN led 40 dialogue sessions with Canadians from all walks of life and all regions of the country to develop a picture of what citizens think should be included in a national portrait of our quality of life. The result is *Quality of Life in Canada: A Citizens' Report Card*.



The Report Card presents comparative data for 40 national indicators under nine primary themes identified by dialogue participants. The themes are, in order of priority:

- democratic rights and participation
- education/learning
- social conditions and programs
- personal well-being
- government
- health
- environment
- community
- economy and employment

The Report Card results show progress on some fronts, lack of movement on others and deterioration in still others (see the summary table on page 2).



Quality of Life in Canada from 1990 to 2000: Report Card Overview			
	Better	Mixed/ No Change	Worse
Democratic Rights and Participation			
1. Voting patterns - <i>Willingness to vote</i>			x
2. Tolerance of diversity - <i>Awareness of discrimination</i>			x
Health			
3. Quality of health care system - <i>Confidence in health care system</i>		▲	
4. Physical health status - <i>Self-reported health</i> - <i>Disability-free life expectancy</i>	x	x	
5. Mental health status - <i>Risk of depression</i> - <i>Suicide rates</i>	x	x	
6. Lifestyle - <i>Smoking rates</i>	x		
Education/Learning			
7. Participation in primary and secondary education - <i>Pre-elementary enrollment rate</i>		▼	
8. Educational attainment - <i>Highest level of education achieved by adults</i>	x		
9. Access to post-secondary education - <i>Full-time university enrollment rate</i> - <i>Costs</i>	x		x
10. Lifelong learning - <i>Adults participating in education/training</i>			x
11. Adult literacy - <i>Assessment of functional literacy</i>		x	
12. Youth literacy - <i>13 year olds performance</i> - <i>16 year olds performance</i>		x	
13. Quality of education system - <i>Pupil/educator ratio in elementary/secondary schools</i>		x	
Environment			
14. Air quality - <i>Index of air quality</i>			x
15. Water quality - <i>Municipal populations served by wastewater treatment facilities</i>	x		
16. Waste management - <i>Reused, recycled, discarded material</i> - <i>Non-hazardous waste disposed of per capita</i>	x	x	
17. Renewable energy sources - <i>Domestic demand for energy</i>		x	
18. Access to healthy outdoor green spaces*			
Social Programs and Conditions			
19. Low income rates - <i>Canadians living below the low income cut-off</i>			x
20. Income supports for basic needs - <i>Provincial/territorial welfare systems</i> - <i>Social assistance for lone-parent families</i>			x
21. Child care availability and affordability - <i>Regulated child care spaces</i>	x		
22. Living wages - <i>Proportion of working poor families</i>			x
23. Food bank usage - <i>Accessing emergency food programs</i>		x	
24. Housing affordability - <i>Problems among renters</i>			x
Community			
25. Satisfaction with police, courts, prison and parole systems - <i>Public perceptions</i>		x	
26. Sense of personal safety and crime rates - <i>Violent crime and property crimes rates</i>	x		
27. Level of civic involvement - <i>Donation and volunteer rates</i>		x	
28. Availability of programs and services*			
Personal Well-Being			
29. Personal time stress - <i>Canadians experiencing the "time crunch"?</i>			x
30. Degree of social interaction or isolation - <i>Access to social supports</i>		x	
31. Sense of personal financial security - <i>Perceived adequacy of income</i> - <i>Belief that control has been lost over personal economic future</i>	x	x	
Economy and Employment			
32. Unemployment and employment rates - <i>National unemployment rate</i>	x		
33. Involuntary part-time work - <i>Involuntary part-time workers</i>	▲		
34. Job security and satisfaction - <i>Perceived likelihood of losing one's job in the next year</i> - <i>Satisfaction</i>	x	x	
35. Commercial bankruptcies - <i>Number of commercial bankruptcies</i>	x		
36. Income wealth distribution - <i>Income inequality</i>			x
37. Consumer debt levels - <i>Consumer bankruptcies</i>			x
Government			
38. Public trust - <i>Trust in federal government*</i>	x		
39. Accountability and stewardship of public values - <i>Satisfaction with electoral process and belief that citizens have input into what government does*</i>			x
40. Public governance - <i>Public confidence in government performance*</i>			

* No poor data to support this indicator.



Is the quality of life in Canada better than 10 years ago? That's difficult to say in the aggregate.

While it might be possible, statistically speaking, to create a composite indicator, the result could be misleading and of dubious use.

"The Report Card's achievement is to present a balanced portrait – recognizing successes and setbacks," says Maxwell. "This permits a constructive conversation about what needs to be done to improve our quality of life." The final judgement on the country's progress will depend on the circumstances of the observer.

"Perhaps most striking in this endeavour," says Sandra Zagon, project manager, "are the serious data gaps it uncovers. Those who wish to claim progress on our quality of life will have to help address those gaps before their claims will be truly credible in the eyes of citizens."

Maxwell says she hopes other Citizens' Report Cards will follow.

"As the quality of the data improves, report cards like this one will be important tools in the hands of Canadians for holding their governments, at all levels, accountable."



The Report Card is a snapshot of a larger paper, *Quality of Life In Canada: A Citizens' Report Card – Background Report* by Joseph Michalski of Trent University. The Background Report provides details on methodology, data sources, gaps in data and a full analysis of the results.

Mary Mogford: *Fresh Ideas Campaign* Committee Member



Mary Mogford and Judith Maxwell have known each other for over twenty years. They met when Judith was the Chair of the Economic Council of Canada in the late 1980's when Mary was the Deputy Minister of Finance for the Province of Ontario. Mary later became a member of the Council and their friendship has flourished ever since.

When Judith thought of establishing her own think tank, Mary was one of the first people she consulted. "I was convinced Judith's vision for CPRN was important for Canadians." She became a founding member of CPRN's Board of Directors. "It was exciting to be involved at the start, and now to be part of the *Fresh Ideas Campaign*". Today, Mary is a Board Associate and a member of the Campaign Committee.

"One of CPRN's external reviewers once said that if we didn't have CPRN in Canada, we would have to invent it. You need

only see the number of times CPRN is mentioned in the media to realize its impact on public issues. For me, it's also CPRN's neutral space for discussion of those issues that makes it so special."

Mary's career has bridged the private, public and non-profit sectors. She serves on five Canadian corporate boards – Empire Company Limited, Falconbridge Limited, MDS Inc., The Potash Corporation of Saskatchewan, Sears Canada – and the Altamira Advisory Council. She is a volunteer with the Hospital for Sick Children Foundation, Toronto Symphony Foundation and an Honorary Board member of both the Hospital for Sick Children and Trent University. She is also a Fellow of the Institute of Corporate Directors.

Mary was the Deputy Minister of Finance and Deputy Minister of Natural Resources for the Province of Ontario. She was the first woman to hold these posts in Ontario and the first female Deputy Minister of Finance anywhere in Canada. In 1990, she was the first recipient of the Lieutenant Governor's Medal of Distinction in Public Administration.

Needless to say, Mary is another reason why CPRN's *Fresh Ideas Campaign* will be a major success.

Towards a New Welfare Architecture

In both the European Union and North America, policy communities are redesigning their welfare regimes around a new emphasis on investing in children. There is a remarkable convergence around a new focus on human capital, "investments" for the future, life-long learning, activation and so on.

Jane Jenson, Director of CPRN's Family Network, and Denis Saint-Martin, Family Network Research Associate, describe the shift as one "from Fordism to a LEGO model".

What is taking place, they argue, is nothing less than the renegotiation of the post-war social contract – a rethinking of the very architecture of welfare – the respective responsibilities of families, market, and communities as well as states.

The Social Cohesion Project at the Université de Montréal (www.fas.umontreal.ca/POL/cohesionsociale), in which CPRN is a partner, organized a panel on this topic at the

Annual Meeting of the American Political Science Association in Boston at the end of August.

Entitled, "Redesigning Welfare Regimes: The Building Blocks of a New Architecture", the panel featured a presentation by Jenson and Saint-Martin, ***Building Blocks for a New Welfare Architecture: From Ford to LEGO?***

Also featured, were presentations by Ruth Lister, ***Investing in the Citizen-Workers of the Future: New Labour's "Third Way" in Welfare Reform***, by David Craig and Wendy Lerner, ***After Neoliberalism? Local Partnerships and Social Governance in Aotearoa New Zealand***, and by Anton Hemerijck, ***The Self-Transformation of the European Social Model(s)***.

You can access copies of these presentations on the Social Cohesion Project Web site at www.fas.umontreal.ca/POL/cohesionsociale



Dialogue Probes What Makes Us Unique

What kind of future do we want for ourselves and our children? What are we prepared to do to realize that future? What do we expect our governments and others – business, religious and voluntary organizations, for example – to contribute?

These are questions that participants will attempt to answer in an unprecedented series of dialogues that began in September across Canada. The *Citizens' Dialogue on the Kind of Canada We Want* is a project of CPRN's Public Involvement Network in partnership with Viewpoint Learning.

Participants will be representative of the general population. There will be ten dialogues in all – eight in English and two in French. They will reflect both rural and urban perspectives. Each session will involve about 40 participants, yielding a total sample of more than 400.

Sessions are being held in Ottawa, Montreal, Calgary, Vancouver, Halifax, Moncton, Winnipeg, Thunder Bay, Quebec City, and Toronto.

Viewpoint Learning's "ChoiceWork Dialogue" methodology takes consultation to a new depth and complexity. The day-long sessions will help citizens to explore their core values in relation to urgent issues of the day. They will also test their attachment to Canada and its unique institutions and programs.

An analytical report on the collected results will be shared with the sponsors, participants and the public at large in Spring 2003.

"The results will tell us a great deal about who we are as Canadians and where we want to be in the future," says Mary Pat MacKinnon, Director of CPRN's Public Involvement Network. "They will also provide a valuable reality check for the assumptions of our policy makers."

The Citizens' Dialogue is sponsored by a number of federal departments and agencies.

A Model of Engagement – The Berger Inquiry, 25 Years Later

In 1974, the federal government appointed Justice Thomas Berger to head up the Mackenzie Valley Pipeline Inquiry. Justice Berger was to consider the social, environmental and economic impact of a gas pipeline and energy corridor from the Western Arctic up the Mackenzie Valley to Alberta and beyond. Awaiting his conclusions, were the proponents of the largest megaproject in Canadian history, the giants of the North American oil industry.

The government made no attempt to tell Berger how to conduct his inquiry. In fact, he might have undertaken the task, in the manner of National Energy Board hearings at that time, from the comfort of well-appointed hearing rooms in Ottawa, Calgary and perhaps Yellowknife. But that wasn't the judge's choice. He consulted widely with all interested parties and decided subsequently to take his inquiry into every affected community in the Northwest Territories, remote village after remote village, in addition to the major centres of the South.

What followed was a remarkable example of public engagement that set a standard that has not been matched since. The outcome was a report and recommendations that have shaped the political, social and economic progress of the NWT ever since and with ramifications for the country as a whole.

In June, 2002, the Living History Society of the NWT organized a national symposium to take stock on the 25th anniversary of Justice Berger's report. CPRN's Director of Public Affairs, Peter Puxley, was the research advisor to the Indian Brotherhood of the NWT (now the Dene Nation) during the 1970s and a participant in this year's symposium. In his contribution to an anthology of reflections on the Berger Inquiry, he explains what made that endeavour such a success and why it remains a model for today.

You can access or download his paper, *A Model of Engagement: Reflections on the 25th Anniversary of the Berger Report*, from our Web site.

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Access to Post-Secondary Education: More Important Than Ever

It's no big secret that a person's income is strongly correlated with their level of education. In the emerging knowledge-based economy, with its emphasis on ideas, communication, innovation and life-long learning, education is more important than ever to success.

That all Canadians should have ready access to education, especially higher education, is important to individual well-being, social equity and to the country's ability to compete in the global economy. Of course, education is the source of much more than economic returns, and lack of access can threaten both full citizenship and the full enjoyment of life.

These were some of the assumptions behind a conference last April, organized by CPRN on behalf of the Canada



Millennium Scholarship Foundation. The conference, entitled *Access to Post-Secondary Education in Canada: Facts and Gaps*, had three main goals:

- To disclose and discuss current research about incentives and impediments to post-secondary education (PSE);
- To identify the gaps in that knowledge and develop a future research agenda; and,
- To expand the scope of the discussion around issues considered to have an impact on access to PSE – financial, social, cultural and personal.

Presentations by experts in a variety of fields helped animate and inform discussions by participants on these issues (those presentations are already available on our Web site).

A full report on the conference proceedings, *Access to Post-Secondary Education in Canada: Facts and Gaps*, is also available on our Web site.

Making Work Pay

It used to be that most full-time jobs came with enough income to build a family along with potential for advancement. Not anymore.

Almost two million adult Canadians work for less than \$10 an hour. That's about one in six employed people. You can't support a family on that income, even working full-time. Unfortunately, more than half of low-wage jobs are temporary or part-time.

And it isn't simply a matter of skills. It might surprise you to know that people in these low-paid jobs are generally well-educated – 40% have completed high school, 36% have post secondary diplomas or degrees. The jobs are concentrated in the retail trade, hotel and accommodation services, manufacturing, finance and personal service industries.

The educational attainment of low-paid workers points to a larger problem – their full productive potential is being lost to

the economy, while the prospect of low-wage “ghettos” raises the specter of long-term social costs. Yet, barriers, both in the workplace and resulting from public policy, make it difficult for workers in this situation to improve their lot.

In *Smart Social Policy – “Making Work Pay”*, a paper prepared for the TD Forum on Canada's Standard of Living, CPRN's President, Judith Maxwell, examines this phenomenon and the experience with policy initiatives designed to address it. She asks what low-paid work is really worth to society and who should pay the cost – families, employers or the state?

She concludes that “smart social policy choices will aim to ensure that every child has the chance to develop her potential, and that every educated adult is able to use his skill productively.”



People

We welcome **Beverly Boutilier**, a new Senior Researcher for the Family Network, and two new researchers, **Lisa Maslove**, Researcher for the Health Network and **Richard Brisbois**, Researcher for the Work Network. **Denise Séguin**, Executive Assistant to the President. **Leigh McGowan** and **Nandini Saxena** join the Public Involvement Network as contractors. **Sue Horsley** joins Human Resources and **Shafiullah Jan** returns as our Web Publisher Developer.

We also welcome two new research associates for the Family Network, Neil Bradford and Martin Papillon.



Neil Bradford



Martin Papillon

We said goodbye to the Manager of the Family Network, **Sharon Stroick** (Sharon becomes a Family Network Research Associate), to **Annette Wilcox**, the President's Executive Assistant, **Adam Seddon**, Researcher, Work Network, **Deepjot Sethi**, Web Publisher Developer and to **Tanisha Stratton**, our summer intern.

Student Interns in Policy Research. CPRN has established a policy internship program with support from the SSHRC, PRI and HRDC. Funding enables two students to conduct research and key informant interviews to help shape their respective dissertations. This year's interns were selected by the Family Network. Francis Garon of the École nationale d'administration, Université du Québec, and Denis Sibony of the Université de Montréal presented the results of their work at a roundtable in Ottawa in early September.



Francis Garon, intern, Jane Jenson, Director, Family Network, Denis Sibony, intern, Leslie Seidle, CPRN Research Associate.

Workshop for Political Journalists in Morocco. CPRN took part in a training session for Moroccan television reporters during the recent general election campaign in that country. Peter Puxley, Director of Public Affairs, was one of three trainers at the workshop sponsored by the National Democratic Institute and the British Embassy in Morocco. Participants grappled with the challenges facing journalists in an emerging democracy with an authoritarian past.



Peter Puxley (2nd from right), at a workshop for television reporters in Rabat, Morocco.



Fresh Ideas for Canada's Future

Innovation is at the top of the national agenda this fall. Charles Baillie, Chairman and Chief Executive Officer of the TD Bank, called together a group of thoughtful people to generate ideas for boosting Canada's standard of living in October. And in November, the federal government will hold a National Summit on Innovation and Learning.

In thinking about these events, I was rather surprised to discover that the Organisation for Economic Co-operation and Development has defined innovation as "new or significantly improved products or processes introduced to the market."

This implies that all innovation is commercial in nature. But what about all the smart ideas that change the world for the better that are never traded in the marketplace? Let me give you three examples.

We learned from research by the Canadian Institute for Advanced Research that nurturing and social stimulus are essential to healthy development in the early years of life. CPRN later put that idea into the context of contemporary family life by framing the policy consequences of the CIAR idea. We described the "enabling conditions" for healthy child development – adequate income, effective parenting, and supportive communities. The two ideas combine to show the pathway to expand human potential.

In "What's a Good Job?", CPRN gave employers new and more convincing evidence of the interplay between production costs, productivity growth and the quality of the social dynamics in the workplace. Employers that build trusting, committed relationships with their work force will see lower rates of job turnover and absenteeism and get more commitment back from employees. There is a direct route to the bottom line here. Living wage experiments (jobs that pay enough to

live on) in the United States and pilot projects with wage supplements in Canada have shown strong social and economic benefits from improving the incomes of low-paid workers. Employers who met living wage requirements

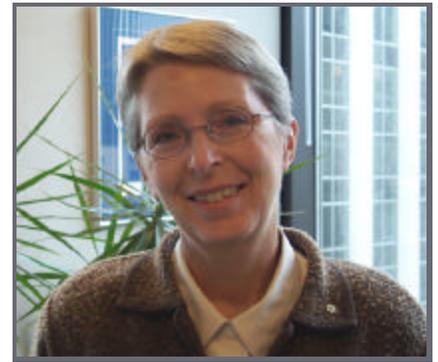
experienced significant declines in turnover and gains in efficiency. The workers involved in both cases reported significant increases in their sense of well-being and hope for the future. They made investments in housing, education, and transportation that enabled them to qualify for better jobs and ensure a better education for their children. And there are legions of studies that show that this sense of hope and self-mastery is associated with better health status.

Now these ideas are not brand new. But they are "fresh ideas" in the sense that the new research has proven that they work in contemporary economic and social conditions. They are not "commercial" ideas, in the sense that they can be patented or sold in the marketplace. Yet, they build a stronger economy and a better society.

Without social scientists and policy researchers, and without the think tanks who "refresh" and champion the ideas, Canada would be a poorer place.

As policy works, we get great satisfaction from knowing a) these ideas are the lifeblood of social innovation, and b) social innovation adds a great deal to Canada's wealth and well-being.

CPRN's motto is "*Fresh Ideas for Canada's Future.*"



Judith Maxwell, President



Sponsor Corner

The Atkinson Charitable Foundation

was established in 1942 by Joseph E. Atkinson, former publisher of The Toronto Star newspaper. Its mission is to promote social and economic justice in the tradition of Mr. Atkinson. The Foundation now distributes over \$2 million annually to non-profit organizations for innovative, Ontario-based projects that focus on either Early Childhood Education and Development and/or Economic Justice.

The Foundation also launches its own special initiatives – most recently *Reality Check: The Canadian Review of Wellbeing*. This joint project with Genuine Progress Index for Atlantic Canada (GPI Atlantic) aims to research the feasibility of a Canadian index that will provide a more complete and accurate picture of how Canadians are really doing. This includes reporting on other efforts to develop indicators of social, economic and environmental wellbeing across Canada.

It is also in this area that CPRN has benefited from collaboration with *The Atkinson Charitable Foundation*. The Foundation has been a major partner in the *Quality of Life Indicators Project*, and a founding partner of the Work Network's *Quality of Employment Indicators* (www.jobquality.ca) and *Changing Employment Relationships* project.

Visit *The Atkinson Charitable Foundation* at <http://atkinsonfdn.on.ca>

On the Net and In the Media

The number of annual discrete visitors to www.cprn.org reached more than 350,000 in September, up 56% over a year ago. And September was a red letter month for downloads of CPRN publications, with more than 416,000 in the past twelve months, a 38% increase in a year. We now have 22 publications recording more than 5,000 downloads apiece, led by Linda Duxbury and Chris Higgins paper, *Work-Life Balance in the New Millennium: Where Are We? Where Do We Need to Go?* with almost 20,000 downloads.

Our special Web site on workplace indicators, www.jobquality.ca shows signs of growing popularity with annual visits now over 50,000. Finally, the subscribers to our weekly electronic newsletter, *E-network*, now number more than 4,300.

The past quarter has been a good one for CPRN in the news with more than 130 media mentions. Of particular interest was the *Report on Citizens' Dialogue on the Future of Health Care in Canada*, completed for the Romanow Commission, and the release of the *Quality of Life in Canada – A Citizens' Report Card*. A commentary by the Director of the Family Network, Jane Jenson, following the Prime Minister's resignation announcement, stressed the need for a full policy debate within the Liberal Party and was heard on CBC Radio stations across the country.



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