



**Building Rural Capacity in the New Economy**

**Service Provision in Rural and Small Town Canada: Cross-Canada Summary Report**

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## BUILDING RURAL CAPACITY IN THE NEW ECONOMY - ABOUT THE PROJECT

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The *Building Rural Capacity in the New Economy* project, funded by the Social Sciences and Humanities Research Council's Initiative on the New Economy Program, works closely with residents, service providers, voluntary organizations, business members, and decision makers to identify factors that contribute to building capacity in rural and small town places across Canada. Capacity is the ability of people to mobilize their assets and resources to cope with stress and transition, or to capitalize on opportunities. Such capacity is built from trust and relationships grounded in institutions, organizations, businesses, and services alike. The project is built on four key themes to explore capacity including *local governance*, *communications*, *services*, and the *environment*. This report explores the relationship between services and local capacity.

The Services Research Centre conducted site profile surveys in the summer of 2003. This is the third survey conducted since 1998 with a goal to track services over time. Services play two key functions in building capacity. First, services help rural and small town places to cope with restructuring and transition as a result of economic downturns or plant closures. Job losses stemming from industrial restructuring or closure can place increased demands on local services for education and training, counselling, health care, and other support services. Without such services, residents would have to cope with the additional burden of having to leave their town to access assistance. Job and service losses present a significant challenge to rural and small town places working on revitalization.

Second, services provide opportunities for building relationships, partnerships, and trust. Together, these can lead to new partnerships and innovative ways for delivering services where they might otherwise not exist. For example, schools or seniors' centres can act as multi-functional facilities for the community where local volunteer groups, sporting clubs, local theatre, and others can do their work in the absence of other facilities. Another example might be the way that post offices can act as a one-stop shop for a range of government services. This report focuses on the current service provision levels in rural and small town Canada. In particular, this report will compare the availability of services in rural and small town places by region and nationally.

In this report, the availability of services is examined for 22 sites surveyed across Canada. These include 6 sites in Atlantic Canada, 4 sites in Québec, 4 sites in Ontario, and 8 sites in Western Canada.

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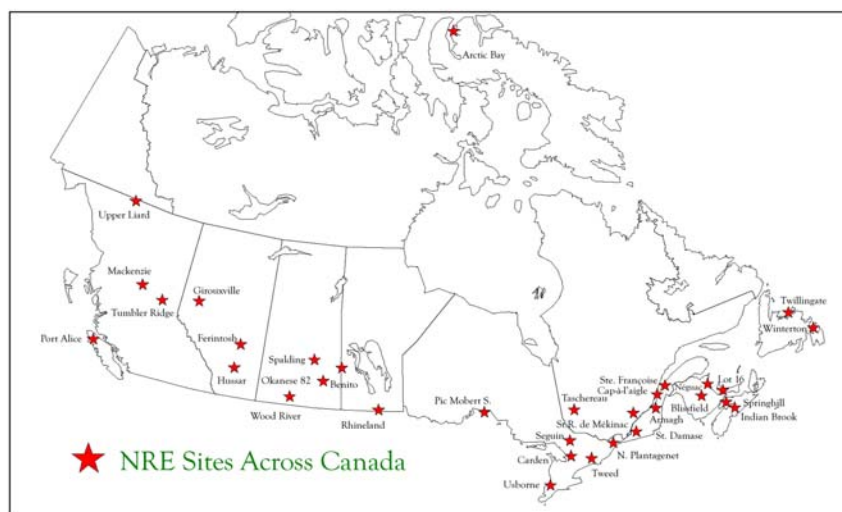
<b>Western Canada</b>	<b>Ontario</b>	<b>Québec</b>	<b>Atlantic Canada</b>
Tumbler Ridge, B.C.	Tweed	Cap-à-l'aigle	Néguac, N.B.
Mackenzie, B.C.	Seguin	Ste. Françoise	Blissfield, N.B.
Hussar, Alberta	Carden	St. Damase	Lot 16, P.E.I.
Ferintosh, Alberta	Usborne	Taschereau	Springhill, N.S.
Wood River, Sask.			Winterton, Nfld.
Spalding, Sask.			Twillingate, Nfld.
Benito, Manitoba			
Rhineland, Manitoba			

## ABOUT THE SERVICE INVENTORY

The Canadian Rural Revitalization Foundation has been conducting research in 32 rural and small town sites across Canada. These sites form a type of “rural observatory” in which aspects of the *Building Rural Capacity in the New Economy* project may be examined. The sites participating in this project reflect the diversity of the Canadian landscape, and include forestry and mining towns, farming communities, and tourism towns. Furthermore, some of these places are located adjacent to metropolitan areas, while others are more isolated. In selecting these sites, a number of factors in the NRE sampling frame matrix were considered including low global exposure versus high global exposure, fluctuating versus stable economies, non-adjacent to metro areas versus metro adjacent, high capability versus low capability, and leading versus lagging (Reimer 2002).

In the summer of 2003, researchers visited 22 sites to update a service provision inventory. Data were collected to examine the availability of a range of services including:

- |                       |                                    |
|-----------------------|------------------------------------|
| education             | community                          |
| health                | transportation                     |
| protection services   | recreational                       |
| legal                 | basic shopping                     |
| business services     | commercial shopping                |
| communication         | economic development organizations |
| elderly and childcare | housing                            |
| government            |                                    |



## AVAILABILITY

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Copies of all site reports on services availability were distributed within participating sites. Additionally, copies have been posted on the project website ([nre.concordia.ca](http://nre.concordia.ca)) and on Greg Halseth's website (<http://web.unbc.ca/geography/faculty/greg>).

Copies of the larger *Service Provision in Rural and Small Town Canada: Cross-Canada Summary Report* are available in a number of locations. At the University of Northern British Columbia, copies have been deposited at the Weller Library or can be accessed on Greg Halseth's website: <http://web.unbc.ca/geography/faculty/greg>. Copies are also available on the project website at: [nre.concordia.ca](http://nre.concordia.ca).

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## **Building Rural Capacity in the New Economy: Service Provision in Rural and Small Town Places**

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Services play an important role in retaining and attracting residents and businesses as they enhance local quality of life. However, rural and small town places across Canada are experiencing tremendous change stemming from economic and social restructuring in an increasingly global economy. As a result, some small places have been experiencing population declines. At the same time, federal and provincial government policies have been withdrawing some of the service infrastructure that can provide a foundation for revitalizing rural and small town places and assist residents to cope with the stresses associated with change.

Despite their importance, the provision of rural and small town services has long faced the challenge of geography. Large distances, coupled with low population densities, have meant higher service delivery costs per capita (Furuseth 1998; Struthers 1994). Central place and retailing models reinforce how difficult it is for rural and small town places to provide services, especially specialized services (Halseth and Rosenberg 1991; de Souza 1990; Blacksell *et al.* 1988; Pinch 1985). But services are becoming increasingly important as rural and small towns confront accelerated social and economic transition, not just for families, but also for economic activities that will not locate in places without basic educational, medical, or community services (Halseth *et al.* 2003).

Some rural and small town places adjusted to transition through establishing innovative services or diversifying their local economies. These types of innovations suggest one way by which services help to build capacity within a place. Services also help to build capacity by providing opportunities for building relationships, partnerships, and trust, which subsequently can lead to new partnerships and innovative ways for delivering services where they might otherwise not exist. Together, services can help to enhance local quality of life and mitigate out-migration from rural and small town places. This report explores changes in service provision in rural and small town places across Canada between 1998 and 2003.

### ***Educational Services***

Inadequate educational services can be one reason for turnover in rural and small town places (Gill and Everitt 1993; Porteous 1976; Jackson and Poushinsky 1971). For example, the absence of a local high school can lead to out-migration of young families. Educational opportunities for retraining are also limited in rural and small town places (Riffel 1975). In addition, post-secondary institutions are not usually within commuting distance. As a result, youth leave to obtain higher education and training in larger towns (Bunce 1991).

However, educational institutions are playing a changing role in maintaining quality of life in rural and small town places. Schools have provided a place for after-school activities by community groups in the absence of other facilities (Carter 1990; Robinson 1990). Rosenfeld and Sheaff (2002) note that schools have provided amenities through their libraries, theatres, and art galleries in places that would otherwise not have access to such services. They have also

played a larger role in economic development for their region. Community colleges can provide skilled and professional workers, act as a broker of services, and act as a repository of information. They can also design programs and services that are relevant and respond to changing local labour market conditions.

Examining change over the last five years reveals that the availability of educational services in these rural and small town places is decreasing (Table 1). Access to high schools declined by approximately one-third in these sites. Significant cuts were also experienced in continuing education. Cuts in educational services are particularly noticeable in rural and small town sites adjacent to metropolitan areas. In fact, the availability of community colleges and continuing education remained fairly consistent in non-adjacent sites over the five year period, while adjacent sites experienced deeper declines in these educational services. For example, in 1998, 46.2% of the sites adjacent to metropolitan areas offered continuing education services. In 2003, however, only 9.1% of these sites continue to offer continuing education. The loss of educational facilities, though, does not necessarily mean that the community has lost the function of the building altogether, and further research needs to be done to assess if sites were able to capitalize on the opportunity to turn the loss of educational facilities into another community service.

**Table 1: Availability of Educational Services – All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Pre-school / kindergarten	*	*	*	*	50.0%	22
Elementary school	76.0%	25	70.0%	20	63.6%	22
High school	40.0%	25	35.0%	20	27.3%	22
CEGEP / Community College	13.0%	23	25.0%	20	18.2%	22
Continuing Education	41.7%	24	45.0%	20	27.3%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Data not collected for this service that year.

Today, sites participating in the INE project do not have access to many educational services within their communities, especially post-secondary or continuing education. Educational services focus mainly on the pre-school or elementary school levels. Results indicate that educational services are available in a greater proportion of sites in Atlantic and Western Canada when compared to the national sample (Table 2).

However, a much wider range of the educational services are available within 30 minutes of many of the sites. This finding is different from previous research that notes post-secondary educational facilities are not within commuting distance of small places (Bunce 1991). In fact, while the availability of educational services is particularly low in Ontario and Québec, almost all of the Ontario sites can access these educational services within 30 minutes. This question of geographic scale is important. Earlier models, that sought to provide services within sites, have been replaced by urban and market driven models that often ‘rationalize’ services out of rural

and small town locations. This summary highlights the outcomes of that shift in the way educational services may not be offered in the study site, but are available within the region.

**Table 2: Availability of Education Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Pre-school/kindergarten	50.0	95.5	62.5	100.0	50.0	100.0	50.0	100.0	33.3	83.3
Elementary school	63.6	95.4	62.5	100.0	50.0	75.0	75.0	100.0	66.7	100.0
High school	27.3	95.4	37.5	100.0	0.0	100.0	0.0	75.0	50.0	100.0
CEGEP / College	18.2	68.2	25.0	62.5	0.0	100.0	0.0	50.0	33.3	66.7
Continuing Education	27.3	81.8	37.5	87.5	0.0	100.0	0.0	75.0	50.0	66.7

Source: 2003 Site Profile.

### ***Health Services***

Health services, including home support, meals-on-wheels, and doctors, have experienced new pressures and demands from seniors migrating to rural and small town areas (James 1999; Everitt and Gfellner 1996; Robinson 1990). As restructuring occurs, closures of hospitals and the centralization of physical and mental health services have been particularly difficult on the elderly and the poor (Liu *et al.* 2001) who do not have access to a vehicle and who may live in places with limited transportation services. However, it is not just the utility of health services that is of concern, but also the potential loss of jobs that can lead to a further out-migration and a decline in the economy.

Health services consist of many highly specialized health professions, such as optometrists, CT scan facilities, and rehabilitation services including physiotherapy, speech therapy, and occupational therapy. The delivery of specialized, rather than general, health services is not well suited for rural health delivery frameworks where lower population levels cannot sustain these services (Northern and Rural Health Task Force 1995). Furthermore, health professionals are often trained in these highly specialized professions with standardized education as opposed to being trained to be rural health generalists able to offer a wider range of services. Struthers (1994) notes that without a general service model suited to rural and small town places, no services often result.

By examining changes in health care facilities between 1998 and 2003, it appears that access to health care facilities has been declining (Table 3). Cuts have been most noticeable to ambulance and emergency services. The availability of ambulance services has been reduced from 60.9% of sites in 1998 to 36.4% of sites in 2003. Even more concerning is that emergency services were reduced from 60.0% of sites in 2000 to just 18.2% of sites in 2003. These cuts were more pronounced in sites adjacent to metropolitan areas.



**Table 3: Availability of Health Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Hospital	25.0%	24	20.0%	20	18.2%	22
Health centre / CLSC	*	*	*	*	27.3%	22
Medical clinic	*	*	*	*	40.9%	22
Blood / urine testing facility	33.3%	24	52.6%	19	36.4%	22
X-ray facility	29.2%	24	35.0%	20	22.7%	22
Baby delivery facility	8.7%	23	5.0%	20	4.5%	22
CT scan facility	0.0%	24	5.0%	20	0.0%	22
Pharmacy	*	*	50.0%	20	40.9%	22
Ambulance	60.9%	23	30.0%	20	36.4%	22
Emergency services	*	*	60.0%	20	18.2%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Information was not collected for this service that year.

Today, health facilities are limited in most of the rural and small town places examined (Table 4). Of particular interest is that fewer than 40% of sites have a health centre, hospital, or pharmacy, and only about one-third of the sites have ambulance services. This carries important implications for residents travelling for medical emergencies or other health care reasons. Medical facilities are generally more available in Atlantic and Western Canada. A greater proportion of sites which are not adjacent to metropolitan areas have health care facilities.

Moving from the local to the regional level, a majority of the sites across Canada are within 30 minutes of most of these health care facilities. In fact, with the exception of a CT scan, all of the health facilities are within 30 minutes of all the sites in Ontario.

**Table 4: Availability of Health Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Hospital	18.2	77.3	25.0	62.5	0.0	100.0	0.0	75.0	33.3	83.3
Health centre / CLSC	27.3	90.9	25.0	87.5	25.0	100.0	25.0	100.0	33.3	83.3
Medical clinic	40.9	90.9	50.0	100.0	25.0	100.0	25.0	75.0	50.0	83.3
Blood / urine testing facility	36.4	95.5	37.5	87.5	0.0	100.0	50.0	100.0	50.0	100.0
X-ray facility	22.7	95.5	37.5	100.0	0.0	100.0	0.0	75.0	33.3	100.0
Baby delivery facility	4.5	63.6	12.5	50.0	0.0	100.0	0.0	50.0	0.0	66.7
CT scan facility	0.0	45.5	0.0	25.0	0.0	50.0	0.0	50.0	0.0	66.7
Pharmacy	40.9	90.9	37.5	87.5	25.0	100.0	25.0	75.0	66.7	100.0
Ambulance	36.4	90.9	37.5	87.5	0.0	100.0	25.0	75.0	66.7	100.0
Emergency services	18.2	81.8	25.0	75.0	0.0	100.0	0.0	75.0	33.3	83.3

Source: 2003 Site Profile.

When examined over time, it is also apparent that the availability of health care professional services in all the study sites is becoming more difficult (Table 5). Most notably, these places experienced significant declines in the availability of social workers, which have been reduced by half. For these services, cuts have equally been experienced in metro-adjacent and non-adjacent sites. It is also important to note reductions in other essential health care services,

notably doctors, nurses, and dentists. Interestingly, specialized services, including optometrists, physiotherapy, and speech therapy, have become a little more available in these places, especially in non-adjacent sites.

**Table 5: Availability of Health Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Doctors	45.8%	24	50.0%	20	36.4%	22
Nurses	45.8%	24	55.0%	20	36.4%	22
Dentists	33.3%	24	35.0%	20	27.3%	22
Dental surgeons	16.7%	24	15.0%	20	9.1%	22
Optometrists	12.5%	24	5.0%	20	18.2%	22
Home care visits	47.8%	23	70.0%	20	54.5%	22
VON	25.0%	8	15.0%	20	13.6%	22
Social workers	39.1%	23	42.1%	19	22.7%	22
Public health nurse	*	*	42.1%	19	31.8%	22
Physiotherapy	*	*	15.0%	20	22.7%	22
Speech therapy	*	*	20.0%	20	31.8%	22
Occupational therapy	*	*	20.0%	20	13.6%	22
Respite care	*	*	*	*	22.7%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Information was not collected for this service that year.

As such, the availability of health care professionals is currently limited in small places (Table 6). In fact, only home care visits are available in more than half of the sites. Even services often considered as essential, such as doctors, are only located in just over 35% of the rural and small town sites across Canada. The limited availability of specialized health care services in these sites overall may be a reflection of pressures to develop health care specialists rather than offer general service models (Collier 1993; Rosenberg 1983). Sites in Atlantic Canada are better equipped with health care professionals when compared to the national sample. Health care professionals are also more available in sites that are not-adjacent to metropolitan areas.

With the exception of dental surgeons, health care professionals are accessible within 30 minutes of most sites. In fact, almost all of the health care services are accessible within 30 minutes of sites in Atlantic Canada and Ontario. A greater share of sites in Western Canada must go beyond 30 minutes to access health care professionals. The reorganization of health services from the local to regional level mirrors the types of spatial shifts noted above for educational services. These two topic areas are particularly important in the analysis of service change because they are almost entirely under the direction of public policy and they account for a large share of public funding.

**Table 6: Availability of Health Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Doctors	36.4	95.5	50.0	100.0	0.0	100.0	25.0	75.0	50.0	100.0
Nurses	36.4	95.5	37.5	87.5	33.3	100.0	25.0	100.0	50.0	100.0
Dentists	27.3	86.4	12.5	75.0	25.0	100.0	25.0	75.0	50.0	100.0
Dental surgeons	9.1	45.5	0.0	12.5	0.0	75.0	25.0	75.0	16.7	50.0
Optometrists	18.2	81.8	25.0	75.0	0.0	100.0	0.0	75.0	33.3	83.3
Home care visits	54.5	100.0	75.0	100.0	25.0	100.0	50.0	100.0	50.0	100.0
VON	13.6	54.5	0.0	50.0	0.0	75.0	0.0	25.0	50.0	66.7
Social workers	22.7	86.4	12.5	62.5	25.0	100.0	0.0	100.0	50.0	100.0
Public health nurse	31.8	90.9	50.0	87.5	0.0	100.0	0.0	75.0	50.0	100.0
Physiotherapy	22.7	86.4	25.0	62.5	25.0	100.0	0.0	100.0	33.3	100.0
Speech therapy	31.8	81.8	50.0	75.0	0.0	100.0	0.0	50.0	50.0	100.0
Occupational therapy	13.6	68.2	12.5	37.5	0.0	100.0	0.0	50.0	33.3	100.0
Respite care	22.7	81.8	12.5	50.0	0.0	100.0	0.0	100.0	66.7	100.0

Source: 2003 Site Profile.

### ***Protection Services***

Protection services contribute to community capacity in many ways. For example, volunteer fire departments and various ‘crime watch’ programs provide opportunities for community involvement and interaction, both of which can build trust and leadership. At a more mechanical level, they can have important implications for the availability of home and business insurance.

For this year’s service inventory, new categories were added to track the availability of protection services. Consequently, it is not possible to examine the change in the availability of neighbourhood watch and rural crime watch over the last five years. Regardless, these rural and small town sites have experienced significant drops in the availability of policing services and fire departments (Table 7). Non-adjacent sites have experienced more drastic declines in fire departments, while metro-adjacent sites have experienced a greater reduction in policing services. The implications are longer response times to access more distant locations. However, 911 service has increased across these sites. The growth of 911 services is an interesting application of information technology because, while local residents can dial 911 on their telephone, the dispatcher reviewing the call is often in a distant urban centre.

**Table 7: Availability of Protection Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Police (Local / RCMP)	62.5%	24	45.0%	20	22.7%	22
Fire department	91.3%	23	85.0%	20	68.2%	22
911 emergency line	60.9%	23	65.0%	20	86.4%	22
Neighbourhood Watch	*	*	*	*	31.8%	22
Rural Crime Watch	*	*	*	*	13.6%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Data was not collected for this service that year.

In 2003, some protection services are widely available across Canada (Table 8). Most notably, fire departments and 911 are in more than two-thirds of the sites. In fact, all of the sites in Québec and Western Canada have 911 service. There are a greater proportion of sites adjacent to metropolitan areas that have a fire department and a neighbourhood watch program. More sites that are non-adjacent offered policing, 911 service, and rural crime watch programs. With the exception of rural crime watch, protection services are available within 30 minutes of at least half the sites.

**Table 8: Availability of Protection Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Police (Local / RCMP) 22.7	90.9	25.0	87.5	0.0	100.0	0.0	75.0	50.0	100.0	100.0
Fire department	71.4	95.5	87.5	100.0	50.0	75.0	50.0	100.0	66.7	100.0
911 emergency line	86.4	86.4	100.0	100.0	75.0	75.0	100.0	100.0	66.7	33.3
Neighbourhood Watch	31.8	50.0	37.5	37.5	50.0	50.0	0.0	25.0	33.3	66.7
Rural Crime Watch	13.6	45.5	25.0	37.5	0.0	100.0	0.0	25.0	16.7	33.3

Source: 2003 Site Profile.

### **Legal Services**

Legal services are another example of specialized services that are typically difficult to offer in rural and small town places (Blacksell *et al.* 1988). The absence of legal services has important implications as residents must commute to go to court, to access assistance in how to prepare wills or purchase real estate, or have important documents or affidavits signed.

With the exception of court services, legal services have become more difficult to access in these sites (Table 9). There have been consistent reductions in the availability of notary publics and lawyers since 1998. Non-adjacent sites have experienced a greater decline in the availability of lawyers than metro-adjacent sites. For example, while half of non-adjacent sites had lawyers in 1998, only 18.2% of these sites had a lawyer in 2003. On the other hand, 30.8% of metro-adjacent sites had a lawyer in 1998, with a drop to 18.2% in 2003.

**Table 9: Availability of Legal Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Lawyer	39.1%	23	30.0%	20	18.2%	22
Notary	45.5%	22	40.0%	20	40.9%	22
Court	14.3%	21	15.8%	19	18.2%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

Overall, legal services are very limited in the study sites across Canada (Table 10). In this case, half the sites in Western and Atlantic Canada are able to access a notary public locally. While courts were more available in non-adjacent sites, notary publics were more available in sites

adjacent to metropolitan areas. Lawyers were equally available in adjacent and non-adjacent sites.

**Table 10: Availability of Legal Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Lawyer	18.2	77.3	12.5	75.0	25.0	100.0	0.0	50.0	33.3	83.3
Notary	40.9	86.4	50.0	87.5	25.0	100.0	25.0	75.0	50.0	83.3
Court	18.2	81.8	25.0	75.0	0.0	100.0	0.0	50.0	33.3	100.0

Source: 2003 Site Profiles.

When we change the scale from the local to the regional level, the availability of legal services increases quite dramatically. Like with education and health care, there is a pattern of service availability developing which sees local reductions but maintenance within the region.

### *Financial Services*

Businesses also play a role in providing a range of activities that enhance the quality of life of a place, as well as the economic viability and stability of the place (Bowles 2000; Bruce 2001). Business members also play an important role in community development as they can provide leadership in volunteer groups (Bruce and Halseth 2004). Small local businesses are also an important source for fundraisers and many businesses sponsor specific local organizations or events (McDaniel 2001).

Again, many new financial services were added to the service inventory for 2003. Therefore, it is not possible to examine changes in industrial parks, real estate offices, and accounting offices over the last five years. While there have been declines in the number of sites with banks, this decline has not be counteracted with an increased emergence of credit unions (Table 11). Consequently, these rural and small town places have been experiencing a decline in banking services. In fact, sites that are not adjacent to metropolitan areas have seen their banking services availability reduced by half. There has also been a decline in micro-financing. Overall, the availability of ATMs and insurance offices slightly increased since 1998. There has been an increase in the availability of insurance offices in non-adjacent sites. However, the availability of ATMs in non-adjacent sites widely fluctuated during each inventory period.

In exploring public and private sector services, private sector services have not been as marked in their withdrawal from rural and small town locations. Regardless, less than half of the rural and small town sites have access to any form of business services. This does not bode well as a foundation for local economic revitalization. However, it may suggest that while the public sector was withdrawing aggressively during the late 1990s, the private sector may have already downsized.

**Table 11: Availability of Business Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Banks**	60.0%	25	50.0%	20	36.4%	22
Credit Union / Caisse Populaire	-	-	50.0%	20	50.0%	22
ATM	41.7%	24	55.0%	20	50.0%	22
Micro-financing	18.2%	11	26.3%	19	9.1%	22
Insurance office	44.0%	25	50.0%	20	50.0%	22
Industrial park	*	*	*	*	22.7%	22
Real estate	*	*	*	*	18.2%	22
Accounting	*	*	*	*	45.5%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Information was not collected for this service that year.

\*\*In 1998, banks and credit unions were not separated, but were counted as the same service.

Overall, credit unions, ATMs, and insurance offices are found in half the sites across Canada (Table 12). Western Canada and Ontario sites appear to be better situated with respect to financial services. It is important to note, however, that all sites in Québec have access to a Caisse Populaire. This has important implications for not just retaining residents, but also for retaining and attracting businesses as well since local banking and financial advice is so important to small and medium sized businesses. A greater proportion of non-adjacent sites have a credit union, micro-financing, insurance, and an industrial park. More adjacent sites offer ATMs and real estate services. Banking and accounting services are equally available in adjacent and non-adjacent sites.

**Table 12: Availability of Business Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
nks	36.4	86.4	37.5	75.0	25.0	100.0	25.0	75.0	50.0	100.0
Credit Union / Caisse Populaire	50.0	95.5	62.5	87.5	0.0	100.0	100.0	100.0	33.3	100.0
ATM	50.0	95.5	62.5	100.0	50.0	100.0	25.0	75.0	50.0	100.0
Micro-financing	9.1	50.0	25.0	37.5	0.0	75.0	0.0	50.0	0.0	50.0
Insurance office	50.0	68.2	62.5	75.0	50.0	75.0	25.0	50.0	50.0	66.7
Industrial park	25.0	81.8	37.5	75.0	0.0	100.0	25.0	75.0	16.7	83.3
Real estate	18.2	81.8	12.5	87.5	50.0	100.0	25.0	75.0	0.0	66.7
Accounting	47.6	90.9	42.9	87.5	50.0	100.0	25.0	75.0	66.7	100.0

Source: 2003 Site Profiles.

All financial services are within 30 minutes of at least half the sites across Canada. Moreover, with the exception of micro-financing and insurance, financial services are within 30 minutes of all the sites in Ontario. However, most sites in Western Canada must go beyond 30 minutes to access micro-financing services. Coupled with data above that financial service reductions have not been as dramatic as some of the earlier noted public services, their availability at a regional level suggests that perhaps the private sector simply 're-scaled' its rural and small town services earlier.

### ***Communication Services***

Connectivity is crucial in the new economy. Communication services also add to local quality of life as they allow residents to maintain contact with family and friends, and to access a wider range of entertainment and information options, and to access a wider range of entertainment and information options (Bergen 1977). With improved communication infrastructure, such as telephone services, Internet, and cell phone service, rural and small town places can attract businesses that no longer have to be located in cities, and they can improve local employment opportunities (Halseth *et al.* 2004; Johnson and Rasker 1995). They can also use communications services to support business networks (Henderson 2001).

Overall, analog cell phone service is widely available across the study sites in Canada (Table 13). Almost 41% of the sites also enjoy digital cell phone service. Of particular interest is that all sites in Ontario have access to both analog and digital cell phone service, and all of the Atlantic sites had access to analog service. More sites adjacent to metropolitan areas offer both analog and digital cell phone service. The year 2003 marked the first year that cell phone service was tracked by the service inventory. Consequently, it is too early to tell if there have been improvements or declines in the accessibility of this service in these sites.

**Table 13: Availability of Communication Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Cell phone – analog	86.4	95.5	87.5	87.5	100.0	100.0	50.0	100.0	100.0	100.0
Cell phone – digital	40.9	63.6	25.0	37.5	100.0	100.0	25.0	75.0	33.3	66.7

Source: 2003 Site Profiles.

### ***Elderly and Childcare Services***

Childcare services provide an important part of the educational and care services in rural and small town places. Childcare also provides men and women with children an opportunity to participate in the labour force. Unfortunately, some rural and small town places have limited childcare options, particularly for nightshift workers or those whose schedules frequently rotate (Bunce 1991). Preston *et al.* (2000: 8) explain that shift workers rely more on other family members and relatives for childcare and less on formal daycare services with limited hours. Riffel (1975) further asserts that resource towns could provide more daycare to allow women to take advantage of employment and recreation opportunities. Other services of importance are seniors' services. These can include nursing homes and retirement homes. Such services are particularly important given the aging of the Canadian population and that many rural and small town places are not yet well equipped to deal with seniors' needs (Hanlon and Halseth, forthcoming).

The availability of retirement homes is declining (Table 14). In particular, the availability of retirement homes has been declining in non-adjacent areas. This will pose challenges for places striving to meet the needs of a growing senior population and limits opportunities for those

places that wish to take advantage of the economic opportunities of retirement migration (Hodge 1990; Hodge 1987). This will also place additional pressures on existing services and community groups (often informal or voluntary groups) coping with any new demands stemming from an aging population or an in-migration of seniors.

**Table 14: Availability of Child and Elderly Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Daycare	50.0%	24	50.0%	20	45.5%	22
Senior citizen's nursing home	*	*	*	*	18.2%	22
Senior citizen's retirement home	41.7%	24	45.0%	20	31.8%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Information was not collected for this service that year.

An inventory of 22 sites across Canada in 2003 indicates that many are not equipped to meet the needs of young families or seniors (Table 15). As a result, while some services are provided by formal groups recorded in site profiles, there is considerable informal care offered by family and friends. In particular, sites in Western Canada and Ontario are less equipped with these formal services. For example, none of the Ontario sites have a nursing home or a retirement home for seniors. In this case, Québec sites are better equipped than other regions as 75% of Québec sites have daycare, while 50% have a senior citizen's retirement home. While a nursing home is more widely available in non-adjacent sites, daycare centres and retirement homes are more available in sites adjacent to metropolitan areas. When we change the spatial scale, child and elderly services are available within 30 minutes of the majority of sites across Canada. More notably, all of these services are within 30 minutes of all of the sites in Ontario and Québec.

**Table 15: Availability of Child and Elderly Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Daycare	45.5	86.4	37.5	87.5	50.0	100.0	75.0	100.0	33.3	66.7
Senior citizen's nursing home	18.2	86.4	12.5	62.5	0.0	100.0	0.0	100.0	50.0	100.0
Senior citizen's retirement home	33.3	81.8	25.0	62.5	0.0	100.0	50.0	100.0	50.0	83.3

Source: 2003 Site Profiles.

### ***Government Services***

Town halls and post offices are the most frequently available government services in rural and small town places. Post offices not only provide a service and identity, but also opportunities for routine social interaction to build relationships and share information. Other government services play an important role in community capacity by providing a local source of expertise and knowledge upon which the community can draw.

Over the past five years, government services have become more difficult to access in the study sites (Table 16). For example, while 20% of the sites were able to access employment insurance



services where they lived in 1998, only 4.5% of the sites have access in 2003. This has important implications for rural and small town places as employment insurance offices have provided a key service that people turn to during times of considerable stress associated with economic and social restructuring. Provincial auto license offices and social assistance offices have also become more difficult to access. There is a greater degree of difficulty accessing provincial auto license offices in sites adjacent to metropolitan areas. Furthermore, social assistance offices in non-adjacent sites have been cut by one-third between 1998 and 2003. The decline of town halls may be a reflection of municipal amalgamation in some provinces. Only postal services have been consistently maintained over our study period. This pattern represents a challenge for rural and small town places as the closure of local offices reduces the number of well-paid jobs in the community. Furthermore, when these professionals leave, it also represents a loss of community skills, capacity, and leadership.

**Table 16: Availability of Government Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
HRDC	*	*	*	*	0.0%	22
Employment Insurance	20.0%	25	10.0%	20	4.5%	22
Provincial Auto License Office	25.0%	24	30.0%	20	18.2%	22
Social Assistance Office	32.0%	25	25.0%	20	22.7%	22
Town hall	83.3%	24	90.0%	20	68.2%	22
Post office	*	*	80.0%	20	81.8%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Data was not collected for this service that year.

The rural and small town sites examined do not have access to many government services overall, although the listed government services are offered by a greater proportion of sites in Western Canada (Table 17). In fact, all of the sites in Western Canada and Québec have post offices. The low level of town halls in Ontario sites is likely a reflection of municipal amalgamation of these sites with nearby places. Of particular concern to sites experiencing social and economic restructuring is that none of the sites have HRDC or Employment Insurance offices. Furthermore, few sites have social assistance offices. Consequently, during economic change, households experiencing stress will have to go outside the site for services or advice to help them cope.

More sites that are adjacent to metropolitan areas have a town hall, while a greater proportion of non-adjacent sites offer employment insurance, a provincial auto license office, and social assistance. Post offices are equally available in adjacent and non-adjacent sites. When changing the spatial scale, government services are more readily accessible within 30 minutes of most sites. Access to government services within 30 minutes is particularly high for sites in Ontario and Atlantic Canada.

**Table 17: Availability of Government Services - 2003**

Services	Canada	West	Ontario	Québec	Atlantic
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Within	% in Site	% Within	% in Site	% Within	% in Site	% Within	% in Site	% Within	% in Site	%
	30 Mins		30 Mins		30 Mins		30 Mins		30 Mins	
HRDC	0.0	68.2	0.0	50.0	0.0	100.0	0.0	50.0	0.0	83.3
Employment Insurance	4.5	72.7	0.0	50.0	0.0	100.0	0.0	50.0	16.7	100.0
Provincial Auto License Office	18.2	81.8	50.0	100.0	0.0	100.0	0.0	50.0	0.0	66.7
Social Assistance Office	22.7	77.3	37.5	62.5	0.0	100.0	0.0	50.0	33.3	100.0
Town hall	68.2	90.9	87.5	87.5	25.0	75.0	75.0	100.0	66.7	100.0
Post office	81.8	95.5	100.0	100.0	50.0	75.0	100.0	100.0	66.7	100.0

Source: 2003 Site Profiles.

### *Community Services*

Community services can provide an important foundation from which to build relationships, and can be important sources of support to draw upon during times of economic and social stress. Some services are new to the inventory, including youth drop-in centres, senior's drop-in centres, and women's drop-in centres. Therefore, it is not possible to compare how these services have changed over time. Some services, notably food banks and second hand stores, have become increasingly available in the rural and small town sites examined (Table 18). Food banks have become more available in sites adjacent to metropolitan areas, while second hand stores have grown in non-adjacent sites. However, other services including clothing exchange stores and personal aid services have become more difficult to access. For example, while half-way houses used to exist in nearly 30% of sites adjacent to metropolitan areas, the service no longer exists in these sites. Moreover, personal aid services in adjacent sites have been cut in half between 1998 and 2003. However, non-adjacent sites that have personal aid services have grown from 36.4% in 1998 to 45.5% in 2003.

**Table 18: Availability of Community Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Food bank	16.7%	24	20.0%	20	31.8%	22
Clothing exchange / depot	33.3%	24	25.0%	20	18.2%	22
Second hand stores	30.4%	23	35.0%	20	40.9%	22
Youth drop-in centre	*	*	*	*	22.7%	22
Women's drop-in centre	*	*	*	*	22.7%	22
Senior's drop-in centre	*	*	*	*	31.8%	22
Half-way house	21.1%	19	26.3%	19	4.5%	22
Women's resource centre	*	*	*	*	9.1%	22
Personal aid services	37.5%	24	35.0%	20	31.8%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Information was not collected for this service that year.

The availability of community services in rural and small town places varied considerably (Table 19). Overall, sites in Western Canada appear to be better situated to offer community services. For example, a youth drop-in centre, a women's drop-in centre, and a senior's drop-in centre are available in more than half of the sites in Western Canada. Food banks, second hand stores, and

personal aid services are available in half of the Atlantic sites. Clothing exchange stores and second hand stores are available in half of the sites in Québec. None of the community services listed are available in a majority of sites in Ontario. Further, a greater proportion of non-adjacent sites offer community services.

**Table 19: Availability of Community Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Food bank	31.8	77.3	25.0	50.0	25.0	100.0	25.0	75.0	50.0	100.0
Clothing exchange / depot	18.2	59.1	0.0	25.0	25.0	75.0	50.0	75.0	16.7	83.3
Second hand stores	40.9	81.8	37.5	75.0	25.0	100.0	50.0	75.0	50.0	83.3
Youth drop-in centre	22.7	68.2	50.0	75.0	0.0	50.0	0.0	75.0	16.7	66.7
Women's drop-in centre	22.7	50.0	50.0	37.5	0.0	100.0	25.0	50.0	0.0	50.0
Senior's drop-in centre	31.8	68.2	75.0	87.5	0.0	50.0	0.0	75.0	16.7	50.0
Half-way house	4.5	36.4	12.5	12.5	0.0	50.0	0.0	50.0	0.0	50.0
Women's resource centre	9.1	54.5	0.0	37.5	25.0	75.0	25.0	75.0	0.0	50.0
Personal aid services	31.8	90.9	37.5	87.5	25.0	100.0	0.0	75.0	50.0	100.0

Source: 2003 Site Profiles.

With the exception of half-way houses, community services are within 30 minutes of at least half the sites across Canada. However, sites in Western Canada that did not have a clothing exchange, a women's drop-in centre, or a half-way house are also less likely to have these services available within 30 minutes in comparison to other regions.

### ***Transportation Services***

Transportation infrastructure can have important implications not only for attracting economic activity to a place, but also for enhancing the quality of life of vulnerable groups in rural and small town places. Transportation services, especially freight services, can play an important role in attracting industry by providing additional options to export products. However, without adequate and affordable transportation options, mobility can be difficult for women, seniors, or those with disabilities to move within the community and to access services in adjacent centres (Bunce 1991). All of the findings noted above with respect to the shift from local to regional service availability further highlight the importance of the transportation issue. Being mobile enables citizens to have access to services, to be involved in the community, and to develop local friendships and support networks (Metz 2000).

While most services have been experiencing cutbacks, transportation services have been expanding in our study sites since 1998 (Table 20). However, while freight services increased in non-adjacent sites, these services declined in metro-adjacent sites. The availability of airports, though, has been increasing in metro-adjacent sites. These expansions in transportation infrastructure are encouraging both for economic and social development. New items added to the service inventory in 2003 include local bus transit, inter-community bus service, gas stations, and automobile repair services.

**Table 20: Availability of Transport Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Local bus transit	*	*	*	*	0.0%	22
Inter-community bus station	*	*	*	*	31.8%	22
Train – passenger	0.0%	25	5.0%	20	4.5%	22
Train – freight	31.6%	19	25.0%	20	36.4%	22
Airport	4.0%	25	15.0%	20	18.2%	22
Helicopter port	18.2%	22	20.0%	20	22.7%	22
Boat / ferry terminal	13.3%	15	10.5%	19	13.6%	22
Taxi	17.4%	23	25.0%	20	27.3%	22
Gas station	*	*	*	*	86.4%	22
Automobile repair	*	*	*	*	63.6%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Information was not collected for this service that year.

The higher availability of gas stations and automobile repair services in these places reflects Canada's general reliance on the automobile (Table 21). Other transportation services are less frequently available, most notably local transit service, passenger rail service, boat / ferry services, and airport service. However, there are strong regional differences. Sites in Western Canada offer a greater variety of transportation services. In fact, while the majority of sites in other regions do not have inter-community bus service or train freight services, most sites in Western Canada have these services. Half of the sites in Ontario offer taxi service.

**Table 21: Availability of Transport Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic		
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	
Local bus transit	0.0	18.2	0.0	12.5	0.0	25.0	0.0	50.0	0.0	0.0	
Inter-community bus station	33.3	81.2	62.5	75.0	0.0	100.0	0.0	75.0	40.0	83.3	
Train – passenger	4.5	50.0	0.0	0.0	0.0	100.0	0.0	50.0	16.7	33.3	
Train – freight	36.4	68.2	87.5	87.5	0.0	75.0	0.0	75.0	16.7	33.3	
Airport	18.2	50.0	37.5	62.5	25.0	100.0	0.0	25.0	0.0	16.7	
Helicopter port	22.7	59.1	37.5	50.0	25.0	100.0	0.0	0.0	16.7	83.3	
Boat / ferry terminal	13.6	45.5	12.5	50.0	0.0	50.0	25.0	50.0	16.7	33.3	
Taxi	27.3	81.8	25.0	75.0	50.0	100.0	0.0	75.0	33.3	83.3	
Gas station	86.4	100.0	87.5	100.0	100.0	100.0	100.0	66.7	100.0		
Automobile repair		63.6	95.5	87.5	100.0	75.0	100.0	25.0	75.0	50.0	100.0

Source: 2003 Site Profiles.

Most of these services are within 30 minutes of most of the sites in the national sample. Close accessibility is particularly important for transportation services, such as inter-community bus, passenger train, freight train, and airport services that provide a foundation for attracting economic activity. These transportation networks are also important to reduce feelings of isolation of residents, and to improve access to increasingly regionalized services.

A greater proportion of sites adjacent to metropolitan areas offer inter-community bus service, an airport, helicopter service, and gas stations. Non-adjacent sites are more likely to offer

passenger and freight train services, as well as boat and ferry service. Adjacent and non-adjacent sites equally offer taxi service and automobile repair service.

### *Recreational Services*

Numerous recreational services were recently added to the service inventory and will not be examined for change over the last five years. For the most part, recreational services have been declining in the rural and small town places included in this study (Table 22). For example, there have been noticeable reductions in the availability of curling rinks, theatres, and cinemas. In fact, curling rinks have been reduced by half in both metro-adjacent and non-adjacent sites. Other noticeable differences between metro-adjacent and non-adjacent sites include that community playing fields, community gyms, and community centres became increasingly available in metro-adjacent sites between 1998 and 2003. However, these same services were declining in non-adjacent sites. There has been a general increase in municipal parks since 1998.

**Table 22: Availability of Recreational Services - All Sites**

Service	1998		2000		2003	
	Yes	N=	Yes	N=	Yes	N=
Curling rink	62.5%	16	45.0%	20	31.8%	22
Bowling lanes	*	*	*	*	22.7%	22
Indoor municipal swimming pool	*	*	*	*	13.6%	22
Outdoor municipal swimming pool	*	*	*	*	18.2%	22
Indoor municipal skating rink	*	*	*	*	50.0%	22
Outdoor municipal skating rink	*	*	*	*	31.8%	22
Community playing field	83.3%	24	90.0%	20	81.8%	22
Community gym	52.4%	21	50.0%	20	50.0%	22
Community centre	87.0%	23	95.0%	20	81.8%	22
YMCA / YWCA	*	*	5.0%	20	0.0%	22
Private athletic club	*	*	*	*	13.6%	22
Municipal athletic club	*	*	*	*	18.2%	22
Theatre (live performance)		26.1%	23	25.0%	20	13.6% 22
Cinema (movie theatre)	8.7%	23	15.0%	20	4.5%	22
Museum	*	*	40.0%	20	36.4%	22
Library	75.0%	24	85.0%	20	77.3%	22
Municipal parks	70.8%	24	85.0%	20	77.3%	22
Provincial parks	*	*	*	*	22.7%	22
National parks	*	*	*	*	4.5%	22
Tennis courts	*	*	*	*	31.8%	22
Skiing trails	*	*	*	*	50.0%	22
Hiking trails	*	*	*	*	63.6%	22
Golf courses	*	*	*	*	36.4%	22
Campgrounds	*	*	*	*	68.2%	22

Source: 1998 Site Profiles, 2000 Site Profiles, 2003 Site Profiles.

\* Information was not collected for this service that year.

However, when examining all of the sites, recreational services showed the greatest availability compared to any other service category (Table 23). This bodes well for the retention and

attraction of residents, as well as the overall quality of life of these places. More notable recreational services available in the study sites include indoor skating rinks, community playing fields, community centres, libraries, municipal parks, skiing and hiking trails, and campgrounds. Many of these services can be important places for personal and family activities as well as being locations where events can be held to foster a sense of community.

**Table 23: Availability of Recreational Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Curling rink	31.8	86.4	75.0	100.0	25.0	100.0	0.0	50.0	0.0	83.3
Bowling lanes	22.7	72.7	25.0	75.0	25.0	100.0	0.0	75.0	33.3	50.0
Indoor mun. swimming pool	13.6	68.2	25.0	50.0	0.0	75.0	0.0	75.0	16.7	83.3
Outdoor mun. swimming pool	18.2	63.6	25.0	62.5	25.0	75.0	0.0	50.0	16.7	66.7
Indoor municipal skating rink	50.0	72.7	75.0	87.5	50.0	75.0	25.0	50.0	33.3	66.7
Outdoor municipal skating rink	31.8	72.7	25.0	75.0	0.0	25.0	75.0	75.0	33.3	100.0
Community playing field	81.8	100.0	87.5	100.0	100.0	100.0	75.0	100.0	66.7	100.0
Community gym	50.0	87.5	62.5	100.0	50.0	100.0	25.0	75.0	50.0	100.0
Community centre	81.8	95.5	87.5	100.0	100.0	100.0	50.0	75.0	83.3	100.0
Private athletic club	13.6	68.2	12.5	87.5	0.0	50.0	0.0	50.0	33.3	66.7
Municipal athletic club	18.2	63.6	37.5	87.5	0.0	50.0	25.0	50.0	0.0	50.0
Theatre (live performance)	13.6	68.2	12.5	50.0	0.0	100.0	0.0	50.0	33.3	83.3
Cinema (movie theatre)	4.5	72.7	0.0	62.5	0.0	100.0	0.0	75.0	0.0	66.7
Museum	36.4	86.4	37.5	75.0	50.0	100.0	0.0	75.0	50.0	100.0
Library	77.3	100.0	62.5	100.0	100.0	100.0	100.0	100.0	66.7	100.0
Municipal parks	77.3	95.5	100.0	100.0	75.0	75.0	75.0	100.0	50.0	100.0
Provincial parks	22.7	50.0	25.0	37.5	25.0	75.0	25.0	50.0	16.7	50.0
Tennis courts	31.8	86.4	37.5	87.5	25.0	100.0	25.0	100.0	33.3	66.7
Skiing trails	50.0	81.8	62.5	75.0	50.0	100.0	0.0	75.0	66.7	83.3
Hiking trails	63.6	90.9	62.5	75.0	75.0	100.0	25.0	100.0	83.3	100.0
Golf courses	36.4	81.8	50.0	87.5	50.0	100.0	0.0	75.0	33.3	66.7
Campgrounds	68.2	95.5	100.0	100.0	75.0	100.0	0.0	75.0	66.7	100.0

Source: 2003 Site Profiles.

Across Canada, most sites offer either an indoor skating rink or an outdoor skating rink. Recreational services less frequently available across Canada include fitness facilities, such as athletic clubs, as well as entertainment facilities such as live theatre or cinemas. A greater range of recreational services are available in a majority of sites in Western Canada. However, there are strengths within each region. For example, all of the sites in Québec and Ontario have a library. All Ontario sites also offer a community playing field and a community centre. All of the sites in Western Canada offer municipal parks and campgrounds. A greater majority of sites in Atlantic Canada have hiking trails and museums.

Recreational services are also available within 30 minutes of a high proportion of sites in the national sample. A greater proportion of sites adjacent to metropolitan areas offer most of the recreational services.

## *Shopping Services*

Shopping services contribute to the success of the local economy and are considered to be an important gauge of the economic health of rural and small town places (Senf 1989). Shopping is also an important recreational activity and provides opportunities for social interaction (Thomas and Bromley 2002; Conkling and Yeates 1976). Low levels of shopping services can lead to out-of-town shopping (and considerable economic leakage) and perhaps even out-migration (Halseth and Sullivan 2000).

The service inventory indicates that most sites across Canada offer shopping services that residents would need to access on a more frequent basis, notably grocery stores (Table 24). A greater proportion of sites in Western Canada have a grocery store and a liquor store, while more Atlantic sites had a bakery. Sites adjacent to metropolitan areas are more likely to have a grocery store, while non-adjacent sites are more likely to offer a bakery and a farmer's market.

Basic shopping services are within 30 minutes of most sites in the national sample. In fact, basic shopping services are accessible within 30 minutes of all sites in Ontario. This bodes well for reducing out-migration due to limited shopping services.

**Table 24: Availability of Basic Shopping Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Grocery store	68.2	100.0	87.5	100.0	50.0	100.0	50.0	100.0	66.7	100.0
Farmer's market	13.6	68.2	12.5	50.0	25.0	100.0	0.0	50.0	16.7	83.3
Liquor store	54.5	100.0	75.0	100.0	50.0	100.0	25.0	100.0	50.0	100.0
Bakery	27.3	90.9	25.0	87.5	25.0	100.0	0.0	100.0	50.0	100.0

Source: 2003 Site Profiles.

Most of the sites across Canada are minimum convenience service centres (Table 25). In fact, all of the sites in Québec were classified as minimum convenience centres (Appendix A). These places generally offer a hardware store, a drug store, a bank, and two other convenience functions such as a variety store. About one-third of the sites overall filled the function of a full convenience centre. These places offer all the services of a minimum convenience centre, plus a laundry or dry cleaning store, jewelry, appliances, or furniture, clothing, lumber, building materials, shoes, garden supplies, and a motel or hotel. Half of the sites in Ontario are classified as full convenience centres - a higher percentage than any other region. Finally, just under 20% of the sites fulfill the role of a partial shopping centre. These towns carry all the services of a full convenience centre plus some specialty services such as a camera shop, a floral store, radio or television store, or women's accessories. A greater proportion of sites in Western Canada and Ontario are categorized as partial shopping centres. Full convenience centres and partial shopping centres are more likely to be located in sites that were not adjacent to metropolitan areas.

However, residents in most sites must travel more than 30 minutes to specialized shopping centres. An exception is in Ontario, where most sites are able to access larger shopping centres

within 30 minutes. On the other hand, almost all sites in Western Canada must travel beyond 30 minutes to access higher-order shopping services. This has important implications for community cohesion as shopping is not just a form of recreational activity, but can lead to multi-purpose shopping trips. It can also pose difficult challenges for places coping with economic leakage and for attracting and retaining residents.

**Table 25: Availability of Commercial Shopping Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Minimum Convenience Centre	86.4	100.0	87.5	100.0	100.0	100.0	100.0	100.0	66.7	100.0
Full Convenience Centre	36.4	90.9	37.5	87.5	50.0	100.0	0.0	75.0	50.0	100.0
Partial Shopping Centre	18.2	77.3	25.0	75.0	25.0	75.0	0.0	75.0	16.7	83.3
Complete Shopping Centre	0.0	40.9	0.0	12.5	0.0	75.0	0.0	50.0	0.0	50.0
Secondary Wholesale Retail Ctr.	0.0	27.3	0.0	0.0	0.0	75.0	0.0	25.0	0.0	33.3
Primary Wholesale Retail Ctr.	0.0	18.2	0.0	0.0	0.0	75.0	0.0	0.0	0.0	16.7

Source: 2003 Site Profiles.

### ***Economic Development Organizations***

Economic development organizations can play an important role in promoting the community to attract not only additional businesses, but also to attract a wider population base (Halseth and Sullivan 2003). While there is not a wide range of economic development organizations in these sites, it is particularly critical to note that only approximately 20% of sites across Canada have local business development corporations or Rotary Clubs (Table 26). As these organizations are comprised of local business individuals, they are important sources of information, organization, and support to draw upon during economic and social restructuring.

Almost none of the sites in Québec have any of the listed economic development services, with the exception of the Rotary Club. Economic development organizations appear to have a stronger presence in sites in Western Canada and Ontario. Although, nearly 40% of the sites in Atlantic Canada have a tourism association. There was a greater availability of economic development organizations in sites adjacent to metropolitan areas, including a Chamber of Commerce, career training programs, business consulting, and Rotary Clubs. However, tourism associations have a stronger presence in non-adjacent sites.

Nevertheless, there are a lower proportion of economic development organizations within 30 minutes of most sites in comparison to other service categories. This lack of services puts increasing pressure on local clubs and organizations which are active to the point where they may create fatigue and burnout. Furthermore, the lack of economic development organizations at a regional level signifies an absence of critical support structures for business and development investment or mentoring.



**Table 26: Availability of Economic / Development Organizations - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Community Bus. Dev. Ctrs	0.0	22.7	0.0	0.0	0.0	25.0	0.0	0.0	0.0	66.7
Fed/Prov. Econ. Dev. Agencies	0.0	22.7	0.0	0.0	0.0	0.0	0.0	25.0	0.0	66.7
Chamber of Commerce	18.2	59.1	25.0	62.5	25.0	50.0	0.0	75.0	16.7	50.0
Local Bus. Dev. Corp.18.2	54.5	37.5	75.0	25.0	25.0	0.0	75.0	0.0	33.3	
Economic / Community Trust	4.5	31.8	12.5	50.0	0.0	0.0	0.0	50.0	0.0	16.7
Career Training/Placmt. Prgm	13.6	77.3	25.0	75.0	25.0	100.0	0.0	75.0	0.0	66.7
Financial / Bus. Consulting	27.3	77.3	37.5	75.0	25.0	100.0	0.0	75.0	33.3	66.7
Real Estate Boards	0.0	45.5	0.0	25.0	0.0	75.0	0.0	75.0	0.0	33.3
Tourism Associations	27.3	77.3	25.0	50.0	25.0	100.0	0.0	75.0	50.0	100.0
Rotary clubs	18.2	40.9	12.5	50.0	25.0	50.0	25.0	25.0	16.7	33.3

Source: 2003 Site Profiles.

## Housing

A new category added to the service inventory in 2003 was housing. Housing has been used as an incentive to attract residents to rural and small town places (Riffel 1975). However, lack of housing options is a problem in rural and small town places that can lead to out-migration (Porteous 1976). Housing options, notably social housing, can improve the quality of life of more vulnerable citizens, including seniors or those with disabilities.

Although social housing does not appear to be widely available in sites across Canada, there are strong regional differences (Table 27). A greater proportion of sites in Western Canada and Atlantic Canada offer the widest range of social housing options. In fact, half of the sites in Western Canada have assisted or subsidized housing for seniors, while 60% of the sites in Atlantic Canada have assisted or subsidized housing for families. Limited social housing options are available in sites in Ontario and Quebec. Overall, social housing shows a stronger presence in non-adjacent sites.

**Table 27: Availability of Social Housing Services - 2003**

Services	Canada		West		Ontario		Québec		Atlantic	
	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins	% in Site	% Within 30 Mins
Co-op Housing	13.6	72.7	25.0	75.0	0.0	100.0	25.0	75.0	0.0	50.0
Rent Supplement Units	22.7	77.3	37.5	75.0	0.0	100.0	0.0	75.0	33.3	66.7
Asstd / Sub. Housing - Seniors	31.8	72.7	50.0	75.0	25.0	100.0	0.0	50.0	33.3	66.7
Asstd / Sub. Housing - Families	31.8	90.9	37.5	87.5	0.0	100.0	0.0	100.0	66.7	100.0
Asstd / Sub. Housing - Singles	9.1	72.7	25.0	75.0	0.0	100.0	0.0	75.0	0.0	50.0
Asstd / Sub. Housing - Disabled / Special Needs	13.6	63.6	25.0	62.5	0.0	100.0	0.0	50.0	16.7	50.0

Source: 2003 Site Profiles.

Findings indicate, however, that social housing is available within 30 minutes of most sites. Notably, social housing is within 30 minutes of all sites in Ontario, even though very little social housing exists in these sites themselves. Consequently, communities may experience out-

migration of vulnerable groups during periods of social and economic restructuring or as residents age as social housing provides critical social support and can enhance quality of life.

### **Challenges and Opportunities**

Rural and small town places across Canada face a number of challenges in coping with on-going social and economic restructuring. There is a clear trend of services withdrawal from rural and small town places. Few services are available in a majority of the national sample. In particular, health care facilities, legal services, childcare and elderly services, community services, economic development organizations, and social housing were very limited in these rural and small town places. Only 24 out of 116 (20.7%) services were available in more than half of the sites. Service cutbacks were more widely experienced across the public sector over the past 6 years.

There were strong regional differences in the availability of services. With the exception of Western Canada, there is a shift from service availability within the sites to service availability within the region. A strength of sites in Western Canada is that a greater proportion are able to offer a wider range of community and transportation services. Furthermore, all sites in Western Canada have access to 911 service. However, sites in Western Canada that did not offer services were more likely to have to travel beyond 30 minutes to access these services. For example, residents in Western sites are more likely to travel beyond 30 minutes to access specialized shopping services.

A challenge for Ontario sites is that youth must leave to access high school and post-secondary education. These sites should also be concerned about the limited availability of elderly care services, something that may lead to the out-migration of seniors, particularly in places with aging populations. However, Ontario sites are able to offer a range of financial, recreational, and shopping services. Furthermore, while sites in Ontario do not offer the same range of services as other regions, a greater proportion of these sites are able to access most services within 30 minutes.

Similar to Ontario, sites in Québec face the challenge that youth must leave the community to access high school and post-secondary education. This may lead to youth out-migration. Furthermore, few Québec sites offer a range of recreational, transportation, shopping, or financial services, as well as economic development organizations. However, a strength of sites in Québec is that all of them offer 911 service, as well as banking services through the Caisse Populaire. Furthermore, a greater proportion of Québec sites offer early childcare education, childcare, and elderly services.

A greater proportion of Atlantic sites offer a wider range of social housing, as well as educational, health, and financial services. Many services, such as financial and government services, are also within commuting distance of the majority of the Atlantic sites examined.

Many new services were added to the service inventory in 2003. Consequently, it was not possible to explore changing service levels in these new additions. However, 63.5% of services

previously tracked have declined in the study sites. Larger declines were experienced in ambulance, emergency services, policing services, fire departments, and social workers, as well as lawyers, banks, town halls, clothing exchange sites, half-way houses, and curling rinks. Overall, however, transportation services have not declined in these sites. Despite the overall decline in service availability within sites, 90.5% of the services remain accessible within 30 minutes of at least half the sites examined. Fortunately, some services have been growing in rural and small town places. Services that have become more widely available since 1998 include speech therapy, physiotherapy, 911 service, ATMs, food banks, second hand stores, airports, and taxi service. The 911 and ATM services are a somewhat mixed blessing as they often replace a local service that had employed local people.

Both sites that are adjacent to metropolitan areas, as well as those that are non-adjacent, have experienced declines in service provision. Sites adjacent to metropolitan areas were more likely to have experienced service declines in education, ambulance and emergency services, policing services, lawyers, provincial auto licensing offices, half-way houses, and personal aid services. Non-adjacent sites were more likely to have experienced declines in fire departments, lawyers, banking, retirement homes, social assistance, curling rinks, community playing fields, community gyms, and community centres.

The change in service availability has included not just reductions within sites but also likely relocation to a regional centre. This change in spatial scale is important for a number of reasons. First, it fits with the application of urban / market based models even while these are not necessarily well tuned to the context and circumstances of rural / small town life. In addition, this change in scale shifts the costs of service provision to residents who have to travel. This is a shift that may be especially difficult for vulnerable populations. Then there is the issue of how the public sector may be following an earlier regional rationalization by the private sector and the question of whether long term policy consequences should be evaluated in the same way as corporate quarterly profits. Finally, programs to assist with rural revitalization will need to keep this shift in mind. While funds are typically allocated to sites, benefits may now need to be evaluated at a regional scale.

Overall, tracking in these rural and small town places indicates that service provision is declining. Such changes in service provision are occurring in an arena of social and economic restructuring in an increasingly global economy. This places pressures on residents and businesses who must travel to nearby centres to access certain services. The challenge for rural and small town Canada will be to enhance local quality of life that will retain residents and businesses within these places. Each region has demonstrated strengths in service provision that provides a foundation for retaining residents. The new challenge for these places will be to explore innovative ways, through new technologies or partnerships, to provide services that will be important to their communities in an era of increased specialization and professionalization of services.

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## Appendix A: Distribution of Services in the Central Place Hierarchy

Low Order Centres	<b>Central Place Hierarchy</b>
	<b>Hamlet:</b> offers limited services -gas stations and eating and drinking establishments.
	<b>Minimum Convenience Centre:</b> offers hamlet services + a hardware store, drug store, a bank, and two other convenience functions.
	<b>Full Convenience Centre:</b> offers a minimum convenience centre + laundry or dry cleaning, jewelry, appliances or furniture, clothing, lumber, building materials, shoes and garden supplies, and a hotel or motel.
	<b>Partial Shopping Centre:</b> offers a full convenience centre + some specialty goods and services like camera stores, florists, radio, TV stores, and women's accessories.
	<b>Complete Shopping Centre:</b> offers a partial shopping centre + additional specialty goods and services.
	<b>Secondary Wholesale Retail Centre:</b> offers a complete shopping centre + provides <b>less than</b> 32 different kinds of function services in conjunction with different types of wholesaling activities. Wholesale activities include automotive supplies, bulk oil, chemicals, paint, dry goods, apparel, electrical goods, groceries, hardware, industrial, farm machinery, plumbing, heating / air conditioning, professional, service equipment, paper, tobacco, beer, drugs, lumber, and construction material.
	<b>Primary Wholesale Retail Centre:</b> offers a secondary wholesale-retail centre + <b>more than</b> 32 different kinds of function services in conjunction with 14 different types of wholesaling activities.
	<b>Metropolitan Centre:</b> offers the widest range of services.

Adapted from: de Souza 1990; Conkling and Yeates 1976.

## **Appendix B: NRE Site Profile Update 2003**

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Your Name: \_\_\_\_\_  
Community Name: \_\_\_\_\_  
NRE Cell Number: \_\_\_\_\_

### **1. INTRODUCTION**

The purpose of the Site Profile update is to determine if there have been any changes in access to services since our last profile.

### **IMPORTANT METHODOLOGICAL NOTES**

#### **Field Logs**

It is very important that field logs be included as part of each Site Profile package. Local perceptions of questions, including unclear understanding of questions, are important to note so that these problems can be clarified and corrected, and communicated to the rest of the group to ensure no one else is making these same errors. If any requested data is omitted from the Site Profile, it must be noted why the information was not collected.

#### *Determining Site Boundaries and Centroids*

You will note that at several points in the Site Profile document we are asked to identify the location and distance of services outside the Site boundaries. This is important as our concern is with estimating, and comparing, changes in service accessibility for Site residents. We shall assume that service relocations within Sites have a limited effect upon accessibility. Thus, it is access to services outside the Site which we shall focus upon for distance / time measures.

While we have Site (CSD) boundaries, and centroids calculated on the geometric shape of those areas, the differing geographic layout and context of our Sites creates problems for measuring accessibility (namely, from which point do we start to measure distance and travel times). To address this, Site teams should:

- 1.) Create a site geography description.
- 2.) Use the revised service location recording criteria.

### ***1.) Site Geographic Description***

Create new site geography description template. This should include:

- a text description of site boundaries, landscape, and relationship to settlement / roads, etc.
- a text description of the immediate setting of the Site (adjacent landscape and settlements) and connective transport infrastructure.
- maps (of the Site) (of the site within the region).
- statement of the relationship of the geometric centroid to the Site's settlement pattern.

### ***2.) Service / Facility Location Recording***

Researchers will check one of the following options when recording the availability of a service / facility:

1. Available in the Site (CSD defined),
2. Available immediately adjacent to the Site boundaries (decided in consultation with NRE II Steering Committee),
3. Available within 30 minutes from the Site (but not adjacent), and
4. Available more than 30 minutes from the Site.

#### *Other Data Recording Issues*

Upon considering the availability of 911 in the Site, we just need to know whether or not someone in the community can dial 911 (availability), regardless of the 911 function itself being located in another urban centre.

If a service, such as the live theatre performance, only occurred as a one-time event in a Site, rather than as a regular activity, it should not be counted as available. Alternative care, such as massage therapy, can be recorded, but the form of alternative care must be noted in the comments next to the category.

If the community has entered into a partnership with the school district for the use of school facilities as community recreation facilities, you must record an availability of a community playing field or gym in the Site. Remember, it is important to ask detailed questions to ensure the proper recording of amenities and services by the municipality or in partnership with others (such as the school district). The obvious answer may not be the correct answer.

Do not leave any line blank. A blank line will be perceived to be a question not asked.

If a service is not available, make sure you write NO. Do not write n/a for unavailable services. If a service is not applicable, such as a ferry service for an inland community, write NO (service is not available), then under the Comments Section make a note that the service is “not applicable” to the Site.

As researchers return from the Sites, Site leaders must go over the information collected for the profiles. Follow-up phone calls should be made to collect any missing information.

## 2. SITE DEMOGRAPHIC INFORMATION

2.1 Please complete the following information from the 2001 Census of Population.

<b>Population</b>	<b>Site:</b>		
	<b>Total</b>	<b>Male</b>	<b>Female</b>
Population in 2001			
Population in 1996			
1996 to 2001 population change (%)			
Total - All persons			
Age 0-4			
Age 5-14			
Age 15-19			
Age 20-24			
Age 25-44			
Age 45-54			
Age 55-64			
Age 65-74			
Age 75-84			
Age 85 and over			
Median age of the population			

<b>Common Law Status</b>	<b>Total</b>
Total - Population 15 years and over	
Not in a common law relationship	
In a common law relationship	

<b>Legal Marital Status</b>	<b>Total</b>
Total - Population 15 years and over	
Single	
Married	
Separated	
Divorced	
Widowed	

<b>Language(s) First Learned and Still Understood</b>	<b>Total</b>
Total - All persons	
English only	
French only	
Both English and French	
Other languages	

<b>Mobility Status - Place of Residence 5 Years Ago</b>	<b>Total</b>
Total population 5 years and over	
Lived at the same address 5 years ago	
Lived within the same province / territory 5 years ago, but change address	
Lived in a different province / territory or country 5 years ago	

<b>Selected Family Characteristics</b>	<b>Total</b>
Total number of families	
Number of married-couple families	
Number of common-law couple families	
Number of lone-parent families	
Number of female lone-parent families	
Number of male lone-parent families	

<b>Selected Occupied Private Dwelling Characteristics</b>	<b>Total</b>
Total number of dwellings	
Number of owned dwellings	
Number of rented dwellings	

<b>Labour Force Indicators</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>
Participation rate			
Employment rate			
Unemployment rate			

<b>Earnings</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>
Average earnings (all persons with earnings (\$))			
Average earnings (worked full year, full time (\$))			



<b>Immigration Characteristics</b>	<b>Total</b>
Total - all persons	
Canadian-born population	
Foreign-born population	
Immigrated before 1991	
Immigrated between 1991 and 2001	

<b>Aboriginal Population</b>	<b>Total</b>
Total - All persons	
Aboriginal identity population	

<b>Visible Minority Status</b>	<b>Total</b>
Total population by visible minority groups	
Visible minority population	

2.2 For elementary schools, high schools, community colleges, and continuing education available within the Site, please collect the mailing address of the institution, the name of the principal, the name of the school board, number of students in each grade, operational languages within the school including language immersion programs.

### **3. DESCRIPTION OF SITE BOUNDARIES AND CENTROID LOCATION**

Create new site geography description. Most of this will be in the form of a descriptive text file, with some maps of the site and the region. This should include:

- a description of site boundaries, landscape and relationship to settlement / roads, etc.
- a description of the immediate setting of the Site (adjacent landscape and settlements) and connective transport infrastructure. This includes describing the proximity to major highways.
- maps (of the Site) (of the Site's location within the region).
- statement of the relationship of the centroid to the Site's settlement pattern.

#### **4. SITE HISTORY - MAJOR EVENTS & STORIES**

Begin by reviewing the Site Profile created in 1998 and 2000. You can download this from the NRE website, or look at your copy from before. See if there are any other major events, which should be added to this Site history. In particular, you should note important businesses that have closed or opened; the impacts of provincial and federal decisions (i.e. military base closure); the re-routing of a highway; new events or festivals (or ones that no longer operate); etc. Please produce a text file showing the date and brief description of each event.

















## 6. ECONOMIC FORTUNES

Review the Site Profiles from 1998 and 2000 to see which businesses existed at those times. We want to know how many and what type of businesses opened or closed since 1998 and then 2000. Check with the Chamber of Commerce first.

6.1 Create a list the businesses, their type, and number of employees in brackets, as follows:

e.g. Brown's - retail store (8)  
Madison Paper - paper mill (60)

6.2 New businesses opened since summer 2000:

Did this service exist before?  
If yes, who provided the service?

6.3 Existing businesses closed since summer 2000:

Is there anyone else in the  
community who can provide this  
service? If yes, who can provide this  
service?

6.4 Where is retail activity concentrated? (E.g. 'Main Street', dispersed retail activity).

6.5 What is the site's dominant economic base? (E.g. forestry, agriculture, fishing, tourism, manufacturing, mixed services). Please collect Statistics Canada data that depicts labour force by industry. Also ask key contacts (Chamber of Commerce, local government official, etc.) what they feel is the site's dominant economic base.

## 7. GOVERNMENT STRUCTURE

We want to have a better understanding of the local government structure and tax base that affects local operations.

7.1 What percentage of tax base is residential, commercial, or industrial?

7.2 Does the Site have an elected council? If yes, what is the structure of this council and how many are elected? If no, what is the form of local governance that manages local services?





Economic Institutes and Research Centres (ie. Northern Land Use Institute)								
Career Training / Placement Programs								
Financial / Business Consulting								
Real Estate Boards								
Tourism Associations								
Rotary Clubs								





## **Appendix: Glossary of Terms**

### **Section 5**

***Hospital:*** Provides the widest range of medical services. A hospital is open 24 hours a day, will conduct surgeries, and will accommodate over night stays.

***Health Centre / CLSC:*** A health centre is not open 24 hours a day and will not perform major surgeries. A health centre will provide access to medical physicians, nurses, public health nurses, as well as other specialists such as a psychologist or a social worker.

***Medical Clinic:*** This is also referred to as a “walk in clinic” where residents access medical care by a physician. Services include consultation and referral. There are no special medical services, programs, or counselling available.

***Respite Care:*** This is care provided for short-term or extended periods of time for relief of family members providing regular extensive care to a family member. Respite care provides rest for the caregiver.

***Victorian Order of Nurses - VON:*** They provide services for home care, life style education for adolescent parents, palliative care, crisis intervention, respite care, and foot care. While there are VON offices across Canada, there are more VONs in Ontario, New Brunswick, and Nova Scotia. <http://www.von.ca>.

***Occupational Therapy:*** A practitioner trained in the promotion and maintenance of helping workers to return to work. They also provide assistance in self-care, productivity, and leisure. They may work with individual therapy, policy development, environmental modifications, staff education, or with management.

***Other Emergency Line:*** In towns with no 911 service, there may be an alternative emergency number. In some cases, this emergency number will be a long distance number to a nearby centre, which will dispatch an emergency service.

***Notary Public:*** These individuals are authorized to administer oaths, attest to the authenticity of signatures, and certify deeds, wills, and passports.

***Micro-financing:*** Specializing in providing small business loans.

***Halfway House:*** According to the John Howard Society of Alberta (2001), a halfway house is “a community based residential facility for offenders who, having been sentenced to a term of incarceration, are serving a portion of their sentence under supervision in the community.” Alternatively, a halfway house may also provide shelter for abused women in transition.

***Second Hand Stores:*** Consumers can purchase second hand items, such as clothing, furniture, and toys.

**Clothing Exchange or Depot:** This is usually organized by volunteers where people can bring in used clothes and exchange them. This service is usually free of charge. A popular clothing exchange is for children's clothing. You may find these to be operated out of a home or a church.

**Senior Citizen Nursing Home:** Public sector housing for seniors, usually owned by a community group or non-profit organization, and usually providing a minor medical component.

**Senior Citizen Retirement Home:** Private sector housing for seniors, privately owned and operated, usually providing no minor medical component.

## Section 8

Central Place functions below are adapted from de Souza (1990), Conkling and Yeates (1976), and Garner and Yeates (1971). The examples provide illustrations of services across this "hierarchy."

### ***Hamlets:***

- These places have limited services like gasoline service stations and eating and drinking establishments.

### ***Minimum convenience centre:***

- Hamlet services +
- a hardware store, drug store, a bank, and two other convenience functions, such as a variety store.

### ***Full convenience centre:***

- Minimum convenience centre +
- laundry or dry cleaning, jewelry, appliances or furniture, clothing, lumber, building materials, shoes and garden supplies, and a hotel or motel.

### ***Partial shopping centre:***

- Full convenience centre +
- some specialty goods and services like camera stores, florists, radio, TV stores, and women's accessories.

***Complete shopping centre:***

- Partial shopping centre +
- additional specialty goods and services.

***Secondary wholesale-retail centre:***

- Complete shopping centre +
- provides **less than** 32 different kinds of function services in conjunction with different types of wholesaling activities. Wholesale activities include automotive supplies, bulk oil, chemicals, paint, dry goods, apparel, electrical goods, groceries, hardware, industrial, farm machinery, plumbing, heating / air conditioning, professional, service equipment, paper, tobacco, beer, drugs, lumber, and construction material.

***Primary wholesale-retail centre:***

- Secondary wholesale-retail centre +
- **more than** 32 different kinds of function services in conjunction with 14 different types of wholesaling activities.

***Metropolitan retail centre:*** This centre offers the widest range of services.

**Section 9**

***Community Futures Development Corporation:*** Community Futures Development Corporation is funded through a partnership with the federal and provincial governments, and fosters local entrepreneurship, as well as promotes and coordinates community development initiatives. They offer entrepreneurial programs, business counseling, loan programs and business information to community members interested in expanding or starting a business. CFDCs can be found across Canada.

***Community Business Development Centres:*** CBDCs assist to create small businesses and expand or modernize existing businesses by providing financial and technical services to entrepreneurs. CBDCs are only found in Atlantic Canada.

***Regional Economic Development Board:*** REDBs develop and coordinate strategic economic plans; coordinate business development; provide support to organizations and communities within the zone; coordinate social and economic initiatives within the zone; and promote public participation and education. REDBs are only found in Atlantic Canada.

***Local Business Development Corporations:*** These organizations are grass roots, bottom up, locally developed business development groups. Example: Woodriver: Lafleche Economic Loans Cooperative - This organization helps small businesses to start or to upgrade. Loans are given at a low interest rate. The community screens potential loans and sets its own interest rate. Interest collected goes into the cooperative, and they put it back into the community.

***Career Training and Placement Programs:*** These refer to non-government programs in career training and job placement.

## **Section 10**

***Rent Supplement Units:*** These are housing units owned by the private sector. They receive a subsidy directly from the government, and then rent the units at a reduced rent to a qualified household.