



- the social service elements selected as priority issues under each of the five key issue areas to be addressed by the Plan;
- the steps to be followed in the preparation of the social responsibility matrix, social service inventory, and Gap Analysis for each of the social service elements; and
- the proposed broad public consultation to be undertaken with development of that phase of the Plan.

The work associated with preparing the social responsibility matrix, social service inventory and gap analysis, related to each of the selected social service elements, is now essentially completed.

## **DISCUSSION**

### **Preparation of Draft Social Service Inventories and Responsibility Matrices**

Following the selection of the priority social service elements, SPARC BC (the "Consultant"), the consultant assisting the City in the development of the Plan, developed a preliminary inventory of social services available in the City under each element and a draft social responsibility matrix.

The inventory identifies the social services and programs currently available for Surrey residents with respect to each of the selected social service elements. The inventory not only serves as a comprehensive reference for services, but also provides the basis for determining the gaps or needs that remain to be met under each element. The Gap Analysis is intended to document the disparities and the duplications or overlaps in programs and services for the selected elements.

Each social responsibility matrix identifies the responsibilities of the various levels of government, other agencies and community organizations with respect to the delivery of services in relation to each social service element. The levels of government are identified as either having primary responsibility, secondary responsibility or limited or no responsibility for each of the services under each of the elements. The level of responsibility attributable to any level of government varies, depending on the stage of the development of the particular social service (i.e., the planning, construction or operational stage of the social service). The responsibilities for each level of government are further classified into the functional areas of legislative, financial or implementation responsibility.

The draft inventories and matrices were completed in February and forwarded to Council members as information and for review. A copy of the transmittal memorandum advising City Council of the completed inventories and matrices is attached for reference as Appendix 2.

### **Public Consultation Process – Open Houses/Workshops**

The draft Social Service Inventories and Responsibility Matrices formed the basis for broad public consultation in February of this year. The purposes of the open house/workshop sessions were to:

- Share information about the preparation of the Plan with Surrey residents;
- Confirm the completeness and accuracy of the Social Service Inventories and Responsibility Matrices; and
- Determine the type and amount of specific gaps in relation to each of the social service elements in discussion with open house/workshop participants.

The open house/workshop sessions were organized around the five Key Issue Areas and held in different locations across the City, over a two week time period, as follows:

- Housing and Homelessness Issue Area – February 8, 2005;
- Substance Abuse and Addictions Issue Area – February 9, 2005;
- Children and Youth Issue Area – February 10, 2005;
- Community Development and Diversity Issue Area – February 15, 2005; and
- Crime and Public Safety Issue Area – February 16, 2005.

A separate Youth-only workshop was held on February 21, 2005. The purpose of this workshop was to directly engage and hear from youth, aged 13 to 18 years, on those social services elements affecting youth, in the five issue areas noted above.

A total of approximately 210 persons participated in the open house/workshop sessions. Participation included representatives of:

- Community service organizations;
- Provincial government;
- Fraser Health Authority;

- GVRD;
- Surrey School Board;
- Neighbourhood groups; and
- Surrey residents.

The format for the sessions involved both an open house component and a facilitated workshop component. During the open house portion, participants had the opportunity to review a series of display boards that summarized the Social Service Inventories and Social Responsibility Matrices for the Issue Area being addressed at the session. Participants were encouraged to indicate additional services or changes to the information by placing post-it notes directly on the relevant display boards. Representatives of SPARC BC, the Consultant, and City staff were on hand to answer questions and discuss issues with the participants.

During each workshop session the consultant engaged the participants in a discussion with respect to each of the social service elements. The discussion included a review of the current service levels for each element and consideration of the underlying or contributing social issues. The primary focus of each workshop was to arrive at a reasonable assessment of the overlaps or gaps in social services for each element. An estimate of the size of the gap would then be discussed in relation to any identified gaps in the social service elements.

### **Overview of Gap Analysis**

The Consultant has completed the Gap Analysis study, which includes a detailed assessment of each social service element and supporting documents, which include the Social Service Inventories and workshop summary for each Issue Area. For each of the 31 social service elements, the Consultant's report includes a brief description of the element, the current service levels in relation to that element in the City of Surrey, and an assessment of the general deficiency or gap in the services based on research and the discussion at the related workshop. A copy of the report is attached as Appendix 3. The key findings of the Gap Analysis are summarized below and act to identify the primary social service needs of Surrey residents in the five key issues areas. These primary social service needs will be addressed in the development of the final phase of the Plan, being the Implementation/Action Plan.

#### **Issue Area: Housing and Homelessness Gaps**

- There are currently no existing readily accessible shelter beds for youth. The opinions of participants related to the appropriate number of youth beds needed ranged between 25 and 50 beds;
- There is an estimated need for approximately 100 additional year-round shelter beds for adults, in addition to changes in the Business Licensing By-law that would allow the Gateway shelter to be open year round;
- There appears to be a significant gap in purpose-built affordable housing. Approximately 5,000 additional units are needed to address the gap at this time. The estimated gap is similar to recent census data;
- It was suggested that approximately 200 supportive housing units were required for persons with concurrent disorders (mental illness and addiction);
- There is a need for approximately 300 additional transitional housing units, including approximately 25 units for aboriginal persons, 50 - 100 units for young women leaving the sex trade, and 40 to 50 units for adult men and women. The need for units for youths and culturally appropriate/specific units was also identified;
- Pre-employment programs require additional capacity, to reduce current long wait lists, and to increase awareness and education about available programs;
- Participants reported a lack of programs specific to homeless men and women experiencing personal and health-related challenges;
- There is a need for a one-stop service/information resource, including outreach services to build awareness of available programs for persons on low-income, at risk of losing shelter;
- Areas of shortfall exist in the area of after-hours services, and, in particular, for after hours youth drop-in centres and outreach services; and
- Common to all gaps, is the need to consider the requirements of different sub-groups within the homeless population; and that new services or beds be distributed and accessible in all parts of the City, not just one community.

#### **Issue Area: Substance Abuse and Addiction**

- There is an estimated need for approximately 140 youth beds in Surrey and approximately 500 beds in the Fraser Health Region;
- Participants expressed concern about the absence of regulations for recovery houses to ensure a minimum level of service or residents; concerns were also voiced about the absence of capital and operating funding for recovery houses to meet specific operational requirements;

- More treatment and recovery services are needed for women and families. Also more public education is required about recovery houses and their role in the treatment of addictions;
- Participants suggested that more services are needed in the area of substance abuse counselling, services/treatment linked with education, and drug abuse prevention programs designed and implemented with a youth perspective;
- There is a need to address current wait lists (six weeks to two months) for existing prenatal education and support programs, as well as a need to extend the postnatal support period, and a need to provide more supportive housing for pregnant women; and
- Participants identified a gap in outreach and support programs for at-risk and substance users that work: (a) with women and men in the sex trade in Surrey; and (b) to assist gambling addicts.

#### **Issue Area: Children and Youth**

- It was suggested that there is a significant shortage of in-patient beds for youth with mental health issues, with an estimated 20 additional beds required. Also gaps were noted in early intervention and family counselling services;
- Participants commented that there is a lack of awareness by many residents, especially new immigrant families, of existing childcare and early childhood development programs;
- There is a specific gap in childcare and early childhood development for families with seasonal workers;
- There is a related need to ensure equitable opportunities for programs and recreation services for children and youth throughout the City, both in a geographic and economic sense. Opportunities exist for more recreation programs that are responsive to the specific needs of Surrey's diverse population, including ethno-specific programs for children, youth and families;
- It was reported that there is a critical shortfall in senior government funding to achieve affordable and accessible childcare, early childhood development and education services. Such services require extended hours, ethno-specific and ESL childcare programs and services;
- Participants commented on a need for resources to identify urban design, policies, community services and processes that will advance the development of a "child and youth friendly City";
- To prevent youth from "falling through the cracks", it was suggested that there is a need for a temporary shelter for youth that is accessible without Ministry referral, and other forms of assistance for teens considered too old for Ministry support; and
- There is a lack of advocacy by municipal government with senior levels of government to champion the issues/problems related to child poverty and the long term impacts on child/adult development.

#### **Issue Area: Community Development and Diversity**

- Insufficient public transit services were identified as a major gap, including lack of services and inter-community connections and poor coordination with services outside of Surrey;
- There is a lack of sufficient and coordinated HandiDart services that results in limited options for persons with disabilities. Other transportation gaps include taxis equipped with baby car seats, more park-and-ride services and better signage related to municipal services;
- There is a need to ensure sufficient capacity of food banks and food/nutrition programs, the need for affordable meal programs and for ethno-specific food service options;
- Participants reported a lack of municipal support and networks for home-based businesses and lack of support for entrepreneurialism;
- Opportunities to create banking services for low income persons was also identified;
- There is a need for more culturally sensitive approaches to service delivery and greater promotion of the benefits of cultural and ethnic diversity within municipal programs and services;
- Opportunities exist for more life skills programs, supported education and employment, particularly for persons with learning disabilities and mental health concerns; and
- It was suggested that there is a need for more initiatives and processes to increase citizen participation in addressing social issues.

**Issue Area: Crime & Public Safety**

- Participants identified a need for focused outreach and dissemination of materials on abuse of the elderly, especially to immigrant and ethnic communities;
- The need for additional/renewed funding to women's centres and legal aid societies was noted;
- It was noted that there should be better use of existing community resources (i.e. BlockWatch) and better coordination and information exchange between community organizations and agencies dealing with crime (including gang activity) and crime prevention;
- It was suggested that more free or low-cost recreational opportunities for youth, (including ethno-specific youth services) would help in the reduction of petty crime and vandalism; and
- Participants also reported on a need for public education on clean-up issues and civic pride, as well as additional resources for existing programs to facilitate significant clean-up projects.

**Updated Social Service Inventory**

Each social service element is associated with a range of social services and programs. One of the challenges in preparing the inventories was the fact that social services and programs are not static. They are continually changing in response to changing needs and growth in the population groups they serve, changing government and community funding support and their physical location and distribution across the City. Consequently, a social service inventory can seldom capture every aspect of an element and should be considered a snapshot or a work in progress. The Consultant's diligent research and extensive consultation has resulted in a unique and valuable compilation of information for Surrey residents and community service providers alike. The information will be posted on and available through the City's website and City staff are prepared to periodically update the inventories in response to information received from the community and service providers related to new, expanded or discontinued social services relative to the elements included in the Plan.

**The Social Responsibility Matrices – A reference tool for the Action Plan**

As noted earlier in this report, the Social Responsibility Matrices developed by the Consultant identify the government and community organizations with mandated responsibilities with respect to each of the social service elements. A summary of each of the matrices was provided on display boards at the open houses/workshops and full copies of the matrix tables were available on the city's web page and at the open house. These tables remained unchanged through the consultation process, as the focus of the open houses/workshops was on the specific social needs and gaps in the community. Discussion and consideration of responsibilities by the various levels of government and agencies, as defined through this process, will become more useful and appropriate in the development of the Implementation/Action Plan

**Next Steps - Preparation of the Implementation/Action Plan**

SPARC BC has been retained to assist the City with the preparation of the final phase of the Plan, being the Implementation/Action Plan, the third phase of the Plan.

The Consultant is proposing a two-stage approach for the development of the Implementation/Action Plan. The initial phase of the work of developing the Action Plan will focus on those social service elements for which the City appears to have primary or lead responsibility. The Consultant has identified five out of the 31 social service elements that fall within the City's direct ability to shape and influence.

With respect to the remaining 26 elements, the primary responsibility rests with either senior levels of government or community organizations, and the City has either secondary or limited or no responsibility. In these cases, the City has shared or supportive responsibilities, which will require joint strategies and approaches to address specific needs. The broad classification of responsibility areas for the City are summarized in the following table:

Issue Area	Primary Responsibility	Secondary Responsibility	Limited or No Responsibility
<b>Housing and Homelessness</b>		<ul style="list-style-type: none"> <li>• Emergency Shelter Services for Youth</li> <li>• Emergency Shelter Services for Adults incl. Aboriginal Adults</li> <li>• Service Coordination Responsibilities (1-Stop Shopping)</li> <li>• Outreach Programs to the Homeless, Drop-In Centres</li> </ul>	<ul style="list-style-type: none"> <li>• Transitional Housing Services</li> <li>• Supported Housing Programs</li> <li>• Low-Income Housing for the Homeless</li> <li>• Low-Income Housing for Families and Singles</li> <li>• Employment Programs as a Means to Prevent Homelessness</li> </ul>

<b>Substance Abuse and Addiction</b>		<ul style="list-style-type: none"> <li>Residential Addiction Treatment for Youths</li> <li>Outreach and Support Programs for At-Risk and Substance Users</li> <li>Recovery Treatment Services</li> </ul>	<ul style="list-style-type: none"> <li>Alcohol and Drug Treatment for Youths</li> <li>Pre-Natal and Support Programs re: Drug Use</li> </ul>
<b>Children and Youth</b>	<ul style="list-style-type: none"> <li>Programs and Recreation for Children and Youth</li> <li>Creating a Child and Youth-Friendly City</li> </ul>	<ul style="list-style-type: none"> <li>Culturally Appropriate Childhood Education / Development Programs</li> </ul>	<ul style="list-style-type: none"> <li>Affordable, Accessible Quality Licensed Childcare, Pre-school and Family Programming</li> <li>Child poverty Alleviation</li> <li>Counselling &amp; Support Services for Families and Children with Behavioural and M.H. and Attachment Issues</li> </ul>
<b>Crime and Public Safety</b>	<ul style="list-style-type: none"> <li>City Clean-up Programs</li> </ul>	<ul style="list-style-type: none"> <li>Initiatives to Deal with Seniors Abuse</li> </ul>	<ul style="list-style-type: none"> <li>Initiatives to Deal with Family Violence</li> <li>Peer Support Programs to Deter Crime Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity</li> </ul>
<b>Community Development and Diversity</b>	<ul style="list-style-type: none"> <li>Ethno and Culturally Appropriate Services</li> <li>Initiatives to Encourage Citizen Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Public Transportation &amp; Access</li> </ul>	<ul style="list-style-type: none"> <li>Life Skills &amp; Educational Training</li> <li>Community Economic Development Initiatives</li> <li>Nutrition &amp; Food Programs</li> </ul>
<b>No. Of Elements</b>	<b>5</b>	<b>10</b>	<b>16</b>

It is anticipated that the first stage of the Action Plan will provide recommendations to the City with respect to its primary responsibilities and will document means by which to improve City programs and services to more effectively meet the social needs of Surrey residents in those areas.

The second stage of the Action Plan will examine those social service elements for which the City has shared or limited responsibility. This stage will consider opportunities for City collaboration and partnership and will identify steps and strategies to enable the City to better position itself in making progress on gaps in these social service areas. This stage of the Plan preparation will involve discussion with focus groups and stakeholder meetings with community organizations, government representatives and interested Surrey residents.

It is anticipated that the first stage of the Action Plan will be completed by late June or early July, 2005 (i.e., with respect to those areas for which the City has primary responsibility). The full and complete Action Plan addressing the gaps in all of the social service elements covered by the Plan should be completed by late summer or early fall, 2005.

The Action Plan is intended to document actions that the City can and should take in relation to social service areas where it has primary responsibilities to provide social services to Surrey residents, and in relation to encouraging others who have primary responsibility for delivering social services to Surrey residents to more fully meet the needs of Surrey residents in those particular services. Actions will be segregated into three categories, including those that should be undertaken within six months, within two years and within five years, so that annual budgets can be structured to recognize related resource needs.

## CONCLUSION

This report provides Council with the results of the Gap Analysis for the social service elements selected to be included in the Plan. The Gap analysis is based on an assessment of the existing level of services and programs available to Surrey residents at this time, and an analysis of the additional services and programs identified as being needed to meet current and emerging demand. The analysis has involved extensive public consultation in the form of a series of open/houses and workshops with Surrey residents and organizations, including a workshop with youth aged 13 – 18. The full description of the Gap Analysis, including the public consultation process, is included in the attached consultant's report. The consultant also has prepared a social responsibility matrix for each of the social service elements included in the Plan, which documents the responsibilities of the various levels of government and community organisations, with respect to each social service element. The social responsibility matrices will be used as a reference tool for the development of the Action Plan, which will be the next and final phase of the Plan.

Based on the above, it is recommended that Council:

- Authorize staff to hold a public open house to present the results of the Gap Analysis and to receive initial input from the public and other stakeholders on steps and possible strategies to address the identified gaps in preparation for the development of the third and final phase of the Plan, being an Implementation/Action Plan; and



of reference for the Plan are attached as Appendix "A". The key aspects of the terms of reference are summarized below:

- The Plan will focus on the following five key issue areas, considered most important to the social well-being of Surrey residents at this time:
  - Housing and Homelessness;
  - Substance Abuse/Addictions;
  - Crime/Public Safety;
  - Children and Youth;
  - Community Development and Diversity.
- Each of these issue areas was to be further refined through the planning process, by identifying the most critical social service elements that fall within that issue area.
- The Plan is to include three interrelated components, each building on the information of the previous components, as follows:
  - **Development of a Social Responsibility Matrix** – For each social service element in each issue area, the responsibilities of the various levels of government and community organizations are to be identified and an analysis is to be undertaken, regarding the demand for the service within the City and the supply of the service currently available within the City;
  - **Gap Analysis** – Under this component, the disparity between the demand for and supply of, each social service element will be documented and duplication of or overlap in the delivery of service programs and services will be identified;
  - **Preparation of an Action/Implementation Plan** – Based on the gaps and overlaps identified in the Gap Analysis, recommended actions will be identified and prioritized in relation to each of the social service elements included in the Plan.
- The Plan is to be developed under the direction of all of City Council, with the responsibility of preparing the Plan resting with an interdepartmental staff taskforce, assisted by consultants, as required.

Since Council's endorsement of the terms of reference for the development of the Plan a number of activities have been completed. A staff taskforce has been established. The taskforce prepared documents and completed a Request for Proposals ("RFP") process for the purpose of retaining a suitably qualified consultant to assist the City with the preparation of the Plan. This process resulted in the Social Planning and Research Council of BC ("SPARC BC") being retained to assist with the development of the first two components of the Plan, the Social Responsibility Matrix and the Gap Analysis. The work undertaken since the consultant was retained is documented in the following section of this report.

## DISCUSSION

### A. Completion of the Initial Research Phase of the Plan

#### **Literature Review and Identification of Social Service Elements (Sub-issues)**

The consultant completed a comprehensive review of documents produced by various organizations, agencies, other levels of government and the City, related to the to five key issue areas that are to be addressed by the Plan. From the literature review and initial work with the staff taskforce, the consulting team identified 94 separate social service elements, or sub-issues, under the five key issue areas that were considered applicable to the City of Surrey. These 94 elements are listed in Appendix "B".

Given the time frame available for the development of the Plan and to ensure that the Plan was manageable in its implementation, the consultant team advised that only 25 to 30 social service elements should be included for further study in the Plan. The elements not selected for inclusion in the Plan at this stage will be documented in an Appendix to the Plan and may be analyzed at some time in the future, as resources are available.

#### **Focus Group Session to Assist with the Selection of the Priority Social Service Elements**

To decide which of the 94 social service elements would be included in the Plan, the consultant recommended that key community representatives be invited to attend a focus group session. At this session, the social service elements under each key issue area would be prioritized and the top priorities in each key issue area would then be selected for further study and inclusion in the Plan. The focus group session, held on October 27, 2004 at the Newton Public Library, involved 21 representatives from community, social service, government and education organizations, along with a limited number of City staff from the staff taskforce. The representatives invited to the session had a significant breadth of knowledge in relation to social issues within the community. The participants at the focus group session are listed in Appendix "C".

The task of the focus group session was two-fold. Firstly, the group was requested to review the social service elements under each key issue area to confirm that the list was complete with respect to the City's needs and demands in that issue area and, secondly, to identify 25 to 30 of the social service elements across the five key issue areas that would form the basis for the development of the Plan.

The consultant facilitated the focus group session and prepared a summary report of the session and its findings, which includes:



- An overview of the focus group discussion and methodology for ranking the social service elements;
- A description of the 31 selected social service elements across the five key issue areas; and
- The list of the initial 94 social service elements in the order they were ranked by the focus group session.

### **Consultant's Summary Report of Focus Group Session**

The consultant's summary report is attached as Appendix "D". The ranking order of the 94 social service elements is attached as Appendix "B". The elements listed above the heavy black line in each of the key issue area were selected as the social service elements that would be studied in more detail and would form the basis for the development of the Plan.

Focus groups participants first reviewed and verified the completeness of the list of preliminary social service elements and noted any additions or deletions. Several changes in wording were made and a few social service elements were added to the list through this process. Several social service elements were considered to be sufficiently underway or already being implemented in the City and were, therefore, removed by focus group participants from the preliminary list of elements.

Once the focus group was satisfied as to the completeness of the list, the consulting team directed the participants to select (vote) for their choice of 30 priority social service elements, based on their individual experience and knowledge of social needs in Surrey. Each participant was provided with 30 votes, to be placed on the social service elements that the participant considered most important from the perspective of the City's residents. This voting process resulted in five to nine social service elements being identified as having the highest priority in each of the key issue areas, with a total of 31 priority social service elements being selected from across all five of the key issue areas.

### **List of 31 Social Service Elements Identified for In-Depth Study**

The following is a list of the selected social service elements under each key issue area:

#### ***Housing and Homelessness***

1. Emergency shelter services for youths (year round), also aboriginal youths;
2. Low income housing for the homeless;
3. Emergency shelter services for adults (year round), also aboriginal adults;
4. Low income housing for families and singles;
5. Supported housing programs;
6. Employment programs as means to prevent homelessness;
7. Service coordination responsibilities (one-stop services);
8. Transitional housing services; and
9. Outreach programs to the homeless, drop in centres, youth.

#### ***Substance Abuse/Addiction***

1. Alcohol and drug treatment for youths;
2. Residential addiction treatment for youths;
3. Prenatal education and support programs re: drug use;
4. Outreach and support programs for at-risk and substance users; and
5. Recovery treatment services.

#### ***Children and Youths***

1. Counselling and support services for families and children with behavioural, mental health and attachments issues;
2. Culturally appropriate early childhood education/development programs, including special needs;
3. Programs and recreation for youths and children;
4. Affordable, accessible quality licensed childcare, preschool programs and family resource programming; and
5. Creating a child and youth friendly city.

#### ***Crime and Public Safety***

1. Initiatives to deal with seniors abuse;
2. Initiatives dealing with family violence;
3. Initiatives targeting gangs, gang-violence and related criminal activity;

4. Peer support programs to deter crime; and
5. City clean-up programs (parks, buildings).

### ***Community Development and Diversity***

1. Public transportation and access;
2. Nutrition and food programs;
3. Community economic development initiatives;
4. Ethno and culturally appropriate services, opportunities and programming;
5. Life skills and educational training; and
6. Initiatives to encourage citizen engagement with social issues and social planning activity.

### **B. Next Steps**

#### **Social Responsibility Matrices and Inventory of Social Services**

Based on the 31 social service elements that have been selected, the consultant team will now complete a Social Responsibility Matrix for each of the selected elements. The intent of each such matrix is to identify the roles and responsibilities of the various levels of government and community sectors in addressing the social service element covered by that particular matrix. Concurrently with this analysis, the consulting team is proposing to prepare an assessment, in the form of an inventory, of social programs and services available in Surrey for each social service element.

The Social Responsibility Matrices and social service inventories are expected to be completed early in the New Year and the results will be forwarded to Council for consideration, as part of the next Corporate Report, prior to the next more significant community consultation process.

#### **Public Workshops/Open Houses in the New Year**

The focus group session held on October 27, 2004, was the first phase of the public consultation process for the Plan. Broader community consultation is proposed for early in the New Year. This consultation will take the form of five workshops/open houses, one for each of the five issue areas. The workshops/open houses will have two primary purposes as follows:

- To provide Surrey residents and social service organizations the opportunity to review and comment on the draft Social Responsibility Matrices and social service inventory for each social service element to be included in the Plan; and
- To receive information from residents and social services organizations on the gaps in services relative to each of the social service elements, as well as any noted duplications or overlaps experienced in the community with respect to each of the elements.

The results of the workshops/open houses will assist in the preparation of the second component of the Plan, the Gap Analysis.

#### **Gap Analysis**

As outlined in the terms of reference for the Plan, the Gap Analysis will identify the potential demand for service within the City in relation to each of the identified social service elements and the supply available in the City of each of the service elements. It will also document disparities between demand and supply and will document areas of duplication and/or overlap in service delivery programs. A report on the Gap Analysis will be provided to Council prior to further public consultation.

#### **Community Forum**

The consultant has recommended completing the public consultation process in relation to the first two components of the Plan with a community forum at which additional feedback and comments will be received from the public across all five issue areas of the Plan, along with suggestions with respect to possible solutions and strategies to address the issues. The Gap Analysis and the results of the community forum will form the basis for the preparation of the Action/Implementation Component, which is the third and final component of the Plan. The draft Action/Implementation Component is expected to be completed by early Spring, 2005, at which time a further report, complete with recommendations will be forwarded to Council for consideration.

## **CONCLUSION**

This report summarizes work completed to date in the preparation of the Plan for the Social Well-Being Plan for Surrey Residents, for which Council approved the terms of reference earlier this year. A consultant retained by the City, prepared an initial list of 94 social service elements under the five key issue areas. Of these, 31 elements have been chosen for in-depth study and will form the basis of the Plan. The next step of the Plan preparation process is the development of a Social Responsibility Matrix for each of the 31 selected social service elements and an inventory of social services available in the City, related to each element. A further report will be forwarded for Council consideration early in the New Year, which will include the completed Social Responsibility Matrices and social service inventories.



a strategy for the City's on-going involvement in this important area. On this basis, this report is recommending that a plan be developed by the City, under the direction of all of City Council, that, when completed, will act as the basis for the City's future actions in key areas toward protecting and enhancing the social well-being of the City's residents.

## DISCUSSION

The Terms of Reference, attached as Appendix I, are proposed as the basis for developing "The Plan for the Social Well-being of Surrey Residents" (the "Plan"). Given the significant breadth of the elements or areas that affect the social well-being of the City's residents, it is considered necessary to focus the development of the Plan to those areas that are most critical to the City of Surrey at this time. On this basis, the Terms of Reference focus the Plan on the following five areas:

- Housing and Homelessness;
- Substance Abuse/Addictions;
- Crime/Public Safety;
- Children and Youth; and
- Community Development and Diversity.

It is further anticipated that the specific aspects that will be addressed by the Plan in each of these general areas will be further refined in the initial stages of work, related to the development of the Plan and will be further addressed in the report that will be forwarded to Council after the completion of the Social Responsibility Matrix. It is considered important to limit the scope of the Plan at this stage to ensure that this initial stage is completed in a timely manner and can be used as a model for future work. In the future, as time and resources allow, the Plan may be expanded to address other social elements or areas.

Public/stakeholder input will be important to the development of the Plan. It is proposed that stakeholders and the general public will have the opportunity to provide input on the Plan during the various stages of its development.

The Terms of Reference call for the Plan to be developed under the direction of all of City Council. A taskforce of City staff (assisted by consultants, as necessary) will be structured to undertake the work of developing the Plan, with a report being forwarded to Council at the end of each stage of the work. It is anticipated that the draft Plan will be submitted to Council in December, 2004.

The costs associated with developing the Plan can be accommodated within the currently approved operating budget of the City.

## CONCLUSION

Based on the above, it is recommended that Council authorize staff to proceed with the development of the "Plan for the Social Well-being of Surrey Residents", based on the Terms of Reference attached to this report as Appendix I.

*Original signed by*

Umendra Mital, P.Eng.  
City Manager

MDD:saw

### Attachment

Appendix I – Terms of Reference

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Appendix I

## **Terms of Reference For the Development of the Plan for the Social Well-Being of Surrey Residents**

### **1.0 GOAL**

**To enhance the social well-being of current and future residents of Surrey by:**

- **Helping to ensure that all entities responsible for the provision of services related to key areas of the social well-being of Surrey residents, understand the needs of Surrey residents and to encourage these entities to fulfill their responsibilities; and**
- **Having a strategy to effectively and efficiently deliver those services that are within the mandate of local government to provide.**

## **2.0 OBJECTIVES**

To provide an understanding of:

- The mandated responsibilities of each level of government and non government organizations in providing social services to Surrey residents; and
- The social service needs and priorities of Surrey residents and specific population groups.

To advocate on behalf of Surrey residents:

- By motivating and facilitating community groups and government agencies to respond in a timely and efficient manner to the social needs of Surrey residents;
- By identifying key social issues and bringing these to the attention of the appropriate levels of government for action;
- By improving the City's effectiveness in ensuring that other levels of government fulfill their roles; and
- By identifying and responding to funding opportunities in the area of social services from other levels of government and other areas.

To facilitate the delivery of:

- The City's core services and programs in a manner that supports the social well-being of Surrey residents and the vision of the Official Community Plan;
  - The types and level of programs and services the City should be providing relative to community expectations and the City's mandate and resources; and
- **Policies, by-laws, land use guidelines, permits and licenses to accommodate the social infrastructure and community services that are the responsibility of other levels of government, or other agencies, such that the needed social service infrastructure is accessible equitably throughout the community.**

## **3.0 CONTEXT**

### **3.1 Legislative responsibility for social services and its funding belongs to Federal and Provincial levels of government.**

Based on *The Constitution of Canada* and the *Local Government Act*, the Federal and Provincial governments of Canada are responsible for the delivery of social programs and services to the citizens of Canada. These services include health, welfare, social assistance, housing etc. The mandate of local governments, in relation to social programs and service delivery, is very limited. This is also reflected in the sources and magnitude of revenues available to local governments, relative to senior governments in Canada. The Provincial and Federal governments have significantly greater resources than the City on a per capita basis, approximately \$6,000 per capita respectively, compared to \$800 per capita at the City level.

### **3.2 Social services are necessary for a high quality of life of Surrey residents, and the economic and social vibrancy and health of the City.**

Inadequate support for needed social services affects City-funded services, such as policing, parks and recreation and by-law enforcement and exacerbates the visibility of

poverty, homelessness, mental illness and crimes such as drug crimes, auto crimes and property crimes. The impacts are clearly contrary to the vision for the City.

### **3.3 The reduction of social services and programs by senior levels of government places increasing pressures on local governments.**

In the vacuum created by a reduction in funding by senior levels of government, there is an increasing call for the City to respond to, address and mitigate the impact of increasing social issues and needs of its citizens. By default, the City is becoming the sounding board for emerging social issues. However, the City does not have the authority, mandate or resources to respond adequately to those needs. It is necessary, therefore, to reaffirm the appropriate role for senior governments and the City in the context of social services.

### **3.4 "Not-for-profit", the faith community, other community organizations, School Districts, etc. play a critical role in the arena of social services.**

In response to reduced funding allocations, community organizations have established rich networks of communication, planning and partnerships to deliver social services collaboratively and effectively to meet changing and growing social needs in the City. It is important to encourage and facilitate these organizations in support of the important work that they do.

## **4.0 INTENDED OUTCOMES**

The Plan for the Social Well-Being of Surrey Residents will assist in the following areas:

### **4.1 Enable and position City Council and the City's administration to better "champion" the social needs and issues of the City to other levels of government. This will assist in focusing the attention of the Provincial and Federal Governments on the City's priorities relative to the social needs of its citizens by:**

- Ensuring improved preparedness through identification of specific needs and issues by town centres;
- Establishing a means for periodic presentations/forums by Provincial Government/Surrey MLAs of their plans and responses to deal with social issues and needs;
- Persuading Provincial and Federal governments to reinvest in social programs and services;
- Lending support and voice to "not-for-profit" and other community organizations in their efforts for advocating social services; and
- Strategically collaborating with other organizations (i.e. not-for-profit, faith communities, business, etc.) and communities to address social issues and needs.

### **4.2 Develop appropriate land use policies and guidelines, as well as appropriate licensing and permit processes.**

This will enable the needed social infrastructure to be located in a balanced way throughout the City of Surrey, particularly given the significant projected growth in the population of Surrey.

### **4.3 Review and adjust, as necessary, applicable City programs and services.**

City programs and services (such as Parks, Recreation, Library and Active Living programs) are to be reviewed to optimize their contribution and effectiveness in relation to the social issues and needs of the City's residents.

### **4.4 To leverage the City's "affordable housing fund" with greater flexibility to more effectively contribute to housing needs and issues.**

## **5.0 SCOPE**

Given the significant breadth of the elements or areas that affect the social well-being of the City's residents, it is considered necessary to focus the development of the Plan to those areas that are most critical to the City of Surrey at this time. On this basis, the Terms of Reference focuses the Plan on the following five specific areas:

- Homelessness and Housing;
- Substance Abuse/ Addiction;
- Crime/Public Safety;
- Children & Youth; and
- Community Development and Diversity.

It is anticipated that in the future, as time and resources allow, the Plan could be expanded to address other elements or areas. It is considered important to focus the scope of the Plan at this stage to ensure that this initial stage is completed in a timely manner and acts as a model for future work.

## **6.0 DEVELOPING THE PLAN**

The Plan for the Social Well-Being of Surrey Residents will be developed under the direction of all of City Council, in accordance with the following general program of work:

6.1 An inter-departmental City staff taskforce will be established to oversee the work of developing the Plan. The taskforce will include representatives from the following areas:

- Planning and Development;
- Parks, Recreation and Culture;
- Legislative Services;
- Library;
- By-laws and Licensing Services;
- RCMP; and
- Other key areas, as necessary.

6.2 The taskforce will engage appropriate consultants to complete specific aspects of the Plan, as necessary.

6.3 The taskforce will undertake a public consultation process, including:

- Round table discussions with key community stake holder groups;
- Meetings with Federal and Provincial government representatives to discuss specific aspects of the Plan;
- Community open houses to provide information to and receive input from Surrey residents; and
- By other means as may be appropriate.

## **7.0 OUTPUT/ DELIVERABLES**

The following describes the expected deliverables from the Plan development process:

### **7.1 Social Responsibility Matrix**

- Identify the various social service elements in each of the key social issue areas identified under Section 5.0, and the corresponding government and community organizations with mandated responsibilities to address each of the identified service elements.

### **7.2 Gap Analysis**

Others Mandate:

- Identify the programs and services being provided to a satisfactory level by other levels of government and community agencies, and identify the key social issue areas not being adequately met; and
- Identify the type and extent of the barriers affecting the provision of service in the key social priority areas.

City Mandate:

- Identify the programs and services provided by the City that contribute to meeting the key social issue areas, and identify ways the City could address the social needs in the community through its areas of responsibility.

### **7.3 Action Plan**

Others Mandate:

- Develop approaches to encourage other levels of government, as well as community groups and agencies, to improve their effectiveness in meeting the needs identified in the Gap Analysis, so as to more fully meet their mandated responsibilities.

City Mandate:

- Develop approaches and solutions to improve the City's effectiveness in meeting the needs identified in the Gap Analysis, within its mandated responsibilities and regulatory authority, such as:
  - Establish annual corporate wide goals/actions/programs with respect to the implementation of the Plan with contributions from all applicable City departments;
  - Pursue the establishment of a government table involving officials of the Provincial government, Federal government and the City to meet regularly to discuss the Plan implementation and key social issues in the City;
  - Establish the appropriate involvement by the Parks and Community Services Committee in the implementation of the Plan; and
  - Provide annual updates to Council on the progress made in implementing the Plan.

**8.0 TIMING/SCHEDULE**

Activity	Time Frame	Council Report	Consultation*
Terms of Reference	May 2004	Ö	
Social Responsibility Matrix	July 2004	Ö	Ö
Gap Analysis	September 2004	Ö	Ö
Action Plan	November 2004	Ö	Ö
Draft Plan	December 2004	Ö	Ö
Final Plan to Council	February 2005	Ö	

\*with stakeholder groups and the community

**9.0 BUDGET**

Funding for the development of the Plan is available within the current operating budget.

Appendix "B"

**List of Initial 94 Social Service Elements with Ranked Values**

**ISSUE AREA: HOUSING AND HOMELESSNESS**

Ranking	Elements	"Votes"
1	Emergency Shelter Services for Youths (year round) Also for Aboriginal Youths	49
2	Low Income Housing for the Homeless	46
3	Emergency shelter services for Adults (year round) Also for Aboriginal Adults	28
4	Low Income Housing for Families and Singles	23
5	Supported housing programs	21
6	Employment programs as a means to prevent homelessness	12



<b>7</b>	<b>Service coordination responsibilities (1 stop services)</b>	<b>12</b>
<b>8</b>	<b>Transitional Housing services</b>	<b>11</b>
<b>9</b>	<b>Outreach programs to the homeless, drop in centres, Youth</b>	<b>10</b>

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10	Emergency shelters for families with children	9
11	Homelessness prevention programs for people at-risk of homelessness	6
12	Housing programs for women & Children escaping abuse	5
13	Prevention programs – youth and family oriented	4
14	Primary health care for homeless (Other than City Centre) – <i>Brackets added at the workshop</i>	2
15	Need for location specific solutions	2

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements  
 (b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

**List of Initial 94 Social Service Elements with Ranked Values**

**ISSUE AREA: SUBSTANCE ABUSE & ADDICTION**

*\* Note – cut-off point for this issue-area was set at 8 votes versus 10 for other issue areas in order to ensure a balanced approach*

<b>Ranking</b>	<b>Elements</b>	<b>"Votes"</b>
<b>1</b>	<b>Alcohol &amp; Drug Treatment for youths (non-residential)</b>	<b>16</b>
<b>2</b>	<b>Residential addiction treatment for youths</b>	<b>14</b>
<b>3</b>	<b>Prenatal education (and support) programs re: Drug use – Bracketed text added during workshop</b>	<b>10</b>
<b>4</b>	<b>Outreach &amp; Support programs for at-risk and substance users</b>	<b>9</b>
<b>5</b>	<b>Recovery Treatment services</b>	<b>8</b>

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6	Counselling & Treatment programs	7
7	Harm Reduction Measures	7
8	Coordinated prevention / education efforts	7
9	Residential Detox Services for youths	6

10	Specialized Services for Immigrant youths with addictions	6
11	Residential detox services for dual diagnosis individuals	6
12	Culturally appropriate misuse and addictions services for immigrant adults – <i>Added at Workshop</i>	4
13	Residential addiction treatment for dual diagnosis	3
14	Behavioural problems linked to A&D misuse/ Concentration of Services	2
15	Residential addiction treatment for women	2
16	Reducing Availability of Street Drugs	2
17	Residential Detox Services for Men and Women	1
18	Culturally sensitive prevention and treatment services for First Nations people with addictions	0

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements  
 (b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

**List of Initial 94 Social Service Elements with Ranked Values**

**ISSUE AREA: CHILDREN & YOUTHS**

<b>Ranking</b>	<b>Elements</b>	<b>"Votes"</b>
<b>1</b>	<b>Counselling &amp; Support Services for Families &amp; Children with Behavioural &amp; Mental Health Issues (and attachment issues)</b> <i>Bracketed text added at Workshop</i>	<b>35</b>
<b>2</b>	<b>Culturally Appropriate Early Childhood Education/ Development programs (including special needs)</b> <i>Bracketed text added at workshop</i>	<b>30</b>
<b>3</b>	<b>Programs &amp; Recreation for Youths &amp; Children</b>	<b>20</b>
<b>4</b>	<b>Affordable, accessible quality licensed childcare, preschool programs &amp; family resource programming</b>	<b>17</b>
<b>5</b>	<b>Creating a Child &amp; Youth Friendly City</b>	<b>11</b>
<b>6</b>	<b>Child Poverty Alleviation</b>	<b>11</b>
<hr/>		
7	Residential services for at risk youths	7
8	Outreach to Aboriginal children & Families	6
9	Family Support & Life Skills Counselling for youths	6
10	Outreach services & Drop-in Centres for youths	6
11	Youth Mental Health Services – <i>added at Workshop</i>	6
12	Early Intervention & Supports for Pregnant Women	5

13	Meal Programs for Children at school	5
14	Skills training & Employment programs	4
15	Support programs for lone parents – Transportation included	4
16	Mentorship Programs for At-risk youths	3
17	Violence between youths / youth – community violence	1
18	Childcare services for Asian, South Asian children	0
19	Youth Intervention Programs & Alternative Justice Programs – <i>Removed from Consideration at Workshop</i>	-

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements  
 (b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

### List of Initial 94 Social Service Elements with Ranked Values

#### ISSUE AREA: CRIME AND PUBLIC SAFETY\*

<u>Ranking</u>	<u>Elements</u>	<u>"Votes"</u>
<b>1</b>	<b>Initiatives to Deal with Seniors Abuse – <i>Added at Workshop</i></b>	<b>19</b>
<b>2</b>	<b>Initiatives dealing with family violence</b>	<b>18</b>
<b>3</b>	<b>Initiatives targeting gangs, gang-violence and related criminal activity</b>	<b>17</b>
<b>4</b>	<b>Peer support programs to deter crime</b>	<b>13</b>
<b>5</b>	<b>City Clean-up programs (parks, buildings)</b>	<b>13</b>

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6	Initiatives to deal with drug and drug-related crime	7
7	Improvements to judicial system; perceptions of system	7
8	Community policing initiatives (Police on the Street) <i>bracketed text added at workshop</i>	6
9	Creating safe public spaces	4
10	Rehabilitation programs, training and counseling for offenders & re-offenders	4
11	Initiatives to counter negative images of Surrey communities	3
12	Programs and services for victims of crime	3
13	Cultural diversity training for police officers	2
14	Initiatives dealing with sexual abuse and sexual assault	1
15	Creating safe community spaces	0
16	Initiatives dealing with car theft <i>Removed From Consideration at Workshop</i>	-

17	Emergency social service programs (disaster response) <i>Removed From Consideration at Workshop</i>	-
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18	Neighbourhood Blockwatch programs <i>Removed From Consideration at Workshop</i>	-
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\* It is understood that there is also considerable public concern around issues such as auto theft, drug-related crimes and property crime. While these issues are important, the Crime and Public Safety Issue-area is built around elements derived from social planning reports, and presents priorities developed with this perspective.

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements

(b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

### List of Initial 94 Social Service Elements with Ranked Values

#### **ISSUE AREA: COMMUNITY DEVELOPMENT AND DIVERSITY**

<u>Ranking</u>	<u>Elements</u>	<u>"Votes"</u>
<b>1</b>	<b>Public transportation and access</b>	<b>16</b>
<b>2</b>	<b>Nutrition and food programs</b>	<b>15</b>
<b>3</b>	<b>Community Economic Development Initiatives</b>	<b>15</b>
<b>4</b>	<b>Ethno and culturally appropriate services, opportunities and programming</b>	<b>15</b>
<b>5</b>	<b>Life skills and Educational Training</b>	<b>14</b>
<b>6</b>	<b>Initiatives to encourage Citizen Engagement with social issues and social planning activity – <i>Added at Workshop</i></b>	<b>11</b>

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7	Women's Resource Centres	9
8	Culturally and linguistically appropriate information, communications, translation and referral services	9
9	Credential recognition for foreign trained individuals	6
10	ESL Services for Children and Youth	5
11	Community Legal Aid Services	5
12	Post-secondary education opportunities	4
13	Culturally appropriate immigration and settlement services	3
14	ESL Services for Adults	3
15	Employment practices within municipal organization	3
16	Employment opportunities for persons with disabilities	3
17	Recreation opportunities for persons with disabilities	3
18	Anti-racism training and initiatives	2
19	Education opportunities for Aboriginal citizens	2

20	Fee discounts and waivers for low-income families and individuals	2
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Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements  
 (b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

**List of Initial 94 Social Service Elements with Ranked Values**

**ISSUE AREA: COMMUNITY DEVELOPMENT AND DIVERSITY (continued)**

<b>Ranking</b>	<b>Elements</b>	<b>"Votes"</b>
21	Culturally appropriate by-laws	2
22	Diversity and language training for municipal staff	1
23	Initiatives to assist individuals with mental health or Developmental Delays	1
24	Community arts and heritage initiatives	0
25	Aboriginal Legal Services	0
26	Volunteer initiatives and programs for different cultural groups	0
27	Programs and activities for seniors	0
28	Opportunities to promote and celebrate diversity	0

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements  
 (b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

Appendix "C"

**Participant List**

**Focus Group Session, October 27, 2004, Newton Public Library**  
Plan for the Social Well-Being of Surrey Residents

**Consulting Team:**

Michael Goldberg, Research Director, Social Planning and Research Council of BC, SPARC BC  
 Andrew Pask, Research Analyst, SPARC BC  
 Nick Istvanffy, Research Analyst, SPARC BC

**Community Non-Profit Sector:**

Annette Welsh, Front Room Coordinator, South Fraser Community Services Society  
 Annie McKittrick, Executive Director, Surrey Social Futures Society  
 Bill Lee, Executive Director, Metis Family Services Society  
 Darrell Ferner, Deputy Director, Options: Services to Communities Society  
 Greg Terpenning, Executive Director, Surrey Community Services Society  
 Jim King, Executive Director, Surrey Crime Prevention Society  
 Laurie Birdsall, Program Manager, Pacific Community Resource Society  
 Lesley Tannen, Executive Director, Whalley BIA  
 Lesley Woodman, Executive Director, Surrey Delta Immigrant Services Society

Linda Western, Agency and Community Services, United Way of the Lower Mainland

Major Roy Langer, Pastor, Salvation Army Community Church

Martin Harris, Executive Director, Peace Arch Community Services Society

Pat Petrala, Coordinator, Semiahmoo Planning Group

Penny Coates, Coordinator, Make Children First Initiative

Param Grewal, Program Manager, Progressive Intercultural Community Services Society

Sandy McLeod, Co-chair, Surrey Homelessness and Housing Taskforce

Suzanne Noel, Program Supervisor, Kla-how-eya Aboriginal Centre

**Government Agencies:**

Douglas Tindall, Manager Community Service, Surrey, Ministry of Children and Family Development

Dr. Roland Guasparini, Chief Medical Health Officer, Fraser Health Authority

Tom Jensen, Assistant Deputy Minister, Aboriginal, Multicultural and Immigration Programs Department, Ministry of Community, Aboriginal and Women's Services

Trent Brown, Mgr. Community Relations and Service Quality, Ministry of Human Resources

Rick Ryan, Acting Director of Instructions, Student Support Services, Surrey School District #36

**City Staff:**

- Umendra Mital, City Manager
- Murray Dinwoodie, General Manager, Planning and Development Department
- Judy McLeod, Manager, Policy and Long Range Planning
- Beth Barlow, Chief Librarian
- Laurie Cavan, General Manager, Parks, Recreation and Culture Department
- Barb Beblo, Social Planner
- Cpl. Miriam Booth, Surrey RCMP

Appendix "D"

**SPARC BC**  
**Summary of the Community Focus Group Session, October 27, 2004**

*Surrey Social Responsibility Matrix & Gap Analysis*

**Introduction**

The Staff Taskforce overseeing the development for the Plan for the Social Well Being of Surrey, in collaboration with SPARC BC, organized a focus group on October 27<sup>th</sup> 2004. The focus group session, which included the Taskforce and 21 community representatives, was a key step in developing the Social Responsibility Matrix and Gap Analysis components of the plan.

Through a process of consultation with the Staff Task Force and a literature review of approximately 30 reports concerning social issues in Surrey, SPARC BC identified a starting list of 94 potential social service elements across five Issue Areas.

The five Issue Areas are:

- Housing & Homelessness
- Substance Abuse & Addiction
- Children & Youth
- Crime & Public Safety

- Community Development & Diversity

The purpose of the Focus Group was to narrow down the 94 potential elements and recommendations to 30, to ensure the overall project outcomes are meaningful and actionable.

Within the Social Well-Being Plan, a social service element is loosely defined as including a population group, a service type and, where appropriate, a locality or neighbourhood. These filters were used to help to keep the scope of the Plan manageable and to ensure that the subsequent matrix/matrices and gap analysis that are produced are concrete, applicable and relevant. *While all the elements presented for review are important in their own right, it is important to have a starting point for the development of a Social Plan that is manageable in size. Important issues that are not identified as a priority at this time may well emerge at a later point.*

### **The Focus Group**

The focus group on October 27 began with a brief round of introductions, followed by a discussion of the potential social service elements in each Issue Area. Participants were asked if there were any elements that could be reasonably removed (due to new or ongoing initiatives), and also if any were not present that they thought should be included. Potential elements were removed *only* if there was agreement with the entire group. Similarly, new elements required full agreement to be added.

Following the discussion of all Issue Areas, participants were able to 'vote' for their preferred elements. The process used is commonly referred to as 'dot-mocracy.' Each participant was given 30 adhesive dots, and was able to place them on whichever elements they felt were the highest priority for action in the near future.

The results of the first round of votes were conclusive, and a natural clustering occurred which saw 29 social service elements receive ten or more votes. For the purpose of balance, SPARC BC added two additional elements in the Substance Abuse and Addictions Issue Area, because only three elements received ten or more votes. This ensures that each Issue Area has at least five social service elements in this process.

The total votes and ranking are listed in the attached documents. It is important to note that dot-mocracy is a tool to help prioritize the elements; it is not reflective of an absolute ranking of importance.

### **Discussion Notes:**

After the introductions, participants had the opportunity to ask questions about the process and overarching goals of the day. One participant asked if any distinctions are being made between social issues and economic issues. The consultants responded that the terms of reference of the study did not address specifically economic issues.

Following is the discussion that occurred with regard to each issue area.

### **Housing and Homelessness**

The comments received were as follows:

- A participant questioned the absence of 'seniors housing' as a potential issue, and suggested that the dislocation of seniors is an important issue. The consultants noted that the literature identified no seniors housing recommendations specific to Surrey, although it is identified as an issue region-wide.
- One participant suggested removing the potential element "Primary Healthcare for the Homeless." Other participants disagreed and a compromise was made to add the words "other than city centre" to suggest the possibility of additional services (in addition to the one facility that already exists).
- Another participant asked about the absence of "education" as an element. He was advised that it appears in a number of ways in the other issue-areas. He also asked about "measuring things" and was told that this stage of the process was not about "measuring."
- A question was raised about different definitions (age-based) of youth. The consultants identified that different reports used different definitions, and that the elements reflected this.

The nine elements that were selected for this area are:

<p><b>Emergency Shelter Services for Youths <sup>[1]</sup> (year round); Also for Aboriginal Youths</b>                  Low-barrier shelter for youths, up to 30 days. Aboriginal shelter for aboriginal youths is operated and designed by aboriginal people, also up to 30 days.</p>
<p><b>Low Income Housing for the Homeless</b>                  Affordable housing initiatives for the homeless and street-involved.</p>
<p><b>Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults</b>                  &lt;30-day shelters for adults. Aboriginal &lt;30-day shelters operated by aboriginal people.</p>
<p><b>Low Income Housing for Families and Singles</b>                  A housing affordability initiative for low-income families (including single parents) and singles. Also affordable housing development and planning.</p>
<p><b>Supported Housing Programs</b></p>

Supported housing programs for people dealing with addiction, abuse, mental illness & AIDS. No limits on length of stay.
<b>Employment Programs as a Means to Prevent Homelessness</b> Job-finding, and related programs as a means to prevent homelessness. Employment programs for deeply entrenched / multi-barriered homeless.
<b>Service Coordination Responsibilities (1-stop service)</b> Service coordination responsibilities / contact centre for homeless & low income (1 stop services)
<b>Transitional Housing Services</b> Housing services for people reintegrating into mainstream society (30 days – 2 years). Some support provided. Also includes second stage housing for women & children fleeing abuse.
<b>Outreach programs to the homeless, drop-in centres, Youth</b> Outreach programs to identify and support homeless individuals in escaping the street. Drop-in centres to engage with homeless individuals and provide information and access to services. Youth drop-ins and outreach specifically focused on youths.

## Substance Abuse

The comments received were as follows:

- A participant asked about whether a distinction was being made between licensed and non-licensed recovery houses. The consultant responded that for the purpose of this discussion, no distinction was made and recovery houses were simply identified as an issue.
- A participant suggested including pre-natal transmission of HIV/AIDS as an issue. While it was recognized as important, participants did not support adding it to the list of potential elements.
- A comment was made about the inclusion of culturally sensitive services for adults relating to drugs and addiction (rather than just youths as currently identified). It was suggested that a potential element be changed to include adults. The consultants noted that the responsibilities for adults and youths lay at different levels of government and that these elements would be better off separated. An extra element was added, with group agreement.
- Participants agreed that the words “and support” be added to the element regarding pre-natal education.

The five elements that were selected in this Issue Area were:

<b>Alcohol and Drug Treatment for Youths<sup>[2]</sup> (non-residential)</b> Programs to help with substance misuse and addictions for youth (in-school, drop-in, support groups). Includes culturally sensitive Alcohol & Drug treatment for immigrant and aboriginal youths.
<b>Residential Addiction Treatment for Youths</b> Services and facilities for residential-based addiction treatment and substance misuse. 30 days or longer.
<b>Pre-natal Education and Support Programs re: Drug Use</b> Parental education and support programs about drug-misuse and the effects of fetal alcohol spectrum disorder.
<b>Outreach and Support Programs for At-risk and Substance Users</b> Outreach programs to identify and connect with adults at-risk of addiction, or currently suffering from addiction. Support programs to help at-risk and substance users deal with addiction.
<b>Recovery Treatment Services</b> Recovery beds and recovery houses for those dealing with addictions and substance misuse concerns. Long-term recovery housing.

## Crime & Public Safety

The comments received were as follows:

- A question was raised about the element titled 'creating safe public spaces,' and a refinement to 'safe community gathering spaces'. Discussion was inconclusive, and the change was not



- made. The participant noted that it is important to emphasize the idea of creating spaces where community can be fostered... and this is more than just having a 'safe space.'
- A participant suggested adding, "Abuse and Neglect of Seniors' to the list of potential elements, and the group agreed.
    - A report from the Atira women's centre was suggested as a possible reference.
    - A lack of services and advocates for seniors was identified as a significant aspect of this issue
  - A potential element regarding the Blockwatch program is well underway and the element was therefore removed from the list.
  - The city was identified as a leader in the province on creating safe community spaces, but the potential element was not removed due to disagreement.
  - The potential element titled 'Community policing initiatives' was redefined to be "More police on the street"
  - The potential element around 'Initiatives dealing with car theft' led to the agreement that it is an RCMP issue and the group opted to remove it as a priority social service issue.
  - A potential element titled 'Disaster response – social services' was removed with group agreement, as it was felt that that this was already being attended to.

The six elements that were selected in this Issue Area were:

<p><b>Initiatives to Deal with Seniors Abuse</b>                  Developing materials and initiatives to foster security and safety for the elderly – whether living on their own, as part of an extended family, or in a senior's care facility.</p>
<p><b>Initiatives Dealing with Family Violence</b>                  Developing materials and initiatives to foster security for family members in abusive situations – to discourage abusive situations, to mitigate the sense of isolation that it fosters, and to create safe spaces where abusive situations can be reported and action can be taken.</p>
<p><b>Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity</b>                  Initiatives to target gang-related components of organized crime, including ethnic and youth gang activity</p>
<p><b>Peer Support Programs to Deter Crime</b>                  Creating support programs and other prevention-based initiatives, particularly for youth, that create safe pathways for growth and development. Stopping crime before it starts.</p>
<p><b>City Clean-Up Programs (Parks, Buildings)</b>                  Fostering a sense of ownership and pride in public spaces that encourages people to tend to them, to keep them tidy and to aid in beautification initiatives.</p>

## Children & Youth <sup>[3]</sup>

The comments received were as follows:

- Participants questioned which definition of "youth" was in use. The consultants noted that the potential elements reflect whichever definitions are used in the various reports, and that the age is not consistent (18 is used as a cut-off for some agencies and services, while upwards of 29 is used by others).
- Post secondary access and graduation rates were raised as an important local issue. It was not added to the list of potential elements, as there was not full agreement.
- The words 'and attachment issues' were added to the "Counselling & Support Services for Families & Children with Behavioural & Mental Health Issues' with group agreement.
- Mental health services for youths were added as a possible element – participants identified a gap in mental health services for this population.
- A potential element about 'alternative justice programs' was identified as being well underway and was removed as a priority element.
- The group added the words 'including people with special needs' to 'Culturally Appropriate Early Childhood Education/Development Programs' with group agreement.
- Participants discussed the need to add a special needs lens to all of the issues.
- One participant mentioned a broader need for education in the community

The six elements that were selected in this Issue Area were:

<p><b>Counseling and Support Services for Families and Children with Behavioural and Mental Health Issues and Attachment Issues</b>                  Counselling services for families and children to help address and deal with behavioural and mental health issues. Also, counselling and support services to help families deal with attachment issues in children.</p>
<p><b>Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs</b>                  Initiatives to ensure that there are sufficient ECE and ECD programs, that these programs are culturally sensitive and have the capacity to deal with children with Special Needs</p>

<p><b>Programs and Recreation for Youths and Children</b> Sufficient recreational and cultural programs and amenities for youth and children that are accessible and affordable</p>
<p><b>Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming</b> Moving from a fee-based towards publicly funded, affordable child-care programs and services.</p>
<p><b>Creating a Child and Youth Friendly City</b> Fostering aspects of healthy development for Youth and Children – including identity, sense of self-worth, education, recreation and a sense of inclusion</p>
<p><b>Child Poverty Alleviation</b> Initiatives to reduce the incidence and depth of child poverty and assisting families to help combat the effects of poverty on children</p>

**Community Development & Diversity**

The comments received were as follows:

- There was some discussion and clarification about the possibility of combining some of these elements with others in the Children & Youth category.
- Participants had a discussion on the element titled 'Fee Discounts & Waivers (Recreation) for low income families.' The policy already exists, but there was some discussion and disagreement, so it stayed on the list.
- Participants discussed a possible new bylaw dealing with community services- staff clarified that the Council was only looking at the issue of Community Service land use at the moment.
- Community Involvement was discussed, including citizen engagement and participation and the Sustainable Communities Initiative. A new element was added, titled 'Citizen Involvement & Engagement'.

The six elements that were selected in this Issue Area were:

<p><b>Public Transportation and Access</b> Transportation services sufficient to allow access to community services and the city at large – not only for low-income citizens but also the whole community.</p>
<p><b>Nutrition and Food Programs</b> Information services, community kitchens, community gardens, and food banks to assist with food security.</p>
<p><b>Community Economic Development Initiatives</b> Initiatives to stimulate local economic development including grants, lending &amp; leasing programs.</p>
<p><b>Ethno and culturally appropriate services, opportunities and programming</b> Services could include libraries, parks and other city services and programs</p>
<p><b>Life Skills and Educational Training</b> Training opportunities for adults that have not completed high-school</p>
<p><b>Initiatives to Encourage Citizen Engagement With Social Issues and Social Planning Activity</b> Initiatives geared to encouraging citizen engagement with the Plan for the Social Well-Being of Surrey and involving citizens in their communities and at all levels of government</p>

**Additional Reports**

Participants identified a number of reports connected to the five Issue Areas that may be useful in the project. These include a draft Childcare strategy, a document on Child Friendly Cities, a recent report from the Atira Women's Resource Society, and others. Also noted was the Fraser Region Addiction Plan as a valuable resource.



# INTER-OFFICE MEMO

TO: **Mayor and Council**

FROM: **Manager, Long Range Planning and Policy Development**

DATE: **February 3, 2005** FILE: **5080-00**

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RE: **Social Well-Being Plan - Social Service Inventories and Responsibility Matrices**

This is to advise Council of five upcoming open houses/workshops for the Social Well-Being Plan for Surrey Residents (the "Plan"). We are now able to provide you with the social service inventories and social responsibility matrices which have been developed by the consultant (SPARC BC) for each of the elements (sub-issues). The social service inventories and responsibility matrices will be the basis of discussion at the open houses/workshops and will provide the basis for the development of the final Gap Analysis and Responsibility Matrix, the first two aspects of the Plan.

The social service inventories are an attempt to create a comprehensive list of the social programs and services currently available to Surrey residents under each of the selected social elements (sub-issues) included in the Plan. At the same time, the Social Responsibility Matrices document the type and level of responsibility of the various levels of government and community organizations in meeting the needs of Surrey residents under each of the selected social elements.

A copy of the full set of social service inventories and responsibility matrices are provided in the attached binder. In the binder, the social service inventories (on yellow paper) and matrices (on white paper) are organized according to the five key issues areas and in the order in which the workshops are scheduled to take place over the next two weeks:

- Housing and Homelessness – February 8, 2005, Whalley Legion Hall
- Substance Abuse and Addictions – February 9, 2005, Surrey Conference Centre
- Children and Youth – February 10, 2005, Newton Athletic Park Pavilion
- Community Development/Diversity – February 15, 2005, Surrey City Hall
- Crime and Public Safety – February 16, 2005, Cloverdale Legion Hall

A copy of the notice for the workshops, including dates, times and venues is attached to this memo for your information and reference. A copy of the agenda for the workshops is also provided.

The purpose of the workshops is to receive input from Surrey residents, social service providers and government agencies with respect to:

- (a) The completeness and accuracy of the social service inventories and any additions or deletions; and
- (b) Gaining an understanding or assessment as the unmet needs (gaps) in services to residents in each of the selected elements.

It is an objective of the Plan to provide an understanding of the mandated responsibilities of each level of government, and of non-government agencies, and to ensure that all levels of government fulfil their mandated roles in the delivery of services.

Information on the workshops and copies of the social inventories and responsibility matrices are available on the City's website, by making the following selections:

[www.city.surrey.bc.ca](http://www.city.surrey.bc.ca)

"Living In Surrey"

"Community Development"

"A Plan for the Social Well-Being of Surrey Residents"

The results of the workshops, including revisions to the social service inventories and responsibility matrices, will be incorporated into a report by the consultant and staff, for Council's consideration in early March, 2005. You are welcome to attend one or more of the workshops and if you have any questions or suggestions for the social service inventories and matrices please advise.

*Original signed by*

Judy McLeod

Manager, Long Range Planning & Policy Development

JMcL:saw

Attachments:

Plan for the Social Well-Being of Surrey Residents – Notice of Open Houses/Workshops

Agenda for Workshops

Binder – Draft Social Services Inventories and Social Responsibility Matrices

cc City Manager  
City Clerk

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**Plan for the Social Well-Being of Surrey Residents:**

**Gap Analysis**

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**Submitted April 26, 2005**

**SPARC BC  
(Social Planning & Research Council BC)**

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## **Executive Summary**

In August 2004 the City of Surrey retained the Social Planning and Research Council of BC (SPARC BC) to undertake research for the preparation of a Plan for the Social Well-Being of Surrey Residents. The plan focused on a preliminary list of five key issues areas:

- Housing and Homelessness
- Substance Abuse and Addictions
- Crime and Public Safety
- Children and Youth
- Community Development and Diversity

A considerable amount of previous research had already been undertaken in these areas. SPARC BC was assigned the task of reviewing and synthesizing the available literature, and determining key sub-issues (elements) on which the City could focus. SPARC BC was also contracted with the task of preparing a social responsibility matrix that looked at the various levels of community and governmental jurisdiction attached to each element. SPARC BC's work further included the compilation of an inventory of existing social services for each element, and a gap analysis that outlined areas of perceived shortfall with the elements. The results of the gap analysis constitute the present report

The basis of the gap analysis was a series of six public consultation workshops that were held in February 2005. One consultation was held for each of the five issue areas, and an additional 'youth only' workshop was held that looked specifically at elements relating to youths and youth issues from all five issue areas. Details on the methodology of the workshops as well as the perceived areas of shortfall in each Issue Area are contained in the complete Gap Analysis report.

### ***Among the key findings from the Gap Analysis...***

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#### ***Housing and Homelessness***

- There are currently no readily accessible shelter beds for youth, the consensus for the appropriate amount of youth beds needed ranged between 25 – 50 beds
- There is an estimated need for approximately 100 additional year-round beds for adults, in addition to changes in the business-licensing bylaw that would allow the Gateway shelter to be opening year round

- There appears to be a significant gap in purpose-built affordable housing, Approximately 5,000 additional units are needed to address the gap at this time. The estimated gap is similar to the recent Stats Canada census data
- It was suggested that approximately 200 supportive housing units were required for persons with concurrent disorders (mental illness and addiction)
- There is a need for approximately 300 additional transitional housing units, including approximately 25 units for aboriginal persons, 50 – 100 units for young women leaving the sex trade, and 40-50 units for adult men and women. The need for units for youths and culturally appropriate/specific units were also identified
- Pre-employment programs require additional capacity to reduce current long wait lists; there is also a need to increase awareness and education about available programs
- Participants reported a lack of programs specific to homeless men and women experiencing personal and health related challenges
- There is need for a one-stop service/information resource including outreach services to build awareness of available programs for person on low-income, at risk of losing shelter
- Areas of shortfall exist with after-hours services, and particular for after-hours youth drop-in centre and outreach services
- Common to all gaps is the need to consider the requirements of different sub-groups within the homelessness population, and that new services or beds are distributed and accessible in other parts of the City, not just one community

#### *Substance Abuse and Addiction*

- There is an estimated need for approximately 140 youth beds in Surrey and approximately 500 for the Fraser Health Region
- Participants expressed concern about the absence of regulations for recovery houses to ensure a minimum level of service to residents; concerns were also voiced about the absence of capital and operating funding for recovery houses to meet specific requirements
- More treatment and recovery services are needed for women and families. Also, more public education is required about recovery houses and their role in the treatment of addictions
- Participants suggested that more services are needed for substance abuse counseling, services/treatment linked with education, and drug abuse prevention programs designed and implemented with a youth perspective.
- There is a need to address current wait lists (six weeks to two months) for existing prenatal education and support programs, as well as a need to extend the postnatal support period, and to provide supportive housing for pregnant women
- Participants identified a gap in outreach and support programs for at-risk and substance users that work a) with women and men in the sex trade in Surrey, and b) assist gambling addicts.

#### *Children and Youth*

- It was suggested that there was a significant shortage of in-patient beds for youth with mental health issues, an estimated 20 additional beds required. Other gaps were identified in early intervention and family counseling services
- Participants commented on a lack of awareness by many residents, especially new immigrant families, of existing childcare and early childhood development programs.
- There is a specific gap in childcare and early childhood development for families with seasonal workers
- There is a related need to ensure equitable opportunities for programs and recreation services for children and youth throughout the City, both in the geographic and economic sense. Opportunities exist for more recreation programs that are responsive to the specific needs of Surrey's diverse population, including ethno-specific programs for children, youth and families
- It was reported that there is a critical shortfall in senior government funding to achieve affordable and accessible childcare, early childhood development and education services. Such services require extended hours, ethno-specific and ESL childcare programs and services
- Participants commented on the need for resources to identify the urban design, policies, community service and processes that help advance the development of a “child and youth friendly City”
- To prevent youth from ‘falling through the cracks’ it was suggested that there is a need for temporary shelter for youth that is accessible without Ministry referral, as well as other forms of assistance for teens considered too old for Ministry support
- There is a perceived lack of advocacy by municipal government to champion the issues/problems related to child poverty and the long-term impact on child/adult development with senior levels of government

### *Community Development and Diversity*

- Insufficient public transit services were identified as a major gap, and covered many aspects including lack of services and intercommunity connections and poor coordination with services outside of Surrey.
- There is a lack of sufficient and coordinated HandiDart services that result in limited options for persons with disabilities. Other transportation gaps include taxis equipped with baby car seats, more park-and-ride services, and better signage for the municipal roadways
- There is a need to ensure sufficient capacity of food banks and food/nutrition programs, the need for affordable meal programs and for ethno-specific food service options
- Participants reported a lack of municipal support and networks for home-based businesses and lack of support for entrepreneurialism
- Opportunities to create banking services for low income persons were also identified
- There is a need for more culturally sensitive approaches to service delivery and greater promotion of the benefits of cultural and ethnic diversity within municipal programs and services
- Opportunities exist for need for life skills programs, supported education and employment, particularly for persons with learning disabilities and mental health concerns
- It was suggested that there is a need for more initiatives and processes to increase citizen participation in addressing social issues

### *Crime & Public Safety*

- Participants identified a need for focused outreach and dissemination of materials on elder abuse, especially to immigrant and ethnic communities
- There is a need for additional/renewed funding to women's centers and legal aid societies
- Participants recommended better use of existing community resources (i.e. BlockWatch) and better coordination and information exchange between community organizations and agencies dealing with crime (including gang activity) and crime prevention
- It was suggested that more free or low-cost recreational opportunities for youth, (including ethno-specific youth services) would help in the reduction of petty crime and vandalism
- Participants also reported on a need for public education on clean-up issues and civic pride, as well as additional resources for existing programs to facilitate significant clean-up projects

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## **Introduction**

In Spring, 2004, the City of Surrey identified a number of “significant issues... that are affecting, or have the potential to affect, the social well-being of components of the City's population.”<sup>[4]</sup> The City also decided that while a number of plans and policies were in place to address aspects of these issues, no single platform focused directly on the ‘social well being’ of residents. Based on that information, Council then decided to develop a ‘Plan for the Social Well-Being of Surrey Residents,’ that would “act as the basis for the City's future actions in key areas.”<sup>[5]</sup>

The purpose of this stage of the plan is threefold. First, the plan will provide deeper understanding of the mandated social responsibilities of each level of government, as well as the community service sector. This goal would be met through the development of a Social Responsibility Matrix which outlines the responsibilities and roles undertaken by each government and agency for each of the topics explored in the Plan.

The second goal is to develop an understanding of the social service priorities of Surrey residents, and identify specific gaps in service and program provision. In order to accomplish this, an inventory of services on each of the social service element topics would be developed, followed by a series of consultation workshops with stakeholders and citizens of Surrey.

The development of the Social Well Being Plan is divided into two stages. The first stage consists of the Social Responsibility Matrices, the Social Service Inventories and the Gap Analysis. The second stage of the plan will involve the development of an Implementation plan based on the information developed. This report represents the completion of the first stage of the plan.

## **Issue Areas**

Given the immense complexity of social issues and influences that can affect the social well being of Surrey residents, Council decided that the Plan would focus on five key issue areas:

- Housing and Homelessness
- Substance Abuse and Addictions
- Crime and Public Safety
- Children and Youth
- Community Development and Diversity

It is important to note that this is not a final list. As time and resources allow, the Plan could be expanded and adapted to address other issue areas.

SPARC BC was contracted by the City of Surrey to implement a research and community consultation process in order to develop the Social Responsibility Matrices and Gap Analyses in the first stage of the Plan. SPARC BC is a non-profit research and consulting organization, with over 35 years of experience in community development and policy research projects.

## **Social Service Elements**

Each of the issue areas under consideration in the development of the Plan has an enormously complex range of contributing factors, programs and services. In order to ensure the Plan is a useful and actionable tool, it was essential to identify and prioritize a limited number of social service elements. The consultants recommended that a maximum of thirty social service elements across the five issue areas be selected.

Within the Social Well-Being Plan, a social service element is loosely defined as including a population group, a service type and, where appropriate, a locality or neighbourhood. These filters were used to help keep the scope of the Plan manageable and to ensure that the subsequent matrix/matrices and gap analysis that are produced are concrete, applicable and relevant.

## **Process & Methodology**

As noted above, a large number of research papers, reports and studies have been done in Surrey, all of which identify or seek to address some aspect of the social well being of Surrey residents. One of the primary goals of the Plan is to bring that research together into a useful and easily accessible reference tool for advocacy and planning. In order to accomplish that goal effectively, the project methodology consisted of three distinct stages.

### **Stage 1: Literature Review & Social Service Element Selection**

The first step of the project involved a comprehensive review of all previous research and reports that related to the five issue areas in Surrey. The goals of the literature review were twofold. The first goal was to identify all of the potential social service elements for further development in the Plan. The second goal was to develop a preliminary understanding of the priority needs and issues Surrey currently faces, and methods that have been proposed to address these needs.

On the completion of the literature review, a preliminary list of ninety-four potential social service elements was developed. On October 27<sup>th</sup>, 2004, the preliminary list was explored in a focus group with City of Surrey staff and a broad group of key community stakeholders (i.e. social service agencies, health officials). The focus group discussed and prioritized the potential elements, ultimately settling on a total of thirty-one social service elements that would be the focus of the Plan in this iteration. For the preliminary and final lists of social service elements, see Appendix D.

### **Stage 2: Social Responsibility Matrices and Social Service Inventories**

The second stage of the project built upon the finalized list of social service elements. Social responsibility matrices and inventories were developed for each of the elements.

#### **Social Responsibility Matrices**

Social responsibility Matrices outline the responsibilities of each level of government involved in a specific social service element. They also identify the responsibilities of the community service sector and other potential interests (i.e. foundations, business groups, public advocacy groups, health authorities). The purpose of the matrices is to function as a reference tool for the action plan. [\[6\]](#)

Responsibilities have been divided into three general categories:

- **Planning** – Involving the coordination, participation and development of planning for services in a community. The form of planning processes may vary significantly, depending on the type of project or program. For example, planning for the construction of a facility is significantly different than planning for recreational services within existing facilities.
- **Construction & Siting** – This category includes responsibilities for financing and organizing construction of new facilities as well as identifying locations and siting for specific programs
- **Operations** – The day-to-day operation of the social service in question.



Each general category is further subdivided into three responsibility categories:

- **Legislative** – Legislative responsibility identifies when a government has either specific responsibilities in an area, or has assumed some role in addressing a specific social element
- **Financial** – Financial responsibility outlines financial obligations of each government or agency, including roles various levels of government have voluntarily assumed.
- **Implementation** – Implementation responsibility identifies the varying degrees of responsibility for actual implementation of the planning, construction or operations of programs.

Each level of government or service agency has differing scope of responsibilities in each area. Scope of responsibility is represented in the following categories:

- **Primary responsibility** – A specific agent has the primary responsibility for this aspect of the element. For example, provincial governments have the primary responsibility for the creation and operation of homeless shelters, though they often delegate day-to-day implementation to a community service agency.
- **Secondary responsibility** – Differing agents share responsibility for this item. Due to the overlapping and varying nature of many governmental responsibilities, this term is necessarily vague. A government or agent with secondary responsibility has a role in addressing the issue, but is not primarily responsible.
- **Limited responsibility** – The government or agent has limited involvement and responsibility for the item. Often they take on a small or contributing role, but they are not directly responsible for the provision or planning of services.
- **None or Not Applicable (N/A)** – The agent has no responsibility for this item (i.e. Community groups have no legislative responsibilities).

The tables identify appropriate Ministries or agencies when that information is readily available. The overlapping nature of many social service responsibilities indicates potential for partnerships and collaboration to address social needs, though overlaps may also be contentious.

**Champions** - Each level of government, as well as the various community agencies and programs have a range of responsibilities. Due to the complexity of social issues, and the many demands on the attention and funds of every level of government, many responsibilities are not fully assumed without outside pressure. The pressure can come from any other level of government, or from the community. These 'champions' would advocate for the responsible parties to address an identified need for services or programs.

**Responsibilities vs. Roles** - Significant confusion exists about the difference between the responsibilities of a government or agency, and the roles that each can play in addressing social needs. This is a particularly challenging issue in Canada, where the Constitution delineates various overlapping responsibilities between the federal and provincial governments. The situation is further complicated with the inclusion of municipal governments, which are delegated a range of responsibilities by their respective provinces.

For example, the provincial government is primarily responsible for the provision of youth shelter services. However, the federal government has chosen to involve itself in addressing homelessness through various approaches and funding initiatives. Homelessness ultimately occurs in municipalities, and municipal governments have zoning, land-use and bylaw considerations. The municipal government also has a direct interest in ensuring that measures are taken by senior levels of government to address homelessness, which could include the provision of shelter services. A result of this confusion is that the roles of each government are not clear. However, the primary responsibility for a given social service element is normally clear, and the Social Responsibility Matrices seek to identify and outline the various roles of the other governments and agencies involved.

#### ***Social Service Inventories***

A range of services and programs already exist in Surrey for each of the social service elements. In order to identify the most effective way to enhance the social well-being of Surrey residents, it is essential to first determine what specific programs exist, then identify gaps and shortfalls in needed services. To that end, social service inventories were developed for each of the thirty-one elements.<sup>[7]</sup> These inventories outline the existing services, what programs they provide, the populations they serve, and the contact information for service providers.

#### ***Stage 3: Gap Analysis of Social Service Elements***

The third stage of the research was comprised of a series of six public consultation workshops that were held in February, 2005. One consultation was held for each of the five issue areas, and an additional 'youth only' workshop was held that looked specifically at elements relating to youths and youth issues from all five issue areas. The consultations had three main functions – improving and affirming the inventory, identifying service gaps and areas of shortfall within each element, and building public awareness of the Social Well-Being Plan. A service gap is defined as the amount and type of service required to meet the needs for that element. The results of the gap analysis constitute the present report.

#### ***Consultation Process***

At each consultation, a set of large boards with each of the social service matrices and inventories were displayed – one set for each of the elements being discussed. An open house process gave participants the opportunity to suggest additions to the inventories, identify any programs that were in the process of closing down or starting up, and point out any inaccuracies.

After the open house portion of the consultation was completed, the participants took part in a facilitated discussion on each social service element. First, the existing inventory was confirmed to be accurate, and any further additions or subtractions were made. Second, participants discussed 'what else is needed' to meet the needs for each element. Ultimately a degree of consensus would be reached, and the participants would repeat the process with the next element. The completed gap analyses are provided in the remainder of this report. The full notes of each of the discussions are available in Appendix E.

## **Housing & Homelessness**

Housing is a complex issue, and a wide range of concerns and social impacts arise when people are unable to access adequate housing. Directly and indirectly, homelessness is linked to poverty, addiction, mental illness, property crime, prostitution and a host of other health and safety issues in the community. Effective strategies to address and prevent homelessness may be able to minimize its human cost, as well as many economic and social impacts.

### **Process**

Housing and Homelessness was identified as one of the five key social Issue Areas for this report. Not surprisingly, a large amount of previous research has been done on the topic in Surrey. The first stage of the project included an extensive literature review of all previous housing and homelessness related research done in Surrey, to ensure that the Social Responsibility Matrix and Gap analysis would build on work already completed, and provide the most useful and accurate information possible. The literature review identified a total of fifteen possible Housing and Homelessness social service elements to be developed in the Social Well Being Plan.

On October 27<sup>th</sup>, a focus group was held with a group of community leaders, social service agencies and government representatives to narrow down the list of social service elements (for all five Issue Areas).<sup>[8]</sup> As a result of the focus group, thirty-one elements were selected, nine elements of which are in the Housing and Homelessness Issue Area.

Each of the nine selected elements was then explored in depth, to develop an Inventory of existing services in Surrey.<sup>[9]</sup> These inventories were then used as a reference in the Housing and Homelessness public consultation workshop on February 8<sup>th</sup>, 2005 in which 57 participants provided input. The elements that related to youths and youth issues were also explored in a youth specific workshop on February 21<sup>st</sup>, 2005. One of the purposes of these workshops was to develop a gap analysis which outlines the perceived needs and scope of needs for each element.

## **Gap Analyses**

### **Emergency Shelter Services for Youth; Also Aboriginal Youth**

*Low Barrier Shelter for Youths up to 30 days. Aboriginal shelter for aboriginal youths is operated and designed by aboriginal people, also up to 30 days.*<sup>[10]</sup>

#### ***Current Inventory***

At present, there are no youth emergency shelter services available to the general population in the City of Surrey. There are a small number of beds at a highly specialized program for short-term stabilization, assessment and support services, operated by Pacific Community Resources. Servants Anonymous Society Surrey also operates 12 short and longer-term emergency beds for young women escaping the sex trade, though these beds are more appropriately defined as longer-term transition housing.

#### ***Issues***

The consultation process identified a number of key issues and gaps around the topic of emergency shelter for youths. These reflect two key issues in the provision of shelter services – how many beds should be available, and for what sub-populations. This is consistent with tensions across the region between population specific/appropriate emergency shelters, and the need for shelters that serve a broader group.

#### ***Gaps***

It was reported that the absence of low barrier youth shelter beds, serving a range of sub-populations, is a clear gap in the Surrey area. Previous research suggested this need, and the consultation process served to emphasize the urgency of this gap. Consultation participants estimated the scope of the gap in services to be between 15 and 100 beds, with the consensus being between 25-50 youth shelter beds across the in Surrey. Of particular importance in both the broad public consultation and the youth consultation was the need to spread emergency shelter services around the city to ensure the need is met in each neighbourhood of the City.

#### ***Populations***

It was identified in previous research, and confirmed in the consultation process, that any beds created in Surrey will need to be focused on a variety of populations. In many cases, members of vulnerable populations do not feel safe accessing 'mainstream' services, and to effectively address the service gap it will be important to address those concerns. Beds for young men and women, GLBTQ (Gay, Lesbian, Bisexual, Trans-gendered and Questioning) youths, youths with mental health and dual diagnosis issues, and aboriginal specific youth beds need to be created to meet the needs of these populations. Also identified in previous research is a need for shelter beds appropriate for young women with children.

### **Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults**

An emergency shelter provides short-term housing for people who are homeless. Clients can usually access a shelter for up to thirty days, beyond which they will move into longer-term housing. In the case of shelters serving aboriginal homeless persons, cultural awareness is necessary, and shelters operated and staffed by aboriginal people are preferred.

### ***Current Inventory***

At present, there are 45 year-round emergency shelter beds for adults in Surrey. Of these, 10 serve single women and women with children who are homeless and/or without resources (Sheena's Place), while the remainder (at Hyland House) serve adult men and women. An additional 36 beds exist at the Gateway Shelter, but they are only open between November and March of each year due to the zoning and business-license by-law restrictions on the site. Both Hyland House and Sheena's place require referrals from the Ministry of Human Resources, which can restrict access.

### ***Issues***

There are no minimum barrier shelter services for adults in Surrey between the months of March and November. Previous research, as well as the public consultations, identified a need to ensure that minimum barrier shelter beds are open year round in Surrey. It was suggested that this could mean opening the Gateway shelter beds for the rest of the year in Whalley, and adding additional beds in the rest of the city.

### ***Gaps***

Participants at the public consultation estimated that 100-500 emergency shelter beds were needed for adults needed in Surrey. The majority of consultation participants were supportive of approximately 100 beds, in addition to opening the Gateway shelter beds year round. Of particular importance was a need to ensure that new shelter services are opened in all neighbourhoods of Surrey, including Cloverdale, South Surrey, Guildford, Newton and Fleetwood.

### ***Populations***

The consultation process underlined a need for some shelter beds to serve specific populations, including low barrier shelter beds for crystal methamphetamine users, beds for homeless persons with mental health issues, and shelter beds for adults with children (families).

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### **Low Income Housing for the Homeless, also Families and Singles** <sup>[11]</sup>

*Housing affordability initiative for low income families (including single parents) and singles, also for the homeless and street involved. Also affordable housing development and planning.*

Affordable housing is low-cost housing available to persons with low-income who are at risk of homelessness, or in 'core housing need.' Generally, persons or households who spend more than 50% of their total income on housing are considered to be 'at-risk' of homelessness (in 'core housing need'). Affordable housing initiatives can include subsidized rental housing, co-operative housing and other programs.

### ***Current Inventory***

Currently, there are 4,019 affordable housing units in Surrey. These include 1304 family units, 1335 seniors units, 1039 mixed housing units, 155 Urban Native units, and 186 that serve other populations.

### ***Gaps***

Consultation participants agreed that affordable housing is a significant gap in Surrey. In other research, Statistics Canada estimates that 4085 renter households are 'In core housing Need and spending At Least Half' of their household income for shelter in Surrey. <sup>[12]</sup> Participants expressed strong support for the creation of additional affordable housing units in Surrey, and many cited excessively long wait-lists (of over 2 years) for existing housing as a significant service gap in the city.

Estimates of the scope of the gap ranged from 500-60,000 units, though most suggestions were closer to 5,000, which is very close to the INALHM number of households in core housing need. Any additional units created would need to serve a variety of populations, including homeless youths and adults, families, single adults and people with disabilities. Other comments identified a need to spread the affordable units across Surrey, and not to concentrate them in one area, creating a 'slum'.

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### **Supported Housing Programs**

*Supported housing programs for people dealing with addiction, abuse, mental illness and AIDS. No limits on length of stay.  
(Note: Recovery houses are addressed in the Substance Abuse & Addiction Issue Area)*

Supported Housing programs provide additional services and supports (beyond simple housing) to help people who need extra assistance to live in the community. There is usually no limit on the amount of time a person can stay in a supported housing facility. Supported housing usually help people address issues such as mental illness, addiction, AIDS or other concerns in a stable and supported environment. This gap analysis focuses on supported housing for adults.

### ***Current Inventory***

Current estimates indicate that approximately 130 units of supported housing exist in Surrey, most of which are targeted to serve persons with mental illness. These include 8 spaces at Sandell house (Options), 12 congregate care homes with Surrey mental health services, 35 Supported Independent Living Units (SIL) and 23 Bridge Units with White Rock South Surrey Mental Health, and approximately 50 other SIL units in other parts of the city.

### ***Gaps***

Participants in the public consultation supported the creation of more supported housing units in Surrey. Estimates of the size of the gap varied, but most agreed that approximately 200 additional supported housing units are presently needed in Surrey, serving persons with mental health and other issues. A particular need for supported housing targeting people with concurrent disorders (mental illness & addiction) was identified.

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### **Transitional Housing Services**

*Housing services for people reintegrating into mainstream society (30 days – 2 years). Some support provided. Also includes second stage housing for women & children fleeing abuse.*

Transitional housing services provide supports to people moving from homelessness into permanent housing. In many cases, and particularly for people who have been homeless for a long time, they need the extra supports and stability to successfully re-engage with the community. Transitional housing is sometimes called 'Second Stage' housing, and is usually time limited for a period of up to 2 years, depending on the individual needs of the clients. It is often combined with counselling, crisis response, employment assistance and other services. Residents generally move into stable, permanent housing after leaving transitional housing.<sup>[13]</sup>

### ***Current Inventory***

At present, 43 units of transitional housing exist in Surrey. These include 11 units for women and children at the Koomseh Second Stage program of Atira Women's Resource Society, which are focused on women coming out of first-stage transition homes. A further 20 transitional housing units for adult men and women are available at Options' Hyland House, and 12 transitional units for young women leaving the sex trade are available at the Servants Anonymous Society. Aside from the units at Servants Anonymous, no youth-specific units exist in Surrey.

### ***Issues***

The consultation process identified a number of issues around the provision of transitional housing services in Surrey. Participants recognized a strong need for transitional housing services, for a variety of populations.

### ***Gaps***

Participants estimated that approximately 300 additional units of transitional housing are needed in Surrey, spread out through the various neighbourhoods.

### ***Populations***

Of the 300 units that were recommended, population specific service needs include approximately 25 aboriginal specific transitional housing units, as well as 50-100 additional transitional units for young women leaving the sex trade. Also needed are approximately 40-50 additional units for adult men and women, the creation of youth units, and some culturally appropriate or specific units for the Indo-Canadian community.

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### **Employment Programs as a Means to Prevent Homelessness**

*Employment programs provide a continuum of services, including resume support, job search training, career planning and pre-employment training. In many cases, employment programs are privately operated, with funding from either the provincial or federal governments.*

### ***Current Inventory***

Currently, a wide range of employment programs exist in Surrey, which are identified on the Lower Mainland Employment Resources website, at <http://lmer.ca>. These include programs for youths, aboriginals, women, persons with disabilities and others.

### ***Issues***

A large number of programs exist to help people move into employment. These include referral-based and self referral programs. Location of programs and transportation availability are a factor in the accessibility of the programs. Several programs are open to anyone legally allowed to work in Canada, but homeless and at-risk persons may not be aware of them.

### **Gaps**

Consultation participants identified specific gaps in employment services around the provision of pre-employment programs. One service provider noted a 200 person waitlist for their pre-employment program. Participants noted a particular need for multi-barriered homeless men and women (those facing a combination of challenges, such as low-income, low-education, mental-health or disability concerns, addiction issues and other barriers). Some service providers suggested that programs are defined by the goals of the funders, which preclude the service providers from directly meeting some of the specific needs of some clients. Participants also identified a need for more awareness of the currently available programs.

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### **Service Coordination Responsibilities (1 stop-service)**

*Service coordination responsibilities/contact centre for homeless & low income (1 stop services)*

A need for one-stop service coordination was identified at the October 27<sup>th</sup> community consultation. At present, no such service exists serving all of Surrey, although Crescent Beach Community Services, in partnership with Peace Arch Community service and the Ministry of Children and Family Development operate a one-stop program serving South Surrey. In other ways, the Surrey Housing and Homelessness task force provides some coordination and planning, but does not in itself function as a one-stop service provider.

The public consultation on this topic confirmed the need for one-stop services and information provision in Surrey. This service would need to be available in every neighbourhood in Surrey, and have an outreach component to build awareness of available programs.

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### **Outreach Programs to the Homeless, Drop-in Centres, Youths**

*Outreach programs to identify and support homeless individuals in escaping the street. Drop-in centres to engage with homeless individuals and provide information and access to services. Youth drop-ins and outreach specifically focused on youths.*

Outreach programs seek to identify and contact people who are homeless, and connect them to the services and programs they need to escape the streets. Usually, outreach workers focus on a specific population, such as youths. Drop-in centres provide a safe place for people to rest, and usually some forms of recreation. In many cases, drop-in centres have outreach workers who engage with clients on-site. Drop-in centres usually serve specific populations in an effort to ensure that people feel safe while visiting (i.e. a female youth may not feel safe at a drop-in that serves adult homeless men).

### **Current Inventory**

A number of drop-in and outreach programs exist in Surrey. These include the Front Room and Surrey Street Youth Services, operated by the South Fraser Community Services Society. The Surrey Aboriginal Cultural Society operates the K'la-how-eya Cultural Centre, which has a drop-in centre for homeless youths. Pacific Community Resources Society delivers a range of youth services, including outreach programs. Métis Family Services operates a drop-in centre for people of Métis origin. South Fraser Women's Services operates a drop-in and resource centre for women and children. Also there are a number of City of Surrey youth centres, including the Cloverdale Youth Centre, the South Surrey Youth Centre, the Whalley Youth Centre, the Fleetwood Community Centre and the Newton and Guildford Youth Centres, all of which offer some form of drop-in recreation programs.

### **Issues**

The Community consultation identified a few issues that relate to the development and operation of outreach and drop-in programs in Surrey. A need for outreach services 'after-hours' was identified (like the Dusk to Dawn program in Vancouver), as well as a need to ensure that services are delivered throughout Surrey, rather than concentrated in one neighbourhood.

### **Gaps**

Consultation participants identified a need for after-hours services, and particularly an after-hours youth drop-in centre and outreach services.

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## **Substance Abuse & Addiction**

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Substance abuse and addiction are significant issues in every community, and have been identified as a priority Issue Area for the Surrey Social Well Being Plan. Addiction links with a variety of other social issues, including homelessness, poverty, mental illness and crime. Programs to mitigate substance abuse and addictions, and to provide treatment where possible, can minimize the human and economic costs for Surrey.

### **Process**

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Substance Abuse and Addiction was identified as one of five Social Issue Areas for the Social Well Being Plan. Substantial research has been done on this topic in Surrey, which provides significant insight into the priority needs and issues. The first stage of the project involved an extensive literature review of all previous substance abuse and addiction research done in Surrey, to ensure that the Social Well Being Plan would build on existing knowledge, and work with the most accurate and relevant information. The literature review identified a total of eighteen possible substance abuse and addiction social service elements.

On October 27<sup>th</sup>, a focus group was held with a group of community leaders, social service agencies and government representatives to narrow down the list of social service elements (for all five Issue Areas).<sup>[14]</sup> As a result of the focus group, thirty-one elements were selected, five of which are in the substance abuse and addiction Issue Area.

Each of the nine selected elements was then explored in depth, to develop an Inventory of existing services in Surrey.<sup>[15]</sup> These inventories were then used as a reference in the Substance Abuse and Addiction public consultation workshop on February 9<sup>th</sup>, 2005 in which 27 participants provided input. The elements that related to youths and youth issues were also explored in a youth specific workshop on February 21<sup>st</sup>, 2005. One of the purposes of these workshops was to develop a gap analysis which outlines the perceived needs and scope of needs for each element.

## Gap Analyses

### **Residential Addiction Treatment for Youths**

*Services and facilities for residential based addiction and substance misuse treatment - 30 days or longer.*<sup>[16]</sup>

Residential addiction treatment facilities include short-term detox and longer-term residential addiction programs. These programs provide counselling and other forms of recovery treatment to youths in need of a residential treatment setting to address their addictions.

### ***Current Inventory***

Currently, a total of 28 residential treatment beds exist in Surrey, that specifically treat youths. A further 6 are in the process of being developed by the Fraser Health Authority. Of the current 28 beds, The Pacific Legal Education Association has 16, 7 for young women at the Daughters and Sisters program, and 9 for young men at the Waypoint Substance Abuse Treatment Program, all of which require a referral by a Probation Officer or Drug Counselor to access. Servants Anonymous Society Surrey provides 12 beds to young women leaving the sex trade<sup>[17]</sup>

### ***Issues***

Consultation participants identified a few important issues related to the topic of residential treatment for youths. At present, unless a youth is involved in the criminal justice system, there is very little available. One participant described sending youths to other parts of the province (Vancouver, Terrace, and Prince George) to receive treatment, which is away from their family and social support systems. Importantly, when a youth seeks treatment and is unable to access it, the opportunity to help the youth escape addiction has often been missed.

### ***Gaps***

Consultation participants estimated the demand for youth residential treatment beds in Surrey at approximately 140, and a total of approximately 500 beds in the entire Fraser Health Authority.

### ***Populations***

Of the beds created, a small number would need to serve young parents with children. Residential treatment would need to serve young men and young women, likely in separate facilities.

### **Recovery Treatment Services**

*Recovery beds and recovery houses for those dealing with addictions and substance misuse concerns. Long-term recovery housing.*

### ***Current Inventory***

At present, a large number of recovery treatment services exist in Surrey. While some of these are licensed and well known, such as the Phoenix Drug & Alcohol Recovery and Education Society Centres, many others are unregulated and unlicensed. As such, it is difficult to identify exactly how many of these services are in operation at any given time. What is known is that the majority of recovery treatment services and homes are open to men, with a few serving women. Some serve specific populations, including aboriginal people.

### ***Issues***

The consultation process identified significant issues relating to the regulation and operation of recovery houses. Since many of them operate 'under the radar' and unlicensed, it is difficult to

enforce any safety or operating standards. However, the cost of meeting licensing standards mean that many existing recovery houses would be unable to operate. In many cases, this would create a significant gap in services, more so that already exists. Consultation participants noted that a workable, licensed model requires at least 10 residents, while bylaws and regulations prevent operating at that level.

As a result of this confusion, there is no base set of operating standards for most recovery houses. This leaves many outreach and counselling services in a difficult position, as they do not have a means to determine which programs would be appropriate for referrals. It also constitutes a safety risk.

### ***Gaps***

Consultation participants identified the absence of recovery home regulation, in conjunction with the lack of appropriate capital and operating funding, as a significant gap. A further gap exists around a need for public education about recovery homes and their role in the treatment of addictions.

### ***Populations***

Consultation participants identified a specific need for recovery treatment facilities for women and families.

### **Alcohol & Drug Treatment for Youths (non-residential)**

*Programs to help with substance misuse and addictions for youths (in-school, drop-in, support groups). Includes culturally sensitive alcohol & drug treatment for immigrant and aboriginal youths.*

Non-residential treatment programs include counselling, support groups and other programs for youths who do not require residential treatment to address their addictions. These programs can exist independently, within the school system, or as a part of other programs such as drop-in centres.

### ***Current Inventory***

Currently, nine alcohol and drug treatment programs for youths are operating in Surrey, as well as a small number of other programs that support relapse prevention while providing other services (such as the Servants Anonymous Society ASK Learning program). These programs include the Pacific Community Resources 'Astra youth Addictions Outreach Program', which provides treatment and support to youths aged 13-18. Also provided in Surrey are school-based prevention programs (focusing on late elementary and secondary students), addiction services at Surrey North and South Integrated Youth Services, Progressive Intercultural Community Services Society, and the Surrey Delta Immigrant Services Society. Jackson-Murray Consultants Inc. provides the C.H.A.N.G.E. program, which focuses on juvenile and adult offenders. The Fraser Health Authority provides a range of mental health and addictions services as well.

### ***Issues***

Consultation participants identified transportation barriers as a substantial issue for youths seeking to access non-residential addiction treatment. Youths generally do not have a network of people with vehicles to access or borrow, and the vehicles to which they do have access are often controlled by unhealthy people in their lives. At the same time, the bus is expensive for a person living in poverty, and taxi service is out of reach entirely. One participant framed the issue in this way: "If bus passes are not provided, youths cannot attend programs, even if they want to."

### ***Gaps***

In the continuum of addiction services for youths, consultation participants identified residential treatment as the more urgent priority. However, participants noted that current service levels are not yet sufficient to meet demand for non-residential treatment either. At present, youths seeking addiction and substance abuse counselling face a minimum two-week wait, which may reduce the success rate.

### ***Populations***

Participants identified a need to link treatment programs with education, to provide youths (and particularly young men) with access to educational services while they address their addictions. In general, participants suggested additional programs similar to the Servants Anonymous Society ASK Learning program for young women. No numbers on the specific quantity of spaces or programs were discussed.

Consultation participants stressed that any youth drug education programs should be designed and implemented with a youth perspective. Youth participants asserted that it is more effective to have people with real street experience giving talks and warnings about the hazards of substance use, rather than representatives of the police or other adult authorities.

### **Prenatal Education and Support Programs Re: Drug Use**

*Parental education and support programs about drug-misuse and the effects of fetal alcohol spectrum disorder (FASD).*

Participants in the October 27<sup>th</sup> focus group identified a specific need for prenatal education and support programs focusing on the effects of drug use and FASD.

### ***Current Inventory***

Currently, there are four functioning programs addressing the need for prenatal education and support programs in Surrey. OPTIONS operates the 'Healthiest Babies Possible' program, which provides pregnancy support for high-risk women in multiple languages. The Surrey Food Bank operates the Tiny Bundles food and supplies program for pregnant woman and families with babies up to one year old. The Crisis Pregnancy Centre of Surrey provides information and counselling for pregnant women. Delta Youth Services offers the Parents and Children Together (PACT) program, which offers support based on individuals family strengths and needs.

The Atira Women's Resource Society is planning to open the Maxxine Wright Project sometime in 2005, which will serve 'at-risk' women who may have struggles with substance use, mental health and violence.

### ***Gaps***

Consultation participants identified a need to reduce the waitlist for existing outreach and support programs, which a service representative identified as being six weeks to two months long. Participants also noted a need to continue supporting women after child birth, with postnatal care, as well as a need to develop housing for at-risk pregnant women. To underline this gap, one participant reported that at any given time, between three and five newborn children at Surrey Memorial Hospital are receiving care for exposure to addictive substances. [\[18\]](#)

### ***Populations***

Consultation participants identified a clear gap in prenatal education and support services around the effects of drug use for the Indo-Canadian community in Surrey.

### **Outreach and Support for At-risk and Substance Users**

*Outreach programs to identify and connect with adults at-risk of addiction, or currently suffering from addiction. Support programs to help at-risk and substance users deal with addiction.*

Outreach programs seek to identify and contact people who are dealing with addictions, and connect them to the services and programs they need to escape the streets. Usually, outreach workers focus on a specific population, such as youths or women. Support programs include a continuum of services such as addictions counselling, group therapy and relapse prevention programs, as well as prevention and education programs.

### ***Current Inventory***

There are several outreach and support programs for at-risk and substance abusing adults in Surrey. These include the Surrey Aboriginal Cultural Society, Métis Family Services, The Front Room and Street Health Outreach programs operated by South Fraser Community Services, the Surrey HIV/AIDS Support Centre Society, and Surrey Reconnect. Pacific Community Resources Society recently created a new outreach coordinator that will operate in a manner similar to the Surrey Reconnect program.

### ***Issues***

Addictions are a complex issue, closely linked to a variety of other social concerns such as homelessness, poverty, abuse and prostitution. Consultation participants stressed the links between addictions and prostitution in particular, and a need to address both issues.

### ***Gaps***

Consultation participants identified a need for outreach programs that work with women and men in the sex trade in Surrey. Participants also identified a gap in outreach programs for gambling addicts.

## **Children & Youth**

Children and Youths are a primary concern when planning for the social well being of any community. Programs to work with young people can help develop healthy citizenship, ensure a safe and healthy environment, and build strong community bonds.

### **Process**

'Children and Youth' was identified as one of five Social Issue Areas for the Surrey Social Well Being Plan. In the case of this Issue Area, it is necessary to consider the various aspects of programs and community planning that affect the well being of children and youths in Surrey. Since children and youths are a demographic group, rather than a specific issue topic, the range of



possible social service elements and social issues is quite broad.

Substantial research has been done on the needs of children and youths in Surrey, which has helped provide significant insight into the priority needs and issues. The first stage of the project involved an extensive literature review of all previous research done on topics relevant to the well-being of children and youth in Surrey. This ensures that the Social Well Being Plan builds on existing knowledge, and works with the most accurate and relevant information. The literature review identified a total of nineteen possible social service elements for inclusion in this round of the Social Well Being Planning process.

On October 27<sup>th</sup>, a focus group was held with a group of community leaders, social service agencies and government representatives to narrow down the list of social service elements (for all five Issue Areas).<sup>[19]</sup> As a result of the focus group, thirty-one elements were selected, six elements of which are in the Children and Youth Issue Area.

Each of the nine selected elements was then explored in depth, to develop an Inventory of existing services in Surrey.<sup>[20]</sup> These inventories were then used as a reference in the Children and Youth public consultation workshop on February 10<sup>th</sup>, 2005 in which 39 participants provided input. A number of elements that related to youths and youth issues were also explored in a youth specific workshop on February 21<sup>st</sup>, 2005. One of the purposes of these workshops was to develop a gap analysis which outlines the perceived needs and scope of needs for each element.

## Gap Analyses

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### Counseling and Support Services for Families and Children with Behavioral and Mental Health and Attachment Issues

*Counseling services for families and children to help address and deal with behavioural and mental health issues. Also, counseling and support services to help families deal with attachment issues in children.*

#### **Current Inventory**

At present, there are a range of counselling and support services for families and children in Surrey, some of which help with attachment, behavioural and mental health issues. These include Delta Mental Health Services, which provides child and youth mental health services to a broad area that includes Surrey. Surrey Community Services Society (SCSS) provides family counselling to residents referred through the Ministry of Children and Family Development (MCFD). SCSS also provides Suicide Prevention, Education and Counselling, a Sexual Abuse Counselling Centre, and a regional 24 hour crisis line.

The Children's Foundation provides the Cedarwood Family Support Program, which offers parenting training, counselling and support to families of children under thirteen who are referred by MCFD. Options Services to Communities Society offers the Family Advancement Program, which provides counselling to families on a variety of services, with or without referrals. Related services include an adolescent crisis response program at Surrey Memorial Hospital. The Fraser Health Authority is in the process of doubling the number of child and youth mental health teams to four in Surrey. The Boys and Girls Club of Greater Vancouver also operates the 'Parents Together' program, which is a self-support program for parents experiencing difficulty with their teenagers. Surrey Delta Immigrant Services Society provides some family counselling services as well.

#### **Issues**

Surrey is a rapidly growing community, and participants noted that capacity to address mental health issues is under strain as programs and health providers try to keep up with the growth.

#### **Gaps**

Participants noted a significant shortage of inpatient beds for adolescents 'presenting' with mental health issues – they estimated approximately twenty additional beds would help meet the need. Participants also identified gaps in early intervention and family counselling services.

#### **Populations**

Consultation participants noted a need for counselling for South Asian Youths and families, and also noted a need for bicultural family counselling services to help address cross cultural issues.

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### Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs

*Initiatives to ensure that there are sufficient culturally appropriate ECE and ECD programs (excluding kindergarten), that these programs are ethno-culturally sensitive and have the capacity to deal with children with special needs*

### ***Current Inventory***

There are a wide range of childcare and early childhood education programs operating in Surrey. Some of these include Options Growing Together Daycare and Nobody's Perfect Parenting program, the Growing Together Education program of the Surrey School Board, the Kla-how-eya Early Child Development Centre, Guildford Family place, and a variety of other services. <sup>[21]</sup>

### ***Gaps***

According to consultation participants, in many cases, people are unaware of existing ECD and childcare services. This is particularly the case for new immigrants in the first two years after arrival, who may not know that such services are available. Consultation participants identified a number of gaps in ECD services, particularly for new immigrant families. These include ethno-cultural parenting groups, ESL ECD services, and outreach and informational programs about existing services.

Participants also identified a strong need for childcare and ECD services for families with seasonal workers, who often work from 4 am – 9pm. An appropriate space and culturally appropriate staff training would help address this gap.

## **Programs and Recreation for Youths and Children**

*Sufficient recreational and cultural programs and amenities for youths and children that are accessible and affordable*

### ***Current Inventory***

The City of Surrey, through its Parks and Recreation Department, Arts Centre, Libraries and Museum offers a number of recreational and programming opportunities for youths and children. In addition, the Surrey School Board has various related initiatives built into the local curriculum (e.g. Community Leadership Programs). A number of local organizations also have program offerings connected to this element, including: the Army, Navy and Air Cadets, the Duke of Edinburgh Challenge (leadership training), Métis Family Services, the local YMCA and Surrey Delta Immigrant Services Society.

### ***Issues***

It was suggested that certain areas of the city do not have enough (or any) amenities for youth. At the same time, youth in these areas often can't get to the other facilities because they are too far away and that the accessibility of these services is a concern. Equitable distribution of services across the city and at different times of the day and night is not yet available.

There is also the question of inconsistent availability of services. Schools, which are well-distributed throughout the city, would be an ideal place for programming; however their after-hours availability is governed by the individual principal. It was reported that not all schools are open for community activities. As well it was also suggested that, where available, school gyms are often fully booked and are only accessible on a for-fee basis.

Participants at the Youth workshop noted that many of the programs and facilities available to youth seemed “overly-sanitized” and too institutional to appeal to young adults. They are not “youth-friendly” enough. Participants suggested that there was a need to make these facilities a little less institutional in nature so that they might have greater appeal.

Finally, the financial accessibility of amenities was also identified as a topic of concern. In general fee-waivers for Parks and Recreation programs comprise part of the solution – in that they allow low-income individuals to access City recreation facilities. However, there is the need to ensure that these waivers are accessible in a manner that does not promote stigma or humiliation amongst those who request them.

### ***Gaps***

The public suggested that there is a need to ensure that there are equitable opportunities for children and youth throughout the City, and that existing programs and services are accessible to the community – both in a geographic and an economic sense. It was suggested that certain neighbourhoods or communities have less amenities than others and that ensuring an equitable distribution of civic amenities is an important consideration. With regard to cost of such amenities, there is also the need to ensure that fee-waivers are available for a full-range of programs and services, and that there is a sufficient degree of awareness about these waivers so that those that need them know how to access them in a safe and non-threatening or stigmatizing fashion.

Currently, many programs are at capacity. Workshop participants noted that there is often a shortage of trained staff to run them. There is also the need to ensure that there are sufficient programs accessible to specific populations – for example, young children and parents, street youth, ethno-specific communities, the Gay, Lesbian, Bi-sexual, Transgendered and Queer (GLBTQ) communities and gender-specific programming. There was also a request for more youth-friendly facilities for skate-boarding, dances, playing music (with instruments available to be signed out).

## **Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming**

*Moving from a fee-based towards publicly funded, affordable child-care programs and services.*

### ***Current Inventory***

There are over 100 licensed childcare providers in Surrey that provide services for a variety of age-groups (a complete listing of these providers is available through the Ministry of Children, Aboriginal and Women's Services). Two local organizations – Options and Surrey Community Services Society – administer a variety of programs and referral services related to this element. There are also a number of private (in-home) childcare and pre-school programs that are available throughout the City.

### ***Issues***

Despite the number of providers, there is a considerable shortage of licensed childcare spaces in Surrey. Currently the ratio of children to spaces is roughly 1 to 15 (versus 1 to 3 in Vancouver). For particular age groups, such as infants and toddlers, there is almost no licensed childcare available – and the only service available is through Family Care programs. Funding cuts in recent years have exacerbated this shortfall in childcare and ECE/ECD programming. In addition, ethno-specific and ESL childcare programs – though needed – are non-existent in Surrey.

The numbers of new families with young children in Surrey is rapidly surpassing Vancouver's – yet it was suggested that existing services in Surrey lag far behind. Where Vancouver has 18 Family Place centres (via the City's network of Neighbourhood Houses), Surrey has only one – and it is currently in danger of being closed owing to the age and condition of the building.

### ***Gaps***

The most critical gap identified by the participants is the overall shortfall of Federal and Provincial funding for childcare, ECD and ECE services. Lack of funding means that childcare is cost-prohibitive for many families in Surrey – and not even available for some age groups and areas of the city. Where childcare is needed, participants also noted that it was important that it is offered in appropriately designed (child-friendly) spaces. One option noted by the participants would be for the Parks and Recreation Department to provide low-cost space for child care and/or additional ECD programming.

Participants identified a particular shortage in licensed childcare that is open between the hours of 7am and 7pm, given that many people in Surrey commute to work (outside of the municipality) and there is a need for childcare that is open for extended hours.

Similarly, there is also a shortfall in other types of childcare and ECE/ECD programming. Workshop participants identified particular shortages in half-day pre-school programs. Other workshop attendees noted that there are few, if any, ESL pre-school and language appropriate programs for children – and that Surrey's many ethnic communities require a similar diversity in services.

Finally, participants noted that Surrey could also benefit from a more integrated network of agencies and neighbourhood houses such as currently exists in Vancouver.

### **Creating a Child and Youth Friendly City**

*Fostering aspects of healthy development for Youth and Children – including identity, sense of self-worth, education, recreation and a sense of inclusion*

### ***Current Inventory***

The present inventory contains a number of municipal programs that are broadly connected to fostering a “child and youth friendly city”; however, the language of this element is fairly diffuse in nature. The City, via its Parks and Recreation Department, has recently established a Child and Youth Friendly City Committee – and has undertaken a number of initiatives connected to making recreation spaces safe and welcoming for children and young adults. It could reasonably be expected that the activities of various community organizations and youth centres (see other elements in the Child and Youth Issue area) would also be applicable to this element, though they are not listed in the inventory at present.

Participants at the Youth workshop noted the addition of a number of informal, privately staged, youth-oriented festivals that have occurred in recent years – such as Rock, Stock and Skate (music, food and skateboarding).

### ***Issues***

One of the key issues with this social service element is the difficulty in defining what a “child and youth friendly city” is, and what it might mean in terms of policy and practice. There are a number of options here, and any action around this element will require some clarification around terminology.

As far as the existing inventory for this element is concerned, a key issue surrounds the design of both community facilities and residential areas. There are a number of youth centres and program opportunities throughout the City; however, participants expressed concern that there was the need for additional low and no-cost programs and options for youth – and, secondly, that existing services (such as skate parks) need to be better maintained.

In terms of residential areas, there is some concern about the nature of urban design and how it impacts on the “friendliness” of Surrey. Currently, a number of recent housing developments in Surrey have been gated – directed specifically at adults. Participants at the workshop felt that this created an unwelcoming environment.

Finally, there is the sense that adults and youth tend to fear one-another and that there needed to be a better way for communication to take place – to counter the stereotypes that each has of the

other.

### **Gaps**

In response to concerns around urban design, participants noted that there has been some discussion at the municipal level about developing a set of child and family friendly design guidelines for new housing developments (current status to be clarified). Participants felt that they would make a favorable contribution to supporting this element.

There is also a need to support, create and/or maintain additional amenities and programs for youth. New initiatives could include things like an “Action-based learning Adventure Centre”, youth-driven programs (for and about youths), and courses that help parents talk to their kids.

Existing facilities also need to be supported and maintained – including the City's skate parks and youth drop-in centres. Some participants felt that there should also be more of these centres created because some areas of the city have a notable lack of amenities for youth.

Finally, participants in both the Children and Youth and Youth-specific workshops noted that in other communities the idea of Youth and child-friendly cities involved youth councils – which are designed to give young people greater representation and involvement in local decision-making. It was suggested that this would be one area of activity that the City could further explore.

### **Child Poverty Alleviation**

*Initiatives to reduce the incidence and depth of child poverty and assisting families to help combat the effects of poverty on children*

#### ***Current Inventory***

The Food for Kidz study of Surrey noted significant concerns about child poverty within the city – in particular the rising instances of child hunger. Currently, there are a number of federal and provincial subsidy programs that are designed to offset the effects of poverty, though it is clear from numerous studies (see First Call BC and Campaign 2000), that these programs are falling short of their intended goals.

Locally, the City of Surrey and the Surrey School Board both have programs that seek to provide food, recreation and support to children of low-income families. Several community organizations – such as Options, Surrey Delta Immigrant Services Society, Progressive Intercultural Community Services and Servants Anonymous also administer various poverty alleviation initiatives.

#### ***Issues***

As with poverty in general, child poverty impacts on a number of areas – including the availability of shelter, food and opportunities for advancement. Participants at the workshop noted that housing was a particular area of concern – particularly in terms of the availability of (a) temporary shelter for youths that don't require MCFD/MHR referrals and (b) supported housing for single mothers (see the Housing and Homelessness Issue Area for further details).

#### ***Gaps***

As per the Issues noted above, key gaps were noted around the availability of temporary shelters that don't require MCFD/MHR referrals, and additional supported housing for single mothers.

Participants also noted that 16 and 17 year olds who experience poverty for the first time are often considered "too old" to get a social worker from MCFD.

Participants felt that local government could be proactive in raising these issues with senior levels of government. They felt there was a gap in the advocacy role played by the City in championing the issues (and problems) associated with child-poverty, the lowering of the working age, and other related issues.

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## **Community Development & Diversity**

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### **Process**

'Community Development and Diversity' was identified as one of five Social Issue Areas for the Surrey Social Well Being Plan. This is, by definition, a broad-reaching category, with a great number of potential social service elements.

The first stage of the project involved an extensive literature review of all previous research done on topics relevant to community development and diversity. This ensures that the Social Well Being Plan builds on existing knowledge, and works with the most accurate and relevant information. The literature review identified a total of twenty-eight possible social service elements for inclusion in this round of the Social Well Being Planning process.

On October 27<sup>th</sup>, a focus group was held with a group of community leaders, social service agencies and government representatives to narrow down the list of social service elements (for all five Issue Areas).<sup>[22]</sup> As a result of the focus group, thirty-one elements were selected, six elements of which are in the Community Development and Diversity Issue Area.

Each of the nine selected elements was then explored in depth, to develop an Inventory of existing services in Surrey.<sup>[23]</sup> These inventories were then used as a reference in the Community Development and Diversity public consultation workshop on February 15<sup>th</sup>, 2005 in which 41 participants provided input. The elements that related to youths and youth issues were also explored in a youth specific workshop on February 21<sup>st</sup>, 2005. One of the purposes of these workshops was to develop a gap analysis which outlines the perceived needs and scope of needs for each element.

## Gap Analyses

### *Public Transportation and Access*

*Transportation services sufficient to allow access to community services and the city at large – not only for low-income citizens but also the whole community.*

### *Current Inventory*

The Greater Vancouver Transportation Authority (Translink) currently operates a bus and Skytrain network – with a total of three rail stations within Surrey and various buses and bus routes throughout the City (operated through wholly owned subsidiary Coast Mountain Bus Services). Wheelchair accessible service is provided through HandiDart. There are a number of private taxi companies that operate in Surrey – and a total of 35 cars that are equipped for wheelchair access. Airport shuttles are available to airports in Richmond and Abbotsford. Various community service agencies (such as the YMCA) also operate mini van services for their programs.

### *Issues*

One of the key points of discussion at the workshop centred on the availability and accessibility of bus transit. There was concern that the number of buses in Surrey was insufficient to provide timely and efficient service. At the same time, there was recognition that demand for services was inconsistent, and that the overall design and geography (including density, street-shaping, etc.) of the city meant that public transit can't always function effectively.

Some participants were vocal about future residential design and how it could help or hinder public transit. Current cul-de-sac designs used in subdivisions were felt to inhibit the use of public transit because buses can't navigate the streets. This means that people who want to live in these areas and want to use the bus have to walk prohibitively long distances to the nearest bus stop. On-street parking was also identified as an issue, particularly as roadways become more congested. The increase in multi-car households and parking on residential streets were seen as a potential hazard for emergency vehicles.

Participants also suggested that there was a lack of an integrated system that allowed for movement between cities, as well as between different transit types. This problem is particularly acute for those individuals requiring disabled access. HandiDart services do not cross municipal boundaries so someone with a disability wanting to take a trip outside of Surrey has to switch HandiDart providers near the municipal border.

### *Gaps*

The major gap was not enough public transit resources, and that buses came too infrequently to provide an effective alternative to cars. There was also a significant gap in the accessibility of communities within Surrey (owing to transit un-friendly design) and outside of Surrey (because of a lack of cross boundary coordination of services). There is a notable gap in the provision of inter-municipal HandiDart services and participants felt limitations in the capacity of HandiDart compromised the range of options for people with a disability.

Participants noted a gap in the lack of comprehensive/linked public transit, and that there is a need to allow for inter-modal options – such as buses that are equipped to take bikes.

Other gaps include baby friendly taxies with car seats; park-and-ride services; and better signage throughout Surrey.

## **Nutrition and Food Programs**

*Information services, community kitchens, community gardens, and food banks to assist with food security.*

### *Current Inventory*

There are a number of food related programs currently offered in Surrey, but demand for services continues to grow. The federal and provincial governments operate a variety of informational programs (mainly web-based and print-based) that are available to residents of Surrey. Both the Fraser Health Authority and the Surrey School Board operate various nutrition and healthy-eating programs throughout the City. The Surrey Food-bank is the main distributor of groceries to families in need, though there are a number of other food-banks operating throughout the City.

As well, over 20 local organizations, church and spiritual groups operate various meal services, including the preparation of food hampers, community kitchens, and meal service.

Child hunger issues have been explored in considerable detail through the City's Food for Kidz program.

### ***Issues***

Key food security concerns in Surrey fall under the categories of (a) hunger, (b) health, and (c) food sustainability (including local farming and agriculture). At the workshop it was reported that the demand for food services is increasing. User numbers for the Surrey food-bank have been climbing for a number of years and the overall capacity to serve the residents of Surrey is being compromised. Instances of child hunger have been identified as a special cause for concern. Broadly speaking, there is a significant need to ensure both low and (where necessary) no-cost food options are available throughout the City.

As well, participants at the workshop suggested that there was a need to ensure that existing food and nutrition programs were well coordinated and that there is sufficient information to link the various services for both the public and providers.

Finally, the issue of basic affordability of food was raised. Workshop participants pointed out that the price of basic goods also varies throughout Surrey and that the cost of groceries is not wholly equitable across the City. In addition, various service providers such as Meals on Wheels are coming across more people who can't afford their services.

### ***Gaps***

There is the need to ensure that there is sufficient capacity at the food banks and food and nutrition programs to provide for the residents of Surrey. There is also the related need to ensure a sufficient degree of information about and coordination between the various food programs that are available to residents – including postings of information at local community spaces.

It was suggested that there is a shortage of community nutritionists in Surrey, and that additional capacity with the services that they offer would be helpful.

There were also a few specific gaps raised around the issue of affordability, with participants suggesting that a subsidy program for Meals on Wheels would be useful. Another possibility that was identified was the potential weekly publication of standard grocery store items to help offset concerns around price differentials in staple goods.

Finally, there was some discussion about the need for ethno-specific and specialty-diet (e.g. diabetic) food service options, so that residents from different cultural backgrounds and health needs can access food that is familiar and/or required.

### **Community Economic Development Initiatives**

*Initiatives to stimulate local economic development including grants, lending & leasing programs.*

### ***Current Inventory***

Senior levels of government (federal and provincial) have made a number of investments into local community economic development (CED) initiatives through a variety of Departments (HRSDC, Indian and Northern Affairs, Western Economic Development) and Ministries (Human Resources, Small Business and Economic Development, Community, Aboriginal and Women's Services). Surrey-based organizations like Vibrant Communities have adopted CED principals. The City itself has a Community Grants program, as well as related information on CED through its public libraries. Local Chambers of Commerce, BIAs (Business Improvement Associations) and Credit Unions undertake a number of initiatives, as do various community organizations such as the Surrey Self Employment and Entrepreneur Development Society and North Fraser Community Futures.

### ***Issues***

There was a discussion about Living Wages, with participants making the point that “just getting people \$8/hr jobs is not community economic development.” In other words, CED involves the creation of meaningful employment that generates enough income to allow people a decent standard of living, as well as the opportunity to participate in the local economy.

It was noted that many residents of Surrey commute to work outside of the City and that CED could focus on developing local employment opportunities, so that more people wouldn't have to leave the City for work.

There was the suggestion that the municipality should become more responsive to changing situations and try to capitalize on opportunities provided by tourism and the High Tech sectors and, in particular, events like the Olympics.

### ***Gaps***

While a number of services that were noted in the inventory, participants were concerned that the municipality does not seem to have sufficient support services or networks for home-based businesses. They identified support for entrepreneurialism as a gap that should be addressed.

Participants also expressed concern about the lack of banking services for the poor. Many low-income people have to rely on cheque-cashing facilities that charge a high interest rate. There is the need for a legitimate financial institute that low income can access for banking services.

*Ethno and culturally appropriate services, opportunities and programming*  
*Services could include libraries, parks and other city services and programs*

#### ***Current Inventory***

Both the Surrey Public Library and the Parks and Recreation Department have a number of ethno and culturally appropriate programs and offerings. A number of other service providers throughout the City – including Options, Surrey Delta Immigrant Service Society, the Surrey Aboriginal Cultural Society and SUCCESS Surrey – have services and programs as well.

#### ***Issues***

Participants reported that existing diversity-related groups and initiatives were not well-coordinated and that their services were not well publicized. Participants also identified a lack of communication between different diversity-related groups and initiatives and that there was a need to be proactive and build strong linkages. For example, participants noted that involvement in an initiative such as the Eracism program had limited publicity, and therefore had limited success.

Workshop attendees also felt that the issue of diversity is a lot broader than cultural or ethnic background and that this element should be broadened to include the disabled, different genders, different family structures, etc.

#### ***Gaps***

It was reported that there is a need for more of an inter-cultural approach that links services and promotes the greater values of culture and ethnic diversity. One suggestion was to build on the diversity that exists within Surrey communities by having more intercultural festivals (similar to those held in Regina, Saskatoon and Winnipeg).

In relation to this, participants suggested that there is a need to link cultural and ethnic programs to other types of diversity, including intergenerational programs, and programs that celebrate all populations that live in the City. In this regard, it was suggested that the City should consider creating a position of Diversity Coordinator – similar to the position in the City of Vancouver – and that this position might be the type of coordinating function that was required to fill the other gaps that were identified. It should be noted that the City recently struck a committee (the Cultural Opportunities Committee) that will be looking at a number of the issues covered by this element.

*Life Skills and Educational Training*  
*Training opportunities for adults that have not completed high-school.*

#### ***Current Inventory***

A number of different life skills related programs are offered by the Surrey School District as well as the Surrey Parks and Recreation Department. Additional education training programs are offered by a number of the local community colleges and post-secondary facilities that operate in Surrey. Some facilities also offer life skills programming specific to particular communities (e.g. Kwantlen College offers life skills for individuals with various disabilities, the School District provides courses for newcomers and immigrants).

Approximately 11 other community organizations also offer various types of life-skill and education programming – including Pacific Community Resources Centre, Servant's Anonymous, the Surrey Aboriginal Cultural Centre and the Surrey Association for Community Living.

#### ***Issues***

Training and life skills opportunities, though present throughout Surrey are not equally available to different communities. Those citizens who are newcomers, have low-income, or who have disabilities are all at a disadvantage in terms of accessing these programs and opportunities.

Participants suggested that ESL services should be explicitly identified as being part of Life Skills and Education Training – and further suggested that one of the key gaps in this element was connected to the lack of higher-level ESL courses. Currently ESL services in BC do not train students to a job-ready level of proficiency.

Other participants discussed the difficulties posed by training and minimum wages and suggested that it is difficult for those who are acquiring life skills and employment training to support themselves on such wages.

#### ***Gaps***

Participants noted a gap between entry-level jobs and existing pre-employment training. Current training programs do not provide a complete set of tools for beginning level positions, meaning that it is often difficult for people who have completed the training to actually find work – without having to take additional fee-based courses.

Some employment training programs also have prerequisites that aren't covered as part of the subsidized program. For example, EI training packages do not always cover grade 12 upgrading pre-requisites. It was reported that such pre-requisites are offered on a fee-for-service basis, meaning that those that can't pay are left out.

Participants also noted the absence of enough life skills programs for people with learning disabilities and the need for supported education and supported employment opportunities those with learning disabilities and those with mental health concerns.

In addition, there is the need for life skills programs that also have child-care supports so that they can be accessed by parents with children.

Finally, participants felt that there was a gap in the amount of on-going training offered by employers in Surrey, and that such training was necessary to ensure that the local workforce was able to remain competitive.

#### Initiatives to Encourage Citizen Engagement With Social Issues and Social Planning Activity

*Initiatives geared to encouraging citizen engagement with the Plan for the Social Well-Being of Surrey and involving citizens in their communities and at all levels of government.*

#### **Current Inventory**

The three levels of government (federal, provincial and municipal) all engage in public consultation processes around various areas within their respective jurisdiction. In addition, local committees and agencies (regional and/or within Surrey) also have consultation activities (as well as volunteer opportunities) that allow for different forms of engagement with social planning issues. A few organizations, such as Surrey Social Futures and Vibrant Communities, are directly engaged with fostering citizen engagement on social planning issues.

#### **Issues**

Participants affirmed that the idea of citizen engagement with the social planning process was important. There was agreement that this meant more than consultation around existing issues. Fostering volunteerism and other types of opportunities for local involvement in the process was seen as essential to a healthy level of civic engagement.

#### **Gaps**

There was general agreement that more initiatives to increase citizen participation with social issues would be good. Identifiable gaps were not that easy to identify. One participant felt that the Neighbourhood House model should be extended across Surrey. Another identified the need to engage local and ethnic media in a meaningful way. Finally, another individual suggested that there was a need to have a social planning process that was modeled after the official community planning process.

## **Crime & Public Safety**

### **Process**

Crime and Public Safety was identified as one of five Social Issue Areas for the Surrey Social Well Being Plan.

The focus of this issue area was specifically on elements of crime and public safety that factored into social planning issues. Thus, despite concern over issues such as car theft and grow-ops, these items were omitted from the present discussion because they are being addressed through current policing procedures.

Significant work has been done with respect to Crime and Public safety issues in Surrey. The municipality has, in cooperation with the RCMP, established a “Drug and Crime Taskforce” which has undertaken research and activities connected to a number of concerns.

The first stage of the Social Well Being Plan project involved an extensive literature review of all previous research done on topics relevant to Crime and Public Safety issues in Surrey. This ensures that the Social Well Being Plan builds on existing knowledge, and works with the most accurate and relevant information. The literature review identified a total of eighteen possible social service elements for inclusion in this round of the Social Well Being Planning process.

On October 27<sup>th</sup>, a focus group was held with a group of community leaders, social service agencies and government representatives to narrow down the list of social service elements (for all five Issue Areas).<sup>[24]</sup> As a result of the focus group, thirty-one elements were selected, six elements of which are in the Crime and Public Safety Issue Area.



Each of the nine selected elements was then explored in depth, to develop an Inventory of existing services in Surrey.\_\_\_\_ These inventories were then used as a reference in the Crime and Public Safety public consultation workshop on February 16<sup>th</sup>, 2005 in which 21 participants provided input. The elements that related to youths and youth issues were also explored in a youth specific workshop on February 21<sup>st</sup>, 2005. One of the purposes of these workshops was to develop a gap analysis which outlines the perceived needs and scope of needs for each element.

## **Gap Analyses**

### *Initiatives Dealing with Seniors Abuse*

*Developing materials and initiatives to foster security and safety for the elderly – whether living on their own, as part of an extended family, or in a senior's care facility.*

#### ***Current Inventory***

A range of federal and provincial information programs exist on the subject of elder abuse. Health Canada produces a website and a range of print materials on elder abuse, as does the Ministry of Community, Aboriginal and Women's Services (Department of Women's and Senior's Services). Various other ministries and departments are engaged with aspects of consumer protection, housing, old-age security and other matters relating to elder care.

More locally, both the Fraser Health Authority and the City of Surrey engage in activities that are designed to foster independence amongst seniors. The Health Authority administers a range of residential care, home support and other seniors support services. The City, through the Parks and Recreation department runs six senior's centres, each of which offers a variety of recreational, social, cultural, health and wellness programs. In addition, seven community organizations in Surrey, and a variety of other regional organizations also engage in a variety of programs that both tackle elder abuse, and foster well-being and independence amongst the elderly.

#### ***Issues***

Key issues identified by the workshop participants concerned the general need to foster a better understanding of what senior's abuse is – and assisting people (seniors, their families and others) with recognizing the signs of elder abuse. In addition, there was the related concern about a lack of ethno-specific information and outreach connected to seniors' well-being and elder abuse.

#### ***Gaps***

Participants felt there is a need for focused outreach and dissemination of materials on elder abuse to immigrant communities, ethnic communities and seniors whose first language is not English. Participants were also concerned that additional capacity to undertake such work must be sustainable.

There was also a feeling that seniors' abuse in general is still not well understood – and that additional public education about elder abuse is critical. Participants in the workshop noted that there are often significant barriers to recognizing elder abuse in all its forms (physical, emotional and financial), and that there needs to be a better, more sustained way of engaging with the public on this issue. Increased promotion of existing resources, as well as the development of new outreach tools could both be possible solutions to addressing this gap.

### **Initiatives Dealing with Family Violence**

*Developing materials and initiatives to foster security for family members in abusive situations – to discourage abusive situations, to mitigate the sense of isolation that it fosters, and to create safe spaces where abusive situations can be reported and action can be taken.*

#### ***Current Inventory***

Both Federal and Provincial governments are actively engaged with various programs connected to this element. The Public Health Agency of Canada has a Family Violence Initiative, while the local RCMP is responsible for enforcing the criminal code and other related statutes. Provincially, the Ministry of Community, Aboriginal and Women's Services is the lead agent for a number of family violence programs. Locally Health and School board officials are required to report signs of abuse. A total of 11 local agencies and societies provide various types of support for this issue, including Atira Women's Resource Society, South Fraser Women's Services Society, Options, Samaanta, and the Spousal Abuse Program for Indo-Canadian Men that is offered through the Surrey Delta Immigrant Services Society.

#### ***Gaps***

The main issue that participants at the workshop noted was the effect of cuts to family violence related programs. Provincial funding to women's resource centres has been largely eliminated, and significant cuts were made to legal aid – both of which have had a considerable impact on the ways in which people can deal with family violence and its effects. The major gap identified was around the need for additional funding to women's centres and legal aid services.

### *Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity*

*Initiatives to target gang-related components of organized crime, including ethnic and youth gang activity*

### ***Current Inventory***

A number of federal and provincial departments and agencies are currently engaged in working on matters of organized crime and gang-related activities. Of particular note is the Organized Crime Agency of British Columbia whose mandate is to “facilitate the disruption and suppression of organized crime which affects all British Columbians.” The RCMP is engaged on a local level in Surrey, enforcing the laws of the Provincial and Federal Governments. The City’s Drug and Crime Task Force also plays a role – particularly with youth crime. Various local organizations – Such as the Indo-Canadian Taskforce and the Surrey Delta Immigrant Services Society offer ethno-specific services that inform about gangs and related activities.

### ***Issues***

A number of issues were raised by workshop participants. Youth gangs were identified as a point of concern. Some participants suggested that much of the “gang” activity was from boredom, and noted that much activity occurred during summer-time, when the students were out of school.

A number of participants also discussed bullying as an issue. Though not necessarily a gang-related activity, there was the suggestion that the dynamics of both bullying and youth gang activity were similar and required a combined approach.

The issue of racism was raised. Participants also noted concerns about the experience of new Canadians and the role of ethno-specific gangs in attracting disenfranchised youth to join them.

Finally, questions were raised during the workshop of how different groups could work together on this issue. Members of the business community mentioned that they do some monitoring of organized crime issues. The issue of greater coordination was raised.

### ***Gaps***

Participants felt that there is the need for more no and low-cost programs and spaces to divert youth and give them something to do. An ethno-specific component to this gap was also identified, with a specific need for programs for new immigrants (such as ESL supports, job training)

Workshop attendees suggested that there needs to be geographic restrictions for people convicted of criminal activities (gangs, etc.), with no-go areas that they must stay away from (no areas identified).

The City and RCMP were also encouraged to make good use of existing community resources such as local BlockWatch captains, and neighbourhood watch programs. Currently, there is some collaboration, but participants in both the Crime and Public Safety (and the youth workshops) felt that it could be improved.

Finally, workshop attendees suggested that better coordination and information exchange between different community organizations and agencies would also be an effective way to tackle gang activity.

### **Peer Support Programs to Deter Crime**

*Creating support programs and other prevention-based initiatives, particularly for youth, that creates safe pathways for growth and development. Stopping crime before it starts.*

### ***Current Inventory***

A number of information and program initiatives exist at the federal and provincial level. In addition, some municipal Parks and Recreation programs have been set up to cover Anger Management and Bully-proofing. Several programs are offered through community organizations – and approximately 17 such agencies offer some sort of programming and support that fosters crime prevention. It is not entirely clear how many of these programs are peer-based.

### ***Issues***

Participants in the workshop noted a couple of areas of concern. Some found the element vague because it wasn’t clear if the peer-to-peer aspect was meant to imply a totally prevention-based program, or whether this was peer-to-peer counseling as a component of restorative justice (in other words, is it totally concerned with stopping crime before it starts or is it also concerned with eliminating recidivism). Others felt that the youth focus of the initiative was actually limiting and that there needed to be peer-to-peer programs for all ages.

Other concerns centred on the vulnerability of new immigrants – particularly youth – to criminal activity.

### ***Gaps***

Two key gaps were identified in the workshop. The first was centred on the need for more ethno-specific peer-to-peer programs. The second was the need for more free programs or spaces of a recreational nature for youth (and others) to access. With the latter, one of components of the gap that was identified was the need for a more equitable distribution of no or low-cost programs and spaces so that youths in every neighbourhood have safe activities with which to occupy themselves.

### **City Clean-Up Programs (Parks, Buildings)**

*Fostering a sense of ownership and pride in public spaces that encourages people to tend to them, to keep them tidy and to aid in beautification initiatives.*

### ***Current Inventory***

There are some City services, including a park volunteer program (“Partners in Parks”) as well as an Adopt-a-Street program. Surrey's Crime Free Multi Housing program was also identified during the workshop as an example of a related program. There are also a number of informal programs run through schools in the Surrey School District and through the business community (e.g. Cloverdale BIA “Keep Cloverdale Clean” initiative).

### ***Issues***

Participants in the workshop noted that a number of concerns pertaining to city beautification initiatives. Some felt that the Engineering Department (Utilities and Transportation Division) could be doing more to keep the City's roadways clean. Others mentioned that they felt that the City should be doing something to force absentee landlords to take better care of their properties and not allow them to slip into an unsightly state. There was also a suggestion that more public education was needed to ensure that residents and landlords knew both the rationale for keeping the city clean as well as the penalties for not doing so. Graffiti was identified as a concern – one that was qualified with the understanding that while some graffiti is actually quite artistic, tagging is unsightly.

### ***Gaps***

Participants noted that existing programs such as Adopt-a-Street and the Surrey Crime Prevention Society graffiti program have too few resources to take on significant clean-up initiatives. Another identified gap was around public education on clean-up issues and in programs to encourage the value of civic beautification.

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## **Appendices**

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- A- Social Responsibility Matrices
- B- Social Service Inventories
- C- List of Potential Social Service Elements – Oct. 27<sup>th</sup> Focus Group
- D- Workshop Outcomes
- E- Table of Participants and Community Representation
- F- Corporate Reports

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## **Social Responsibility Matrices Appendix A**

*Emergency Shelter Services for Youths (year round); Also Aboriginal Youths*

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## Housing & Homelessness Issue Area

Low Barrier Shelter for Youths up to 30 days. Aboriginal shelter for aboriginal youths is operated and designed by aboriginal people, also up to 30 days. [NOTE: This matrix defines youths as between the ages of 16-24, as found in the Regional Homelessness Plan Update (2003). However, while many shelters are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for youths to access. Therefore, a youth shelter must have an upper age limit and target programming and services to youths in some capacity.]

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authorities	Community Service Groups	Other
<i>Planning responsibility for Shelter Services</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility – planning for funding of programs, especially youths &gt;19</li> <li><b>Financial</b> - Secondary responsibility – Financial support for planning processes HRSD (SCPI), National Homelessness Initiative</li> <li><b>Implementation</b> - Limited responsibility - support of local and regional planning. Participation in planning processes. (SCPI, Regional and Local Homelessness Plans and Committees)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - coordination &amp; planning of shelter services (MHR, MCFD for under 19).</li> <li><b>Financial</b> - Primary responsibility - support for planning processes.</li> <li><b>Implementation</b> - Primary responsibility - implementation of planning processes.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Community Planning (OCP). Zoning &amp; Land Use Planning, Homelessness planning. Also a limited role in coordinating community services.</li> <li><b>Financial</b> - Limited responsibility - support of planning processes.</li> <li><b>Implementation</b> - Secondary responsibility - tools to support implementation of planning processes. Participation in planning processes.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – support for planning of emergency shelters.</li> <li><b>Implementation</b> – Limited responsibility – participation in planning processes, contribution of knowledge and expertise</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - Fundraising, participation in planning processes.</li> <li><b>Implementation</b> - Secondary responsibility - Participation in community plans, implementation of plans and coordination of planning with internal goals.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - community funding for planning processes (Foundations, donations)</li> <li><b>Implementation</b> - Limited responsibility - Participation in planning processes. Volunteer support for community plans</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - policymaking</li> <li><b>Financial</b> – Secondary responsibility - Capital funding for some shelters - CMHC; HRSD (SCPI); National Homelessness Initiative; Urban Aboriginal Strategy</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - oversight and regulation, particularly for youths under 19. (MCFD, Safe Houses). BC Building Code. Community Care licensing.</li> <li><b>Financial</b> - Primary funding responsibility - MCFD (under 19). MHR (shelters serving youths over 19)</li> <li><b>Implementation</b> - Primary responsibility - construction of shelters, provision of shelter services. Often delegated to community groups.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Zoning, Land Use policies</li> <li><b>Financial</b> - Limited responsibility - possible provision of sites, Land use, Building code enforcement</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – contribution of knowledge &amp; expertise to design of shelters. Support for shelter creation and possible provision of facilities. Implement Community Care licensing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - fundraising, Coordination of funding.</li> <li><b>Implementation</b> - Secondary responsibility - Design of shelter, community outreach, building support (delegated by province)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - capital funding support for emergency shelters (Foundations etc.)</li> <li><b>Implementation</b> - Limited responsibility - building community support for shelters, Volunteering</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - regulation &amp; policymaking</li> <li><b>Financial</b> - Limited responsibility - time-limited financing (SCPI, Urban Aboriginal Strategy, HRSD, NHI)</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - Oversight and regulation (under 19) MCFD, Safe Houses. <b>Financial</b> - Primary responsibility – Funding - MCFD (under 19).</li> <li><b>Implementation</b> - Primary responsibility - regulation of shelters (&lt; 19), operation of some shelters. Often delegated to community groups.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None.</li> <li><b>Financial</b> - Limited responsibility - indirect (zoning, various tools)</li> <li><b>Implementation</b> – Limited responsibility – Bylaw enforcement.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – enforcement of health regulations. Provision of health-related services.</li> <li><b>Financial</b> – Limited responsibility – coordination with shelters to provide health services to residents</li> <li><b>Implementation</b> – Limited responsibility – support of shelters through health services. Community care licensing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - some fundraising</li> <li><b>Implementation</b> - Secondary responsibility - Operation of youth shelters. Training of staff. Program operation, management of budgets, support &amp; outreach. Often delegated by provincial government.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - some financial support for capital and operational costs (Foundations, Donations, Capital campaigns)</li> <li><b>Implementation</b> – None</li> </ul>

*Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults*  
 <30 day shelters for adults. Aboriginal <30 day shelters operated by aboriginal people.

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - policymaking re: funding etc.</li> <li><b>Financial</b> - Secondary responsibility -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - coordination &amp; planning of shelter services (MHR).</li> <li><b>Financial</b> - Primary responsibility - support for</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Community Planning (OCP). Zoning and Land Use Planning. Support of homelessness planning.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – support for planning of emergency shelters.</li> <li><b>Implementation</b> – Limited responsibility – participation in</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - Fundraising, participation in planning processes.</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - community funding for planning processes</li> </ul>

	<p>Support for planning processes HRSD (SCPI), National Homelessness Initiative</p> <ul style="list-style-type: none"> <li><b>Implementation</b> - Limited responsibility - support of local and regional planning (SCPI, Regional and Local Homelessness Plans and Committees)</li> </ul>	<p>planning processes.</p> <ul style="list-style-type: none"> <li><b>Implementation</b> - Primary responsibility-implementation of planning processes.</li> </ul>	<p>Also a limited role in coordinating community services.</p> <ul style="list-style-type: none"> <li><b>Financial</b> - Limited responsibility-support planning processes.</li> <li><b>Implementation</b> - Secondary responsibility-support of planning processes. Participation in planning processes.</li> </ul>	<p>planning processes, contribution of knowledge and expertise</p>	<p>Secondary responsibility - Participation in community plans, implementation of plans and coordination of planning with internal goals.</p>	<p>(Foundations, donations)</p> <ul style="list-style-type: none"> <li><b>Implementation</b> - Limited responsibility -Participation in planning processes. Volunteer support for community plans</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility- policymaking, some capital funding</li> <li><b>Financial</b> – Secondary responsibility - Capital funding for some shelters - CMHC; HRSD (SCPI); National Homelessness Initiative; Urban Aboriginal Strategy</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility -some oversight and regulation responsibilities (MHR). Also BC Building Code, Community Care Licensing.</li> <li><b>Financial</b> - Primary funding responsibility - MHR</li> <li><b>Implementation</b>- Primary responsibility - construction of shelters, provision of shelter services</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Zoning, Land Use</li> <li><b>Financial</b> - Limited responsibility- possible provision of sites, Land use, Zoning and Building Code.</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – contribution of expertise and knowledge to design of shelters. Support for shelter creation and possible provision of facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility -fundraising, Coordination of funding.</li> <li><b>Implementation</b> - Primary responsibility -Design of shelter, community outreach, building support</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - capital funding support for emergency shelters (Foundations etc.)</li> <li><b>Implementation</b>- Limited responsibility - building community support for shelters, Volunteering</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - regulation &amp; policymaking</li> <li><b>Financial</b> - Secondary responsibility - financing (SCPI, Urban Aboriginal Strategy, HRSD, NHI)</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility -Oversight and regulation (MHR).</li> <li><b>Financial</b> - Primary responsibility -MHR funding for some shelters.</li> <li><b>Implementation</b>- Limited responsibility- regulation of shelters.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None.</li> <li><b>Financial</b> - Limited responsibility - indirect(zoning, land use various tools)</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – enforcement of health regulations. Provision of health-related services</li> <li><b>Financial</b> – Limited responsibility – coordination with shelters to provide health services to residents</li> <li><b>Implementation</b> – Limited responsibility – ongoing support of shelters through provision of health services. Community care licensing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - some fundraising</li> <li><b>Implementation</b>- Secondary responsibility - Operation of most youth shelters. Regulation and training of staff. Program operation (support &amp; outreach). Often delegated by provincial government.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - some financial support for capital and operational costs (Foundations, Donations, Capital campaigns)</li> <li><b>Implementation</b> - None</li> </ul>

*Low Income Housing for the Homeless*  
 Affordable Housing Initiatives for the Homeless and Street Involved  
 Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - Planning and partnership building for affordable housing development.</li> <li><b>Financial</b> - Secondary responsibility - supporting planning for new affordable housing, as well as planning maintenance of existing affordable housing. (e.g. CMHC)</li> <li><b>Implementation</b> – Secondary responsibility - supporting and participating in planning for affordable housing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - development of affordable housing policies and regulations in BC Housing; Homes BC. Building standards and practices, regulation (BC Building Code).</li> <li><b>Financial</b> - Primary responsibility - supporting planning for affordable housing. Participating in affordable housing planning.</li> <li><b>Implementation</b> - Primary responsibility -developing planning for affordable housing, identifying and prioritizing needs and resources.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - Building standards and zoning for affordable housing. Planning for creation and land use re: affordable housing.</li> <li><b>Financial</b> - Limited responsibility - support planning for the creation and maintenance of affordable housing developments.</li> <li><b>Implementation</b> - Primary responsibility - Support for implementation and development of planning processes at the local level.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul> <p>NOTE: See the social responsibility matrix under supportive and transitional housing.</p>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - limited responsibility - some in-kind support to participate in planning processes.</li> <li><b>Implementation</b> - limited responsibility - participation in planning for affordable housing. Non-profit and co-op housing planning.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility</li> <li><b>Implementation</b> - Limited responsibility - participation by community in planning for affordable housing. Participation by the Greater Vancouver Housing Corporation in planning.</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility -Maintenance of existing affordable housing developments and programs. Construction of</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - Creation and development of new affordable housing (BC Housing, Homes BC). Maintenance and support of</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - some capital fundraising and support of affordable housing</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - Greater Vancouver</li> </ul>

	<p>new affordable housing developments.</p> <ul style="list-style-type: none"> <li><b>Financial</b> - Secondary responsibility - Development of new affordable housing. Financial support and subsidization of affordable housing, including non-profit and co-operative housing.</li> <li><b>Implementation</b> - Secondary responsibility - maintenance and operation of affordable housing (CMHC, Urban Aboriginal Strategy).</li> </ul>	<p>existing affordable housing developments. Also BC Building Code for safety and quality of affordable housing.</p> <ul style="list-style-type: none"> <li><b>Financial</b> - Primary responsibility - Creation and development of new affordable housing. Financial support and subsidization of affordable housing initiatives and programs.</li> <li><b>Implementation</b>: Primary responsibility - Construction of affordable housing (BC Housing). Support for construction of affordable housing developments (Woodwards, BC Housing, Homes BC).</li> </ul>	<ul style="list-style-type: none"> <li><b>Financial</b> - Limited responsibility - Tools to support the creation of affordable housing (land provision).</li> <li><b>Implementation</b> - Limited responsibility - Support for affordable housing developments, encouraging the construction of affordable housing</li> </ul>	<p>developments.</p> <ul style="list-style-type: none"> <li><b>Implementation</b> - Limited responsibility - building community support for affordable housing developments. Non-profit and co-op housing.</li> </ul>	<p>Housing Corporation. Some construction and maintenance of low-income housing in the private sector. Some financial support through donations and foundations.</p> <ul style="list-style-type: none"> <li><b>Implementation</b> - Limited responsibility - operation of low-rent apartments and properties.</li> </ul>
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Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Legislating for affordable housing programs. Creation and maintenance of affordable housing programs (CMHC)</li> <li><b>Financial</b> - Secondary responsibility - Operation and maintenance of affordable housing programs. Financial support and subsidization of affordable housing.</li> <li><b>Implementation</b> - Secondary responsibility - maintenance of affordable housing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - Regulation and creation of affordable housing.</li> <li><b>Financial</b> - Primary responsibility -Funding for Subsidized Housing Units (BC Housing) Rent Supplement Assistance; Operation and Maintenance of affordable housing.</li> <li><b>Implementation</b> - Primary responsibility -Management of affordable housing programs in BC. Often delegated to community groups.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility -Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies.</li> <li><b>Financial</b> - Limited responsibility -Tools to support the creation of affordable housing (land provision).</li> <li><b>Implementation</b> - Limited responsibility - bylaw enforcement, implementation of secondary suite policies.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility -Some fundraising and creation of affordable housing (i.e. Habitat for Humanity).</li> <li><b>Implementation</b> - Secondary responsibility - operation of co-operative housing, possibly some affordable housing programs. Non-profit housing. Primary responsibility, if delegated by the provincial government.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - private financial contributions through foundations and donations. Greater Vancouver Housing Corporation.</li> <li><b>Implementation</b> - Limited responsibility - Private operation of low-cost housing options (i.e. apartment buildings). Operation of secondary suites and co-operative housing units.</li> </ul>

*Low Income Housing for Families & Singles*

A housing affordability initiative for low income families (including single parents) and singles -also affordable housing development and planning.

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Planning and partnership building for affordable housing development.</li> <li><b>Financial</b> - Limited responsibility - supporting planning for new affordable housing, as well as planning maintenance of existing affordable housing.</li> <li><b>Implementation</b> - Limited responsibility -supporting and participating in planning for affordable housing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - development of affordable housing policies and regulations in BC Housing; Homes BC. Building standards and practices, regulation (BC Building Code).</li> <li><b>Financial</b> - Primary responsibility - supporting planning for affordable housing. Participating in affordable housing planning.</li> <li><b>Implementation</b> - Primary responsibility -developing planning for affordable housing, identifying and prioritizing needs and resources.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - Building standards and zoning for affordable housing. Planning for creation and land use re: affordable housing.</li> <li><b>Financial</b> - Limited responsibility - some tools to support planning for the creation and maintenance of affordable housing developments.</li> <li><b>Implementation</b> - primary responsibility - Support for implementation and development of planning processes at the local level.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - limited responsibility - some financial support to participate in planning processes.</li> <li><b>Implementation</b> - Secondary responsibility - participation in planning for affordable housing, particularly the non-profit and co-operative sector.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility</li> <li><b>Implementation</b> - Limited responsibility - participation by community in planning for affordable housing. Greater Vancouver Housing Corporation participation in planning processes.</li> </ul>

<p><i>Construction &amp; Siting responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Maintenance of existing affordable housing developments and programs. Construction of new affordable housing developments.</li> <li><b>Financial</b> - Secondary responsibility - Creation and development of new affordable housing. Financial support and subsidization of affordable housing, including co-operative housing.</li> <li><b>Implementation</b> - Secondary responsibility - maintenance and operation of affordable housing (CMHC, Urban Aboriginal Strategy).</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - Creation and development of new affordable housing (BC Housing, Homes BC). Maintenance and support of existing affordable housing developments. Also BC Building Code for safety and quality of affordable housing.</li> <li><b>Financial</b> - Primary responsibility - Creation and development of new affordable housing. Financial support and subsidization of affordable housing initiatives and programs, including co-operative housing.</li> <li><b>Implementation:</b> Primary responsibility - Construction of affordable housing (BC Housing). Support for construction of affordable housing developments (Woodwards, BC Housing, Homes BC).</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies.</li> <li><b>Financial</b> - Limited responsibility - Some tools to support the creation of affordable housing (land provision).</li> <li><b>Implementation</b> - Limited responsibility - Support for affordable housing developments, encouraging the construction of affordable housing through various tools. Zoning and land-use support.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - some capital fundraising and support of affordable housing developments.</li> <li><b>Implementation</b> - Limited responsibility - building community support for affordable housing developments.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - Some financial support through donations and foundations. Some construction and maintenance of low-income housing in the private sector.</li> <li><b>Implementation</b> - Limited responsibility - operation of low-rent apartments and properties. GVHC identification of appropriate sites.</li> </ul>
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Responsibility	Federal Government	Provincial Government	Municipal Government		Community Service Groups	Other
<p><i>Operational responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Legislating for affordable housing programs. Creation and maintenance of affordable housing programs (CMHC)</li> <li><b>Financial</b> - Secondary responsibility - Operation and maintenance of affordable housing programs. Financial support and subsidization of affordable housing.</li> <li><b>Implementation</b> - Secondary responsibility - maintenance of affordable housing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - Regulation and creation of affordable housing.</li> <li><b>Financial</b> - Primary responsibility - Funding for Subsidized Housing Units (BC Housing); Subsidies to Non-Profit &amp; Cooperative Housing; Rent Supplement Assistance; Operation and Maintenance of affordable housing.</li> <li><b>Implementation</b> - Primary responsibility - Management of affordable housing programs in BC. Health inspections etc. (Health Authority)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies.</li> <li><b>Financial</b> - Limited responsibility - Some tools to support the creation of affordable housing (land provision).</li> <li><b>Implementation</b> - Limited responsibility - enforcement of bylaws and secondary suite policies.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - Some fundraising and creation of affordable housing (i.e. Habitat for Humanity).</li> <li><b>Implementation</b> - Secondary responsibility - operation of co-operative housing, possibly some affordable housing programs. Primary responsibility when delegated by the provincial government.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - Limited responsibility - private financial contributions through foundations and donations.</li> <li><b>Implementation</b> - Secondary responsibility - Private operation of low-cost housing options (i.e. apartment buildings). Operation of secondary suites and co-operative housing units. GVHC operation of units.</li> </ul>

*Supported Housing Programs*

Supported housing programs for people dealing with addiction, mental illness and AIDS. No limits on length of stay.

(Note: Recovery houses are addressed in the Substance abuse & Addiction Issue area)

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<p><i>Planning responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary responsibility - Support planning for supported housing. Support research into supported housing issues (CMHC)-SCPI, NHI</li> <li><b>Financial</b> - Secondary responsibility - financial support for planning processes, especially re: homeless</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility - provincial jurisdiction for health services, including supported housing services</li> <li><b>Financial</b> - Primary responsibility - Health related housing - financial support for planning of supported housing programs (MHR)</li> <li><b>Implementation</b> - Primary</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - helping to identify local needs</li> <li><b>Financial</b> - Limited responsibility - participation in and support of local planning for supported housing initiatives</li> <li><b>Implementation</b> - Secondary responsibility - participation in planning</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility - planning for health treatment and services. Community Care Licensing.</li> <li><b>Financial</b> - Secondary responsibility - support and initiation of planning for health related services</li> <li><b>Implementation</b> - Secondary responsibility - initiation and participation in planning for health</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - Limited responsibility - advocacy and participation in planning for supported housing</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - Limited responsibility - participation in planning for supported housing. Private sector may have a role in planning</li> </ul>



	<ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary responsibility – participation in planning for supported housing</li> </ul>	<ul style="list-style-type: none"> <li>responsibility – support and participation in planning for supported housing initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>processes and support of local needs identification. Zoning for group supported housing.</li> </ul>	<ul style="list-style-type: none"> <li>related services. Planning for community care licensing requirements.</li> </ul>		
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – Participation in the development &amp; construction of supported housing (SCPI, CMHC, others)</li> <li><b>Financial</b> – Secondary responsibility – capital funding for some supported housing initiatives (SCPI, others)</li> <li><b>Implementation</b> – Limited responsibility – federally funded construction</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – provincial health jurisdiction – creation of supported housing programs and initiatives, particularly those with health factors.</li> <li><b>Financial</b> – Primary responsibility – responsibility for the creation of health oriented supported housing programs and facilities</li> <li><b>Implementation</b> - Primary responsibility – construction of supported housing. Often delegated to community groups.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – Zoning, land use planning. Building inspections. Development permits and processes.</li> <li><b>Financial</b> – Limited responsibility – some tools to support construction or creation of supported housing.</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – Creation and maintenance of assisted living units and programs</li> <li><b>Financial</b> – Secondary responsibility – Construction and development of assisted living facilities</li> <li><b>Implementation</b> – Secondary responsibility – Development, planning and construction of assisted living facilities and programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> - Limited responsibility – some capital fundraising for supported housing projects</li> <li><b>Implementation</b> – Secondary responsibility – participation and support of construction in some cases. When delegated by the provincial government.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – Private sector assistance with construction is possible.</li> </ul>

<i>Operational responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – some oversight of federally funded programs</li> <li><b>Financial</b> – Limited responsibility – financing of operation costs</li> <li><b>Implementation</b> – Limited responsibility – oversight of federally funded programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – regulation of supported housing programs.</li> <li><b>Financial</b> – Primary responsibility – ongoing operational costs, especially in health and addiction</li> <li><b>Implementation</b> – Primary responsibility –operating supported housing programs and facilities. Often delegated to community groups.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – building inspections, addressing zoning issues and complaints</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – Limited responsibility – bylaw enforcement and zoning regulation. Addressing community safety concerns.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – operation of assisted living programs. Health services to programs</li> <li><b>Financial</b> – Secondary responsibility – Funding and coordination of assisted living and care facilities.</li> <li><b>Implementation</b> – Secondary responsibility - Ongoing operation of assisted living and other care facilities. Provision of health services. Admissions to Supported living facilities. Community care licensing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – management of finances, some fundraising for specific supported housing initiatives</li> <li><b>Implementation</b> – Secondary responsibility – operation of supported housing initiatives (where provincial government or health authority contracts a community service agency)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b>- N/A</li> <li><b>Financial</b>- N/A</li> <li><b>Implementation</b>- Limited responsibility – some private operation of supported housing programs</li> </ul>
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*Transitional Housing Services*

Housing services for people re-integrating into mainstream society (30 days-2 years). Some support provided. Also includes second stage housing for women & children fleeing abuse.

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – support for housing programs – CMHC, SCPI, others</li> <li><b>Financial</b> – Secondary responsibility – monetary support for planning processes</li> <li><b>Implementation</b> – Limited responsibility – support for and participation in planning for 2<sup>nd</sup> stage and transitional housing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – housing programs for women &amp; children fleeing abuse, addictions &amp; mental health.</li> <li><b>Financial</b> – Primary responsibility – financial support for planning for 2<sup>nd</sup> stage and transitional housing. MCAWS.</li> <li><b>Implementation</b> – Primary responsibility – planning for 2<sup>nd</sup> stage and transitional housing programs and services</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – participation in planning &amp; identifying needs for transitional housing services</li> <li><b>Financial</b> – Limited responsibility – participation and support of planning for transitional housing. OCP, homelessness plans and other.</li> <li><b>Implementation</b> – Limited responsibility for developing local plans for 2<sup>nd</sup> stage and transitional housing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – N/A</li> <li><b>Implementation</b> – Secondary responsibility – participation in planning processes, contribution of knowledge and expertise, especially around addictions and mental health services.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – Limited responsibility – some fundraising. Participation in planning processes.</li> <li><b>Implementation</b> – Secondary responsibility – participation and support of planning processes for 2<sup>nd</sup> stage and transitional housing</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – community participation in planning processes. Private sector may have a role where there may be 'scattered units.'</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – some support of transitional housing programs</li> <li><b>Financial</b> – Secondary responsibility – capital funding for transitional and 2<sup>nd</sup> stage</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – Social services, allocation of resources to support transitional and 2<sup>nd</sup> stage housing programs. BC Building Code</li> <li><b>Financial</b> – Primary responsibility –capital funding for creation of transitional and 2<sup>nd</sup> stage housing</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – zoning, land-use. Building inspections. Development hearings etc.</li> <li><b>Financial</b> – Limited responsibility – tools to encourage the creation of 2<sup>nd</sup> Stage/transitional housing.</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – Community care licensing.</li> <li><b>Financial</b> – Limited responsibility – coordination of facilities and services with 2<sup>nd</sup> stage and transitional housing sites.</li> <li><b>Implementation</b> –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – Fundraising</li> <li><b>Implementation</b> – Secondary responsibility – coordination and implementation of construction, ensuring design appropriate etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – Limited responsibility – donations, public participation.</li> <li><b>Implementation</b> – None</li> </ul>

	<ul style="list-style-type: none"> <li>housing programs</li> <li><b>Implementation</b> – Limited responsibility – oversight of capital expenditures</li> </ul>	<ul style="list-style-type: none"> <li><b>Implementation</b>- Primary responsibility – oversight of creation, option to build and run programs. Often delegated to community groups.</li> </ul>	– zoning and bylaw enforcement.	Limited responsibility – community care licensing, health inspections.	Primary responsibility when delegated by the provincial government.
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<i>Operational responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – Some role in oversight of federally funded programs</li> <li><b>Financial</b> – Limited responsibility – oversight and financing of operation costs in the case of some time-limited funding programs.</li> <li><b>Implementation</b> – Limited responsibility – oversight of federally funded programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – social programs, organization and oversight of transitional and 2<sup>nd</sup> stage housing programs</li> <li><b>Financial</b> – Primary responsibility – funding of operations</li> <li><b>Implementation</b> – Primary responsibility – option to run programs in desired, otherwise oversight of delegated community agencies</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – ensuring zoning compliance, policing etc.</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – support of programs, access to recreational programs by residents. Some oversight re: Building code, bylaw enforcement, zoning.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Secondary responsibility – health care related support services for ongoing programs</li> <li><b>Implementation</b> – Secondary responsibility – Provision of health care services, health related supports to residents of second-stage/transitional housing</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – some fundraising. Management of budgets for transitional and 2<sup>nd</sup> stage housing</li> <li><b>Implementation</b> – Secondary responsibility – in most cases, operation of transitional/second stage housing programs when delegated by the provincial government.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – donations and other forms of financial support</li> <li><b>Implementation</b> – Limited responsibility – some community volunteers etc.</li> </ul>
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*Employment Programs as a Means to Prevent Homelessness*

Job finding and related programs as a means to prevent homelessness. Employment programs for deeply entrenched / multi-barriered homeless

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authorities	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – fiscal and economic policy, HRSD policy planning. Employment Insurance (EI)</li> <li><b>Financial</b> – Primary responsibility – support for employment programs and planning (EI)</li> <li><b>Implementation</b> – Primary responsibility, HRSD program planning, EI, job creation programs.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – MHR planning and policies, fiscal and economic policy. Tax and income policies (including minimum wage laws). Employment assistance, training programs. Labour Code &amp; employment standards.</li> <li><b>Financial</b> – Primary responsibility – MHR program planning, employment program planning</li> <li><b>Implementation</b> – Primary responsibility – MHR employment program planning</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – support for employment planning programs (localities, identifying need) – OCP, Zoning of industrial and commercial activity.</li> <li><b>Financial</b> – Limited responsibility – Zoning and land use planning for employment.</li> <li><b>Implementation</b> – Limited responsibility – location, zoning, and possible use of municipal sites. Some Community Economic Development planning.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – some fundraising</li> <li><b>Implementation</b> – Secondary responsibility – planning and preparation for implementation of employment programs and social enterprise.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Secondary responsibility (private sector) – support for employment programs and planning. Private sector job finding and training programs.</li> <li><b>Implementation</b> – Limited responsibility – private sector participation in planning Business Improvement Associations.</li> </ul>
<i>Construction &amp; Siting responsibility</i> <b>NOTE: Siting &amp; Construction a very minor aspect of this element</b>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – siting of employment programs (EI etc.)</li> <li><b>Financial</b> – Primary responsibility – support for some employment programs</li> <li><b>Implementation</b> – Primary responsibility – some oversight of siting processes</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – MHR, participation in siting</li> <li><b>Financial</b> – Primary responsibility – monetary support for employment program sites. MHR etc.</li> <li><b>Implementation</b>- Primary responsibility – some oversight and participation in siting of provincially funded employment programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – support through zoning and planning processes</li> <li><b>Financial</b> – Limited responsibility – possibly some support through zoning, siting in municipal facilities</li> <li><b>Implementation</b> – Limited responsibility – some support through zoning &amp; siting as above</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – some fundraising</li> <li><b>Implementation</b> – Secondary responsibility – identification of sites for programs. Most responsibility for siting lies with community agencies, when delegated by provincial and federal governments.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – some support from private sector for employment initiatives, possible support in siting</li> <li><b>Implementation</b> – None</li> </ul>
<i>Operational responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – oversight of federally funded employment programs</li> <li><b>Financial</b> – Secondary responsibility – financial support for ongoing employment programs (HRSD, others)</li> <li><b>Implementation</b> –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – oversight of provincially funded employment programs</li> <li><b>Financial</b> – Primary responsibility – financial support for ongoing employment programs (MHR).</li> <li><b>Implementation</b> – Primary responsibility – some oversight etc. of provincially funded employment</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – building code inspections, business licensing</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – management of financial issues in employment programs. Some fundraising for operating funds.</li> <li><b>Implementation</b> – Secondary responsibility – implementation of employment programs when delegated by provincial and federal</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – support of employment program graduates (hiring)</li> <li><b>Implementation</b> – None</li> </ul>

	Limited responsibility – oversight of federally funded employment programs	programs. Often delegated to community groups.			governments.	
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*Service Coordination Responsibilities (1-stop service)*  
Service coordination responsibilities/ contact centre for homeless & low income (1 stop services)

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – role in supporting planning processes, prioritizing planning options on a national scale</li> <li>• <b>Financial</b> – Limited responsibility – financial support for planning processes at all levels</li> <li>• <b>Implementation</b> – Limited responsibility – participation in planning processes</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary responsibility – coordination of planning processes</li> <li>• <b>Financial</b> – Primary responsibility – financial support for planning &amp; service coordination</li> <li>• <b>Implementation</b> – Primary responsibility – participation in and support of local planning processes</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – support of local efforts to plan for service coordination</li> <li>• <b>Financial</b> – Secondary responsibility – participation and support in planning for service coordination</li> <li>• <b>Implementation</b> – Secondary responsibility – planning for local service coordination &amp; social planning.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – None</li> <li>• <b>Implementation</b> – Limited responsibility – participation in planning for service coordination</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – staff participation and support of service coordination planning</li> <li>• <b>Implementation</b> – Secondary responsibility – participation in planning processes for service coordination. United Way, Homeless Task Force, Community service teams.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – None</li> <li>• <b>Implementation</b> – Limited responsibility – support and participation by the community in service coordination planning. Business Improvement Associations.</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited responsibility – support of service coordination, possible capital funding for some sites</li> <li>• <b>Implementation</b> – Limited responsibility – possible support and oversight if federal funds involved</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary responsibility – coordination of social services, prioritization of needs and efforts</li> <li>• <b>Financial</b> – Primary responsibility – capital funding for services, support for siting of coordination services</li> <li>• <b>Implementation</b> – Primary responsibility – support for siting.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary responsibility – zoning, land-use in the case of construction. Business licensing in the case of rentals etc. Possible advocacy for construction or siting</li> <li>• <b>Financial</b> – Limited responsibility – support of service coordination efforts</li> <li>• <b>Implementation</b> – Limited responsibility – participation in support of siting or construction</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – coordination of health services</li> <li>• <b>Financial</b> – Limited responsibility – contribution to construction of service coordination facility/facilities where appropriate</li> <li>• <b>Implementation</b> – Limited responsibility – creation of health care aspects of service coordination facilities</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – management of funds, some fundraising</li> <li>• <b>Implementation</b> – Secondary responsibility – identification and development of site for service coordination / one-stop services, when appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – donations, some volunteer support.</li> <li>• <b>Implementation</b> – None</li> </ul>
<i>Operational responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited responsibility – possibility of financial support for service coordination and one-stop programs</li> <li>• <b>Implementation</b> – Limited responsibility – possible oversight if federal funds involved</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary responsibility – option to run programs and coordination, or delegate services to community agencies.</li> <li>• <b>Financial</b> – Primary responsibility – social services-responsibility for provision of social services, supporting operating costs</li> <li>• <b>Implementation</b> – Primary responsibility – option to run or delegate service coordination and programs</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – building code inspections, zoning where applicable.</li> <li>• <b>Financial</b> – Limited responsibility – support for service coordination through zoning and bylaws. Possible provision of locations in community space.</li> <li>• <b>Implementation</b> – None – Surrey Public library Community Resources Connections website performs some of the roles identified.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – Health related service coordination</li> <li>• <b>Financial</b> – Limited responsibility – ongoing funding of health care related program coordination</li> <li>• <b>Implementation</b> – Limited responsibility – ongoing operation of health services, coordination of services</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – some fundraising. Budget management etc.</li> <li>• <b>Implementation</b> – Secondary responsibility – one-stop program or service coordination can be delegated to community services</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – donations, some volunteer support</li> <li>• <b>Implementation</b> – None</li> </ul>

*Outreach programs to the homeless, drop-in centres, Youth*

Outreach programs to identify and support homeless individuals in escaping the street. Drop-in centres to engage with homeless individuals and provide information and access to services. Youth drop-ins and outreach specifically focused on youths. [NOTE: This matrix defines youths as between the ages of 16-24, as found in the Regional Homelessness Plan Update (2003). However, while many shelters are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for youths to access. Therefore, a youth shelter must have an upper age limit and target programming and services to youths in some capacity.]

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – Planning for outreach services to youths (&lt;30) and adults.</li> <li>• <b>Financial</b> – Limited</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary responsibility – planning social services, including outreach &amp; drop-in centres</li> <li>• <b>Financial</b> – Primary</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary responsibility – land use planning, zoning, community and social planning, OCP</li> <li>• <b>Financial</b> – Limited</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – support for planning of outreach services</li> <li>• <b>Implementation</b> – Limited</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – support and promotion of community planning for outreach and drop-</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – None</li> <li>• <b>Implementation</b> – Limited responsibility – support and participation</li> </ul>

	<p>responsibility – support for planning of outreach and drop-in programs</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Limited responsibility – participation in planning processes, support for local planning</li> </ul>	<p>responsibility – support for planning processes. Particular responsibility for youth drop-in and outreach (&lt;18).</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Primary responsibility – participation in planning, support for local planning &amp; needs identification</li> </ul>	<p>responsibility – support for local planning processes, helping to identify local needs</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary responsibility – participation and hosting of planning processes. Parks and Recreation planning.</li> </ul>	<p>responsibility – participation in planning for outreach programs. Public health nurses etc. Contribution of expertise and knowledge. Planning for outreach to mental health.</p>	<p>in services</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Limited responsibility – participation in planning processes</li> </ul>	<p>in community planning for services</p>
<p><i>Construction &amp; Siting responsibility</i> <b>NOTE: Siting &amp; Construction a very minor aspect of this element</b></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – some support of siting/construction</li> <li><b>Financial</b> – Secondary responsibility – financial support of construction where appropriate, or siting</li> <li><b>Implementation</b> – Limited responsibility – indirect support through oversight of funding</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – social services responsibility, especially for youths &lt; 18.</li> <li><b>Financial</b> – Primary responsibility, funding construction and maintenance of sites. Particular responsibility for youths &lt;18.</li> <li><b>Implementation</b> – Primary responsibility – option to construct service locations, option to delegate to community groups</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – zoning &amp; land use policies. Building code enforcement.</li> <li><b>Financial</b> – Limited responsibility – possible provision of facilities, some zoning and development options</li> <li><b>Implementation</b> – Limited responsibility – Building codes, zoning regulations. Parks &amp; Rec. facilities.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – outreach for clinics and other services</li> <li><b>Financial</b> – Limited responsibility – construction and siting of health clinics, outreach programs for those clinics</li> <li><b>Implementation</b> – Limited responsibility – outreach facilities and sites for medical services</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – Some fundraising</li> <li><b>Implementation</b> – Limited responsibility – support of construction, coordination of construction services</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – private sector financial support (foundations, donations).</li> <li><b>Implementation</b> – Limited responsibility – possible private participation in construction etc.</li> </ul>

<p><i>Operational responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – oversight of some programs</li> <li><b>Financial</b> – Limited responsibility – operational funding of programs</li> <li><b>Implementation</b> – Limited responsibility – oversight of federally funded programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – regulation of social services, oversight of programs.</li> <li><b>Financial</b> – Primary responsibility – support and ongoing funding of programs and services</li> <li><b>Implementation</b> – Primary responsibility – often delegated to community groups</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – Enforcement of building code and bylaws. Business licensing.</li> <li><b>Financial</b> – Secondary responsibility – Recreational opportunities, supports. Parks &amp; Rec. programs.</li> <li><b>Implementation</b> – Secondary responsibility – recreation, access to city services. Parks &amp; Rec. programs.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – outreach for health services</li> <li><b>Financial</b> – Limited responsibility – support for outreach programs, referrals to health services</li> <li><b>Implementation</b> – Secondary responsibility – ongoing support of health outreach programs and referrals. Health inspections. Mental health &amp; Addictions outreach.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – fundraising for operating costs. Some donations etc. Management of programs and budgets.</li> <li><b>Implementation</b> – Secondary responsibility – operation of drop-in and outreach programs when delegated by the provincial government.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – donations, volunteerism.</li> <li><b>Implementation</b> – Limited Responsibility. Volunteer time, support.</li> </ul>
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**Residential Addiction Treatment for Youths**

Services and facilities for residential based addiction and substance misuse treatment. 30 days or longer.

**NOTE:** This matrix defines youths as between the ages of 16-24, as found in the Regional Homelessness Plan Update (2003). However, while many services are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for some youths. Therefore, a youth service must have an upper age limit, and target programming and services to youths.

Substance Abuse & Addiction Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<p><i>Planning responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility -Planning for funding of programs. Youths &gt;19</li> <li><b>Financial</b> – Limited responsibility –Financial support for planning processes (SCPI)</li> <li><b>Implementation</b> – Limited responsibility - Participation in planning processes, initiation of planning for funding priorities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – planning of youth programs –(MCFD, Ministry for Mental Health and Addictions)</li> <li><b>Financial</b> – Primary responsibility – support for planning processes, prioritization of services</li> <li><b>Implementation</b> – Primary responsibility – implementation of planning processes for youth addiction treatment.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility –land-use planning and zoning.</li> <li><b>Financial</b> – Limited responsibility – participation in planning processes</li> <li><b>Implementation</b> – Limited responsibility – participation in planning processes, hosting planning processes</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – Planning for health treatment and services</li> <li><b>Financial</b> – Secondary responsibility – coordination of health services &amp; treatment</li> <li><b>Implementation</b> – Secondary responsibility – Participation in planning for treatment and health services</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – participation in planning processes, advocacy for programs. Participation in design of appropriate facilities etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul>
<p><i>Construction &amp; Siting responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility –some oversight of funded developments</li> <li><b>Financial</b> – Limited responsibility – financial</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – creation and promotion of sites and treatment program/buildings. Option to delegate to community groups.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – Zoning, land use policies. Building and bylaw regulations</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – construction and provision of support for the creation of treatment facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – fundraising, donations.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – financial support possible (foundations, BIAs etc).</li> </ul>

	<p>support for creation of programs/construction of sites</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Limited responsibility – oversight of federally funded developments.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial</b> – Primary responsibility –capital support of construction/siting of programs, esp. youths &lt;19 (MCFD).</li> <li>• <b>Implementation</b>- Primary responsibility – coordination and development of facilities, construction of facilities. Especially for youths under 19.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial</b> – Limited responsibility – tools available to encourage development. Possible support through land or building provision.</li> <li>• <b>Implementation</b> – Limited responsibility – bylaw/building inspections. Traffic planning etc.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial</b> – Secondary responsibility – funding for the creation and maintenance of treatment and services</li> <li>• <b>Implementation</b> – Secondary responsibility – creation of treatment and health service facilities, including addiction treatment</li> </ul>	<p>Supervision of construction if delegated by government.</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Limited responsibility, unless delegated by government. Construction, support, coordination.</li> </ul>	<p>Donations.</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b>- None – possible support by business community for construction/development</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – oversight of funded programs</li> <li>• <b>Financial</b> – Limited responsibility – oversight of federally funded programs.</li> <li>• <b>Implementation</b> – Limited responsibility – oversight of federally funded programs.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary responsibility – Operation of addiction treatment programs. Option to delegate to community services</li> <li>• <b>Financial</b> – Primary responsibility – support and ongoing funding of addiction treatment services</li> <li>• <b>Implementation</b>- Primary responsibility. MCFD. Operation youth residential treatment. Option to delegate to community groups.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – Enforcement of bylaws, zoning regulation</li> <li>• <b>Financial</b> – None – Option to use tools to encourage programs (property tax etc)</li> <li>• <b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary responsibility – provision of health and treatment services</li> <li>• <b>Financial</b> – Secondary responsibility – funding of ongoing health and treatment programs. Provision of health services to programs</li> <li>• <b>Implementation</b> – Secondary responsibility – Community care licensing. Enforcement of health regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Limited responsibility – fundraising, operation of programs and budgets</li> <li>• <b>Implementation</b>- Secondary responsibility – When delegated to operate programs. Operation of programs/facilities</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - N/A</li> <li>• <b>Financial</b> – Limited responsibility – funding through donations, foundations.</li> <li>• <b>Implementation</b> – None –possible support from business community</li> </ul>

**Recovery Treatment Services**

Recovery beds and recovery houses for those dealing with addictions and substance misuse concerns. Long-term recovery housing.

Substance Abuse & Addictions Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None -</li> <li>• <b>Financial</b> – Limited responsibility – support of local planning and consultation processes. Time limited SCPI funds.</li> <li>• <b>Implementation</b> – Limited responsibility – option to participate in planning for recovery houses.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - Primary responsibility – Planning and designing regulations/licensing of recovery houses. Setting licensing regulations.</li> <li>• <b>Financial</b> – Primary responsibility – coordinating planning of recovery houses where necessary. Support for planning processes.</li> <li>• <b>Implementation</b> – Primary responsibility – coordination of planning for recovery houses. Liaising with local governments and community agencies for planning.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary responsibility – land use planning and zoning</li> <li>• <b>Financial</b> - Limited responsibility – participation in planning for recovery houses. Land use planning and zoning.</li> <li>• <b>Implementation</b> – Secondary responsibility - Participation in planning regulation. Location guidelines, if appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary responsibility – participation in planning and regulation of recovery houses</li> <li>• <b>Financial</b> – Secondary responsibility – support for planning of recovery houses</li> <li>• <b>Implementation</b> – Secondary responsibility – Planning for the regulation of recovery houses. Community Care licensing implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Secondary responsibility – coordination with provincial and municipal governments to develop appropriate guidelines and zoning.</li> <li>• <b>Implementation</b> – Secondary responsibility – participation into recovery house planning, zoning and land use guidelines, location guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - N/A</li> <li>• <b>Financial</b> – Limited responsibility – some private operators of recovery houses. Participation in planning processes.</li> <li>• <b>Implementation</b> - Limited responsibility – Participation by private operators and the public in planning zoning and location guidelines.</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> – Limited responsibility – option to finance creation of recovery houses.</li> <li>• <b>Implementation</b> – Limited responsibility – supervision of federally funded recovery houses, if they are created.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary responsibility – Regulation and licensing of recovery houses. Health and safety inspections.</li> <li>• <b>Financial</b> – Primary responsibility – financing creation of recovery houses.</li> <li>• <b>Implementation</b>- Primary responsibility - Supporting, through regulations, the creation of houses. Option to build and operate recovery houses, alternatively to delegate to community groups, or create conditions for private operators.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary responsibility – zoning and land use of recovery houses. Possible development of location guidelines.</li> <li>• <b>Financial</b> – Limited responsibility – tools to support creation of recovery houses, such as zoning, bylaws etc.</li> <li>• <b>Implementation</b> – Limited responsibility – Bylaw enforcement. Zoning and land use guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited responsibility – Financial support for recovery houses an option.</li> <li>• <b>Implementation</b> – Secondary responsibility – Option to create or support the creation of recovery houses. Community Care licensing.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Secondary responsibility – Acquisition of property for recovery homes. Fundraising.</li> <li>• <b>Implementation</b> – Secondary responsibility – ensuring recovery homes conform to guidelines and zoning. Development of recovery homes, if delegated by the provincial government.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - N/A</li> <li>• <b>Financial</b> – Secondary responsibility –Privately operated recovery homes are responsible for siting and acquisition of property.</li> <li>• <b>Implementation</b>- Secondary responsibility – privately operated recovery homes, responsible for ensuring homes meet licensing guidelines.</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> – Limited responsibility – option to provide</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary responsibility – regulation and licensing of recovery houses.</li> <li>• <b>Financial</b> – Primary</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – bylaw, zoning and land use regulation. Location</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited responsibility – health regulation and inspections.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – N/A</li> <li>• <b>Financial</b> – Secondary responsibility – management of recovery</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - N/A</li> <li>• <b>Financial</b> – Secondary responsibility – privately operated</li> </ul>

	operational funding to recovery homes through time limited funding programs (minimal). <ul style="list-style-type: none"> <li><b>Implementation</b> – Limited responsibility – oversight of any federally funded programs.</li> </ul>	responsibility – direct funding of recovery houses. Option to run directly, or delegate operations to community or private agencies. MHR, Ministry of Mental Health & Addictions. <ul style="list-style-type: none"> <li><b>Implementation</b>- Primary responsibility –regulation of recovery houses.</li> </ul>	guidelines enforcement. Business licensing. <ul style="list-style-type: none"> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – Enforcement of bylaws. Business license regulation. Addressing local concerns.</li> </ul>	<ul style="list-style-type: none"> <li><b>Financial</b> – Secondary responsibility – Support for recovery house operations</li> <li><b>Implementation</b> – Secondary responsibility – health inspections. Provision of health services to residents. Community care licensing.</li> </ul>	homes. Fundraising, fee for service. <ul style="list-style-type: none"> <li><b>Implementation</b>- Secondary responsibility – operation of recovery homes, when delegated by provincial government. Ensuring conformity to bylaws and regulations.</li> </ul>	recovery homes. Management and maintenance of recovery homes, within budgets. <ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary responsibility –Private recovery homes. Ensuring conformity to bylaws and regulations.</li> </ul>
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**Alcohol & Drug Treatment for Youths (non-residential)**

Programs to help with substance misuse and addictions for youths (in-school, drop-in, support groups. Includes culturally sensitive alcohol & drug treatment for immigrant and aboriginal youths.

Substance Abuse & Addictions Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – support for planning processes</li> <li><b>Financial</b> – Limited responsibility – support local &amp; regional planning processes (SCPI)</li> <li><b>Implementation</b> – Limited responsibility – participation in planning processes. Urban Aboriginal strategy, National Drug strategy.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility –Planning of social and health services and treatment. MCFD, Ministry of Mental Health &amp; Addictions, Ministry of Education.</li> <li><b>Financial</b> – Primary responsibility –support for planning processes</li> <li><b>Implementation</b> – Primary responsibility – Ensuring adequate services available through appropriate planning.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – helping to identify local needs</li> <li><b>Financial</b> - Limited responsibility – support for planning processes.</li> <li><b>Implementation</b> – Limited responsibility – Participation in planning processes for services, hosting planning processes. Support of planning processes.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – role in planning for outpatient treatment programs</li> <li><b>Financial</b> – Secondary responsibility – support planning for outpatient treatment programs</li> <li><b>Implementation</b> – Limited responsibility – participation in and support of planning processes.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – advocacy for programs</li> <li><b>Implementation</b> – Limited responsibility – participation in local planning efforts. Support of local plans, input into prioritization and decision making in the planning process</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility – school boards &amp; in-school programs</li> <li><b>Financial</b> – Limited responsibility (school boards) for planning of in-school programs. School counselors.</li> <li><b>Implementation</b> – Limited responsibility – support of local planning processes by the public and business community. Participation where appropriate. School boards planning in-school programs &amp; counselors.</li> </ul>
<i>Construction &amp; Siting responsibility</i> NOTE: Siting for non-residential services is a relatively minor financial consideration	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – oversight of federally funded developments</li> <li><b>Financial</b> – Limited responsibility – financial support for creation of programs, possible capital funding for construction of facilities</li> <li><b>Implementation</b> – Limited responsibility – capital funding for construction if necessary, oversight of federally funded siting decisions.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility –Coordination and support of treatment services and programs. In-school included.</li> <li><b>Financial</b> – Primary responsibility – funding of construction where necessary. Supporting non-capital programs through funding</li> <li><b>Implementation</b>- Primary responsibility – option to delegate to community services. Coordination of siting and (where necessary) construction efforts.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – land use and zoning where necessary.</li> <li><b>Financial</b> – Limited responsibility –Option to provide sites for programs in municipal property, such as Recreation buildings.</li> <li><b>Implementation</b> – Limited responsibility – siting some programs in municipal (recreation) facilities. Option to assist in construction where necessary.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – Health regulations where appropriate. Outpatient treatment.</li> <li><b>Financial</b> – Secondary responsibility – support of creation or siting of programs where appropriate. Outpatient program siting.</li> <li><b>Implementation</b> – Secondary responsibility – creation or provision of facilities for A&amp;D treatment programs for youths.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – fundraising for capital projects, if necessary.</li> <li><b>Implementation</b> – Secondary responsibility – siting and construction where necessary, coordination and budgeting of programs, particularly when delegated by province.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited responsibility – school boards construction and allocation of sites.</li> <li><b>Financial</b> – Limited responsibility – option to support construction or siting through donations/foundations. School boards and in-school programs, use of school facilities.</li> <li><b>Implementation</b>- None- Siting of in-school programs by school board where appropriate.</li> </ul>

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – oversight of federally funded programs.</li> <li><b>Financial</b> – Limited responsibility – operational funding for programs and facilities (SCPI)</li> <li><b>Implementation</b> – Limited responsibility – Oversight of federally funded programs and</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility –Coordination and prioritization of social services, including in-schools</li> <li><b>Financial</b> – Primary responsibility – provision of operating funding for services and programs.</li> <li><b>Implementation</b>- Primary responsibility – Usually delegated to community groups. Provision and operation of</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility –bylaw enforcement. Support of services.</li> <li><b>Financial</b> – Limited responsibility - Support operation of programs (i.e. zoning, provision of municipal buildings for sites) Parks &amp; Recreation facilities.</li> <li><b>Implementation</b> – Limited responsibility – Support for programs using</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – Provision of treatment services, outpatient programs</li> <li><b>Financial</b> – Secondary responsibility - enforcement of health regulations, inspections. Outpatient treatment programs.</li> <li><b>Implementation</b> – Secondary responsibility – health care for recovery</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – some fundraising for operating funds. Budget management, coordination of day to day operations and expenses (when delegated by province)</li> <li><b>Implementation</b>- Secondary</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – school board operating in-school programs</li> <li><b>Financial</b> – Limited responsibility – operation and support of in-school programs by school.</li> <li><b>Implementation</b> – <i>School boards</i> – Primary responsibility for in-school programs. School counselors.</li> </ul>

services.	health and social services. Provision for school-based counselling.	limited tools (i.e. zoning etc), use of space in municipal facilities, also political support.	house residents. Enforcement of health regulations, operation of outpatient treatment programs. Community care licensing.	responsibility – often delegated to provide and coordinate services
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**Pre-natal Education and Support Programs Re: Drug Use**  
 Parental education and support programs about drug-misuse and the effects of fetal alcohol spectrum disorder

Substance Abuse & Addiction Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – participation in planning processes</li> <li><b>Financial</b> – Limited responsibility – option to support planning of prenatal education</li> <li><b>Implementation</b> – Limited responsibility – minimal involvement in planning for prenatal education</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility – Health and social programs, education.</li> <li><b>Financial</b> – Primary responsibility – Financial support for planning of prenatal programs</li> <li><b>Implementation</b> – Primary responsibility – planning and prioritization of prenatal programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – planning for programs in the context of recreational services</li> <li><b>Financial</b> - Limited responsibility – participation in planning for services</li> <li><b>Implementation</b> – Limited responsibility – participation and (in some cases) initiation of planning for prenatal programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – support for planning and coordination of programs</li> <li><b>Implementation</b> – Limited responsibility – participation in planning processes, contribution of expertise and knowledge.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – participation and encouragement of planning processes</li> <li><b>Implementation</b> – Limited responsibility – participation in planning for prenatal programs. Advocacy.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – None</li> </ul>
<i>Construction &amp; Siting responsibility</i> NOTE: Siting for non-residential services is a relatively minor financial consideration	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited responsibility – possible capital funding for construction of some facilities</li> <li><b>Implementation</b> – Limited responsibility – oversight of federally funded construction.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – Health and social services, education. Provision and prioritization of services.</li> <li><b>Financial</b> – Primary responsibility – financing the construction and siting of prenatal education and support programs</li> <li><b>Implementation</b>- Primary responsibility – ensuring construction and siting of programs occurs appropriately. Option to delegate to community agencies or junior governments.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – zoning (where appropriate), enforcement of bylaws etc.</li> <li><b>Financial</b> – Limited responsibility -possible to provide municipal space for programs.</li> <li><b>Implementation</b> – Limited responsibility- Option to provide programs through Parks &amp; Recreation facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – limited responsibility – provision of space for programs.</li> <li><b>Financial</b> – Limited responsibility – support for creation of programs, possibly support for construction</li> <li><b>Implementation</b> – Limited responsibility – provision of space for programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited responsibility – participation in siting decisions and process.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – none – possible for volunteer-run programs.</li> <li><b>Implementation</b>- Limited responsibility – participation by business community in siting of programs</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited responsibility – oversight of federally funded programs. Option to fund operating costs of prenatal education programs. Health Canada, National Drug Strategy</li> <li><b>Implementation</b> – Limited responsibility – oversight of federally funded programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – prioritization of prenatal programs. Option to delegate operational responsibilities to community groups or municipal government.</li> <li><b>Financial</b> – Primary responsibility – funding of health and social programs.</li> <li><b>Implementation</b>- Primary responsibility – option to delegate operations to community agencies or municipal governments.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – bylaw and zoning enforcement. Oversight/coordination of programs through Parks and Recreation</li> <li><b>Financial</b> – Limited responsibility – option to provide space/funding for prenatal programs and classes</li> <li><b>Implementation</b> – Limited responsibility – option to provide space in municipal facilities (i.e. Recreation facilities)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – bylaw and zoning enforcement. Education and awareness of FASD</li> <li><b>Financial</b> – Limited responsibility – support for education and awareness programs</li> <li><b>Implementation</b> – Secondary responsibility – Referrals and coordination of prenatal education programs (i.e. public health nurses).</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility- fundraising, management of programs if delegated by government</li> <li><b>Implementation</b>- Secondary responsibility – management and operation of prenatal programs and education.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – None –private donations to support programs</li> <li><b>Implementation</b> – Limited responsibility (school boards) – school based health programs.</li> </ul>

**Outreach and Support Programs for At-risk and Substance Users**

Outreach programs to identify and connect with adults at-risk of addiction, or currently suffering from addiction. Support programs to help at-risk and substance users deal with addiction.

Substance Abuse & Addiction Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – Participation in planning (HRSD, SDC, National Drug Strategy, Health Canada)</li> <li><b>Financial</b> – Limited</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – Planning and prioritization of outreach and support programs</li> <li><b>Financial</b> – Primary responsibility. Support and funding of planning processes.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility –helping to identify local needs. Zoning and land use planning.</li> <li><b>Financial</b> - Limited responsibility –support &amp; participation in local planning</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary responsibility – Community-based prevention and outreach.</li> <li><b>Financial</b> – Secondary responsibility – planning for</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> - Limited responsibility – participation in planning. Advocacy for needed services.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> –</li> </ul>

	<p>responsibility – support for planning processes</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Limited responsibility – participation in planning</li> </ul>	<ul style="list-style-type: none"> <li><b>Implementation</b> – Primary responsibility. Coordination and participation in planning and prioritization of outreach and support services.</li> </ul>	<p>processes.</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary responsibility – support of planning processes. Participation in local planning. Advocacy to senior governments.</li> </ul>	<p>prevention/outreach.</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary responsibility – planning for outreach services – coordination with health services</li> </ul>	<ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary responsibility – advocacy and participation in local and regional planning processes.</li> </ul>	<p>Limited responsibility – participation in local planning by public, funders and business groups.</p>
<p><i>Construction &amp; Siting responsibility</i> NOTE: Siting for non-residential services is a relatively minor financial consideration</p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited responsibility – capital funding where appropriate.</li> <li><b>Implementation</b> – Limited responsibility – oversight of federally funded construction.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – construction (where appropriate) and siting of outreach facilities.</li> <li><b>Financial</b> – Primary responsibility – capital funding where appropriate, otherwise siting of programs</li> <li><b>Implementation</b> – Primary responsibility – Development of needed services. Option to delegate to community services.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – Zoning and land use regulation. Bylaw enforcement – ensuring appropriate site usage.</li> <li><b>Financial</b> – Limited responsibility – encourage siting and construction, or provide municipal spaces.</li> <li><b>Implementation</b> – Limited responsibility – support of construction and siting.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – programs at Health facilities</li> <li><b>Financial</b> – Secondary responsibility – outreach for addictions programs</li> <li><b>Implementation</b> – Secondary responsibility – provision of facilities for programs.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited responsibility – may be delegated to lead a project. Fundraising.</li> <li><b>Implementation</b> – Secondary responsibility – if delegated, management of construction.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None – foundations etc. for capital funds. Business community can support creation of programs.</li> <li><b>Implementation</b> – None</li> </ul>
<p><i>Operational Responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited responsibility – oversight of federally funded programs. Option to provide operational funding to programs and support services. (SCPI, HRSD, SDC)</li> <li><b>Implementation</b> – Limited responsibility – oversight of federally funded programs.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary responsibility – health and social services. Option to delegate to community services.</li> <li><b>Financial</b> – Primary responsibility – operational funding for outreach and support services.</li> <li><b>Implementation</b> – Secondary responsibility – Usually delegated to community agencies. Outreach &amp; support.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – Zoning and bylaw enforcement. Option to remove barriers to operation of programs.</li> <li><b>Financial</b> – Limited responsibility – provision of municipal space for programs, option to provide some funding to programs.</li> <li><b>Implementation</b> – Limited responsibility – coordination with programs and services.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited responsibility – addiction services</li> <li><b>Financial</b> – Secondary responsibility – ongoing outreach and support programs through existing health programs</li> <li><b>Implementation</b> – Secondary responsibility – ongoing support of outreach and support programs – referrals, participation, provision where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Secondary responsibility – fundraising, donation campaigns. Day to day operation of programs if delegated to do so.</li> <li><b>Implementation</b> – Primary responsibility – Ongoing operation of programs and supports. Management of budgets.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None – Some foundations, private donors may support ongoing operations.</li> <li><b>Implementation</b> – None – volunteers may contribute to programs and supports.</li> </ul>

**Counseling and Support Services for Families and Children with Behavioral and Mental Health Issues and Attachment Issues**

Counseling services for families and children to help address and deal with behavioural and mental health issues. Also, counseling and support services to help families deal with attachment issues in children.

Children and Youth Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<p><i>Planning Responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – support for planning of programs. More responsibility when urban aboriginal or recent immigrants involved</li> <li><b>Financial</b> – Limited Responsibility – financial support for planning processes.</li> <li><b>Implementation</b> – Limited Responsibility – participation in planning processes, especially re: urban aboriginals and recent immigrants</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Social and health services</li> <li><b>Financial</b> – Primary Responsibility – preparation and planning for social services. Support of planning processes.</li> <li><b>Implementation</b> – Primary Responsibility – initiation and implementation of planning for health and social services.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – None – (option: staff support for local planning processes).</li> <li><b>Implementation</b> – None – (option: participation in planning process).</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Secondary Responsibility – support for planning of mental health services, counseling services</li> <li><b>Implementation</b> – Secondary Responsibility – planning of services for mental health issues. Contribute knowledge &amp; expertise to planning processes.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited Responsibility – participation in planning processes.</li> <li><b>Implementation</b> – Limited Responsibility – participation in planning processes. Input and expertise on community needs and capacities.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Secondary Responsibility (School boards) – internal planning and coordination of counseling services for school-age children.</li> <li><b>Implementation</b> – Secondary Responsibility (school boards) – initiation and implementation of planning for in-school services (delegated by provincial government).</li> </ul>
<p><i>Construction &amp; Siting Responsibility</i> NOTE: Siting &amp; Construction a very minor aspect of this element</p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – possible capital funding for facilities that include these services</li> <li><b>Implementation</b> – Limited Responsibility – oversight of federally</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Creation and development of services</li> <li><b>Financial</b> – Primary Responsibility – construction of facilities where necessary. Support of program rent costs. Identification of appropriate sites.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – zoning and land use regulation. Building code enforcement.</li> <li><b>Financial</b> – None – option to provide space in municipal facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – creation of facilities for mental health services</li> <li><b>Financial</b> – Secondary Responsibility – funding the creation of facilities for mental health services</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited Responsibility – some fundraising)</li> <li><b>Implementation</b> – Limited Responsibility – coordination of construction or siting</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Secondary Responsibility (school boards) – siting of programs for school age children.</li> <li><b>Implementation</b> – Secondary Responsibility</li> </ul>



	funded construction projects	<ul style="list-style-type: none"> <li><b>Implementation - Primary Responsibility</b> – Construction and siting of programs and facilities.</li> </ul>	<ul style="list-style-type: none"> <li><b>Implementation</b> – None- option to provide and support programs in municipal facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary Responsibility – creation of facilities and services for mental health programs</li> </ul>	processes, when delegated by provincial government.	(school boards) – coordination and development of programs for school-age children. Allocation of space for programs where necessary.
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Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None – more involvement in programs for urban aboriginal or recent immigrants</li> <li><b>Financial</b> – Limited Responsibility – option to fund programs</li> <li><b>Implementation</b> – Limited Responsibility - Oversight of federally funded programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – health and social services.</li> <li><b>Financial</b> – Primary Responsibility – provision of operational funding for programs and services. Often delegated to community groups.</li> <li><b>Implementation - Primary Responsibility</b> – operation or delegation of programs and services.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – business licensing, enforcement of zoning &amp; bylaws.</li> <li><b>Financial</b> – None Responsibility – option to provide space or other supports to programs</li> <li><b>Implementation</b> – None – (option to co-sponsor programs)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – operation of mental health programs and services</li> <li><b>Financial</b> – Secondary Responsibility – ongoing funding and support for mental health programs</li> <li><b>Implementation</b> – Secondary Responsibility – operation and coordination of mental health services</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative - N/A</b></li> <li><b>Financial</b> – Limited Responsibility – operational fundraising</li> <li><b>Implementation - Secondary Responsibility</b> – day to day operation of programs.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative - N/A</b></li> <li><b>Financial</b> – Secondary Responsibility (school boards) – support and funding of in-school programs</li> <li><b>Implementation</b> – Secondary Responsibility (school boards) – ongoing operation and coordination of in-school programs</li> </ul>

***Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs***

Initiatives to ensure that there are sufficient culturally appropriate ECE and ECD programs (excluding kindergarten), that these programs are ethnoculturally sensitive and have the capacity to deal with children with Special Needs

Children and Youth Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility (Federal spending powers – Canada Social Transfer)</li> <li><b>Financial</b> – Secondary Responsibility – option to support planning for ECD and ECE programs; Health Canada (Aboriginal Head Start program).</li> <li><b>Implementation</b> – Limited Responsibility – participation in planning process; Multilateral Framework for Early Learning and Childcare</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Education and social services</li> <li><b>Financial</b> – Primary Responsibility – Ministry of Human Resources (MHR) (childcare subsidies); Ministry of Children and Family Development (MCFD) (funding for planning of services and programs); Ministry of Advanced Education (MAE) (training of staff).</li> <li><b>Implementation</b> – Primary Responsibility - MHR (childcare subsidies); MCFD (funding for planning of services and programs); MAE (training of staff).</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative - None</b></li> <li><b>Financial</b> – Limited Responsibility – support for planning processes.</li> <li><b>Implementation</b> – Limited Responsibility – participation in and support of planning processes. Planning of early literacy programs in libraries and use of recreation facilities. Limited role in coordinating community services.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Limited Responsibility – support for planning for ECD</li> <li><b>Implementation</b> – Limited Responsibility – participation and support of planning for ECD; community care licensing</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited Responsibility – participation in planning for programs.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative - N/A</b></li> <li><b>Financial</b> – None (option for private childcare operators to participate in the planning process)</li> <li><b>Implementation</b> – None (option for private childcare operators to participate in the planning process).</li> </ul>
<i>Construction &amp; Siting Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative - None</b></li> <li><b>Financial</b> – Limited Responsibility - option to provide capital funding for ECD or ECE facilities. Some funding directed to province for ECD programs</li> <li><b>Implementation</b> – Limited Responsibility – oversight of federally funded programs and construction.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – MCFD</li> <li><b>Financial</b> – Primary Responsibility – MCFD (funding ECD facilities)</li> <li><b>Implementation - Primary Responsibility</b> – MCFD (Construction of ECD and ECE facilities - currently provides up to 25% of facilities cost).</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Zoning, Land use policies. Building code regulation. ECD in recreation facilities, early literacy programs.</li> <li><b>Financial</b> – Secondary Responsibility – provision and funding of facilities for early literacy, recreation facilities, playgrounds and parks.</li> <li><b>Implementation</b> – Secondary Responsibility – ECD in facilities, early</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – None</li> <li><b>Implementation</b> – Limited – Responsibility community centre licensing.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative - N/A</b></li> <li><b>Financial</b> – Secondary Responsibility – fundraising to meet cost-sharing obligations</li> <li><b>Implementation</b> – Limited Responsibility – often delegated by province to maintain or construct facilities.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – N/A</li> <li><b>Financial</b> – Secondary Responsibility – (private operators to meet cost-share requirements)</li> <li><b>Implementation - Secondary Responsibility</b> – (private operators to meet cost-share requirements)</li> </ul>

Responsibility	literacy programs.					
	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility (Federal spending powers – Canada Social Transfer)</li> <li><b>Financial</b> – Secondary Responsibility – direct support or support via provincial government; Health Canada (Aboriginal Head Start program).</li> <li><b>Implementation</b> – Limited Responsibility – oversight of federally funded programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Ministry of Child and Family Development (MCFD) (education and social services)</li> <li><b>Financial</b> – Primary Responsibility – Ministry of Human Resources (MHR) (Childcare subsidies); MCFD (funding part of operation costs of ECD and ECE programs); Ministry of Community, Aboriginal and Women's Services (MCAWS) (some pre-school funding – Settlement and Multiculturalism Branch)</li> <li><b>Implementation</b>- Secondary Responsibility – MHR (Childcare subsidies); MCFD &amp; MCAWS (provides some funding); MCFD (ongoing operation of ECD and ECE programs. Where not provided directly, option to delegate to municipal, health authority, community groups and school board).</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – coordination of recreational and library ECD/ECE programs</li> <li><b>Financial</b> – Secondary Responsibility – funding of ongoing ECD and ECE programs in the library and recreational contexts.</li> <li><b>Implementation</b> – Secondary Responsibility – ongoing operation of ECE/ECD programs in recreational and library programs. (i.e. early literacy, playgrounds etc)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited</li> <li><b>Financial</b> – Limited Responsibility – Licensing of community childcare and pre-school facilities; option to provide some funding of some ECD</li> <li><b>Implementation</b> – Limited Responsibility – Licensing of community care facilities and visitation by public health nurses</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - N/A</li> <li><b>Financial</b> – Secondary Responsibility – some fundraising; receiving parent fees for operator of program</li> <li><b>Implementation</b>- Primary Responsibility – responsible for day-to-day operation of centre-based ECD/ECE programs and facilities.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None.</li> <li><b>Financial</b> – Primary – Private operators (collection of parent fees)</li> <li><b>Implementation</b> – Primary – Private operators – coordination of ECE/ECD programs.</li> </ul>

### Programs and Recreation for Youths and Children

Sufficient recreational and cultural programs and amenities for youth and children that are accessible and affordable

#### Children and Youth Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Canadian Heritage – designated heritage sites and limited other facilities; promotion of Canadian heritage and culture</li> <li><b>Financial</b> – Limited Responsibility – Canadian Heritage programs and grants (through CH and associated agencies, arts councils and Sport Canada); limited funding of Canadian cultural programs; Dept of Justice (funding of recreation and Youth Justice research)</li> <li><b>Implementation</b> – Limited Responsibility – Canadian Heritage;</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility – Mainly via MCAWS – Heritage Language &amp; Culture) ; Ministry of Education (MOE) (Curriculum); Ministry of Water Land and Air Protection (MWLAP) (BC Parks); Ministry of Forests (MOF) (Provincial Forests recreation resources)</li> <li><b>Financial</b> – Secondary Responsibility - MCAWS – First Citizens Fund; MOE (BC Schools). MCAWS – Provincial Library Strategic Plan fund.</li> <li><b>Implementation</b> – Limited Responsibility – Option to plan recreational and cultural programs and information</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility– Parks Recreation and Culture Department and Library</li> <li><b>Financial</b> - Primary Responsibility– Parks and Recreation &amp; Culture Department &amp; Library budget</li> <li><b>Implementation</b> - Primary Responsibility– Parks and Recreation &amp; Culture Department &amp; Library – Youth Centres, Skate Parks, Recreation programs, heritage programs, arts programs, festivals</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – None – Option to promote recreational programs for health benefits</li> <li><b>Implementation</b> – None – option to promote recreational activity</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – Fundraising and donations to local cultural initiatives and societies</li> <li><b>Implementation</b> – Secondary Responsibility - Local cultural programming initiatives via community organizations (e.g. Métis Family Services), and social recreation services by community groups and agencies</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – School Boards (out of school activities and sports programs); Private clubs</li> <li><b>Implementation</b> – Secondary Responsibility – School Boards (out of school activities and sports programs); Private clubs</li> </ul>

	Cultural information; Dept of Justice (Recreation and Youth Justice research)					
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Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Construction &amp; Siting Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Canadian Heritage - for designated heritage sites</li> <li><b>Financial</b> – Limited Responsibility - Canadian Heritage (CH) – (for designated heritage sites); Sports Canada (some coaching opportunities)</li> <li><b>Implementation</b> – Limited Responsibility - Canadian Heritage - for designated heritage sites</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – via Ministry of Education (MOE)</li> <li><b>Financial</b> – Secondary Responsibility – MOE Construction of Educational Facilities</li> <li><b>Implementation</b>- Secondary Responsibility – MOE – Construction of educational facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Parks Recreation and Culture Department and Library</li> <li><b>Financial</b> - Primary Responsibility – Parks Recreation and Culture Department and Library budget</li> <li><b>Implementation</b> - Primary Responsibility– Parks and Recreation &amp; Culture Department &amp; Library – Youth Centres, Skate Parks, Recreation programs, heritage programs, arts programs, festivals</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – n/a</li> <li><b>Financial</b> - n/a</li> <li><b>Implementation</b> – n/a</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited Responsibility – Donations and fundraising around community-based facilities whose programming deals with heritage and cultural programming</li> <li><b>Implementation</b> - Limited Responsibility – development of community based facilities: Non-profit clubs, YMCA</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited Responsibility – School Board (use of school facilities); Development of private recreational facilities</li> <li><b>Implementation</b>- Limited Responsibility – School Board (use of school facilities); Development of private recreational facilities, non profit clubs, YMCA</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – CH Support and upkeep of designated heritage sites (including programs), as well as limited facilities</li> <li><b>Financial</b> – Limited Responsibility – CH Funding of heritage sites and facilities; Sports Canada (coaching opportunities)</li> <li><b>Implementation</b> – Limited Responsibility – Some heritage sites and facilities; monitoring of federally funded programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – via MOE</li> <li><b>Financial</b> – Secondary Responsibility - MOE ; Ministry of Children and Family Development (MCFD) (Social recreation programs)</li> <li><b>Implementation</b>- Secondary Responsibility – MOE ; Ministry of Children and Family Development (MCFD) (Social recreation programs)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Parks Recreation and Culture Department and Library</li> <li><b>Financial</b> - Primary Responsibility– Parks Recreation and Culture Department and Library budget</li> <li><b>Implementation</b> - Primary Responsibility – Parks Recreation and Culture Department and Library – Youth Centres, Skate Parks, Recreation programs, heritage programs, arts programs, festivals. Library – literacy.</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – None – Option to promote recreational programs for health benefits</li> <li><b>Implementation</b> – None – option to promote recreational activity</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – Fundraising and donations to local cultural initiatives and societies and community recreational facilities</li> <li><b>Implementation</b> – Secondary Responsibility - Local cultural programming initiatives via community organizations (e.g. Métis Family Services) and community youth social recreation programs (as funded by the province)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited Responsibility – School Boards (after-school activities, sports programs); Private clubs,</li> <li><b>Implementation</b> – Limited Responsibility – School Boards (after-school activities, sports programs); Private clubs</li> </ul>

**Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming**  
Moving from a fee-based towards publicly funded, affordable child-care programs and services.

Children and Youth Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Social Development Canada (SDC); Canada Customs and revenue Agency (CCRA); Health Canada (HC); Public Health Agency (PHAC)</li> <li><b>Financial</b> – Secondary Responsibility – SDC (benefits; child support programs); CCRA (deductions for home</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – through various ministries – Ministry of Children and Family Development (MCFD) (Child Care Programs Branch, Child Care Policy Branch); Ministry of Health Services (MHS) (Community Care Facilities Branch - Licensing of Child Care facilities, information); Ministry of Human Resources (MHR) (Child Care Subsidy); Ministry of Public Safety and Solicitor General (MPSSG) (Criminal record check</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Mainly through zoning controls and planning process</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – Limited Responsibility – Staff participation in planning process</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility - Fraser Health Authority – monitoring of Childcare facilities, assessment for supported childcare options and funding of some community service agencies</li> <li><b>Financial</b> –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Secondary (Goal to shift from parent fees being 80% of child care revenue to 20%)</li> <li><b>Implementation</b> – Primary Responsibility – community organizations, religious organizations and service agencies providing licensed childcare, preschool programs and family resource programming;</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited Responsibility – Surrey School District (provision of some spaces; parenting education programs)</li> <li><b>Financial</b> – Limited Responsibility - Surrey School District; Private operators (option to contribute to planning process)</li> <li><b>Implementation</b> – Secondary Responsibility – Surrey District School Board - – Parenting Education (e.g. Growing Together Program);</li> </ul>

	<p>childcare facilities); PHAC (Community Action Program for Children); Aboriginal Headstart Program</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary Responsibility – SDC (federal/provincial territorial agreement); CCRA; HC (Services for Children Information); Multilateral Framework for Early Learning and Childcare</li> </ul>	<p>for childcare staff and volunteers)</p> <ul style="list-style-type: none"> <li><b>Financial</b> – Primary Responsibility – MCFD – Childcare Operating Funding Program; also funds community agencies (e.g. Options)</li> <li><b>Implementation</b> – Primary Responsibility</li> </ul>		<p>Secondary Responsibility – for monitoring of Childcare facilities</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary Responsibility - Fraser Health Authority – monitoring program</li> </ul>	<p>childcare resources referral programs</p>	<p>Private operators (option to contribute to planning process)</p>
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Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Construction &amp; Siting Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited Responsibility -grants to community organizations</li> <li><b>Implementation</b> – None (other than transfer of funds to Province)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Community Care Facilities Act</li> <li><b>Financial</b> – Primary Responsibility – funds for new facilities (future) (25% possible contribution)</li> <li><b>Implementation</b>- Secondary Responsibility – most childcare facilities and programming venues developed via existing facilities (may contribute 25% of cost for new spaces)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – through municipal zoning controls and by-laws and development permits</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None (option to locate childcare spaces in municipal facilities and/or reduce rental fees)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Childcare licensing</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Primary Responsibility – (Need to raise 75% of funds for new space)</li> <li><b>Implementation</b> – Primary Responsibility – (Need to raise 75% of funds for new)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> - Second Responsibility – Private operator building / renting facilities; School board – building / renting facilities within schools</li> <li><b>Implementation</b>- Limited Responsibility – Private operator building / renting facilities; School board – building / renting facilities within schools.</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Social Development Canada (SDC); Canada Customs and Revenue Agency (CCRA); Health Canada (HC); Public Health Agency (PHAC)</li> <li><b>Financial</b> – Secondary Responsibility – SDC (benefits; child support programs); CCRA (deductions for home childcare facilities); PHAC (Community Action Program for Children); Aboriginal Headstart Program</li> <li><b>Implementation</b> – Secondary Responsibility – SDC (federal/provincial territorial agreement); CCRA; HC (Services for Children Information)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – through various ministries – Ministry of Children and Family Development (MCFD) (Child Care Programs Branch, Child Care Policy Branch); Ministry of Health Services (MHS) (Community Care Facilities Branch - Licensing of Child Care facilities, information); Ministry of Human Resources (MHR) (Child Care Subsidy); Ministry of Public Safety and Solicitor General (MPSSG) (Criminal record check for childcare staff and volunteers)</li> <li><b>Financial</b> – Primary Responsibility - MCFD – Childcare Operating Funding Program; also funds community agencies (e.g. Options); MHR (Childcare subsidies)</li> <li><b>Implementation</b> – Primary Responsibility (mainly delegated to community service providers)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Zoning, Land use policies <b>Financial</b> - None</li> <li><b>Implementation</b> – Limited Responsibility – Staff participation in planning process</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility - Fraser Health Authority – monitoring of Childcare facilities, assessment for supported childcare options and funding of some community service agencies</li> <li><b>Financial</b> – Secondary Responsibility – for monitoring of Childcare facilities</li> <li><b>Implementation</b> – Secondary Responsibility - Fraser Health Authority – monitoring program</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Secondary (Goal to shift from parent fees being 80% of child care revenue to 20%)</li> <li><b>Implementation</b> – Primary Responsibility – community organizations, religious organizations and service agencies providing licensed childcare, preschool programs and family resource programming; childcare resources referral programs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited Responsibility – Surrey School District (provision of some spaces; parenting education programs)</li> <li><b>Financial</b> – Limited Responsibility - Surrey School District; Private operators (option to contribute to planning process)</li> <li><b>Implementation</b> – Secondary Responsibility – Surrey District School Board - Parenting Education (e.g. Growing Together Program); Private operators (option to contribute to planning process)</li> </ul>

**Creating a Child and Youth Friendly City**  
 Fostering aspects of healthy development for Youth and Children – including identity, sense of self-worth, education, recreation and a sense of inclusion

**Note:** Owing to the nature of this element, responsibility shifts depending on the program or social service – for example, issues of self-worth for children in marginalized communities may primarily be a provincial government responsibility, whereas recreational opportunities for children and youth are primarily a Municipal Government responsibility

Children and Youth Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Health Canada; Public Health Agency of Canada (Safe, Healthy Environments); HRSDC for skills development and youth employment</li> <li><b>Financial</b> – Limited Responsibility – PHAC program funding; Federal government can champion cities – e.g. via “New Deal for Cities,” GST rebate to municipalities. Heritage Canada YCW (Young Canada Works) Funding.</li> <li><b>Implementation</b> – Limited Responsibility – mainly via programmatic or informational means; some research being done through PHAC</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – Ministry of Education (MOE); Ministry of Child and Family Development (MCFD); Ministry of Community and Aboriginal Services (MCAWS) (Multicultural and anti-racism programs); Ministry of Human Resources (MHR) (Youth employment) Ministry of Advanced Education.</li> <li><b>Financial</b> - Primary Responsibility – MOE; MCFD; MCAWS; MHR</li> <li><b>Implementation</b> - Primary Responsibility – MOE; MCFD; MCAWS; MHR</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Parks Recreation and Culture Department and Library – Child and Youth Friendly City Committee; potential for additional youth engagement</li> <li><b>Financial</b> - Primary Responsibility – Parks Recreation and Culture Department and Library Budget</li> <li><b>Implementation</b> – Primary Responsibility – Parks Recreation and Culture Department and Library programming; parks and other spaces; potential for additional youth engagement</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – None – Option to promote recreational programs for health benefits</li> <li><b>Implementation</b> – None – option to promote recreational activity -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – (through community programs).</li> <li><b>Implementation</b> - Secondary Responsibility – (through community programs)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility – School Board (Education, training options, anti-bullying programs, some recreation opportunities)</li> <li><b>Financial</b> – Secondary Responsibility – School Board (Education, training options, some recreation opportunities); RCMP (community policing); Business community (option for employment programs, co-op and apprenticeship opportunities and family-friendly work places)</li> <li><b>Implementation</b> – Secondary Responsibility – School Board (Education, training options, some recreation opportunities); RCMP (community policing); Business community (option for employment programs, co-op and apprenticeship opportunities and family-friendly work places)</li> </ul>
<i>Construction &amp; Siting Responsibility</i> <b>Limited applicability to this element</b>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> – Option to use Crime Prevention Through Environmental Design (CPTED) principals at design stage</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Health Canada; Public Health Agency of Canada (Safe, Healthy Environments); HRSDC for skills development and youth employment</li> <li><b>Financial</b> – Limited Responsibility – PHAC program funding; Federal government can champion cities – e.g. via “New Deal for Cities,” GST rebate to municipalities</li> <li><b>Implementation</b> – Limited Responsibility – mainly via programmatic or informational means; some research being done through PHAC</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Ministry of Education (MoE); Ministry of Child and Family Development (MCFD); Ministry of Community and Aboriginal Services (MCAWS); Ministry of Human Resources (MHR)</li> <li><b>Financial</b> - Primary Responsibility – MOE; MCFD; MCAWS; MHR</li> <li><b>Implementation</b>- Secondary Responsibility – direct provincial involvement usually delegated to community organizations</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Parks Recreation and Culture Department and Library – Child and Youth Friendly City Committee; potential for additional youth engagement</li> <li><b>Financial</b> - Primary Responsibility – Parks Recreation and Culture Department and Library Budget</li> <li><b>Implementation</b> – Primary Responsibility – Parks Recreation and Culture Department and Library programming; parks and other spaces; potential for additional youth engagement</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – None – Option to promote recreational programs for health benefits</li> <li><b>Implementation</b> – None – option to promote recreational activity</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – (through community programs).</li> <li><b>Implementation</b> - Secondary Responsibility – (through community programs)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility – School Board (Education, training options, anti-bullying programs, some recreation opportunities)</li> <li><b>Financial</b> – Secondary Responsibility – School Board (Education, training options, some recreation opportunities); RCMP (community policing); Business community (option for employment programs, co-op and apprenticeship opportunities and family-friendly work places)</li> <li><b>Implementation</b> – Secondary Responsibility – School Board (Education, training options, some recreation opportunities); RCMP (community policing); Business community (option for employment programs, co-op and apprenticeship opportunities and family-friendly work places)</li> </ul>

### Child Poverty Alleviation

Initiatives to reduce the incidence and depth of child poverty and assisting families to help combat the effects of poverty on children

**Note:** Because of the range of initiatives in this element Primary Responsibility is divided between provincial and federal levels of government, depending on the specific activity or undertaking in question.

Children and Youth Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – National Child Benefit (NCB) (federal/provincial agreement); Canada Revenue Agency (CRA) (Child Tax Benefit); Public Health Agency Canada (PHAC) Division of Childhood and Adolescence; HRSDC (Employment, benefits, Aboriginal Childcare); Status of Women Canada (SWC); Social Development Canada (Social development programs); Department of Justice (Child support guidelines)</li> <li><b>Financial</b> – Primary Responsibility – NCB; Canada Social Transfer (CST); CRA; PHAC; HRSDC (Benefits; Employment; Aboriginal Headstart Program Early Childhood Development) SDC;</li> <li><b>Implementation</b> – Secondary Responsibility - CRA; PHAC; HRSDC (Benefits; Employment; Aboriginal Headstart Program Early Childhood Development); SWC; SDC; Health Canada (HC) (Nutrition programs); Agriculture and Agrifood Canada (Nutrition programs); House of Commons pledge to eradicate Child Poverty;</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Ministry of Human Resources (MHR) (income assistance, employment training); Ministry of Education (MOE) (Social Equity Branch – CommunityLINK program); Ministry of Children and Family Development (MCFD); Ministry of Community, Aboriginal and Women's Services (MCAWS) (Women's services)</li> <li><b>Financial</b> – Primary Responsibility - MHR; MOE Social Equity Branch funding for School Meal programs; MCFD and MCAWS (</li> <li><b>Implementation</b> - Primary Responsibility – MHR (income assistance, employment training); MOE (Social Equity Branch – CommunityLINK program); MCFD; MCAWS; (Women's services)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – planning process – allowances for community gardens, and community kitchens, food banks</li> <li><b>Financial</b> – Limited Responsibility – information and referral services</li> <li><b>Implementation</b> – Limited Responsibility – information and referral services; possible use of community space via Parks Recreation and Culture Department and Library budget</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Fraser Health and related hospitals for health-related effects of poverty; inspection of school food preparation facilities</li> <li><b>Financial</b> – Limited Responsibility – via healthcare funding from Provincial Government</li> <li><b>Implementation</b> – Secondary Responsibility – inspection of food preparation facilities for school meal programs; healthcare services offered through hospitals; information on food security issues;</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited Responsibility – depending on program</li> <li><b>Implementation</b> - Secondary Responsibility– depending on program</li> </ul> <p>Programs here may include clothing drives, fundraising food banks, budgeting assistance; food security initiatives (see food security Element), advocacy work on poverty issues and other initiatives</p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – School Board – School Meal programs</li> <li><b>Financial</b> – Secondary Responsibility – School Board - Meal Programs; Directorate of Agencies for School Health – Breakfast for Learning; Fundraising, food-drives and charitable initiatives within the Business community</li> <li><b>Implementation</b> – Secondary Responsibility – School Board meal programs; Fundraising, food-drives and charitable initiatives within the Business community</li> </ul>
<i>Construction &amp; Siting Responsibility Not applicable to this element</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – National Child Benefit (NCB) (federal/provincial agreement); Canada Revenue Agency (CRA) (Child Tax Benefit); Public Health</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – Ministry of Human Resources (MHR) (income assistance, employment training); Ministry of Education</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – information and referral services</li> <li><b>Implementation</b> – Limited Responsibility –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Fraser Health and related hospitals for health-related effects of poverty; inspection of school food preparation facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited Responsibility – depending on program</li> <li><b>Implementation</b> - Secondary Responsibility–</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – School Board – School Meal programs</li> <li><b>Financial</b> – Secondary Responsibility – School Board - Meal</li> </ul>

	<p>Agency Canada (PHAC) Division of Childhood and Adolescence; HRSDC (Employment, benefits, Aboriginal Childcare); Status of Women Canada (SWC); Social Development Canada (Social development programs); Department of Justice (Child support guidelines)</p> <ul style="list-style-type: none"> <li><b>Financial</b> – Primary Responsibility – NCB; Canada Social Transfer (CST); CRA; PHAC; HRSDC (Benefits; Employment; Aboriginal Headstart Program Early Childhood Development) SDC;</li> <li><b>Implementation</b> – Secondary Responsibility - CRA; PHAC; HRSDC (Benefits; Employment; Aboriginal Headstart Program Early Childhood Development); SWC; SDC; Health Canada (HC) (Nutrition programs); Agriculture and Agrifood Canada (Nutrition programs); House of Commons pledge to eradicate Child Poverty;</li> </ul>	<p>(MOE) (Social Equity Branch – CommunityLINK program); Ministry of Children and Family Development (MCFD); Ministry of Community, Aboriginal and Women's Services (MCAWS) (Women's services)</p> <ul style="list-style-type: none"> <li><b>Financial</b> – Primary Responsibility - MHR; MOE Social Equity Branch) funding for School Meal programs; MCFD and MCAWS (</li> <li><b>Implementation</b> - Primary Responsibility – MHR (income assistance, employment training); MOE (Social Equity Branch – CommunityLINK program); MCFD; MCAWS; (Women's services)</li> </ul>	<p>information and referral services; possible use of community spaces for poverty alleviation initiatives and programs (e.g. Kids Can Cook, Leisure Access, Value Programs)</p>	<ul style="list-style-type: none"> <li><b>Financial</b> – Limited Responsibility – via healthcare funding from Provincial Government</li> <li><b>Implementation</b> – Secondary Responsibility – inspection of food preparation facilities for school meal programs; healthcare services offered through hospitals; information on food security issues;</li> </ul>	<p>depending on program</p> <p>Programs here may include clothing drives, fundraising food banks, budgeting assistance; food security initiatives (see Food Security Element), advocacy work on poverty issues and other initiatives</p>	<p>Programs; Directorate of Agencies for School Health – Breakfast for Learning; Fundraising, food-drives and charitable initiatives within the Business community</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Secondary Responsibility – School Board meal programs; Fundraising, food-drives and charitable initiatives within the Business community</li> </ul>
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**Public Transportation and Access**

Transportation services sufficient to allow access to community services and the city at large – not only for low-income citizens but also the whole community.

Community Development and Diversity Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<p><i>Planning responsibility</i></p>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – mainly via Canada Transport Act</li> <li><b>Financial</b> – Limited Responsibility - Partnership with Provincial Government, Greater Vancouver Transportation Authority and private sector for the RAV line; Possible capital funding</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility– Ministry of Transportation – Delegate responsibility to set up public transportation systems</li> <li><b>Financial</b> – Secondary Responsibility – Ministry of Transportation – funding transfers to regional and local authorities (Greater Vancouver Transit Authority - TransLink); Licensing of Taxis via Provincial Motor Carrier Commission</li> <li><b>Implementation</b> – Secondary Responsibility – capital projects (e.g. Rapid Transit Project 2000) and major roads; Support for planning processes</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - Secondary Responsibility – Transportation Department – local road maintenance, bicycle trails or bike-oriented transport designations</li> <li><b>Implementation</b> - Secondary Responsibility – Transportation Department – local road maintenance, bicycle trails or bike-oriented transport designations; Municipal representation on TransLink; Issuing of Business Licenses for taxi operators and drivers; option – Parks and Recreation Dept – bus for program participants</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – None – option to provide community organization passenger vans</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Greater Vancouver Transportation Authority (TransLink)</li> <li><b>Financial</b> – Primary Responsibility –TransLink (and wholly owned subsidiaries, and contractors); Electrical companies (utility levy); Private sector – Contracted services (HandiDart); also development of Public/Private partnerships for transportation options; Business community – private carrier (taxi and shuttle) services</li> <li><b>Implementation</b> - Primary Responsibility –TransLink; Private sector – Contracted services (HandiDart); Business community – private carrier (taxi and shuttle) services</li> </ul>

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - Limited Responsibility – Partnership with Provincial Government, Greater Vancouver Transportation Authority/TransLink and private sector for the RAV line, etc.</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility – Ministry of Transportation</li> <li><b>Financial</b> – Secondary Responsibility – Responsibility for capital support (funding transfers to TransLink);</li> <li><b>Implementation</b>- Limited Responsibility - for capital projects (e.g. Rapid Transit Project 2000, etc.)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Siting of bike trails, municipal roads</li> <li><b>Financial</b> - Limited</li> <li><b>Implementation</b> – Limited – Participation in siting of major transportation initiatives; traffic planning; siting of bike trails</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – TransLink</li> <li><b>Financial</b> – Primary Responsibility – as delegated by Province, partnerships on major projects</li> <li><b>Implementation</b> – Primary Responsibility – as delegated by Province, partnerships on major projects</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – delegate to Greater Vancouver Transportation Authority (Translink)</li> <li><b>Financial</b> – Secondary Responsibility - transfers to TransLink; transfer of motor fuel tax and PST (off-street parking) revenues; transfer of levy on electricity accounts</li> <li><b>Implementation</b> - Limited Responsibility – Mainly funding transfers</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Membership on TransLink board; Zoning and planning for bike trails and roads</li> <li><b>Financial</b> – Limited Responsibility - transfer of property tax revenues to Translink; via bicycle trails (on public streets), or bicycle-oriented designations; maintenance of municipal roads</li> <li><b>Implementation</b> – Secondary Responsibility – business licensing of taxi operators and drivers; bicycle trails or bike-oriented transport designations; traffic planning; maintenance of municipal roads</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b>- None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – TransLink</li> <li><b>Financial</b> – Primary Responsibility – GVTA/TransLink (and wholly owned subsidiaries and contractors); setting fares and rates; Electrical companies (utility levy); Private sector – Contracted services (HandiDart); also development of Public/Private partnerships for transportation options; Business community – private carrier (taxi and shuttle) services</li> <li><b>Implementation</b> – Primary Responsibility - GVTA/TransLink (and wholly owned subsidiaries, and contractors); Contracted services (HandiDart); Business community – private carrier (taxi and shuttle) services</li> </ul>

**Nutrition and Food Programs**

Information services, community kitchens, community gardens, and food banks to assist with food security.

**Note:** Given the diverse nature of this Element, Primary responsibility is shared by various levels of government and community

Community Development and Diversity Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Health Canada (HC); Agriculture and Agrifood Canada (AGAC) (food security and inspection; Nutritional and Food information)</li> <li><b>Financial</b> – Limited – HC; AGAF – Financial support for federal programs; informational materials</li> <li><b>Implementation</b> –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – Planning of various initiatives - Ministry of Human Resources (MHR) (income assistance); Ministry of Education (MOE) (Social Equity Branch – CommunityLINK program; school meals); Ministry of Agriculture, Food and Fisheries (MAFF) (information programs); Ministry of</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – support for planning, land-use planning and zoning – allowances for community gardens, and community kitchens, food banks</li> <li><b>Financial</b> – Limited Responsibility – mainly through information and referral services, helping to identify local needs; (option: funding of programs)</li> <li><b>Implementation</b> –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility - inspection of school food preparation facilities, and restaurants</li> <li><b>Financial</b> – Limited Responsibility – inspection of public and private food preparation facilities in schools, restaurants</li> <li><b>Implementation</b> - Secondary Responsibility –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Primary Responsibility – depending on program</li> <li><b>Implementation</b> – Primary Responsibility – depending on program</li> </ul> <p>Programs here include food banks, community kitchens, community gardens, fundraising and food gathering drives, advocacy work on poverty issues and other initiatives.</p>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary – School Board – School Meal programs</li> <li><b>Financial</b> – Secondary Responsibility – School Board - Meal Programs; Directorate of Agencies for School Health – Breakfast for Learning; Fundraising, food-drives and charitable initiatives within the Business community</li> <li><b>Implementation</b> – Secondary Responsibility – School Board meal programs; School cooking and nutrition</li> </ul>



	Secondary Responsibility – HC; AGAF (food security and inspection; informational programs)	Health Services (MHS) (health and nutrition information); Ministry of Children and Family Development (MCFD) (school meals; informational) <ul style="list-style-type: none"> <li><b>Financial</b> – Primary Responsibility - MHR; MOE; MAFF; MHS; MCFD &amp; MOE</li> <li><b>Implementation</b> – Primary Responsibility - MHR; MOE; MAFF; MHS; MCFD &amp; MOE</li> </ul>	Limited - Responsibility - mainly through information and referral services; helping to identify local needs; possible use of community space via Parks and Recreation; (option: funding of programs – e.g. Kids Can Cook)	inspection of inspection of public and private food preparation facilities in schools, restaurants; information on food security issues; partnership on nutrition and cooking program		education for children; Fundraising, food-drives and charitable initiatives within the Business community
<i>Construction &amp; Siting responsibility Not applicable to this Element</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Health Canada (HC); Agriculture and Agrifood Canada (AGAF) (food security and inspection; Nutritional and Food information)</li> <li><b>Financial</b> – Limited – HC; AGAF – financial support for federal programs; informational materials</li> <li><b>Implementation</b> – Secondary Responsibility – HC; AGAF (food security and inspection; informational materials)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary responsibility – Ministry of Human Resources (MHR) (income assistance); Ministry of Education (MOE) (Social Equity Branch – CommunityLINK program; school meals); Ministry of Agriculture, Food and Fisheries (MAFF) (informational programs); Ministry of Health Services (MHS) (health and nutrition information); Ministry of Children and Family Development (MCFD) (school meals; informational)</li> <li><b>Financial</b> – Primary Responsibility - MHR; MOE; MAFF; MHS; MCFD &amp; MOE</li> <li><b>Implementation</b> – Primary Responsibility - MHR; MOE; MAFF; MHS; MCFD &amp; MOE</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – indirect (zoning, land-use) – allowances for community gardens, and community kitchens, food banks</li> <li><b>Financial</b> – Limited Responsibility – mainly through information and referral services; (option: funding of programs)</li> <li><b>Implementation</b> – Limited - Responsibility - mainly through information and referral services; helping to identify local needs; possible use of community space via Parks and Recreation; (option: funding of programs – e.g. Kids Can Cook)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility - inspection of school food preparation facilities, and restaurants</li> <li><b>Financial</b> – Limited Responsibility – inspection of public and private food preparation facilities in schools, restaurants</li> <li><b>Implementation</b> - Secondary Responsibility – inspection of inspection of public and private food preparation facilities in schools, restaurants; information on food security issues; partnership on nutrition and cooking program</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Primary Responsibility – depending on program</li> <li><b>Implementation</b> – Primary Responsibility – depending on program</li> </ul> <p>Programs here include food banks, community kitchens, community gardens, fundraising and food gathering drives, advocacy work on poverty issues and other initiatives</p>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility – School Board – School Meal programs</li> <li><b>Financial</b> – Secondary Responsibility – School Board - Meal Programs; Directorate of Agencies for School Health – Breakfast for Learning; Fundraising, food-drives and charitable initiatives within the Business community</li> <li><b>Implementation</b> – Secondary Responsibility – School Board meal programs; School cooking and nutrition education for children; Fundraising, food-drives and charitable initiatives within the Business community</li> </ul>

**Community Economic Development Initiatives**

Initiatives to stimulate local economic development including grants, lending & leasing programs.

Note: Most Community Development Initiatives at the Federal and Provincial levels are built around job-finding and employment related programs

Community Development and Diversity Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Planning of various initiatives - HRSDC (job-search information,</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility - Planning of various initiatives - Ministry of Human Resources (MHR) (job-finding, employment</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – designation of BIA and related bylaws</li> <li><b>Financial</b> –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Limited Responsibility – staff involvement of community groups in</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None – BIAs activities within designated areas</li> <li><b>Financial</b> – Limited Responsibility – BIAs –</li> </ul>

	<p>grants, CED project assistance); Industry Canada (IC) (grants); Western Economic Development (WED) (CED information and funding); Indian and Northern Affairs (INA) (CED initiatives and grants for First Nations); Fisheries and Oceans Canada (FAO) (CED – fisheries related)</p> <ul style="list-style-type: none"> <li>• <b>Financial</b> – Primary Responsibility – HRSDC (grants &amp; support); IC (grants &amp; support); WED (grants &amp; support); INA (grants &amp; support); FAO (grants &amp; support)</li> <li>• <b>Implementation</b> - Primary Responsibility – HRSDC (job-search information, grants, CED project assistance); IC (grants); WED (CED information and funding); INA (CED initiatives and grants for First Nations); FAO (CED – fisheries related)</li> </ul>	<p>information); Ministry of Small Business &amp; Economic Development (MSBED) (entrepreneurialism, limited tax credits; business start-up information); Ministry of Community, Aboriginal and Women's Services (MCAWS) (Aboriginal Employment); Ministry Responsible for Treaty Negotiations (MRTN) (Aboriginal Employment); Ministry of Advanced Education (MAE) (Apprenticeship programs)</p> <ul style="list-style-type: none"> <li>• <b>Financial</b> - Secondary Responsibility – MHR (job-finding, employment information MSBED (entrepreneurial activation, limited tax credits; business start-up information); MCAWS (Aboriginal Employment); MRTN (Aboriginal Employment); MAE (Apprenticeship programs)</li> <li>• <b>Implementation</b> – Secondary Responsibility – MHR (job-finding, employment information); MSBED (entrepreneurial activation, limited tax credits; business start-up information); MCAWS (Aboriginal Employment); MRTN (Aboriginal Employment); MAE (Apprenticeship programs)</li> </ul>	<p>Limited Responsibility – BIA levy; Economic Development (ED) office; small Community grants program; sponsorship of community events and festivals</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Limited Responsibility – BIA levy; information and outreach; ED Office; business licensing; small Community grants program; Parks and Recreation courses</li> </ul>	<p><b>Implementation</b> - None</p>	<p>planning local CED initiatives</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Secondary Responsibility – staff involvement of community groups in planning local CED initiatives (e.g. Vibrant Surrey); Development of social enterprise initiatives (e.g. Atira)</li> </ul>	<p>activities within designated areas; Chamber(s) of Commerce; Business Community and Financial Services - sponsorship of local CED initiatives</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Limited Responsibility – BIAs activities within designated areas; Chamber(s) of Commerce (business development and marketing initiatives</li> </ul>
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<i>Construction &amp; Siting responsibility Not applicable to this element</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b>-</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b>-</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – HRSDC (job-search information, grants, CED project assistance); Industry Canada (IC) (grants); Western Economic Development (WED) (CED information and funding); Indian and Northern Affairs (INA) (CED initiatives and grants for First Nations); Fisheries and Oceans Canada (FAO) (CED – fisheries related)</li> <li>• <b>Financial</b> – Primary Responsibility – HRSDC (grants &amp; support); IC (grants &amp; support); WED (grants &amp; support); INA (grants &amp; support); FAO (grants &amp; support)</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - Secondary Responsibility – Ministry of Human Resources (MHR) (job-finding, employment information); Ministry of Small Business &amp; Economic Development (MSBED) (entrepreneurialism, limited tax credits; business start-up information); Ministry of Community, Aboriginal and Women's Services (MCAWS) (Aboriginal Employment); Ministry Responsible for Treaty Negotiations (MRTN) (Aboriginal Employment); Ministry of Advanced Education (MAE) (Apprenticeship programs)</li> <li>• <b>Financial</b> - Secondary Responsibility – MHR (job-finding, employment information MSBED (entrepreneurial activation, limited tax credits; business start-up information); MCAWS (Aboriginal Employment); MRTN (Aboriginal Employment); MAE (Apprenticeship programs)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited Responsibility – designation of BIA and related bylaws</li> <li>• <b>Financial</b> – Limited Responsibility – BIA levy; Economic Development (ED) office; small Community grants program; sponsorship of community events and festivals</li> <li>• <b>Implementation</b> – Limited Responsibility – BIA Levy; information and outreach; ED Office; business licensing; small Community grants program; Parks and Recreation courses</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - None</li> <li>• <b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> – Limited Responsibility – staff involvement of community groups in planning local CED initiatives</li> <li>• <b>Implementation</b> – Secondary Responsibility – staff involvement of community groups in planning local CED initiatives (e.g. Vibrant Surrey); Development of social enterprise initiatives (e.g. Atira)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None – BIAs activities within designated areas</li> <li>• <b>Financial</b> – Limited Responsibility – BIAs – activities within designated areas; Chamber(s) of Commerce; Business Community and Financial Services - sponsorship of local CED initiatives</li> <li>• <b>Implementation</b> – Limited Responsibility - BIAs activities within designated areas; Chamber(s) of Commerce (business development and marketing initiatives</li> </ul>

	<p>Primary Responsibility – HRSDC (job-search information, grants, CED project assistance); IC (grants); WED (CED information and funding); INA (CED initiatives and grants for First Nations); FAO (CED – fisheries related)</p>	<p>Employment); MAE (Apprenticeship programs)</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Secondary Responsibility – MHR (job-finding, employment information); MSBED (entrepreneurial activation, limited tax credits; business start-up information); MCAWS (Aboriginal Employment); MRTN (Aboriginal Employment); MAE (Apprenticeship programs)</li> </ul>			
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### Ethno and culturally appropriate services, opportunities and programming

Services could include libraries, parks and other city services and programs

**Note:** Given the range of this element, all stakeholders have a duty to make services, opportunities and programming more ethno and culturally appropriate

#### Community Development and Diversity Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – Canadian Constitution; Charter of Rights and Freedoms; Multiculturalism Act; (Heritage Canada)</li> <li>• <b>Financial</b> – Limited Responsibility – Some funding of cultural services through Canadian Heritage</li> <li>• <b>Implementation</b> – Limited Responsibility – some involvement in cultural services and programming through Canadian Heritage</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - Primary Responsibility – Planning of various initiatives - Ministry of Community, Aboriginal and Women's Services (MCAWS) (Settlement and Multicultural Branch); Ministry of Education (MOE) (heritage language studies; related continuing education courses); Ministry of Treaty Negotiations (MTN) (Aboriginal services and employment opportunities);</li> <li>• <b>Financial</b> – Primary Responsibility – Various initiatives - MCAWS (First Citizen's Fund; MOE (language studies); MTN; Option to delegate to community services</li> <li>• <b>Implementation</b> - Primary Responsibility – Various initiatives - MCAWS (Settlement and Multicultural Branch); MOE (heritage language studies; related continuing education courses); MTN (Aboriginal services and employment opportunities); Option to delegate to community services</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – With respect to city services in general, and employment training</li> <li>• <b>Financial</b> - Primary Responsibility – With respect to city services in general, and employment training</li> <li>• <b>Implementation</b> – Primary Responsibility – With respect to city services in general, and employment training</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - Limited Responsibility –(Language Services) interpreter and translation services provided across the district</li> <li>• <b>Implementation</b> – Limited Responsibility –(Language Services) interpreter and translation services provided across the district</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> – Secondary Responsibility – as delegated from province</li> <li>• <b>Implementation</b> - Secondary Responsibility – as delegated from province</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - Secondary Responsibility – School Board – delegated responsibility from Provincial government (heritage language and cultural studies courses, continuing education opportunities)</li> <li>• <b>Financial</b> – Secondary Responsibility - School board budget for heritage language and continuing education classes</li> <li>• <b>Implementation</b> – Secondary Responsibility - School Board – as implemented by local schools</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b>-</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b>-</li> </ul>

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – Canadian Constitution; Charter of Rights and Freedoms; Multiculturalism Act; (Heritage Canada)</li> <li>• <b>Financial</b> – Limited Responsibility – Some</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - Primary Responsibility – Various initiatives - Ministry of Community, Aboriginal and Women's Services (MCAWS) (Settlement and Multicultural Branch); Ministry of Education (MOE) (heritage language studies; related continuing</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – With respect to city services in general, and employment training</li> <li>• <b>Financial</b> - Primary Responsibility – With respect to city services in general, and employment</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - Limited Responsibility –(Language Services) interpreter and translation services provided across the district</li> <li>• <b>Implementation</b> –</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> – Secondary Responsibility – as delegated from province</li> <li>• <b>Implementation</b> - Secondary Responsibility – as</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - Secondary Responsibility – School Board – delegated responsibility from Provincial government (heritage language and cultural studies courses, continuing education opportunities)</li> </ul>

	<p>funding of cultural services through Canadian Heritage</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Limited Responsibility – some involvement in cultural services and programming through Canadian Heritage</li> </ul>	<p>education courses); Ministry of Treaty Negotiations (MTN) (Aboriginal services and employment opportunities);</p> <ul style="list-style-type: none"> <li><b>Financial</b> – Primary Responsibility – various initiatives - MCAWS (First Citizen's Fund; MOE (language studies); MTN; Option to delegate to community services</li> <li><b>Implementation</b> - Primary Responsibility – various initiatives - MCAWS (Settlement and Multicultural Branch); MOE (heritage language studies; related continuing education courses); MTN (Aboriginal services and employment opportunities); Option to delegate to community services</li> </ul>	<p>training</p> <ul style="list-style-type: none"> <li><b>Implementation</b> – Primary Responsibility – With respect to city services in general, and employment training</li> </ul>	<p>Limited Responsibility – (Language Services) interpreter and translation services provided across the district</p>	<p>delegated from province</p>	<ul style="list-style-type: none"> <li><b>Financial</b> – Secondary Responsibility - School board budget for heritage language and continuing education classes</li> <li><b>Implementation</b> – Secondary Responsibility - School Board – as implemented by local schools</li> </ul>
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## Life Skills and Educational Training

Training opportunities for adults that have not completed high-school

### Community Development Diversity Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – HRSDC (skills training and job-finding programs)</li> <li><b>Financial</b> – Limited Responsibility – HRSDC – Planning for funding of programs - (skills training and job-finding programs)</li> <li><b>Implementation</b> – Limited Responsibility HRSDC - (skills training and job-finding programs)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – Ministry of Education (MOE) (Adult Education; Adult Graduation Diploma; Distance Education)</li> <li><b>Financial</b> – Primary Responsibility – Various initiatives - MOE (funding of local school boards and educational initiatives, funding of adults students in high school courses); Ministry of Higher Education (MHE) (Apprenticeship); Ministry of Community, Aboriginal and Women's Services (MCAWS) – some funding of Adult Education and Life Skills programs; Ministry of Treaty Negotiations (MTN) (funding for First Nations vocational training programs)</li> <li><b>Implementation</b> - Primary Responsibility – Various initiatives - MOE (Adult Education; Adult Graduation Diploma); MHE (Apprenticeship)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> - Limited Responsibility – Planning process; assisting School District #36 in planning for school facilities</li> <li><b>Implementation</b> – None – (option for programming)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – fundraising - depending on nature of life skills program (note distinction between high school accreditation and informal life skills)</li> <li><b>Implementation</b> – Secondary Responsibility – Life Skills training, as offered through community groups and local societies</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility – School Board (School District #36) (delegated from Provincial government) – Adult Education programs; local schools</li> <li><b>Financial</b> - Secondary Responsibility – School Board (delegated from Provincial government)</li> <li><b>Implementation</b> - Secondary Responsibility – School Board (delegated from Provincial government) – Adult Education programs and policies, external credit evaluation; local schools – life skills courses) review</li> </ul>
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b> -</li> <li><b>Implementation</b> -</li> </ul>

Not applicable to this Element						
Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – HRSDC (skills training and job-finding programs)</li> <li><b>Financial</b> – Limited Responsibility (skills training and job-finding programs)</li> <li><b>Implementation</b> – Limited Responsibility (skills training and job-finding programs)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – Ministry of Education (MOE) (Adult Education; Adult Graduation Diploma; Distance Education)</li> <li><b>Financial</b> – Primary Responsibility – various initiatives - MOE (funding of local school boards and educational initiatives, funding of adults students in high school courses); Ministry of Higher Education (MHE) (Apprenticeship); Ministry of Community, Aboriginal and Women's Services (MCAWS) – some funding of Adult Education and Life Skills programs; Ministry of Treaty Negotiations (MTN) (funding for First Nations vocational training programs)</li> <li><b>Implementation</b> - Primary Responsibility – various initiatives - MOE (Adult Education; Adult Graduation Diploma); MHE (Apprenticeship)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> - Limited Responsibility – Planning process; assisting School District #36 in planning for school facilities</li> <li><b>Implementation</b> – None – (Option for programming)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – fundraising - depending on nature of life skills program (note distinction between high school accreditation and informal life skills)</li> <li><b>Implementation</b> – Secondary Responsibility – Life Skills training, as offered through community groups and local societies</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Secondary Responsibility – School Board (delegated from Provincial government) – Adult Education programs; local schools</li> <li><b>Financial</b> - Secondary Responsibility – School Board (delegated from Provincial government)</li> <li><b>Implementation</b> - Secondary Responsibility – School Board (delegated from Provincial government) – Adult Education programs and policies, external credit evaluation; local schools – life skills courses) review</li> </ul>

### Initiatives to Encourage Citizen Engagement With Social Issues and Social Planning Activity

Initiatives geared to encouraging citizen engagement with the Plan for the Social Well-Being of Surrey and involving citizens in their communities and at all levels of government

Note: Owing to the scope of this Element, Primary responsibility is shared between different levels of government

#### Community Development and Diversity Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – (EA process requirements); Option for public consultation process on other social planning issues.</li> <li><b>Financial</b> – Limited Responsibility – (EA process requirements); Option for public consultation process on other social planning issues.</li> <li><b>Implementation</b> - Limited Responsibility –</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited Responsibility – option for public consultation process on social planning issues</li> <li><b>Financial</b> – Limited Responsibility - option for public consultation process on social planning issues</li> <li><b>Implementation</b> – Limited Responsibility - option for public consultation process on social planning issues</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Public hearings on zoning and planning process (Local Government Act)</li> <li><b>Financial</b> - Secondary Responsibility - Funding for public hearing processes</li> <li><b>Implementation</b> - Secondary Responsibility – Public hearing process (planning and zoning); Information referral and dissemination via libraries, community centres and community networks</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – Limited Responsibility – potential to consult with or inform public on issues connected with social planning</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Primary Responsibility - Community group fundraising around advocacy work for social planning initiatives</li> <li><b>Implementation</b> - Primary Responsibility – Community group activities around social and urban planning initiatives; networking and information sharing; mobilization and engagement</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – local and regional media (focus on social issues)</li> <li><b>Implementation</b> – Secondary Responsibility – local and regional media (focus on social planning issues)</li> </ul>

	(EA process requirements); option for public consultation process on other social planning issues.					
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> -</li> <li>• <b>Financial</b> -</li> <li>• <b>Implementation</b> -</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - None</li> <li>• <b>Implementation</b> - None</li> </ul> <p>Federal, Provincial, and Municipal Governments and Health Authorities are generally not a part of this element, though each have <u>options</u> to develop programs to foster engagement.</p>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - None</li> <li>• <b>Implementation</b> - None</li> </ul> <p>Federal, Provincial, and Municipal Governments and Health Authorities are generally not a part of this element, though each have <u>options</u> to develop programs to foster engagement.</p>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary Responsibility – duty to consult with public on planning related issues</li> <li>• <b>Financial</b> - Secondary Responsibility - Funding for public consultation processes</li> <li>• <b>Implementation</b> - Primary Responsibility - Funding for public consultation processes; information referral and dissemination via libraries, community centres and community networks</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - None</li> <li>• <b>Implementation</b> – Limited Responsibility – potential to consult with or inform public on issues connected with social planning</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> – Primary Responsibility - Community group fundraising around advocacy work for social planning initiatives</li> <li>• <b>Implementation</b> - Primary Responsibility Community group activities around social and urban planning initiatives; networking and information sharing; mobilization and engagement</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> – Secondary Responsibility – local and regional media (focus on social planning issues)</li> <li>• <b>Implementation</b> – Secondary Responsibility – local and regional media (focus on social planning issues)</li> </ul>

**Initiatives to Deal With Seniors Abuse**

Developing materials and initiatives to foster security and safety for the elderly – whether living on their own, as part of an extended family, or in a senior's care facility.

**Note** – Because of the range of initiatives represented in this element Primary responsibility is divided between Provincial and Federal levels of government depending on specific initiatives. Materials and initiatives vary greatly and range from income security to consumer protection to recreational programs. A number of programs are informational only.

Crime and Public Safety Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other -
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – Various initiatives - HRSDC (income security measures); RCMP (Senior's Guide, fraud); Public Health Agency of Canada (PHAC) – Division of Aging and Seniors; Department of Justice (DOJ) / Solicitor General (Fraud, criminal code) Safe Living Guide; Industry Canada (fraud); Veterans Affairs Canada (VAC) (information); Canadian Transportation Agency (TC) (accessibility)</li> <li>• <b>Financial</b> - Primary Responsibility - (depending on specific initiative) – HRSDC (EI program; CPP); Some financial support for assisted living initiatives produced through CMHC partnership with Independent Living BC (ILBC) and BC Housing; SDC (New Horizons for Seniors)</li> <li>• <b>Implementation</b> – Primary Responsibility - (depending on specific initiative) – HRSDC (income security measures); RCMP (Senior's Guide, fraud); PHAC – Division of Aging and Seniors; DOJ Solicitor General (Fraud) (Safe Living Guide); IC (fraud); VAC (information); TC (accessibility)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – Various initiatives - Ministry of Community, Aboriginal and Women's Services (MCAWS) (Women's &amp; Seniors Services); Ministry of Health Services (MHS) (Healthcare), Ministry of Human Resources (MHR) (Seniors Assistance); Public Guardian and Trustee (PGT) (Management of affairs for wards of state); Ministry of Public Safety and Solicitor General (MPSSG); Ministry of the Attorney General (MAG) (provincial statutes); Ministry of Provincial Revenue (MPR)</li> <li>• <b>Financial</b> - Primary Responsibility (depending on specific initiative) – MHR (Seniors Supplement Program); MPR (tax credits); PGT (management of affairs); MCAWS (Women's &amp; Seniors Services); MHS (Seniors Health Services and Information)</li> <li>• <b>Implementation</b> - Primary Responsibility – (depending on specific initiative) - MCAWS (Women's &amp; Seniors Services); MHS (Health Services) MHR (Seniors Assistance); PGT –</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited Responsibility – support for planning, land-use-planning, zoning and by-laws connected to the siting of seniors facilities</li> <li>• <b>Financial</b> - Limited Responsibility – mostly through Parks and Recreation programs</li> <li>• <b>Implementation</b> – Limited Responsibility – mostly through Parks and Recreation programs</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary Responsibility – As delegated by the Ministry of Health Services (inspection of HomeCare facilities)</li> <li>• <b>Financial</b> – Secondary Responsibility – as delegated by the MHS</li> <li>• <b>Implementation</b> Secondary Responsibility – as delegated by the MHS (inspection of HomeCare facilities, home visits)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited Responsibility - (where delegated through Provincial funding initiatives)</li> <li>• <b>Implementation</b> – Limited Responsibility – (where delegated through Provincial Government)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> - Limited Responsibility – RCMP – (Grants to Surrey Crime Prevention Taskforce, BC Crime Prevention Society; involvement in elder abuse programs)</li> <li>• <b>Implementation</b> – Limited Responsibility – RCMP – (involvement in elder abuse programs, prevention initiatives and enforcement of applicable federal and provincial laws)</li> </ul>

		(management of affairs); MPSSG and MAG – Provincial statutes Secondary; MPR – (tax credit);				
<i>Construction &amp; Siting responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – Some financial support for assisted living initiatives produced through CMHC partnership with Independent Living BC (ILBC) and BC Housing</li> <li><b>Implementation</b> – Limited Responsibility – Some financial support for assisted living initiatives produced through CMHC partnership with Independent Living BC (ILBC) and BC Housing</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – ILBC and BC Housing (for shelter and housing related solutions)</li> <li><b>Financial</b> – Primary Responsibility – ILBC and BC Housing (for shelter and housing related solutions)</li> <li><b>Implementation</b> – Primary Responsibility – ILBC and BC Housing (for shelter and housing related solutions)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – planning, land-use planning and zoning connected to siting and development of Homecare and housing facilities</li> <li><b>Financial</b> – Limited Responsibility – planning, land-use planning and zoning connected to siting and development of Homecare and housing facilities as well as seniors centres</li> <li><b>Implementation</b> – Limited Responsibility – construction and siting of Parks and recreational facilities and programming, seniors centres</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – Limited Responsibility – Community Care facilities licensing where appropriate</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Secondary Responsibility – construction, support, coordination (where community organizations build facilities)</li> <li><b>Implementation</b> – Secondary Responsibility – construction, support, coordination (where community organizations build facilities)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – None – (option: private facility development)</li> </ul>
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Various initiatives - HRSDC (income security measures); RCMP (Senior's Guide, fraud); Public Health Agency of Canada (PHAC) – Division of Aging and Seniors; Department of Justice (DOJ) / Solicitor General (Fraud, criminal code) Safe Living Guide; Industry Canada (fraud); Veterans Affairs Canada (VAC) (information); Canadian Transportation Agency (TC) (accessibility)</li> <li><b>Financial</b> – Primary Responsibility – HRSDC (income security); RCMP; PHAC; DOJ; IC: (Other financial support available through partnerships)</li> <li><b>Implementation</b> – Primary Responsibility – HRSDC (income security); RCMP; PHAC; DOJ; IC</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Various initiatives - via Ministry of Community, Aboriginal and Women's Services (MCAWS) (Women's &amp; Seniors Services); Ministry of Health Services (MHS) (Healthcare), Ministry of Human Resources (MHR) (Seniors Assistance)</li> <li><b>Financial</b> - Primary Responsibility – MHR Seniors Assistance</li> <li><b>Implementation</b> – Primary or Secondary Responsibility – (depending on specific initiative) – Primary - MHR Seniors Assistance; MHS Health Services; Secondary: MCAWS Women's &amp; Seniors Services; Public Guardian – (management of affairs)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – local bylaws, Parks and Recreation programs</li> <li><b>Financial</b> - Limited Responsibility – Safe City Campaign; Parks and Recreation budget for Seniors' Centres</li> <li><b>Implementation</b> – Limited Responsibility – Parks and Recreation programs, Seniors' Centres</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Licensing and inspection of HomeCare facilities</li> <li><b>Financial</b> - Secondary Responsibility – Licensing and inspection of HomeCare facilities</li> <li><b>Implementation</b> – Secondary Responsibility Licensing and inspection of HomeCare facilities; home nursing program</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Secondary Responsibility – where delegated through delegated by provincial government</li> <li><b>Implementation</b> – Secondary Responsibility – where delegated by provincial government</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility - RCMP (involvement in elder abuse programs, prevention initiatives and enforcement of applicable federal and provincial laws)</li> <li><b>Implementation</b> – Limited Responsibility – RCMP (involvement in elder abuse programs, prevention initiatives and enforcement of applicable federal and provincial laws); Private Care facilities</li> </ul>

**Initiatives Dealing with Family Violence**

Developing materials and initiatives to foster security for family members in abusive situations – to discourage abusive situations, to mitigate the sense of isolation that it fosters, and to create safe spaces where abusive situations can be reported and action can be taken.

**Note** – Because of the range of initiatives represented in this element Primary responsibility is divided between Provincial and Federal levels of government depending on specific initiatives. A number of programs are informational only.

Crime and Public safety Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Various initiatives - Department of Justice (DOJ) - (criminal code, Family</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Various initiatives - Ministry of the Attorney General (MAG);</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – planning process,</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None - planning for programs to deal with the effects of</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Secondary</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None – RCMP; School Board (requirement to report suspected abuse)</li> </ul>

	<p>Violence Initiative); – Health Canada (HC) / Public Health Agency Canada (PHAC); (lead agency, multiple partners, Family Violence Initiative); Department of Indian Affairs and Northern Development (DIAND) (First Nations family violence)</p> <ul style="list-style-type: none"> <li>• <b>Financial</b> – Primary Responsibility - DOJ - (criminal code, Family Violence Initiative); HC/PHAC; (lead agency, multiple partners, Family Violence Initiative); DIAND (First Nations family violence)</li> <li>• <b>Implementation</b> Primary Responsibility - DOJ - (criminal code, Family Violence Initiative); HC/PHAC; (lead agency, multiple partners, Family Violence Initiative); DIAND (First Nations family violence)</li> </ul>	<p>Ministry of Public Safety and Solicitor General (MPSSG) (Provincial legislation); Ministry of Community, Aboriginal and Women's Services (MCAWS); Ministry of Human Resources (MHR) (employment); BC Housing</p> <ul style="list-style-type: none"> <li>• <b>Financial</b> – Primary Responsibility – various initiatives funded via MPSSG, MCAWS; contracting of services via MAG; additional funding for employment assistance agencies through MHR, BC Housing</li> <li>• <b>Implementation</b> – Primary Responsibility - various initiatives funded via MPSSG, MCAWS, MAG and MHR informational initiatives and outreach activities; BC Housing (transition and Second Stage housing options)</li> </ul>	<p>zoning, and by-laws</p> <ul style="list-style-type: none"> <li>• <b>Financial</b> – Limited Responsibility - Community Grants Program</li> <li>• <b>Implementation</b> – None – (Option to act as an advocate and to participate in planning)</li> </ul>	<p>violence</p> <ul style="list-style-type: none"> <li>• <b>Financial</b> – Limited Responsibility – programs as part of provincial funding allotment</li> <li>• <b>Implementation</b> - Secondary Responsibility – planning for programs to deal with the effects of violence; some information and outreach</li> </ul>	<p>Responsibility -as delegated by Provincial government; also limited funding from Federal government</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Secondary Responsibility -as delegated by Provincial government; also limited funding from Federal government</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial</b> – Limited Responsibility - RCMP (involvement in family violence programs, prevention initiatives and enforcement of applicable federal and provincial laws); School Board (involvement via school counselors)</li> <li>• <b>Implementation</b> – Limited Responsibility - RCMP (involvement in family violence programs, prevention initiatives and enforcement of applicable federal and provincial laws); School Board (involvement via school counselors)</li> </ul>
<p><i>Construction &amp; Siting responsibility</i> <b>Limited applicability for this element</b></p>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited Responsibility – CMHC (Funding of shelters and supportive housing; Some assistance for transition houses.</li> <li>• <b>Financial</b> – Limited Responsibility – CMHC</li> <li>• <b>Implementation</b> - Limited Responsibility – Monitoring of financial contributions</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility - BC Housing; Ministry of Human Resources (MHR)</li> <li>• <b>Financial</b> – Primary Responsibility - BC Housing; MHR; Ministry of Community Aboriginal and Women's Services (MCAWS)</li> <li>• <b>Implementation</b> – Primary Responsibility - BC Housing; MHR; Ministry of Community Aboriginal and Women's Services (MCAWS);</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited Responsibility – planning, land-use planning, zoning, and by-laws</li> <li>• <b>Financial</b> – Limited Responsibility – planning, land-use planning, zoning, and by-laws</li> <li>• <b>Implementation</b> – Limited Responsibility – planning, zoning, and by-laws</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - None</li> <li>• <b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited Responsibility - via fundraising</li> <li>• <b>Implementation</b> – Secondary Responsibility – delegated by Provincial government</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> - None</li> <li>• <b>Implementation</b> – None</li> </ul>
<p><i>Operational Responsibility</i></p>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Secondary Responsibility – Department of Justice (DOJ) (Criminal Code) – Health Canada (HC) / Public Health Agency of Canada (PHAC) (Family Violence Initiative); Department of Indian Affairs and Northern Development (DIAND);</li> <li>• <b>Financial</b> – Secondary Responsibility – funds some local/provincial initiatives; also funds development of information programs</li> <li>• <b>Implementation</b> – Secondary Responsibility – DOJ (Criminal Code) – HC/ PHAC (Family Violence Initiative); DIAND</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – Ministry of the Attorney General (MAG); Ministry of Public Safety and Solicitor General (MPSSG) (Provincial statutes, criminal code); MCAWS; Ministry of Human Resources (MHR) (Income assistance, employment assistance)</li> <li>• <b>Financial</b> – Primary Responsibility – MAG; MPSSG (Provincial statutes, criminal code); MCAWS; MHR (Income assistance)</li> <li>• <b>Implementation</b> – Primary Responsibility – MAG; MPSSG (Provincial statutes, criminal code); MCAWS; MHR (Income assistance)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Limited Responsibility – by-laws</li> <li>• <b>Financial</b> – Limited Responsibility – Community Grants Program; Parks and Recreation budget</li> <li>• <b>Implementation</b> – None – (option: working with other levels of government around identification of local needs)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited Responsibility – programs as part of provincial funding allotment</li> <li>• <b>Implementation</b> – Secondary Responsibility – programs to deal with the effects of violence; some information and outreach</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Secondary Responsibility - Programs, services and spaces concerning family violence with Provincial and Federal grants</li> <li>• <b>Implementation</b> – Secondary - Responsibility - Programs, services and spaces concerning family violence with Provincial and Federal grants</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None - RCMP; School Board (requirement to report suspected abuse)</li> <li>• <b>Financial</b> – Limited Responsibility - RCMP (involvement in family violence programs, prevention initiatives and enforcement of applicable federal and provincial laws); School Board (involvement via school counselors)</li> <li>• <b>Implementation</b> – Limited Responsibility - RCMP (involvement in family violence programs, prevention initiatives and enforcement of applicable federal and provincial laws); School Board (involvement via school counselors)</li> </ul>



### Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity

Initiatives to target gang-related components of organized crime, including ethnic and youth gang activity

**Note** – Because of the range of initiatives represented in this element Primary responsibility is divided between Provincial and Federal levels of government depending on specific initiatives. A number of programs are informational only. Primary Responsibility shifts depending on the nature of criminal activity.

Crime and Public Safety Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Groups & Agencies	Other
Planning responsibility	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – Various initiatives – Public Safety and Emergency Preparedness Canada (Public Safety) (organized crime initiatives); Department of Justice (DOJ) (Criminal Code); Correctional Service of Canada (CSC); Department of the Solicitor General (SG); Canada Customs And Revenue Agency (CCRA)</li> <li><b>Financial</b> - Primary Responsibility – Various initiatives - Public Safety (organized crime initiatives); DOJ (Criminal Code); CSC; SG; CCRA</li> <li><b>Implementation</b> – Primary Responsibility – Public Safety (organized crime initiatives); DOJ (Criminal Code); CSC; SG; CCRA</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Ministry of the Attorney General (MAG); Ministry of Public Safety and Solicitor General (MPSSG)</li> <li><b>Financial</b> – Primary Responsibility – MAG; MPSSG; ; Additional grants via MPSSG's Provincial Safe Streets and Schools Fund</li> <li><b>Implementation</b>–Primary Responsibility – MAG; MPSSG - Youth Against Violence program; Safe Communities Working Group; Provincial Safe Streets and Schools Fund</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – By-laws, zoning controls and design policies</li> <li><b>Financial</b> – Limited Responsibility - Drug and Crime Taskforce</li> <li><b>Implementation</b> Limited Responsibility – enforcement of by-laws and zoning controls; Drug and Crime Taskforce</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – Limited – health effects associated with gang violence</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – Private security firms and prevention based programs operated by community organizations and nonprofits (e.g. BC Crime Prevention Society)</li> <li><b>Implementation</b> – Secondary Responsibility – Private security firms and prevention based programs operated by community organizations and nonprofits (e.g. BC Crime Prevention Society; Surrey Crime Prevention Society)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Primary Responsibility – RCMP (Criminal Intelligence Section (CIS); involvement in anti-gang programs, prevention initiatives and enforcement of applicable federal and provincial laws)</li> <li><b>Implementation</b> – Primary Responsibility – RCMP (CIS; involvement in anti-gang programs, prevention initiatives and enforcement of applicable federal and provincial laws); Public utility companies (grow-ops monitoring); also other Inter-municipal collaboration</li> </ul>
Construction & Siting responsibility <b>Limited applicability to this element</b>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> -</li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – via relevant by-laws and zoning controls, as well as Crime Prevention Through Environmental Design (CPTED)</li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>
Operational responsibility	<ul style="list-style-type: none"> <li><b>Legislative</b> - Primary Responsibility – Various initiatives – Public Safety and Emergency Preparedness Canada (Public Safety) (organized crime initiatives); Department of Justice (DOJ) (Criminal Code); Correctional Service of Canada (CSC); Department of the Solicitor General (SG); Canada Customs And Revenue Agency (CCRA)</li> <li><b>Financial</b> - Primary Responsibility – Various initiatives – Public Safety (organized crime initiatives); DOJ (Criminal Code); CSC; SG; CCRA</li> <li><b>Implementation</b> – Primary Responsibility – Various initiatives – Public Safety (organized crime initiatives);</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Ministry of the Attorney General (MAG); Ministry of Public Safety and Solicitor General (MPSSG)</li> <li><b>Financial</b> – Primary Responsibility – MAG; MPSSG; ; Additional grants via MPSSG's Provincial Safe Streets and Schools Fund</li> <li><b>Implementation</b>–Primary Responsibility – MAG; MPSSG - Youth Against Violence program; Safe Communities Working Group; Provincial Safe Streets and Schools Fund</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – By-laws, zoning controls and design policies</li> <li><b>Financial</b> – Limited Responsibility - Drug and Crime Taskforce</li> <li><b>Implementation</b> Limited Responsibility – enforcement of by-laws and zoning controls; Drug and Crime Taskforce</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> – Limited – health effects associated with gang violence</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> – Secondary Responsibility – Private security firms and prevention based programs operated by community organizations and nonprofits (e.g. BC Crime Prevention Society)</li> <li><b>Implementation</b> – Secondary Responsibility – Private security firms and prevention based programs operated by community organizations and nonprofits (e.g. BC</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Primary Responsibility – RCMP (CIS; involvement in anti-gang programs, prevention initiatives and enforcement of applicable federal and provincial laws);</li> <li><b>Implementation</b> – Primary Responsibility – RCMP (CIS; involvement in anti-gang programs, prevention initiatives and enforcement of applicable federal and provincial laws); Public utilities - grow-op monitoring); also other Inter-municipal collaboration</li> </ul>

	DOJ (Criminal Code); CSC; SG; CCRA				Crime Prevention Society; Surrey Crime Prevention Society)
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**Peer Support Programs to Deter Crime**

Creating support programs and other prevention-based initiatives, particularly for youth, that creates safe pathways for growth and development. Stopping crime before it starts.

Crime and Public Safety Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Groups & Agencies	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Department of Justice (Youth Justice Strategy)</li> <li><b>Financial</b> – Primary Responsibility – Department of Justice (DOJ) (Youth Justice Renewal Fund - grants to provinces and NGOs); Public Safety and Emergency Preparedness (Public Safety) (Programming and funding via National Crime Prevention Strategy)</li> <li><b>Implementation</b> – Secondary Responsibility – DOJ (Youth Justice Renewal Fund - grants to provinces and NGOs); Public Safety (Programming and funding via National Crime Prevention Strategy)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Various initiatives – Ministry of Children and Family Development (MCFD) (Youth justice initiatives, probation services); Ministry of Community, Aboriginal and Women's Services (MCAWS) (family services); Ministry of Attorney General (MAG) (Youth Justice Act); Ministry of Education (MOE) (Interministerial Safe Schools initiative); Ministry of Public Safety and Solicitor General (MPSSG) – (Provincial Safe Schools and Communities Working Group)</li> <li><b>Financial</b> – Primary Responsibility – Various initiatives – often delegated to community groups – MCFD (funding of community programs and services); MCAWS (funding of community programs); MOE (Schools program); MAG (youth justice); MPSSG –Safe Schools funding via Provincial Safe Streets and Schools Fund; Insurance (ICBC) (some program support)</li> <li><b>Implementation</b> – Primary Responsibility – Various initiatives – often delegated to community groups – MCFD (funding of community programs and services); MCAWS (funding of community programs); MOE (Schools program); MAG (youth justice); MPSSG –Safe Schools funding via Provincial Safe Streets and Schools Fund; Insurance (ICBC) (some program support)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Where availability of Parks and recreational activities contributes to 'safe pathways.'</li> <li><b>Financial</b> – Limited Responsibility – Drug and Crime Taskforce; Parks and Rec. budget, funding of Surrey Crime Prevention Society; funding of community programs (e.g TREES alternative school program)</li> <li><b>Implementation</b> – Limited Responsibility – Drug and Crime Taskforce initiatives; Parks and Recreation activities; Also, collaboration with TREES program (Pacific Youth Resources Society); further work re: advocacy with other levels of government and planning around identification of community needs</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – when delegated by provincial government</li> <li><b>Implementation</b> - Limited Responsibility – when delegated by provincial government; Surrey Crime Prevention Society</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited Responsibility – School Board (counseling, support for alternative school programs)</li> <li><b>Financial</b> - Secondary Responsibility – School Boards (counseling and school programs); also Youth In Care Network (BC/National Organization); RCMP (involvement in youth crime programs, prevention initiatives and enforcement of applicable federal and provincial laws)</li> <li><b>Implementation</b> - Secondary Responsibility – RCMP – (involvement in youth crime programs, Youth Intervention Program; prevention initiatives and enforcement of applicable federal and provincial laws); School Board (anti-bullying initiatives; Safe City Campaign; Peer Mediation Programs Prevention workers in school board and TREES program); Youth In Care Network (BC National Organization)</li> </ul>
<i>Construction &amp; Siting responsibility</i> <b>Limited applicability to this element</b>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – construction and siting of Parks and Recreation facilities</li> <li><b>Financial</b> – Limited Responsibility – construction and siting of Parks and Recreation facilities</li> <li><b>Implementation</b> – Limited Responsibility – construction and siting of Parks and Recreation facilities</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b></li> <li><b>Financial</b></li> <li><b>Implementation</b></li> </ul>
<i>Operational responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Secondary Responsibility – Department of Justice (Youth Justice Strategy)</li> <li><b>Financial</b> – Secondary Responsibility</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Various initiatives – Ministry of Children and Family Development (MCFD) (Youth justice initiatives, probation services); Ministry of Community,</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Limited Responsibility – Where availability of Parks and recreational activities contributes to 'safe pathways';</li> <li><b>Financial</b> – Limited</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> -</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – when delegated</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - Limited Responsibility – School Board (counseling, support for alternative school programs)</li> <li><b>Financial</b> - Secondary</li> </ul>

	<p>– Department of Justice (DOJ) (Youth Justice Renewal Fund - grants to provinces and NGOs); Public Safety and Emergency Preparedness (Public Safety) (Programming and funding via National Crime Prevention Strategy)</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Secondary Responsibility – DOJ (Youth Justice Renewal Fund - grants to provinces and NGOs); Public Safety (Programming and funding via National Crime Prevention Strategy)</li> </ul>	<p>Aboriginal and Women's Services (MCAWS) (family services); Ministry of Attorney General (MAG) (Youth Justice Act); Ministry of Education (MOE) (Interministerial Safe Schools initiative); Ministry of Public Safety and Solicitor General (MPSSG) – (Provincial Safe Schools and Communities Working Group)</p> <ul style="list-style-type: none"> <li>• <b>Financial</b> – Primary Responsibility – Various initiatives – often delegated to community groups – MCFD (funding of community programs and services); MCAWS (funding of community programs); MOE (Schools program); MAG (youth justice); MPSSG – Safe Schools funding via Provincial Safe Streets and Schools Fund; Insurance (ICBC) (some program support)</li> <li>• <b>Implementation</b> – Primary Responsibility – Various initiatives – often delegated to community groups – MCFD (funding of community programs and services, Youth Agreement, RECONNECT program); MCAWS (funding of community programs); MOE (Schools program); MAG (youth justice); MPSSG – Safe Schools funding via Provincial Safe Streets and Schools Fund; Insurance (ICBC) (some program support)</li> </ul>	<p>Responsibility – Drug and Crime Taskforce; Parks and Rec. budget, funding of Surrey Crime Prevention Society; funding of community programs (e.g TREES alternative school program)</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> – Limited Responsibility – Drug and Crime Taskforce initiatives; Parks and Recreation activities; Also, collaboration with TREES program (Pacific Youth Resources Society); further work re: advocacy with other levels of government and planning around identification of community needs</li> </ul>	<p>None</p>	<p>by provincial government</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> - Limited Responsibility – when delegated by provincial government; Surrey Crime Prevention Society</li> </ul>	<p>Responsibility – School Boards (counseling and school programs); also, Youth In Care Network (BC/National Organization); RCMP (involvement in youth crime programs, prevention initiatives and enforcement of applicable federal and provincial laws)</p> <ul style="list-style-type: none"> <li>• <b>Implementation</b> - Secondary Responsibility – RCMP – (involvement in youth crime programs; Youth Intervention Program; prevention initiatives and enforcement of applicable federal and provincial laws); School Board (anti-bullying initiatives; Safe City Campaign; Peer Mediation Programs Prevention workers in school board and TREES program); Youth In Care Network (BC National Organization)</li> </ul>
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**City Clean-Up Programs (Parks, Buildings)**

Fostering a sense of ownership and pride in public spaces that encourages people to tend to them, to keep them tidy and to aid in beautification initiatives.

Note: Includes Parks and Rec. programs, Adopt-A-Street, anti-graffiti initiatives

Crime and Public Safety Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Groups & Agencies	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited Responsibility – potential concerning federal lands and buildings in Surrey</li> <li>• <b>Implementation</b> – Limited Responsibility – potential concerning federal lands and buildings in Surrey</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited Responsibility – some sponsorship potential through Justice Institute of BC and British Columbia Crime Prevention Society</li> <li>• <b>Implementation</b> - Limited Responsibility – could develop program for provincial offices in Surrey</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – Primary Responsibility – Parks and Recreation; local by-laws; (also potentially through Surrey Transportation Department re: public works – roads and sidewalks)</li> <li>• <b>Financial</b> – Primary Responsibility – Parks and Recreation budget; local Transportation Department)</li> <li>• <b>Implementation</b> – Primary Responsibility – Adopt-a-Street; Partners In Parks programs (Park Care; BinKeepers; Let's Stop Graffiti; Park Clean-Ups; Environmental Programs; Friends of the Forest); School Board Transportation Department; Surrey Crime Prevention Society (anti-graffiti initiative)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> - None</li> <li>• <b>Financial</b> - None</li> <li>• <b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Secondary Responsibility – community and environmental groups, business community, BIA sponsorship and involvement with local clean-up, litter and beautification programs; programmatic funding from Surrey Crime Prevention Society</li> <li>• <b>Implementation</b> – Secondary Responsibility – community and environmental group, business community, BIA sponsorship and involvement with local clean-up, litter and beautification programs; programmatic funding from Surrey Crime Prevention Society</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – Limited Responsibility – RCMP (Community policing initiatives); Business community sponsorship of local clean-up and litter programs, beautification initiatives; school board contributions and fundraising for the same</li> <li>• <b>Implementation</b> – Limited Responsibility – RCMP (Community policing initiatives); Business community initiatives re: clean-up and beautification; school board contributions and fundraising for the same</li> </ul>
Construction &	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> - None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> - None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> – None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b></li> <li>• <b>Financial</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> - None</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legislative</b> – None</li> <li>• <b>Financial</b> - None</li> </ul>

Siting responsibility N/A - Element deals with existing public spaces	Implementation - None	Implementation - None	Implementation - None	Implementation	Implementation - None	Implementation - None
<i>Operational responsibility</i>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – potential concerning federal lands and buildings in Surrey</li> <li><b>Implementation</b> – Limited Responsibility – potential concerning federal lands and buildings in Surrey</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – some sponsorship potential through Justice Institute of BC and British Columbia Crime Prevention Society</li> <li><b>Implementation</b> - Limited Responsibility – could develop program for provincial offices in Surrey</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – Primary Responsibility – Parks and Recreation; local by-laws; (also potentially through Surrey Transportation Department re: public works – roads and sidewalks)</li> <li><b>Financial</b> – Primary Responsibility – Parks and Recreation budget; local Transportation Department)</li> <li><b>Implementation</b> – Primary Responsibility – Adopt-a-Street; Partners In Parks programs (Park Care; BinKeepers; Let's Stop Graffiti; Park Clean-Ups; Environmental Programs; Friends of the Forest); School Board Transportation Department; Surrey Crime Prevention Society (anti-graffiti initiative)</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> - None</li> <li><b>Financial</b> - None</li> <li><b>Implementation</b> - None</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Secondary Responsibility – community and environmental groups, business community, BIA sponsorship and involvement with local clean-up, litter and beautification programs; programmatic funding from Surrey Crime Prevention Society</li> <li><b>Implementation</b> – Secondary Responsibility – community and environmental group, business community, BIA sponsorship and involvement with local clean-up, litter and beautification programs; programmatic funding from Surrey Crime Prevention Society</li> </ul>	<ul style="list-style-type: none"> <li><b>Legislative</b> – None</li> <li><b>Financial</b> – Limited Responsibility – RCMP (Community policing initiatives); Business community sponsorship of local clean-up and litter programs, beautification initiatives; school board contributions and fundraising for the same</li> <li><b>Implementation</b> – Limited Responsibility – RCMP (Community policing initiatives); Business community initiatives re: clean-up and beautification; school board contributions and fundraising for the same</li> </ul>

## Social Service Inventories .....Appendix B

### Social Services Inventory – Housing & Homelessness Issue Area

City of Surrey

#### *Emergency Shelter Services For Youths (year round); also for Aboriginal Youths*

*Low Barrier Shelter for Youths up to 30 days. Aboriginal shelter for aboriginal youths is operated and designed by aboriginal people, also up to 30 days.* For the purpose of clarity, this matrix defines youths as between the ages of 16-24, as found in the Regional Homelessness Plan Update (2003). However, while many shelters are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for youths to access. Therefore, a youth shelter must have an upper age limit, and target programming and services to youths in some capacity.

Service	Description	# Beds/Units	Population	Contact Information
The Quick Response Program - Pacific Community Resources	The Quick Response Program (QRP) consists of a home designed to provide short-term stabilization, support and assessment services to youth ages 12 - 18 years. Youths must be involved with the Ministry of Children & Family Development (MCFD).	3	Youth 12-18	Fraser Regional Administration Office #3 - 10318 East Whalley Ring Road Surrey, BC V3T 4H4 Phone: 604-951-4821 Fax: 604-951-4808 sfraser@pcrs.ca

#### *Emergency Shelter Services for Adults (year round); also for Aboriginal Adults*

<30 day shelters for adults. Aboriginal <30 day shelters operated by aboriginal people.

Service/ Facility	Description	# Beds/ Units	Population	Contact Information
Option: Services to Communities Society - Hyland House	35 beds for adult men and women. Length of stay based on clients need. Also has 20 transitional housing units.	35	Adult men and women 19+	Phone: 604-599-8900 Surrey (Newton) 6595 King George Highway, Surrey BC. 10667 135A Street Mailing address: PO Box 500

Gateway Shelter- South Fraser Community Services Society	Cold-weather, 36-bed shelter for the homeless, open after 5 pm November to March. Low-barrier shelter where supper is provided and pets are welcome. Open referral. Not wheelchair accessible. Operated in partnership with the province of BC.	36 (cold-wet weather season) 28 men, 8 women	Adults 19+	Surrey Main Surrey, BC V3T 5B7 604-589-7777 Fax: 604-583-8848 E-mail: frontroom@sfcss.com
Sheena's Place – Elizabeth Fry Society	Residential program for single women and women with children who are homeless and/or without resources. Provides safe and comfortable shelter, basic necessities, crisis intervention, children's programming, and community liaison support. Residents may stay up to 30 days.	10	Women with children (boys up to 14 yrs). Also single women (no age limits)	604-581-1538 Fax: 604-581-9280

**Low Income Housing for the Homeless**  
Affordable Housing Initiatives for the Homeless and Street Involved

Service/ Facility	Description	# Beds/ Units	Population	Contact Information
Various	Non-profit and co-op housing, including units managed by BC Housing.	1304 Families, 1335 Seniors, 1039 Mixed, 155 Urban Native, 186 Other	Families, seniors and singles	N/A
None	No purpose built non-profit housing for single adults and/or hard to house homeless adults.		Single adults with multiple barriers	N/A

**Low Income Housing for Families and Singles**  
A housing affordability initiative for low income families (including single parents) and singles.  
Also affordable housing development and planning.

Service/ Facility	Description	# Beds/ Units	Population	Contact Information
Various	Non-profit and co-op housing, including units managed by BC Housing.	1304 Families, 1335 Seniors, 1039 Mixed, 155 Urban Native, 186 Other	Families, seniors and singles	N/A
None	No-purpose built non-profit housing for low-income singles		Single adults	N/A

**Supported Housing Programs**  
Supported housing programs for people dealing with addiction, abuse, mental illness and AIDS.  
No limits on length of stay.

(Note: Recovery houses are addressed in the Substance Abuse & Addiction Issue Area)

Service/ Facility	Description	# Units	Population	Contact Information
Options: Services to Communities Society - Sandell House	Housing for people with mental health issues who can live independently - Shared accommodation with 2 people per suite (4 suites).	8	Mental health	Phone: 604-596-4321 North Surrey (address not provided)
Surrey Mental Health & Addiction Services	3 Congregate Care homes	12	Mental health	Station Tower 13401 108th Street Surrey, BC V3T 5T3 604-953-4900 Fax: 604-953-4901
				2-15455 Vine Avenue White Rock, BC

White Rock South Surrey Mental Health Area	Supported Independent Living Units & Bridge Units	35 SIL units, 23 Bridge Units	Mental Health	V4B 2T3 604-541-6844 Fax: 604-538-7464
Supported Independent Living Program (SILP) Units	Housing assistance for adults with mental illness.	Approximately 50	Mental health	N/A - various

**Transitional Housing Services**

Housing services for people reintegrating into mainstream society (30 days – 2 years). Some support provided. Also includes second stage housing for women & children fleeing abuse.

Service/ Facility	Description	# Units	Population	Contact Information
Atira Women's Resource Society - Koomseh Second Stage Program	For women and their children coming out of first-stage transition homes. Stay ranges from 3 to 18 months.	11	Women & children	Phone: 604-501-9294 Surrey area
Option: Services to Communities Society - Hyland House	Has 20 transitional housing units.	20	Adult men and women 19+	Phone: 604-599-8900 Surrey (Newton) 6595 King George Highway, Surrey BC.
Servant's Anonymous Society, Surrey	2 safe homes for ex-street involved young women. Provide schooling and day programs. Length of stay as long as necessary. Provides long-term secure housing to female youth ages 16 to 29 who have experienced sexual exploitation (including sexual assault or sexual abuse), and who are exiting or at risk of entering the sex trade. Each safe house accommodates up to six residents. Cost of room and board is covered by MHR. Also offers short- and long-term support in dealing with recovery issues, including referral to addiction services. The ASK Learning Centre day program provides residents and women in the community with life skills training in the areas of academics, planning and goal setting, decision making, communication, parenting skills, budgeting, anger management, fitness, creative expression, and guidance with school re-entry, work experience, and job search. Serves the lower mainland.	12	Young women, 16- 29	202-17720 57th Avenue Surrey, BC V3S 1H2 604-576-1141 Fax: 604-576-1147 E-mail: sasurrey@vcn.bc.ca Web: www.sasurrey.ca

**Employment Programs as a Means to Prevent Homelessness**

Job finding, and related programs as a means to prevent homelessness. Employment programs for deeply entrenched, multi-barriered homeless.

Service/ Facility	Description	Population	Contact Information
SRS Vocational Services Society	Offers employment and vocational services for adults in Delta, Langley, Surrey, and White Rock. Programs for persons with disabilities include employment preparation, career planning, employment placement, and follow-up. Hours are 8:30 am to 4:30 pm Monday to Friday. Also a prelude to employment program which offers pre-employment services to people with a permanent diagnosed disability and who are referred by MHR. Clients develop and initiate an action plan involving assessment, employment counselling, vocational counselling, job search, career planning, and employment placements.	Disabilities/Adults	10694 135th Street Surrey, BC V3T 4C7 604-588-9565 Fax: 604-588-5973 E-mail: croy@srsvocational.com Web: www.srsvocational.com
EDGE (Effective Direction to Gainful Employment) Program IAM CARES Society	Four-week job club for unemployed workers with disabilities and/or chronic illnesses, held in a resource centre that has adaptive equipment and special accommodations. Provides access to an opportunity fund wage subsidy, to offset the cost of hiring and to facilitate on-the-job training. Serves the lower mainland. Funded by HRSDC.	Disabilities	202-10070 King George Highway Surrey, BC V3T 2W4 604-580-2226 TTY: 604-580-2227 Fax: 604-580-2228
Lower Mainland Employment Resources	Comprehensive list of employment programs in Surrey	All	<a href="http://lmer.ca/">http://lmer.ca/</a>
Surrey Aboriginal Cultural Society -	The society hosts a culinary arts school, which is a full-time 6-month course. Teaches about traditional Aboriginal food, methods of preparation, and nutrition. Also covers basic culinary skills and techniques, and		13629 108th Avenue Surrey, BC V3T 2K4

Kla-how-eya Culinary Arts Program	methods for building a career and finding employment in the food industry.	Adults/Youth	604-584-2008 Fax: 604-588-1850
Surrey Community Services Society - Supported Work and Therapeutic Volunteer Program	Provides opportunities for monitored volunteer placements in the community.	Mental health	Phone: 604-581-6177 10677 King George Hwy. Surrey V3T 2X3
Pacific Community Resource Society (Nisha) -SCOPE	One-to-one employment counselling for people with multi-barriers but considered employable. Work together with Employment Assistance Worker or Training Consultant to access employment and/or educational programs. Resources on abuse and mental health. Ministry of Human Resources referral only.	Multi-barriered adults	Phone: 604-951-1300 #1-10318 E Whalley Ring Rd. Surrey V3T 4H4
Phoenix Employment Program Phoenix Drug and Alcohol Recovery and Education Society	Program for multi-barriered adults who are unemployed, eligible to work in Canada, and living in Delta, Surrey, or White Rock. Using an integrated case management approach, addresses barriers to employment such as mental health, addiction, dual diagnosis, and vocational rehabilitation needs. Funded by HRSDC.	Multi-barriered adults	205-10114 King George Highway Surrey, BC V3T 2W4 604-581-6117 Fax: 604-581-6106 E-mail: pmep@phoenixsociety.com
Aware Society	Career planning and job search for men & women in Cloverdale and Newton.	Adults	Phone: 604-502-8355 403-7337 137th St Surrey V3W 1A4
SCCI Project Restart Ltd	3.5 week career exploration and planning program for all unemployed persons in Surrey, White Rock, Delta & Langley. Must be over 19. Priority to people on EI, but they accept everyone. Should be referred by an Employment Centre.	Adults	13771 72A Avenue Surrey, BC V3W 9C6 Tel: 604-599-0005
Progressive Intercultural Community Services Society (PICS)	Services include employment assistance, such as a resource centre, job finding club, counselling, and job search support, mentoring program (for Canadian experience).	New Canadians	Phone: 604-596-7722 Surrey
Surrey Delta Immigrant Services Society-Employment Program	<b>Assistance to newcomers, including employment training.</b> 3-4 week programs - one general and one professional. Also career planning.	New Canadians	Phone: 604-597-3448 Local 276 and 313 Unit 109 12414 82nd Avenue Surrey V3W 3E9
S.U.C.C.E.S.S. Surrey- Delta Services Centre	Delivers employment, language training and settlement services to residents in the area, and job search programs.	New Canadians	#206 10090 152 Street, Surrey, B.C. V3R 8X8 Tel: 604-588-6869 Fax: 604-588-6823
Pacific Community Resource Society (Nisha)- Barristas Program	Trains youth to work at Starbucks.	Youth	Phone: 604-951-1300 #1-10318 E Whalley Ring Rd. Surrey V3T 4H4
Surrey Employment Resource Centre – Newton	Provides employment counselling, information on education and training plans, internet access for job search and resumes writing, fax machines, and telephones. Resource room features job search tools, resume and interview tips, training institute calendars, job postings, photocopying, and many other self-help services. Also offers specialized services to youth, immigrants, and people with disabilities. Hours are 8:30 am to 4:30 pm Monday to Friday (Wednesdays 10:30 am to 4:30 pm). Free language interpretation available.	Adults, youths, immigrants and persons with disabilities	102-13771 72A Avenue Surrey, BC V3W 9C6 604-501-2224 Fax: 604-501-1356 E-mail: info@serc-n.com Web: www.serc-n.com
Whalley Employment Resource Centre	Provides assessment, employment counselling, and information and referral for the unemployed. Also determines eligibility for government-sponsored training. Offers a walk-in resource area with computers, telephones, faxes, and photocopiers. Maintains a library of current information on the labour market, career planning, job search, training, and other self-help information.		1063 Central City Shopping Centre 10153 King George Highway Surrey, BC V3T 2W1 604-584-0003 Fax: 604-584-0002 Web: www.scswerc.com
	Offers a full range of job search services for those seeking employment in the professional, managerial, or high tech areas. Features a three-week guided and active job search offering training, peer support, and motivation, which focuses on the hidden job market.		

Canadian Career Moves – Newton – Surrey Community Services Society	networking, improving presentation, and designing an effective self-marketing plan including resumes and cover letters. Also covers essential job search skills such as resume and cover letter development, interviewing strategies, networking skills using technology, and other job search resources. All services include one-to-one coaching and follow-up support, and use of a resource centre.	260-7525 King George Highway Surrey, BC V3W 5A8 604-598-1400 Fax: 604-598-1410 Web: www.careermoves.ca
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### ***Service Coordination Responsibilities (1-stop Service)***

Service coordination responsibilities/contact centre for homeless & low-income (1 stop-services)

A need for this sort of service/program was identified, but at present there is nothing in operation that could be listed in the inventory. The responsibilities/function could be taken on by a governmental agency, or a community agency could be assigned to the task.

### ***Outreach Programs to the Homeless, Drop-in Centres, Youths***

Outreach programs to identify and support homeless individuals in escaping the street. Drop-in centres to engage with homeless individuals and provide information and access to services. Youth drop-ins and outreach specifically focused on youths.

Service/ Facility	Description	Population	Contact Information
South Fraser Community Services Society - The Front Room	Open 24 hours a day, 7 days a week. Services offered 8:30am -4:30 p.m. and drop-in available 5:00 p.m. - 7:00 a.m. On-site showers, laundry, telephone for other services. Food provided most nights of the week. Linked to a Cold wet weather shelter. Client referrals.	All	Phone: 604-589-7777 10667 35A Street Surrey V3T 4E3
South Fraser Community Services - Surrey Street Youth Services	Storefront operation that offers a safe place for street youth. Outreach workers help youth move toward a healthier lifestyle and help prevent other young people from becoming street involved. Referrals: medical, drug and alcohol, counselling services, education.	Youth under 19	Phone: 604-589-4747 10667 135A st. Surrey, BC Mailing address: PO Box 500 Surrey Main Surrey V3T 5B7
Surrey Aboriginal Cultural Society – Klahow-yea Cultural Centre	The society provides a platform for traditional dancing, drumming, language, arts, and cultural workshops. Drop-in centre/services for homeless youths.	Families, Youth, Children	101-12882 85 <sup>th</sup> Avenue (cross street 128 <sup>th</sup> street) Tel: (604) 599-4795
Surrey Public Library	Library cards for homeless persons. Paperback lending library through Surrey Food Bank. Off-site summer reading club registration and story time.		
Pacific Community Resources Society	PCRS was recently awarded the contract to deliver youth services for the Ministry for Children and Families. Under this new service delivery system PCRS in partnership with Options will be delivering a full spectrum of services to children and their families. Those services include contact number included: Intensive Support & Supervision Program (ISSP) Bail Supervision Community Work Service (Community Hours Coordination); Youth Street Outreach (Reconnect Services) - Independent Life Skills		3 - 10318 East Whalley Ring Road Surrey, BC V3T 4H4 Phone: 604-951-4821 Fax: 604-951-4808 <a href="mailto:sfraser@pcrs.ca">sfraser@pcrs.ca</a>
Métis Family Services	A society that offers Métis people a variety of services including parent support, counselling, Income Assistance advocacy, and referrals for addictions treatment. Organizes special events and workshops for parents with young children. Provides supervision for parent/child visits while the child is in the care of the Ministry for Children and Families. Métis Family Services is also active in the recruitment of Aboriginal foster homes and placements of Aboriginal children. Runs a drop-in centre.	Families	13639 108th Ave. Surrey, BC V3T 2X6 Tel: (604) 584-6621 Fax: (604) 582-4820
South Fraser Women's Services: Women's Place	Drop-in and resource centre for women and children. Services include information and referral, peer support, lending/resource library, legal advocacy and a clothing exchange. Hot lunches provided everyday.	Women and children	Phone: 604-536-9611 15318 20th Avenue Surrey V4A 2A2
Cloverdale Youth Centre (Surrey Parks, Recreation and Culture Dept.)	Drop-in centre for youth. Offers pool table and other indoor activities etc. Pre-teen drop-in as well.	Youth 13-18	Phone: 604-502-6420 6220 184th St. Surrey V3S 8E6 Phone: 604-502-6240



South Surrey Youth Centre	Drop-in recreation centre for youth ages 13 to 18. Offers pool and other indoor activities, outdoor basketball court, TV lounge, and concession.	Youth 13-18	Fax: 604-502-6241 14601 20th Avenue Surrey V4A 9P5
Whalley Youth Centre/Services Surrey Parks, Recreation and Culture Department	Drop-in centre provides young people with a safe place to enjoy time with their friends. Offers a variety of drop-in activities in the gymnasium, as well as pool and other indoor activities. Hosts special events nightly.	Youth	Phone: 604-502-6370 Tom Binnie Park Community Centre 10665 135th Street Surrey V3T 4B3
Newton Youth Centre	Offers pool table and other indoor activities, and rollerblade hockey. Big screen TV available.	Youth grades 5-12	Phone: 604-501-5533 Fax: 604-501-5599 13355 68th Avenue Surrey V3W 2E8
Guildford Recreation Centre, Youth Services	Drop-in recreation centre for pre-teens Thurs./Fri/Sat from 4-6pm. Offers a gymnasium for indoor activities as well as a lounge space to play foosball, pool, ping pong, and video games.  Drop-in recreation centre for youth ages 13 to 18 Thurs 6-10pm/Fri 6-11pm./Sat 6-9pm . Offers a gymnasium for indoor activities as well as a lounge space to play foosball, pool, ping pong, and video games.	Pre-teen (Gr.5-7)  Youth (13-18yrs)	Phone: 604-502-6200 or 604-502-6362 Fax: 604-502-6361 15105 – 105 Avenue Surrey, B.C. V3R 7G8
Fleetwood Recreation Centre, Youth Services	Drop in recreation for pre-teen grades 5-7. Offers Movies, sports nights, games, cards and other indoor activities. Lounge and concession available.	Youth ages 13-18	Phone: 604-501-5030 or 604-501-5025 Fax: 604-501-5031 15996 – 84 Avenue Surrey, B.C. V3S 2N7
Surrey Sport & Leisure Centre	Drop-in recreation centre for youth ages 13-18. Offers fooze ball, cards, movies and other indoor activities. Lounge, Projection Screen available.	Youth ages 13-18	Phone: 604-501-5025 16555 Fraser Highway Surrey, B.C. V3S 2X3

**Social Services Inventory – Substance Abuse & Addiction Issue Area**

City of Surrey

**Residential Addiction Treatment for Youths**

Name of Agency	Program/Services	# Units/ Beds	Target Group	Municipality/Address
Pacific Legal Education Association (PLEA) - Daughters and Sisters Program	Multi-component residential program for young women 12 to 18 years of age. Participants reside in foster homes with families who are trained in detox, stabilization, and support recovery, while receiving day, evening, and weekend treatment at a separate facility. The six-month program includes individual and group counselling, parent-teen mediation, ongoing assessment, teacher-supervised education, and social and recreational activities. Tailored to each individual's needs, the program aims to increase self-esteem while decreasing substance abuse, criminal activity, and high-risk behaviour. Referrals accepted from probation officers or addiction counselors, 8:30 am to 4:30 pm Monday to Friday. Agency staff speak 19 different languages including ASL. Serves BC. Funded by MCFD.	7	Youth - females 12-18 years	Phone: 543-7892 Suite #100 8431 160th St Surrey V3S 3T9
Pacific Legal Education Association (PLEA) -Waypoint Substance Abuse Treatment	Four-month addiction treatment program for male youth ages 12 to 18, through foster home care, who are directed by a court order to attend. Participants reside in a PLEA family home with caregivers trained in detox, stabilization, and support recovery. At a separate facility, they receive day, evening, and weekend treatment, including counselling (individual, group, and family), support groups, parent-teen mediation, ongoing assessment, teacher-supervised education, and social and recreational activities. Accepts referrals from probation officers.	9	Youth - males 12-18	210-13711 72nd Avenue Surrey, BC V3W 2P2 Intake: 604-597-9002 Treatment Centre: 604-543-9411 Fax: 604-543-7322
	<i>Detox Facility Planned</i>  Zoning approval by the City of Surrey has opened the way for an expansion of Fraser Health's detox capacity. A new 30-bed (6 for youths) withdrawal management facility is to be			

Fraser Health Authority – Withdrawal Management Program (In Development)	constructed next to the Surrey Memorial Hospital, and is to be open by fall 2005. It will replace an interim 22-bed unit in Burnaby. The new Surrey facility will also have space for new community-based addictions programs.	6	Youths & Adults	Not known – Fall 2005
Servant's Anonymous Society, Surrey (NOTE: This service is also listed under Transitional Housing in the Housing & Homelessness Issue Area)	2 safe homes for ex-street involved young women. Provide schooling and day programs. Length of stay as long as necessary. Provides long-term secure housing to female youth ages 16 to 29 who have experienced sexual exploitation (including sexual assault or sexual abuse), and who are exiting or at risk of entering the sex trade. Each safe house accommodates up to six residents. Cost of room and board is covered by MHR. Also offers short- and long-term support in dealing with recovery issues, including referral to addiction services. The ASK Learning Centre day program provides residents and women in the community with life skills training in the areas of academics, planning and goal setting, decision making, communication, parenting skills, budgeting, anger management, fitness, creative expression, and guidance with school re-entry, work experience, and job search.	12	Young women, 16-29	202-17720 57th Avenue Surrey, BC V3S 1H2 604-576-1141 Fax: 604-576-1147 E-mail: sasurrey@vcn.bc.ca Web: www.sasurrey.ca

**Recovery Treatment Services**

Name of Agency	Program/Services	# Units/ Beds	Target Group	Municipality/Address
Pacific Legal Education Association (PLEA) - Daughters and Sisters Program	Treatment program 6 months, provided in foster homes.	7	Youth - females 12-18 years	Phone: 543-7892 Suite #100 8431 160th St Surrey V3S 3T9
Cornerstone Counselling Services Inc - Cornerstone Manor	Supportive recovery homes. Seven homes for men. Open-ended stay. Independent residential program.	69	Adult men	Phone: 604-589-6060 10078 133rd St. Surrey V3T 3Y5
Cornerstone Counselling Services Inc - Cornerstone Manor	Supportive recovery homes. One home for women. Open-ended stay. Independent residential program.	10	Adult women	Phone: 604-589-6060 10078 133rd St. Surrey V3T 3Y5
Cwenengitel Aboriginal Society - Cwenengital Aboriginal Support Centre	Culturally oriented services. Sweat-lodge, medicine circles, A&D counseling, elders available. Residence not required for assistance. Referrals. Independent residential program.	6	Aboriginal men	Phone: 604-588-5561 13321 108th Avenue Surrey V3T 2J7
Elizabeth Fry Society of Greater Vancouver - Liz's House	For women 19 years of age and older under physician-supervised methadone treatment. Average length of stay is 3 months. Licensed facility. Provincially licensed residential program.	6	Adult women	Phone: 604-583-2502 Surrey (address not provided)
Finally Free Recovery House for Men	Recovery house for men with an addiction to drugs and/or alcohol. Length of stay depends on need. Independent residential program.	25	Adult men	Phone: 604-507-4244 6325 125A Street, Surrey V3X 3N1
Freedom House	Residential treatment and recovery house. Minimum 90 days. Based on 12 steps. Therapy groups and counselling. Independent residential program.	20	Adult men	Phone: 604-580-2783 13765 and 13767 105th Ave. Surrey V3T 2A1
Launching Pad	Recovery house for men with an addiction to drugs and/or alcohol. Length of stay depends on need. Average is about 8 months. Try to get men into the workforce. Independent residential program.	22	Adult men	Phone: 604-536-3022 984- 160th Street Surrey V4A 4W5
Mending our Spirits Recovery Society	Recovery house for men. Minimum stay 3 months. Independent residential program.	25	Adult men	103-10216 128th Street Surrey, BC V3T 2Z3 Cell: 604-313-1843 Fax: 604-543-7999 Surrey men's house: 604-543-7415
Path to Freedom	Residential treatment Centre. Program length generally a minimum of 90 days. Services Punjabi and Urdu as well as English. Licensed facility. Also accepts people on			Phone: 604-576-6466 19030 #10

Treatment Centre Ltd.	methadone. Provincially licensed residential program.	10	Adult men 18+	Highway Surrey V3S 8E5
Phoenix Drug and Alcohol Recovery and Education Society - Phoenix Drug and Alcohol Centres	Program length 90 days minimum up to 8 months to 1 year. Licensed facility. Provincially licensed residential program. A new centre is also being constructed.	30	Adult men	Phone: 604-599-8766 Unit #217 12837 76th Ave. Surrey V3W 2V3
Safe Haven Society - Men's Recovery House	Recovery house with 20 beds. Peer counselling and support, 12 step meetings, recreational activities and referrals to other resources. Length of stay is open-ended. Another 5 bed house is available for seniors who can stay long-term (no drugs or alcohol). Independent residential program.	25	Adult men	Phone: 604-572-6688 13574 79A Ave. Surrey V3W 6S5
Step by Step Recovery House	Length of stay 3 months to 1 year. One house for 14 women. One men's house with 14 beds. 1 Co-ed house for couples with 14 beds. Accept people on the methadone program. Independent residential program.	42	Adult men and women	Phone:604- 591-3153 12442 78A Ave. Surrey V3W 7X2
Pacific Legal Education Association (PLEA) -Waypoint Substance Abuse Treatment	Four-month addiction treatment program for male youth ages 12 to 18 who are directed by a court order to attend. Participants reside in a PLEA family home with caregivers trained in detox, stabilization, and support recovery. At a separate facility, they receive day, evening, and weekend treatment, including counselling (individual, group, and family), support groups, parent-teen mediation, ongoing assessment, teacher-supervised education, and social and recreational activities. Accepts referrals from probation officers.	9	Youth - males 12-18	210-13711 72nd Avenue Surrey, BC V3W 2P2 Intake: 604-597-9002 Treatment Centre: 604-543-9411 Fax: 604-543-7322
New Life Support Recovery Center for Men	Recovery house for men who are through detox and treatment, have an after-care plan in place, and are pursuing educational and/or employment goals. Sliding scale room and board fees, from \$536 to \$650 per month. Serves the Delta and Surrey area. Independent residential program.	9	Adult males	9935 138th Street Surrey, BC V3T 1E5 Administration: 604-585-3001 House: 604-585-9005 E-mail: <a href="mailto:newliferecover@hotmail.com">newliferecover@hotmail.com</a>
Fraser Health Authority – Withdrawal Management Program (In Development)	<i>Detox Facility Planned</i>  Zoning approval by the City of Surrey has opened the way for an expansion of Fraser Health's detox capacity. A new 30-bed (24 for adults) withdrawal management facility is to be constructed next to the Surrey Memorial Hospital, and is to be open by fall 2005. It will replace an interim 22-bed unit in Burnaby. The new Surrey facility will also have space for new community-based addictions programs.	24	Youths & Adults	Not known – Fall 2005

**Alcohol and Drug Treatment for Youths (non-residential)**

Name of Agency	Program/Services	Target Group	Municipality/Address
Pacific Community Resources Astra Youth Addictions Outreach Program	Alcohol & Drug intervention, treatment and support program for youth ages 13-18. A&D education, counselling and training. Outreach focus. Currently being redeployed into two new Youth resource centres.	Youth 13-18	Phone: 604-592-6200 Current address (Newton). <a href="http://www.pcrs.ca">www.pcrs.ca</a> . #114 - 13479 76th Avenue, Surrey BC. Second address undetermined as yet.
Pacific Community Resources Society - Community Based prevention program.	School based prevention program focusing on late elementary and secondary students.	Students - late elementary to secondary	Phone: 604-592-6200 #114 - 13479 76th Avenue, Surrey BC
Surrey Aboriginal Cultural Society	The society provides a platform for traditional dancing, drumming, language, arts, and cultural workshops. They also provide Early Child Development for children community kitchen, as well as provide a summer youth day camp program for children ages 6-12 yrs. The society also hosts a culinary arts school, which is a full-time 6-month course.	Families, Youth, Children	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850 E-mail: <a href="mailto:info@sacsbc.org">info@sacsbc.org</a> Web: <a href="http://www.sacsbc.org">www.sacsbc.org</a>
	Provides services to youth ages 13 to 19, including probation monitoring, outreach to street youth, youth agreements, alternate		

Surrey North Integrated Youth Services (GLD)	school access, suicide prevention, foster placements, family mediation and counselling, and addiction services. Addiction services include screening and assessment; brief intervention; individual, family, and group counselling; referral; lifeskills training; and counselling for those affected by another person's substance misuse. Also offers a supported recovery group and services for dually-diagnosed youth. Prevention activities include outreach to youth, and public presentations to groups and schools. This office also provides guardianship services	Youth 13-18	200-13680 105A Avenue Surrey, BC V3T 2B3 604-951-5801 Fax: 604-951-5838
Surrey South Integrated Youth Services (GLC)	Provides services to youth ages 13 to 19, including probation monitoring, outreach to street youth, youth agreements, alternate school access, suicide prevention, foster placements, family mediation and counselling, and addiction services. Addiction services include screening and assessment; brief intervention; individual, family, and group counselling; referral; lifeskills training; and counselling for those affected by another person's substance misuse. Also offers a supported recovery group and services for dually-diagnosed youth. Prevention activities include outreach to youth, and public presentations to groups and schools. This office also provides guardianship services.	Youth 13-18	200-13680 72nd Avenue Surrey, BC V3W 3P3 604-501-3122 Fax: 604-501-3137
PICS (Progressive Intercultural Community Services Society)	Serves ethnocultural groups in Surrey and Delta through advocacy, outreach, direct services, and by providing access to existing community and government institutions. Offers settlement counselling, addiction counselling, language interpretation and translation, employment assistance services, help with completing documents, ESL for homebound women, youth programs, and drop-in and outreach programs for seniors. Conducts surveys and needs assessment research on issues affecting multicultural communities in their adaptation process. Services are also offered in Punjabi, Hindi, and Urdu. Nonprofit society.	Families, Youth, Children	109-12414 82nd Avenue Surrey, BC V3W 3E9 604-596-7722 Fax: 604-596-7721 E-mail: pics@pics.bc.ca
Surrey Delta Immigrant Services Society (SDISS)	Offers multilingual social services to newcomers in Surrey, Delta, and surrounding areas, including substance abuse & addictions counselling.		1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 F:604-597-4299 Web: www.sdiss.org
Jackson-Murray Consultants Inc. C.H.A.N.G.E. PROGRAM	The C.H.A.N.G.E. Program is a standardized education and prevention program funded by the Ministry of Attorney General or Ministry of Children & Families (youth), which targets a broad base of juvenile and adult offenders. It emphasizes the impact of substance abuse on the offender, their family and the community at large.	Juvenile & adult offenders	Offices in Surrey, Abbotsford and Chilliwack.  Phone: (604) 589-7080 Toll Free: 1-800-668-3205 Fax: (604) 589-4876 Email: info@jacksonmurray.com
Fraser Health Authority Mental Health & Addiction Services	Outpatient clinic provides assessment, treatment, and referral services to anyone adversely affected by substance misuse. Services are available to youth, adults, seniors, persons with a coexisting psychiatric condition, and those with a physical disability. Topics covered include the effects of alcoholism on the family, process of dependency, and teens and addiction.	Youths & others	Station Tower 13401 108th Street Surrey, BC V3T 5T3 604-953-4900 Fax: 604-953-4901

**Prenatal Education and Support Programs Re: Drug Use**

Name of Agency	Program/Services	Target Group	Address
OPTIONS: Services to Communities Society: Healthiest Babies Possible	Provides pregnancy support services for high-risk pregnant women. Through prenatal nutrition and lifestyle counselling, aims to decrease incidence of low birth weight and FAS/FAE/NAS babies. Services include assessment, individual health counselling, referral, peer support, nutritional education, food supplements, and support groups for women who are pregnant or up to six months post-partum. Services are available in Cantonese, Hindi, Mandarin, Punjabi, and Spanish.	Pregnant Women	10256 154th Street Surrey, BC V3R 5Y7 604-583-1017 Fax: 604-583-1056 E-mail: hbp@options.bc.ca
Surrey Food Bank Society : Tiny Bundles Program	Tiny Bundles is a special food bank program for pregnant women and families with babies up to one year old. Formula, dairy diapers and baby food also available. Available every Wednesday. First Wednesday of each month a baby supplies day - clothes etc.	Pregnant Women	10732 135th Street, Surrey, BC, V3T 4C7 604-581-5443 Fax: 604-588-8697
	Centres provide information and peer counselling for women with unplanned or problem pregnancies. Information is available regarding pregnancy, abortion techniques, and abortion		

Crisis Pregnancy Centre of Surrey	alternatives. Centres also offer pregnancy tests, prenatal instruction and lay counselling, accommodation search assistance, maternity and baby clothes, referrals, advocacy, and post-abortion grief support. All services are free and confidential. Crisis pregnancy centres are a consortium of nonprofit community agencies.	Pregnant Women	306-7337 137th Street Surrey, BC V3W 1A4 604-596-3611 Fax: 604-596-3922 E-mail: cpcsurrey@telus.net
Atira Women's Resource Society – Maxxine Wright Project (High Risk Pregnancy & Early Parenting program)	(In Development). This project will serve "at risk" women/girls who may also put their fetuses/ young children at risk due to their struggles with substance use, mental health diagnoses, experiences of violence/abuse, and reluctance in seeking medical attention/support services.	At-risk women	604-531-0316 - Project not yet operating.
Parents & Children Together – Delta youth Services	Surrey-Delta catchment area. Parents and Children Together (PACT) is a program for pregnant women living in the Surrey or North Delta area. DYS family support workers visit client homes offering holistic support based on individual family strengths and needs and connecting the soon-to-be moms to existing community services.	Pregnant women	<b>North Delta Office:</b> Unit 301 11861 88th Avenue Delta, BC V4C 3C6 Tel: (604) 591-9262 Fax: (604) 591-8971

*Outreach and Support for At-risk and Substance Users*

Name of Agency	Program/Services	Target Group	Municipality/Address
Surrey Aboriginal Cultural Society	The society provides a platform for traditional dancing, drumming, language, arts, and cultural workshops. They also provide Early Child Development for children community kitchen, as well as provide a summer youth day camp program for children ages 6-12 yrs. The society also hosts a culinary arts school, which is a full-time 6-month course.	Families, Youth, Children	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850 E-mail: info@sacsb.org Web: www.sacsb.org
Metis Family Services	A society that offers Metis people a variety of services including parent support, counselling, Income Assistance advocacy, and referrals for addictions treatment. Organizes special events and workshops for parents with young children. Provides supervision for parent/child visits while the child is in the care of the Ministry for Children and Families. Metis Family Services is also active in the recruitment of Aboriginal foster homes and placements of Aboriginal children.	Families	13638 Grosvenor Rd. (cross street 108th) Surrey, BC V3T 2X6 Tel: (604) 584-6621 Fax: (604) 582-4820
South Fraser Community Services Society - The Front Room	Open 24 hours a day, 7 days a week. Services offered 7:00 a.m. - 5:00 p.m. and drop-in available 5:00 p.m. - 7:00 a.m. On-site showers, laundry, telephone for other services. Client referrals.	All	Phone: 604-589-7777 10667 35A Street Surrey V3T 4E3
Women's Place	Drop-in and resource centre for women and children. Services include information and referral, peer support, lending/resource library, legal advocacy and a clothing exchange. Hot lunches provided.	Women and children	Phone: 604-536-9611 15318 20th Avenue Surrey V4A 2A2
South Fraser Community Services Society - Street Health Outreach Program	Needle exchange program for injection drug users, sex trade workers, and street-involved youth and adults.	All	Phone: 604-583-5999 10667 135A St. Surrey V3T 4E3
Surrey HIV/AIDS Support Centre Society	Needle exchange program for injection drug users. Also HIV/AIDS Support & High Protein Food Bank.	All	10667 135A Street Surrey, BC V3T 5B7 Canada Phone: 604-588-9004
Options Services to Communities society: Surrey Reconnect	Surrey Reconnect – Outreach & Support Services for street teens.	Youths	604-596-4321 In process of moving to 2 new sites (Youth resource centres) (Newton) 604-592-6200 #114- 13479 76 <sup>th</sup> Ave. V3W 2W3 (Guildford) – not yet known

**Social Services Inventory – Children and Youth Issue Area**  
City of Surrey

**Counseling and Support Services for Families and Children with Behavioral and Mental Health and Attachment Issues**

Counseling services for families and children to help address and deal with behavioural and mental health issues. Also, counseling and support services to help families deal with attachment issues in children.

Service	Description	Population	Contact Information
Delta Mental Health Services (MCFD)	Provides child and youth mental health services (including Surrey).	Children & Youth	200-8338 120th Street Surrey, BC V3W 3N4 604-501-3139 Fax: 604-501-3141
Family Counselling (Surrey Community Services Society)	Provides individual, couple, and family counselling to Surrey and White Rock residents referred through MCFD. Also provide S.P.E.A.C (Suicide Prevention and Counselling) program.	Families	9815 140th Street Surrey, BC V3T 4M4 604-584-5811 Fax: 604-584-7628
Surrey Delta Immigrant Services Society – Family Counselling Program	Provides family counselling to immigrants in the appropriate language and within the appropriate cultural value system. Deals with issues such as marital conflict, parent-teen conflict, child protection, depression, suicidal ideation, and family violence. Available in Cantonese, Hindi, Mandarin, Punjabi, Urdu, and Vietnamese. No fees charged. Funded by MCFD and FHA.	Immigrant Families	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299 counselling_programs@sdiss.org
Cedarwood Family Support Program (The Children's Foundation)	Offers parenting training, counselling, and support to families of children under 13 years of age with moderate to severe behaviour problems. Provides art and play therapy, and child psychiatry. Referral through MCFD. Serves Delta, Langley, Surrey, and White Rock.	Families	20618 Eastleigh Crescent Langley, BC V3A 4C4 604-514-8540 Fax: 604-514-8548
Options: Family Advancement Program	Professional staff provide Counselling Services to families and family members around a wide variety of issues. The focus of the program is on working with the family system. Referrals through the Ministry of Children and Family Development and by self-referral. Funded by the Ministry of Children and Family Development.	Families	For more information call 604-596-4321.
Parents Together Program – Boys & Girls Club of Greater Vancouver	Self-help support program for parents experiencing problems with their teenagers. Parents meet weekly in small groups with a facilitator who assists them in identifying problems and charting a course of action. There is a minimal registration fee. Group meets in North Vancouver, Surrey, and Vancouver. Funded by MCFD.	Families	7595 Victoria Drive Vancouver, BC 604-325-0556 Fax: 604-325-0596 parentstogether@hgc-gv.bc.ca

**Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs**

Initiatives to ensure that there are sufficient culturally appropriate ECE and ECD programs (excluding kindergarten), that these programs are ethno-culturally sensitive and have the capacity to deal with children with Special Needs

Service	Description	Population	Contact Information
Federal Government –	Funding for early childhood development and early learning and child care is transferred		

Canada Social Transfer	to provinces and territories through the CST starting in 2004-05. <i>See Social Development Canada.</i>		N/A
Social Development Canada	Benefits; research; support programs and various federal initiatives.		Surrey Human Resource Centre 7404 King George Highway, Surrey, V3W 0L4 <a href="http://www.sdc.gc.ca">www.sdc.gc.ca</a>
Surrey Public Library	Literacy programs, storytimes in languages, cultural events, collections	Children, Youth and parents	
Growing Together Education Program Surrey School Board	Educational program for pregnant and parenting teenagers. Has an educational component as well as skill development in the areas of parenting, health, family management, and consumer education. Daycare facilities provided on the school grounds for parenting teens. Operates 8:30 am to 2:35 pm Monday to Friday.	Teen parents	Guildford Park Secondary School 10707 146th Street Surrey, BC V3R 1T5 604-588-7601 Fax: 604-588-7762
Early Child Development Centre: Kla-how-eya Aboriginal Centre of SACS	Drop-in centre offers support, workshops, and facilitated parent and child groups for families with children ages birth to six. Also offers infant development support, child care, and a weekly community kitchen		13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850
Options: Services to Communities Society: Growing Together Daycare	Provides daycare for infants and toddlers (birth to three years) of teen mothers who want to return to school to complete their education. Offers an educational program for pregnant and parenting teens. Located at Guildford Park Secondary School in Surrey.	Teen parents	10707 146th Street Surrey, BC V3R 1T5 604-584-1181 Fax: 604-584-1194 E-mail: growingtogether@options.bc.ca
Options: Services to Communities Society	Links families and child care providers in the communities of Delta, Surrey, and White Rock by offering free consultation, support, and referral services to parents seeking child care		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options SCS: Guildford Family Place	Guildford Family Place is a community neighborhood house that provides services for parents, caregivers and children from all cultures. Our comfortable home environment allows for socializing, and a chance to share experiences, information and ideas. Guildford Family Place values diversity in our community. (Partially funded by MCFD and via donations)		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options: Nobody's Perfect Parenting Program	A free educational/support program for parents with children aged 0-5. Self referral. Funded by the Ministries for Children and Families Development and the Fraser Health Authority. .		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options: Supports for Parents of Young Children Program	A variety of services are available to parents with children under the age of six, including one-to-one support work, a support and education group and referrals to community services. The focus of the program is on parenting and life skills. Referrals through Ministry of Children and Family Development and by self referral. Funded by the Ministry of Children and Family Development.		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options: Growing Together Education and Daycare Program	Surrey, as a community, recognized that pregnant and parenting teens have specialized needs and responded with the Growing Together Education and Daycare Program. The Growing Together program's aim is to promote a positive approach to parenting, self, employment, and community. Both the education and daycare components are located at Guildford Park School. While the education component is funded by the Surrey School District, the daycare is funded by the Ministry of Community, Aboriginal and Women's Services, and is a program of <b>OPTIONS: Services to Communities Society.</b>		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>

Family support Outreach Services – Surrey Community Services Society	An in-home, community-based service for families with children ages 13 and under, that enhances existing family strengths through support and education. Parents are encouraged to develop a positive plan for change to address issues impacting parenting. Weekly workshops available to those in the program.		9815 140th Street Surrey, BC V3T 4M4 604-584-5811 Fax: 604-584-7628
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## Programs and Recreation for Youths and Children

Sufficient recreational and cultural programs and amenities for youth and children that are accessible and affordable

Service	Description	Population	Contact Information
Ministry of Water, Land, and Air Protection (MWLAP)	BC Parks – outdoor recreation and conservation areas	Children and youth	<a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
Ministry of Forests	Provincial Forests – recreation resources	Children and youth	<a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
City of Surrey – Parks and Recreation Department	Various recreational programs – See Recreational guide and List from P&R Department	Children and youth	14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a> <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a>
City of Surrey – Parks and Rec Department	Surrey Children's Festival	Children and youth	14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a> <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a>
City of Surrey – Parks and Rec Department	Surrey Arts Centre Surrey Art Gallery	Children and youth	14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a> <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a>
City of Surrey - Skate Parks	Skate Board Parks	Children and youth	Kwantlen Youth Park - 12900 block of 104 <sup>th</sup> Avenue Bear Creek Youth Park - 84th Avenue and King George Highway Cloverdale Youth Park - 17800 - 64 Avenue South Surrey Skate Park - 14601 - 20th Avenue Fleetwood Youth Park - 16555 - Fraser Highway
City of Surrey – Youth Centres	Youth Centres, programming, recreation	Children and youth	Cloverdale Youth Centre - 6228-184 St. Tel: (604) 502-6420 Fleetwood Youth Lounge - 15996 - 84th Ave. / Tel: (604) 501-5030 Guildford Youth Lounge- 15105-105 Ave. / Tel: (604) 501-6061 Newton Youth Centre, - 13355-68 Ave. / Tel: (604) 501-5103 South Surrey Youth Services- Various Locations / Tel: (604) 502-6240 Whalley Youth Centre - 10665-135 St. / Tel: (604) 502-6370
City of Surrey- Surrey Public Library	Variety of Literacy Programs. Various other programs for children. Age-specific collections; internet access	Children & Youth	<a href="http://www.spl.surrey.bc.ca">www.spl.surrey.bc.ca</a>
City of Surrey – Museum	Information and programming on local history. Museum is temporarily closed, pending the construction of a new facility.		6022 - 176 Street, Surrey, B.C. (next to the Cloverdale Fairgrounds) Telephone: (604) 502-6456
City of Surrey Arts Centre	Visual and performing arts works in two galleries; various programming opportunities.		13750 - 88 Avenue (in Bear Creek Park) Information: 604-501-5566
	Various programs and recreation opportunities for youth – both curricular and extra-curricular in nature. Also use of		



Surrey School Board -	schools for extra-curricular opportunities. Community specific courses such as the Community Leadership Programs that are part of Grade 12 portfolio		School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733
Army Cadets, Navy League and Air Cadets	Navy Cadets – (307 Mariner Corps); Army Cadets (2812 Seaforth of Canada Corps; 2822 Royal Westminster Regiment) and Air Cadets (746 Lightening Hawk RCACS Corps; 767 Dearborn Corps)		307 Navy Corps Green Timbers - 140 ST, Surrey, BC <a href="mailto:307sea@cadets.net">307sea@cadets.net</a> ; 604-930-0380 2812 – Army Cadets 12771 – 88th Ave, Surrey, BC; <a href="mailto:2812army@cadets.net">2812army@cadets.net</a> 2822 – Army Cadets 13525 106th Ave, Surrey, BC <a href="mailto:2822army@cadets.net">2822army@cadets.net</a> 746 Air Cadets CFS Aldergrove, 3900 - 272nd Street, Surrey, BC, 604-857-9246 746air@cadets.net 767 Air Cadets Whalley Legion Annex, 13525 - 106th Ave, Surrey, BC <a href="mailto:767air@cadets.net">767air@cadets.net</a>
Scouts and cubs, Girl Guides, etc.	Various programming activities for boys and girls.		BC Council Girl Guides of Canada 1476 West 8th Avenue Vancouver, BC V6H 1E1 Toll Free:*1-800-565-8111 Telephone: (604) 714-6636 Fax: (604) 714-6645 E-mail: <a href="mailto:info@bc-girlguides.org">info@bc-girlguides.org</a>  Scouts Canada BCY Operations Centre 664 West Broadway Vancouver, BC V5Z 1G1 <a href="mailto:bcy@scouts.ca">bcy@scouts.ca</a> 604-879-5721
Big Brothers / Big Sisters of Greater Vancouver	Organization devoted to promoting the healthy development of children through a variety of quality mentoring programs which match children with positive adult role models, and to work collaboratively with other youth-serving agencies to ensure a high standard of mentoring programs.		Big Brothers and Big Sisters 1193 Kingsway Vancouver, BC (604) 876-2447
ReConnect Program	Programs for street-involved youth.		Surrey Reconnect - Services for Street Youth Box 500 Surrey Main Surrey, BC V3T 5B7, 604-589-4746 Fax: 604-583-8550
STARR – Services To Access Resources and Recreation – Surrey Community Resources Society	School-based service provides social and life skills programming for children attending designated inner-city elementary schools. Also offers two-week summer day camp sessions for children ages five to ten.	Children and youth	9815 140th Street Surrey, BC V3T 4M4 604-584-5811 Fax: 604-584-7628
Metis Family Services La Societe de Les Enfants Michif	Provides a variety of support services for Metis children and families, including advocacy, counselling, guardianship, supervised access, information and referral, and transportation (to food bank, etc). A family night is offered every second Tuesday, and various workshops and cultural activities are ongoing.	Children and youth	13639 108th Avenue Surrey, BC V3T 2K4 604-584-6621 Fax: 604-582-4820
Urban Multipurpose Aboriginal Youth Project: Surrey Aboriginal Culture Society	Offers recreational, educational, social, and cultural activities that enable youth to have a link to First Nations culture, languages, and history		13629 108th Avenue Surrey, BC V3T 2K4
Buddy / Youth Program: Surrey Delta Immigrant Services Society	Matches new immigrant youth with host youth who volunteer three or four hours a week to provide friendship, English conversation, peer support networks, information about Canada, and a bridge to local community resources. Also provides workshops, field trips and picnics, cultural events, and other group activities. Services are available in English, Punjabi, and Urdu. Funded by MCAWS.		1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Tong Louie Surrey Family YMCA	Variety of program opportunities. <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a>	Children & Youth	YMCA 14988 57 Ave Surrey V3S 7S6 Tel: (604) 575-YMCA (9622)

***Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming***  
 Moving from a fee-based towards publicly funded, affordable child-care programs and services.

Service/ Facility	Description	Population	Contact Information
Province of BC – Child and Youth Officer	BC's Child & Youth Officer has a legislated mandate to comment publicly on issues affecting children and youth without interference from any ministry or from the premier and cabinet.		<a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
City of Surrey	Information and referral on childcare services; some option to provide space or programming or reduced rent in city facilities		14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a>
Options: Services to Communities Society	We link families and child care providers in the communities of Delta, Surrey, and White Rock by offering free consultation, support, and referral services to parents seeking child care		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a> <a href="http://www.childcareoptions.ca">www.childcareoptions.ca</a>
Options SCS: Guildford Family Place	Guildford Family Place is a community neighborhood house that provides services for parents, caregivers and children from all cultures. Our comfortable home environment allows for socializing, and a chance to share experiences, information and ideas. Guildford Family Place values diversity in our community. (Partially funded by MCFD and via donations)		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options: Nobody's Perfect Parenting Program	A free educational/support program for parents with children aged 0-5. Self referral. Funded by the Ministries for Children and Families Development and the Fraser Health Authority. .		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options: Family Advancement Program	Professional staff provide Counselling Services to families and family members around a wide variety of issues. The focus of the program is on working with the family system. Referrals through the Ministry of Children and Family Development and by self-referral. Funded by the Ministry of Children and Family Development.		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options: Supports for Parents of Young Children Program	A variety of services are available to parents with children under the age of six, including one-to-one support work, a support and education group and referrals to community services. The focus of the program is on parenting and life skills. Referrals through Ministry of Children and Family Development and by self referral. Funded by the Ministry of Children and Family Development.		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Options: Growing Together Education and Daycare Program	Surrey, as a community, recognized that pregnant and parenting teens have specialized needs and responded with the Growing Together Education and Daycare Program. The Growing Together program's aim is to promote a positive approach to parenting, self, employment, and community. Both the education and daycare components are located at Guildford Park School. While the education component is funded by the Surrey School District, the daycare is funded by the Ministry of Community, Aboriginal and Women's Services, and is a program of <b>OPTIONS: Services to Communities Society</b> .		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Family support Outreach Services – Surrey Community Services Society	An in-home, community-based service for families with children ages 13 and under, that enhances existing family strengths through support and education. Parents are encouraged to develop a positive plan for change to address issues impacting parenting. Weekly workshops available to those in the program.		9815 140th Street Surrey, BC V3T 4M4 604-584-5811 Fax: 604-584-7628
P.E.A.P.S/ Parent Education and Peer Support Program:	For parents with children six and under (Part of Surrey Community Services?) – mentioned at the Workshop; also family mentoring		9815 - 140th Street Surrey, BC V3T 4M4

Surrey Community Services Society	program between families that have "been there"; also Family Development – courses and workshops on parenting and other topics		Telephone: 604-584-5811 Fax: 604-584-7628
Private Child Care services	Variety of Locations, variety in level of service and quality of service.		Varied – varying locations and contact information.

### Creating a Child and Youth Friendly City

Fostering aspects of healthy development for Youth and Children – including identity, sense of self-worth, education, recreation and a sense of inclusion

Service/ Facility	Description	Population	Contact Information
RCMP	Various community policing and outreach programs.		Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada <a href="http://www.rcmp-gre.gc.ca/ccaps/senior_e.htm">http://www.rcmp-gre.gc.ca/ccaps/senior_e.htm</a>
School Board #36	Various anti-bullying programs and educational supports, including high-school and elementary school mentoring programs.		School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733
City of Surrey – Child and Youth Friendly City Committee	The Parks Recreation and Culture department has established a "Child & Youth Friendly Cities" committee and have combined this with the existing "MARS" (Making All Recreation Safe) committee who are currently working on quality assurance strategies that will help to ensure safe and welcoming spaces for children and youth while providing opportunities for meaningful participation and involvement in decision-making. Initiatives to date include the Code of Conduct in Facilities policy, the roll out of the Code of Conduct posters and the Safe Swimming Guide. The Surrey Art Gallery is developing a pilot project called the "Youth Media Gallery" to be launched in 2005, to support the presentation of digital media artworks by youth and/or for youth audiences		14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a> <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a>
Fraser Health Authority	Various initiatives that support the notion of a child and youth-friendly city.		Fraser Health 300, 10334 - 152A Street Surrey BC V3R 7P8 604-587-4600
Surrey Public Library	Special spaces for children, advice on youth development & participation opportunities, early literacy programs	Children & Youth	<u>Cloverdale</u> - 5642 - 176A Street Surrey, BC V3S 4G9; <u>Fleetwood</u> - 15996 - 84 Ave. Surrey, BC V3S 2N7; <u>Guildford</u> - 15105 - 105th Ave. Surrey, BC V3R 7G8 <u>Newton</u> - 13795 - 70th Ave. Surrey, BC V3W 0E1 <u>Ocean Park</u> - 12854 - 17th Avenue Surrey, BC V4A 1T5 <u>Port Kells</u> - 18885 - 88th Avenue Surrey, BC V3S 5X7 <u>Semiahmoo</u> - 1815 - 152nd Street, Surrey, BC V4A 9Y9 <u>Strawberry Hill</u> - 7399 - 122nd St. Surrey, BC V3W 5J2 <u>Whalley</u> - 10347 - 135 Street Surrey, BC V3T 4C3
Various youth friendly celebrations	e.g. Rock, Stock and Skate; Tour de Surrey		

### Child Poverty Alleviation

Initiatives to reduce the incidence and depth of child poverty and assisting families to help combat the effects of poverty on children

Service/ Facility	Description	Population	Contact Information
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National Child Benefit	The National Child Benefit (NCB) initiative is a partnership among the federal, provincial and territorial governments and First Nations that aims to help prevent and reduce the depth of child poverty, support parents as they move into the labour market and reduce overlap and duplication of government programs.		<a href="http://www.nationalchildbenefit.ca">www.nationalchildbenefit.ca</a>
Canada Revenue Agency	The Canada Child Tax Benefit is a tax-free monthly payment made to eligible families to help them with the cost of raising children under age 18. The CCTB may include the <a href="#">National Child Benefit Supplement</a> (NCBS), a monthly benefit for low-income families with children, and the <a href="#">Child Disability Benefit</a> (CDB), a monthly benefit providing financial assistance for qualified families caring for children with severe and prolonged mental or physical impairments.		<a href="http://www.cra-arc.gc.ca/benefits/menu-e.html">http://www.cra-arc.gc.ca/benefits/menu-e.html</a>
Social Development Canada	The Social Development Partnership program provides Grant and Contribution funding to non-profit organizations working to meet the social development needs of persons with disabilities, children and their families, and other vulnerable or excluded populations in Canada. SDPP now delivers at least three distinct components including disabilities; early childhood learning and care; and social inclusion for other vulnerable groups. SDPP provides funding to non-profit organizations, educational institutions, research institutes, and professional associations working to meet the social development needs of socially excluded populations		<a href="http://www.hrsdc.gc.ca">www.hrsdc.gc.ca</a>
Ministry of Education (MOE)	Community LINK program		<a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
City of Surrey	Information and referral; options for other programs, Leisure Access program provides free and low cost programs to children living in poverty.		14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a> <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a>
School Board	School meal programs		School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733
Vibrant Communities – Surrey	Part of a national initiative with some focus on poverty, CED, and related issues.		4543 Canada Way Burnaby, BC V5G 4T4 Tel: 604-294-8929 Fax: 604-293-0010 <a href="http://www.vibrantcommunities.ca">http://www.vibrantcommunities.ca</a>
Options: Services to Communities	Various poverty alleviation initiatives		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: <a href="mailto:info@options.bc.ca">info@options.bc.ca</a>
Surrey Delta Immigrant Services Society	Various poverty alleviation initiatives targeted at recent immigrants and newcomers to Canada.	Immigrant and newcomer communities	#1107, 7330 137th Street Surrey, British Columbia, Canada V3W 1A3 Tel : (604) 597-0205 Fax : (604) 597-4299
British Columbia Campaign 2000 First Call	BC Campaign 2000 is a coalition of community groups working together to promote public education and action on child poverty issues in BC. BC Campaign 2000 has produced a <i>Child Poverty Community Action Kit</i> to provide others throughout BC with information, ideas, and tools to take action on child poverty issues.		<a href="http://www.firstcallbc.ca">www.firstcallbc.ca</a>

### **Social Services Inventory – Community Development and Diversity**

City of Surrey

#### Public Transportation and Access

Transportation services sufficient to allow access to community services and the city at large – not only for low-income citizens but also the whole community.

Service	Description	Contact Information
Greater Vancouver Transportation Authority / Translink	TransLink, the Greater Vancouver Transportation Authority, is involved with transportation planning, administration of service contracts with subsidiary companies and contractors, the management of capital projects, financial management and planning, public affairs and supporting business functions... Road, transit and transportation demand management services to the public are provided by wholly owned operating subsidiaries or by contractors (include. Subsidiaries Coast Mountain Bus, SkyTrain, and Contractor HandiDart)	1600-4720 Kingsway Burnaby, BC V5H 4N2 Phone: 604-453-4500 www.translink.ca www.coastmountainbus.com
HandiDart HandyDart	HandiDART is a door to door service provided by TransLink. Rides must be booked in advance and subscription service for regular trips may be scheduled too. The service uses mini buses equipped with lifts to accommodate wheelchairs. Also operates HandiDart Taxi Saver Program	Options: Services to Communities Society Surrey (604) 591-3346
Various community service agencies	Passenger vans for use in transporting residents to/from community programs	Various
School Buses	Various private bus carriers – for schools and other transportation functions.	Various
Airport Shuttle Vans	Various operators	Various
Taxi cabs	Various taxi operators throughout Surrey provide service to residents of the City. A limited number (20+) have wheelchair accessible service	Various

## Nutrition and Food Programs

Information services, community kitchens, community gardens, and food banks to assist with food security.

Service	Description	Contact Information
Health Canada: Health Products and Food Branch	Food Security concerns and initiatives. Various information programs	A.L. 0900C2 Ottawa, Canada K1A 0K9 Telephone: (613) 957-2991 Regional office: Suite 405, Winch Building 757 West Hastings Street Vancouver, BC V6C 1A1 Tel: (604) 666-2083  <a href="http://www.hc-sc.gc.ca">http://www.hc-sc.gc.ca</a>
Agriculture and AgriFood Canada	Food inspection; nutrition. Various information programs	Agriculture and Agri-Food Canada Sir John Carling Building 930 Carling Ave Ottawa, Ontario K1A 0C7 Tel.: (613) 759-1000 Fax: (613) 759-6726  <a href="http://www.agr.gc.ca">http://www.agr.gc.ca</a>
Ministry of Education	CommunityLINK program; school meals CommunityLINK (Learning Includes Nutrition and Knowledge) is an innovative program that provides services and supports in schools for vulnerable children and youth across the province.	Enquiry BC 604-660-2421 <a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
		Enquiry BC 604-660-2421

Ministry of Health Services	Ministry information on healthcare and nutrition	<a href="http://www.gov.bc.ca/">http://www.gov.bc.ca/</a>
Ministry of Agriculture, Food and Fisheries	Ministry information on various food products, food industry, market trends	Enquiry BC 604-660-2421 <a href="http://infobasket.gov.bc.ca">http://infobasket.gov.bc.ca</a>
Ministry of Children and Family Development	Information; meal programs	Enquiry BC 604-660-2421 <a href="http://www.gov.bc.ca/">http://www.gov.bc.ca/</a>
Food for Kidz Coalition	A coalition of individuals and organizations concerned about child hunger in Surrey, Delta and Langley. Has produced research studies on child hunger and child poverty in the South Fraser Region.	
City of Surrey: Kids Who Cook	Program in six Newton and Whalley schools focussing on nutritious foods and active living. Undertaken in partnership with Fraser Health Authority and Surrey School District. Funded by United Way and Fraser Health	Parks and Recreation Department 14245 - 56th Avenue Surrey, British Columbia V3X 3A2
White Rock / South Surrey Public Health Unit – Fraser Health Authority	Nutrition services develop programs and services to help people of all ages eat healthier foods. This is accomplished through health promotion, fostering partnerships, and providing public and professional education and consultation.	1185 Centre Street White Rock, BC V4B 4C8 604-542-4000
North Surrey Public Health Unit – Fraser Health Authority	Nutrition services develop programs and services to help people of all ages eat healthier foods. This is accomplished through health promotion, fostering partnerships, and providing public and professional education and consultation.	220-10362 King George Highway Surrey, BC V3T 2W5 604-587-7900
Whalley Community Health Centre – Fraser Health Authority	In the planning stages. Potential for Nutrition programs to be offered at this facility	Location TBD Whalley Community Centre Project Development Office 604-519-8558 <a href="http://www.fraserhealth.ca">http://www.fraserhealth.ca</a>
Surrey School Board – School District #36	Provision of School meal programs; health and nutrition education throughout Surrey schools	School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733 <a href="http://www.sd36.bc.ca/">http://www.sd36.bc.ca/</a>
Surrey Foodbank	The Surrey Foodbank serves about 13,000 people per month from Surrey and North Delta. As a non-profit, charitable organization, the Surrey Food Bank is able to operate due to private contributions, donations, corporate sponsorships and various fundraising efforts (events). No government funding. Community kitchen, Emergency food hamper, Food hamper, infant foods, Nutrition information	10732-135th Street Surrey, BC V3T 4C7 Phone: 604.581.5443 Fax: 604.588.8697 Email: <a href="mailto:info@surreyfoodbank.org">info@surreyfoodbank.org</a>
Cloverdale Christian Fellowship Church	Meal service on Thursdays	5722 – 175st Street Cloverdale 604-574-1725
Dashmesh Darbar Gurdwara Sahib	Meal service	#114-121-12885 Avenue Newton 604-594-2574
Guru Nanak Sikh Temple	Meal service, daily	7050 – 120st Street Newton, 604-594-8117

Hindu Temple	Meal service, once a week	8321-140 <sup>th</sup> Street Newton 604-596-4777
Peace Arch Fellowship Church	Meal service, one day a week	3487 King George Highway South Surrey 604-538-1825
Surrey-North Delta Meals on Wheels Society	Delivers hot meals to those unable to prepare meals for themselves due to age, illness, or physical handicap. Meals cost \$5 (regular) or \$5.50 (large). Bag lunch is available with a meal for \$1.75. The SOULar Energy Program provides nutritionally-enhanced meals for the terminally ill, for clients in medical crisis; free of charge, some conditions apply. Delivery is between 11 am and 1 pm Monday to Friday. Serves Surrey and North Delta.	233-13352 Old Yale Road Surrey, BC V3T 5A4 604-588-6325 E-mail: sndmow@telus.net Web: www.sndmow.com
Wheels to Meals Program: Seniors Support Services	Wheels to Meals are community meal programmes offered in various locations throughout Surrey and in White Rock. Transportation to and from the meal programme is coordinated by Senior Support Services. Transportation costs vary depending upon type of transportation used.	Senior Support Services 15008 26th Avenue Surrey, BC V4P 3H5 604-531-9400
South Fraser Community Service Society (SFCSS) - Whalley Family Place	Meal Service, four days a week, various locations	10665-135 <sup>th</sup> Street Whalley 604-580-2344
SFCSS: The Front Room	Meal Service, daily	10667-135 <sup>th</sup> Street Whalley 604-589-7777
SFCSS: Jeff Miller Food-bank	Food-bank for HIV/AIDS patients	10667-135 <sup>th</sup> Street Whalley 604-589-7777
Saint Helen's Anglican Church	Meal service, once a week	10787-128 <sup>th</sup> Street Whalley 604-581-4800
Kla-How-Eya	Meal service, daily; Community kitchen, three times weekly	13629 – 108 <sup>th</sup> Avenue Whalley 604-584-2008
Options: Healthiest Babies Possible Program	Meal service; Bulk-buying of groceries; grocery vouchers	10310 – 154 <sup>th</sup> Street Guildford 604-583-1017
Options: Guildford Family Place	Meal service; Bulk-buying of groceries	10310 – 154 <sup>th</sup> Street Guildford 604-583-1017
South Surrey White Rock Women's Place	Meal service for women; Also community kitchen, twice a month	15318-20 <sup>th</sup> Avenue South Surrey 604-536-9611
Bridge to Faith Ministries	Meal service, once a week	10715 – 135A Avenue Whalley 604-582-1904
		14781-104 <sup>th</sup> Avenue Guildford

Holly Hjorth Community Program	Community kitchen; bulk-buying of groceries;	604-589-7413
Surrey Delta Immigrant Services	Community Kitchen for immigrants and refugees	#1107-7330-137 <sup>th</sup> Street Newton 604-597-0205
Surrey Women's Centre	Community Kitchen, once a week, for women	10703-135A Street Whalley 604-589-1868
Regional Harvest Box	Bulk-buying of groceries	10732 – 135 Street Whalley 778-549-0183
Peace Arch Community Services Food Bank	Bulk buying of groceries; food hamper; infant foods. Peace Arch also has a information services around food security and food service programs.	#5 – 15515 – 24 <sup>th</sup> Avenue South Surrey 604-531-8168 604-542-HELP
Our Lady of Good Council Church	Food Hamper	10460-139 <sup>th</sup> Street Whalley 604-581-4141
Cedar Grove Baptist Church	Distributes grocery vouchers	10330-144 <sup>th</sup> Street, Whalley 604-581-8933
Metis Family Services	Transportation to foodbank for people of Aboriginal descent	13638 Grosvenor Street Whalley 604-584-6621
Mount Olive Luterhan Church	Monthly potluck	2350 – 148 <sup>th</sup> Street South Surrey 604-536-8527
Douglas College – Faculty of Health Sciences - Public Health Nutrition	Courses and information programs on health and nutrition matters	11245 – 84 <sup>th</sup> Avenue Newton 604-507-5441 <a href="http://www.douglas.bc.ca">http://www.douglas.bc.ca</a>
Community Gardens	Various community gardens in and around the City, including ones at 135 A Street and Crescent Beach.	Various

***Community Economic Development Initiatives***

Initiatives to stimulate local economic development including grants, lending & leasing programs.

Note: A limited number of employment programs are listed as part of this inventory. See also: Housing and Homelessness Issue Area – Employment Programs element.

Service	Description	Contact Information
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Human Resources Skills Development Canada (HRSDC)	Sponsorship of job-training programs, local economic development initiatives. Relevant Funding Programs include: Job Creation Partnerships, Self-Employment benefit, Community Coordinator-Self-Employment benefit, Community Coordinator-Skills Development, Community Coordinator-Targeted Wage Subsidy and Employment Assistance Services.	Surrey Human Resources Centre 7404 King George Highway, Surrey, British Columbia, V3W 0L4 604 872-4384 <a href="http://www.hrsdc.gc.ca/en/bc-yk/5616/esp/menu.shtml#4">http://www.hrsdc.gc.ca/en/bc-yk/5616/esp/menu.shtml#4</a>
Industry Canada	Local community grants and other CED initiatives	Industry Canada Suite 2000 300 West Georgia Street Vancouver, British Columbia V6B 6E1 Tel.: (604) 666-5000 Fax: (604) 666-8330
Western Economic Diversification	Various initiatives and funding programs; also Vancouver Urban Aboriginal Steering Committee (federal initiative to provide community based programs and pilot projects targeted to youth, health and homelessness issues within the urban aboriginal communities. Both Vancouver and Surrey have representatives on the committee. Klahow-yea received funding for their Elders Program under this initiative).	700 - 333 Seymour Street Vancouver, British Columbia V6B 5G9 Phone: (604) 666-6256
Indian and Northern Affairs	Federally funded economic development programs for First Nations and Northern Peoples	Suite 600 1138 Melville Street Vancouver, B.C. V6E 4S3 (604) 775-7114 (604) 775-5100 <a href="http://www.ainc-inac.gc.ca/gol-ged/ced-2-01_e.html">http://www.ainc-inac.gc.ca/gol-ged/ced-2-01_e.html</a>
Fisheries and Oceans Canada	Economic development initiatives in collaboration with other Federal agencies (incl. WD, HRSDC)	Pacific Region Fisheries and Oceans Suite 200 - 401 Burrard Street Vancouver, B.C. V6C 3S4 Telephone: (604) 666-0384 Facsimile: (604) 666-1847
North Fraser Community Futures	Community Futures Development Corporation of North Fraser has been in operation since 1986. Activities of the organization are streamlined into two areas: Community Economic Development and Business Development. Other special projects and loan funds are available through a variety of government sponsored sources. The Self Employment Program, funded by Human Resources Development and Skills Canada, is operated through Community Futures, providing financial assistance, counselling support and training to those persons interested in developing their own business.	202 – 7380 King George Hwy. Surrey, BC V3W 5A5 Canada Phone: 604-590-3710 <a href="http://www.northfraser.org">www.northfraser.org</a>
Native Economic Development Board - Ministry of Community, Aboriginal and Women's Services	The Native Economic Development Advisory Board (NEDAB) was established in 1988. The board's mission is to support sustainable Aboriginal economic development throughout British Columbia. Also administers the First Citizens Fund	<a href="http://www.mcaaws.gov.bc.ca/nedab/">http://www.mcaaws.gov.bc.ca/nedab/</a>
Aboriginal Employment Partnership Initiative	The Aboriginal Employment Partnership Initiative is designed to better match job training programs with areas of greatest job opportunity in B.C. – Funded through MCAWS Economic Measures Fund. Initiative is administered through Metis Provincial Council of BC	<a href="http://www.mcaaws.gov.bc.ca">http://www.mcaaws.gov.bc.ca</a> <a href="http://www.mpcbc.bc.ca/aepi/aepi.html">http://www.mpcbc.bc.ca/aepi/aepi.html</a>
Ministry Responsible for Treaty Negotiations	Funding for Aboriginal economic development initiatives	<a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
Ministry of Small Business and Economic Development	Tax credit programs for investors in small business – Venture Capital, Employee Share Ownership, Labour Sponsored Funds	<a href="http://www.cse.gov.bc.ca">http://www.cse.gov.bc.ca</a>
Ministry of Human Resources	Job-finding information and job search data	<a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
Vibrant Surrey – Community Economic Development Project	Multisectoral leadership table to follow up on the key findings identified in the report "Surrey: the Hidden Opportunities - community economic development potential... Under the sponsorship of Surrey Social Futures, the United Way of the Lower Mainland, and the North Fraser Community Futures, Surrey will formally begin to engage leaders from the business community, local and provincial governments, service organizations, and people living in poverty	4543 Canada Way Burnaby, BC V5G 4T4 Tel: 604-294-8929 Fax: 604-293-0010 <a href="http://www.vibrantcommunities.ca">http://www.vibrantcommunities.ca</a>

City of Surrey	The Economic Development Office promotes business development and job creation in the City of Surrey by attracting new business, supporting businesses in their expansion or relocation to Surrey and providing information on Surrey's economic and business climate	14245 - 56th Avenue Surrey, British Columbia V3X 3A2
City of Surrey – Community Grants Program	The City of Surrey provides one-time grants for community-based projects (application deadline: end of September)	14245 - 56th Avenue Surrey, British Columbia V3X 3A2
City of Surrey – Public Libraries	<p>Surrey Public Library provides workshops on the following topics</p> <ul style="list-style-type: none"> <li>➤ Labour market information</li> <li>➤ Resume writing</li> <li>➤ Computer skills for people returning to the workplace</li> <li>➤ Basic computer skills</li> <li>➤ Advanced computer skills classes eg. Web design</li> </ul> <p>The library also provides</p> <ul style="list-style-type: none"> <li>➤ One-on one internet coaching</li> <li>➤ Technology coaching</li> <li>➤ Adult programs on various topics of interest</li> <li>➤ Collections on lifeskills, career, adult learning etc.</li> <li>➤ Early literacy programs for parents (in the planning stage)</li> <li>➤ Community outreach programs to parents on the importance of reading to children</li> </ul>	<p><u>Cloverdale</u> - 5642 - 176A Street Surrey, BC V3S 4G9;  <u>Fleetwood</u> - 15996 - 84 Ave. Surrey, BC V3S 2N7;  <u>Guildford</u> - 15105 - 105th Ave. Surrey, BC V3R 7G8  <u>Newton</u> - 13795 - 70th Ave. Surrey, BC V3W 0E1  <u>Ocean Park</u> - 12854 - 17th Avenue Surrey, BC V4A 1T5  <u>Port Kells</u> - 18885 - 88th Avenue Surrey, BC V3S 5X7  <u>Semiahmoo</u> - 1815 - 152nd Street, Surrey, BC V4A 9Y9  <u>Strawberry Hill</u> - 7399 - 122nd St. Surrey, BC V3W 5J2  <u>Whalley</u> - 10347 - 135 Street Surrey, BC V3T 4C3</p>
BIA's	Whalley BIA; Cloverdale BIA	<p><u>Whalley</u>:  <a href="http://www.whalleybia.com">www.whalleybia.com</a>  <u>Cloverdale</u>:  #202, 17687 56A Avenue, Surrey, BC Canada  V3S 1G4  Phone (604) 576-3155  Fax: (604) 576-3145  <a href="http://www.cloverdalebia.com">www.cloverdalebia.com</a></p>
Chambers of Commerce	Cloverdale and District Chamber of Commerce; Surrey Chamber of Commerce; White Rock and South Surrey Chamber of Commerce	<p><u>Cloverdale</u>:  <b>17687 56A Avenue</b>  <b>Surrey, B.C.V3S 1G4</b>  <b>Phone: 604-574-9802</b>  <b>Fax: 604-574-9122</b>  <a href="http://www.cloverdale.bc.ca/chamber/">http://www.cloverdale.bc.ca/chamber/</a></p> <p><u>Surrey Chamber of Commerce</u>  #101 - 14439 - 104th Ave  Surrey, BC V3R 1M1  Tel: 604-581-7130  Fax: 604-588-7549  <a href="http://www.surreychamber.org">www.surreychamber.org</a></p> <p><u>White Rock &amp; South Surrey</u>  15150 Russell Avenue  White Rock, BC V4B 2P5  Phone: 604-536-6844  Fax: 604-536-4994  <a href="http://www.whiterockchamber.com">www.whiterockchamber.com</a></p>
Be Your Own Boss	Entrepreneurial information for the Greater Vancouver region – primarily a web-based resource.	<a href="http://Beyourownboss.org">Beyourownboss.org</a>
Surrey Self Employment & Entrepreneur Development Society (SEEDS)	The Surrey Self-Employment and Entrepreneur Development Society (SEEDS) is a non-profit society dedicated to entrepreneurial development and business assistance. Funded through HRSDC Canada and VanCity	#104, 7565 132 Street Surrey, BC, V3W 1K5 Phone:604.590.4144 Fax:604.590.4168
Surrey Delta Immigrant Services Society	Employment and job-finding assistance, funded through HRSDC Canada	#1107, 7330 137th Street Surrey, British Columbia, Canada V3W 1A3 Tel : (604) 597-0205 Fax : (604) 597-4299

Assisting with Awareness Regarding Employment (AWARE) Society	Nonprofit agency provides assistance with exploring career options, assessing the current labour market, and conducting a successful job search, to anyone legally entitled to work in Canada. This office offers Job Search Plus, a two-week or modular job search program for adults referred by HRSDC	Surrey, BC V3W 1A4 604-502-8355 Fax: 604-502-8359 <a href="http://www.awaresocietybc.bc.ca">www.awaresocietybc.bc.ca</a>
Progressive Intercultural Community Services (PICS)	Serves ethnocultural groups in Surrey and Delta through advocacy, outreach, direct services, and by providing access to existing community and government institutions. Offers employment assistance services, help with completing documents. Services are also offered in Punjabi, Hindi, and Urdu. Nonprofit society.	109-12414 82nd Avenue Surrey, BC V3W 3E9 604-596-7722 Fax: 604-596-7721
Surrey Community Services Society	Employment and job-finding assistance, funded through HRSDC Canada. Operates Canadian Career Moves (Newton) and Whalley Employment Resources Centre	9815 140th Street Surrey, BC V3T 4M5 604-584-5811 Fax: 604-584-7628 Web: <a href="http://www.scss.ca">www.scss.ca</a>
Pacific Community Resources Society	Employment and job-finding assistance, funded through HRSDC Canada	100-8431 160th Street Surrey, BC V3S 3T9
Peace Arch Community Services: Peninsula Employment Centre	Employment resource centre for people who are unemployed or under-employed, and seeking employment or further education. Offers assessment, support and guidance, access to HRSDC job banks, assistance with resumes and job search, word processing and internet access, and referral. Also offers specialized services to youth, immigrants, and persons with disabilities. Serves people receiving EI or income assistance, as well as those not receiving any benefits.	5641 176A Street Surrey, BC V3S 4G8 604-576-3118
Surrey Employment Centre Newton (SECN)	Provides employment counselling, information on education and training plans, internet access for job search and resumes writing, fax machines, and telephones. Resource room features job search tools, resume and interview tips, training institute calendars, job postings, photocopying, and many other self-help services. Also offers specialized services to youth, immigrants, and people with disabilities. Hours are 8:30 am to 4:30 pm Monday to Friday (Wednesdays 10:30 am to 4:30 pm). Free language interpretation available.	102-13771 72A Avenue Surrey, BC V3W 9C6 604-501-2224 Fax: 604-501-1356 E-mail: <a href="mailto:info@serc-n.com">info@serc-n.com</a> Web: <a href="http://www.serc-n.com">www.serc-n.com</a>
SRS Surrey Vocational Services: Surrey Rehabilitation Society	Offers employment and vocational services for adults in Delta, Langley, Surrey, and White Rock. Programs for persons with disabilities include employment preparation, career planning, employment placement, and follow-up.	10694 135th Street Surrey, BC V3T 4C7 604-588-9565
Whalley Employment Resource Centre: Surrey Community Services Society	Provides assessment, employment counselling, and information and referral for the unemployed. Also determines eligibility for government-sponsored training. Offers a walk-in resource area with computers, telephones, faxes, and photocopiers. Maintains a library of current information on the labour market, career planning, job search, training, and other self-help information	1063 Central City Shopping Centre 10153 King George Highway Surrey, BC V3T 2W1 604-584-0003
Credit unions	Various credit unions operating in Surrey provide contribute to local CED – including VanCity, Coast and EnVision.	Various.
The Surrey Foundation	The Surrey Foundation is a non-governmental community foundation that accepts donations and endowment gifts to hold in trust and invest for the citizens of Surrey. The funds are used to support community needs, respond to local issues or concerns, and encourage initiatives that provide for opportunities to improve the welfare of our community and its residents.	Surrey Foundation P.O. Box 34089 Surrey, BC V3S 8C4 Tel: (604) 591-2699

Ethno and culturally appropriate services, opportunities and programming

Services could include libraries, parks and other city services and programs

Service	Description	Population	Contact Information
	<p>Surrey Public Library provides the following:</p> <ul style="list-style-type: none"> <li>➢ Language laboratory (classes and drop-in sessions)</li> <li>➢ Library programs to recognize special cultural events</li> <li>➢ Information services in various languages, multi-lingual staff</li> <li>➢ Collection in languages other than English</li> <li>➢ English as a second language collections</li> <li>➢ Cultural sensitivity for library staff</li> <li>➢ Community forum on Indo-Canadian youth violence,</li> </ul>		<p>Cloverdale - 5642 - 176A Street Surrey, BC V3S 4G9;                      Fleetwood - 15996 - 84 Ave. Surrey, BC V3S 2N7;                      Guildford - 15105 - 105th Ave. Surrey, BC V3R 7G8                      Newton - 13795 - 70th Ave.                      Surrey, BC V3W 0E1                      Ocean Park - 12854 - 17th Avenue Surrey, BC V4A</p>

City of Surrey	<p>June 2003</p> <p>Nine Library branches: Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Port Kells, Semiahmoo, Strawberry Hill, Whalley.</p> <p>Collections available in the following languages: Arabic, Chinese, Dutch, Farsi, German, Hindi, Japanese, Korean, Panjabi, Polish, Russian, Spanish, Tagalog, Urdu, Vietnamese</p>	General	<p>1T5 <u>Port Kells</u> - 18885 - 88th Avenue Surrey, BC V3S 5X7 <u>Semiahmoo</u> - 1815 - 152nd Street, Surrey, BC V4A 9Y9 <u>Strawberry Hill</u> - 7399 - 122nd St. Surrey, BC V3W 5J2 <u>Whalley</u> - 10347 - 135 Street Surrey, BC V3T 4C3</p>
Parks and Recreation Department – City of Surrey	<ul style="list-style-type: none"> <li>Heritage Services works with educational, cultural agencies and First Nations groups to reflect cultural heritage in the collections, exhibits and programs for the community such as “Threads of Many Colours” exhibit and First Nations school programs.</li> <li>ESL Summer Camps</li> <li>Working with ethno-specific groups to create opportunities for their participation in our community centre (Fleetwood)</li> <li>The Surrey Art Gallery works with cultural organizations, groups and individuals to plan and present programs and exhibitions. Examples include major projects (e.g. Gaden Jangtse Monks artist residency), solo exhibitions (i.e. Jarnail Singh's: The Soul of Punjab) and ongoing inclusion in group exhibitions and public programs. Staff maintain an ongoing relationship with the Surrey Aboriginal Cultural Society. Representatives on the Gallery's advisory committees are culturally diverse.</li> <li>The Surrey Art Gallery's permanent collection reflects culturally diverse communities, including works by First Nations, South Asian, and Chinese artists, and others.</li> <li>A new school program 'Drawing on Diversity' was developed by the Gallery in 2003/04. The First Nations Contemporary Art outreach program is presented by a local aboriginal educator.</li> <li>Gallery volunteer recruitment strives to reach out to diverse communities. For example, 15 South Asian and 12 East Asian volunteers assisted with various programs in 2004.</li> </ul>	General	<p>Parks and Recreation Department 14245 - 56th Avenue Surrey, British Columbia V3X 3A2</p>
Surrey School Board (School District #36) / Ministry of Education	Heritage and living language classes – available in various locations throughout the City of Surrey. Also currently developing multicultural service website for education providers.	General	<p>School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733 <a href="http://www.sd36.bc.ca/">http://www.sd36.bc.ca/</a></p>
Fraser Health Authority	Language Service Department provides Interpreter and translation services across the FH District – in acute care, mental health, residential health and public health areas. Partially funded by the United Way	General	<p><a href="http://www.fraserhealth.ca">http://www.fraserhealth.ca</a></p>
Whalley Community Health Centre - Fraser Health Authority	In the planning stage. Rationale for development of CHC includes presence of “Cultural groups” in the Whalley area	Whalley residents	<p>Whalley Community Centre Project Development Office 604-519-8558 <a href="http://www.fraserhealth.ca">http://www.fraserhealth.ca</a></p>
Kla-how-eya Aboriginal Centre of SACS Surrey Aboriginal Cultural Society (SACS)	Dedicated to the preservation of Aboriginal culture, languages, and traditions. Provides social, employment, education, and recreation services for Aboriginal people of all ages.		<p>13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 E-mail: <a href="mailto:info@sacsbc.org">info@sacsbc.org</a> Web: <a href="http://www.sacsbc.org">www.sacsbc.org</a></p>
Métis Family Services	Central intake for Metis families. Investigates concerns about potential child abuse or neglect, and intervenes as required. Services include family support, family preservation services, removal, and involvement of family court.		<p>200-13630 72nd Avenue Surrey, BC V3W 2P3 604-501-3122</p>
Options: Services to	Translation and interpretation services. Multicultural Services assists persons experiencing barriers related to language, culture or isolation in accessing information, service and/or support.		

Communities Society			
Options: South Asian Information and Referral	Free and confidential service that provides information, referral, and support to callers of all ages who speak Hindi, Punjabi, and Urdu. Also provides settlement services to new immigrants, crisis support, and interpretations and translations.	Hindi, Punjabi and Urdu speakers	
Progressive Intercultural Community Services (PICS)	PICS provides employment services, health education, dental programs, counselling programs, youth programs, English language, immigration/settlement services, drug/alcohol counselling, dance academy, volunteer program, organic farming and training institute, agricultural workers programs and senior's housing.		#109 – 12414 – 82nd Ave, Surrey, BC, V3W 3E9 Ph: (604) 596-7722 Fax: (604) 596-7721
South Fraser Child Development Centre	The purpose of the Lower Fraser Valley Cerebral Palsy Association is to be a place where children and youth with developmental disabilities and their families can get their questions answered and their needs met in a caring environment. Offers translated sessions for parents with children who have disabilities re camp and summer opportunities.		9460 – 140 Street Surrey, BC (604) 584-1361
Surrey Delta Immigrant Services Society – MultiCultural Youth/Parent Outreach	SDISS Help immigrant youth and parents overcome difficulties in their new environment, by providing public education workshops in schools and the community. Topics include communication, intergenerational conflict, racism, gangs, parenting, the school system, and community resources.	New immigrants	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Surrey Delta Immigrant Services Society: Cultural Diversity Awards	SDISS work collaboratively with the Chamber of Commerce to provide annual awards for cultural diversity to businesses and organizations in the Surrey area.		1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Surrey Delta Immigrant Service Society: Chinese Heritage Language Program	Offers Mandarin and Cantonese language instruction to children ages five to 14 years. The \$100 fee per 20-week course includes instruction, text, and materials. Offers five levels, from beginner to advanced.	Children	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
SUCCESS: Surrey	Provides settlement services, job search program, and English Language Services for Adults (ELSA). Service also offered in Cantonese and Mandarin.	General; also Cantonese and Mandarin speakers	206-10090 152nd Street Surrey, BC V3R 8X8 604-588-6869 Fax: 604-588-6823
YMCA – Tong Louie YMCA	Located one block west of 152nd Street on Highway 10, the new 66,000 square foot Tong Louie Family YMCA has something for everyone. Ethno and culturally appropriate programming – including adult and youth buddy service.		14988 57 Ave Surrey V3S 7S6 Tel: (604) 575-YMCA (9622) Fax: (604) 575-3132 <a href="mailto:surrey@vanymca.org">surrey@vanymca.org</a>
Aboriginal Employment Partnership Initiative	The Aboriginal Employment Partnership Initiative is designed to better match job training programs with areas of greatest job opportunity in B.C. – Funded through MCAWS Economic Measures Fund. Initiative is administered through Metis Provincial Council of BC	Aboriginal	<a href="http://www.mcaws.gov.bc.ca/aboriginal_dir/aepi.htm">http://www.mcaws.gov.bc.ca/aboriginal_dir/aepi.htm</a> <a href="http://www.mpcbc.bc.ca/aepi/aepi.html">http://www.mpcbc.bc.ca/aepi/aepi.html</a>

### Life Skills and Educational Training

#### Training opportunities for adults that have not completed high-school

Service	Description	Contact Information
City of Surrey – Parks and Recreation	Various programs connected to life-skills, including leadership, anger	Parks and Recreation Department 14245 - 56th Avenue Surrey, British Columbia

Department	management courses, some vocational training	V3X 3A2
Surrey School Board (School District #36) Adult Education Program	Adult skills, vocational and highschool programming for adults; also school programming for pregnant teens; also, immigrant training program	400-9260 140th Street Surrey, BC V3V 5Z4
Fraser Health	Various programs offered as part of broader health services mandate.	300-10233 153rd Street Surrey, BC V3R 0Z7 604-587-4600 or 1-877-935-5669 Fax: 604-587-4666 Web: www.fraserhealth.ca
CDI College	CDI College is Canada's national career-training leader in three core areas: Business, Technology and Health Care, with over 250,000 graduates and alumni and 100+ years' combined experience in providing focused, relevant career training	9801 King George Hwy. Suite 216 Surrey, BC V3T 5H5
Kwantlen University College	Various life skills programs for adults and students with disabilities; other educational training.	12666 72nd Ave Surrey BC V3M 2M8 (604) 599-3233
Shaw College (Spratt-Shaw Community College)	Various college programs in healthcare, administration, tourism and hospitality and other fields.	10072 King George Hwy Surrey, BC V3T 2W4 Tel: (604) 583-1004 Fax: (604) 589-5230 <a href="http://www.sprotshaw.com/locations/surrey_location.html">http://www.sprotshaw.com/locations/surrey_location.html</a>
Life Skills Training Centre Ltd. - National Association of Career Colleges	Life skills program	74 - 15515 - 24th Avenue Surrey, BC V4A 2J4 (604) 535-2888
Pacific Community Resources Society: Daughters and Sisters Program (12-18)	Multi-component residential program for young women 12 to 18 years of age. Participants reside in foster homes with families who are trained in detox, stabilization, and support recovery, while receiving day, evening, and weekend treatment at a separate facility. The six-month program includes individual and group counselling, parent-teen mediation, ongoing assessment, teacher-supervised education, and social and recreational activities.	100-8431 160th Street Surrey, BC V3S 3T9
Pacific Community Resources Society	Various life-skills initiatives, including Baristas Program	100-8431 160th Street Surrey, BC V3S 3T9
Pathways	Life-skills and educational training.	102 and 135 Street Contact: Orville Lee 778-898-2858
Educ. Association  Invergarry Continuing Education	Provides free one-on-one literacy instruction for adults. Also provides adult basic education leading up to GED (Grade 12 equivalency); cost is \$25 per semester, plus textbook costs. Adult secondary completion courses are offered for an Adult Dogwood Grade 12 Diploma	400-9260 140th Street Surrey, BC V3V 5Z4
Servants Anonymous Society – ASK Learning Centre	The ASK Learning Centre day program provides residents and women in the community with life skills training in the areas of academics, planning and goal setting, decision making, communication, parenting skills, budgeting, anger management, fitness, creative expression, and guidance with school re-entry, work experience, and job search. Serves the lower mainland.	202-17720 57th Avenue Surrey
Specialized Adult Service Life Skills Centre: Peace Arch Community Services	Assists adults with a developmental disability learn lifeskills, and provides support services for semi-independent living. Services include lifeskills assessment and training, peer networking, roommate search, accommodation search, and information and referral. Also includes a Social Skills Network and a Human Relations Program. Funded by MCFD	105-7533 135th Street Surrey, BC V3W 0N6
Surrey Abilities Society	Offers life skills training for people with brain injuries. Also has community programs at Guildford Recreation Centre	Pat Cecchetto, Executive Director <a href="mailto:Pat_Cecchetto@telus.net">Pat_Cecchetto@telus.net</a>
Surrey Aboriginal Cultural Centre:	Assists Aboriginal youth with low literacy skills to improve their literacy, complete Grade 10, re-enter regular high-school classes, and transition to work or continuing education. Activities include literacy and academic classes, vocational classes, culture and arts activities, and paid work	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850 E-mail: <a href="mailto:info@sacsbc.org">info@sacsbc.org</a>

Earn and Learn Program	experience.	Web: <a href="http://www.sacsb.org">www.sacsb.org</a>
Surrey Aboriginal Cultural Centre: Kla-how-eya Culinary Arts Program	Teaches about traditional Aboriginal food, methods of preparation, and nutrition. Also covers basic culinary skills and techniques, and methods for building a career and finding employment in the food industry.	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850 E-mail: <a href="mailto:info@sacsb.org">info@sacsb.org</a> Web: <a href="http://www.sacsb.org">www.sacsb.org</a>
Surrey Association for Community Living	Operates Clover Valley Industries, a sheltered workshop for disabled adults, and Community Options, a social and skill development centre. Also provides adult residential services. Services of the Surrey Association for Community Living include supported work and job placement services.	17687 56A Avenue Surrey, BC V3S 1G4 604-574-7481
Surrey Community Services Society	Offers community mental health programs based on psychosocial rehabilitation principles, to adults with mental illness who are over the age of 19 and are referred by the Surrey North Mental Health Team. Programs are described below, grouped under the following headings: child and family services, counselling services, employment services, information and referral services, mental health support services, thrift stores, and volunteer services.	9815 140th Street Surrey, BC V3T 4M4 604-584-5811 Fax: 604-584-7628 Web: <a href="http://www.scss.ca">www.scss.ca</a>
Surrey Rehabilitation Services: Vocational Services	SRS Vocational Services (SRS) is an incorporated employment services agency, established in 1972. Service offerings are aimed at assisting individuals to evaluate their career potential, develop objectives, and create a personal action plan. To assist individuals to stay on track and progress towards their goals, mentoring and coaching services are also available.	10694-135th Street Surrey, BC V3T 4C7 Tel: 604-588-9565 Fax: 604-588-2351
Four Directions: Vancouver Native Health Society	Supports adults who have been affected by both substance abuse and emotional or mental disorders. Offers support to discontinue the use of substances while complying with psychiatric medication. Helps with life skills such as budgeting, nutrition, physical wellness, relaxation, interpersonal skills, anger management, and self-esteem. Provides training in basic computer skills and basic literacy. Serves Surrey and other Lower Mainland municipalities	455 East Hastings Street Vancouver, BC V6A 1P5 604-254-9060 Fax: 604-254-9948
Whalley Family Place – Northwood United Church	Offers life-skills training to Whalley residents.	12740 - 102 Avenue, Surrey, B. C. Canada Phone: 604-584-6939 Fax: 604-582-6512
Your Place Program	Social group for adults with disabilities. Partners with City Parks and Recreation Department and runs programs at North Surrey Recreation Centre.	Karen Ameyaw, PRC Department City of Surrey 604-5602-6352

### Initiatives to Encourage Citizen Engagement With Social Issues and Social Planning Activity

Initiatives geared to encouraging citizen engagement with the Plan for the Social Well-Being of Surrey and involving citizens in their communities and at all levels of government

Service	Description	Contact Information
Public consultations	Public consultations on social planning initiatives – undertaking by varying levels of government (depending on the initiative), as well as various municipal departments and committees.	Government of Canada Government of British Columbia City of Surrey
Parents Advisory Committees (PACs)	Committees are set up within neighbourhood schools; allow parents to engage with school on various issues.	Various.
Community Action Network	Local community group active in social planning issues in the South Surrey area.	Pat Petrala <a href="mailto:patpet@shaw.ca">patpet@shaw.ca</a>
		#5 – 15515 – 24 <sup>th</sup> Avenue South Surrey 604-531-8168

Peace Arch Community Services	Peace Arch has a volunteer listing and many community-related volunteer opportunities.	604-542-HELP
Semiahmoo – Peninsula Planning Group	A consortium of community planning organizations, government agencies and residents seeking to assess and address the program and service needs in the South Surrey area	16049 Beach Road, Surrey, British Columbia V3S 9R6 Tel: 604 536-3101 Fax: 604 536-6116
Surrey Community Services	A leading organization in the provision of community services in Surrey and the surrounding areas. Encourages citizen engagement via a number of opportunities, including an extensive volunteer listing.	9815 - 140th Street Surrey, BC V3T 4M4
Surrey Social Futures Society	Surrey Social Futures Society provides a voice for advocating from a community perspective. Our goal is the development and implementation of an ongoing community based social, economic and physical planning process for Surrey	202-9030 King George Highway Surrey, BC. V3V 7Y3 Tel: 604-594-7644 Fax: 604-594-7658 <a href="http://www.vcn.bc.ca/ssf/">http://www.vcn.bc.ca/ssf/</a>
Vibrant Communities	Under the sponsorship of Surrey Social Futures, the United Way of the Lower Mainland, and the North Fraser Community Futures, Surrey will formally begin to engage leaders from the business community, local and provincial governments, service organizations, and people living in poverty	4543 Canada Way Burnaby, BC V5G 4T4 Tel: 604-294-8929 Fax: 604-293-0010 <a href="http://www.vibrantcommunities.ca">http://www.vibrantcommunities.ca</a>

**Social Services Inventory – Crime and Public Safety Issue Area**  
City of Surrey

**Initiatives to Deal with Seniors Abuse**

Developing materials and initiatives to foster security and safety for the elderly – whether living on their own, as part of an extended family, or in a senior's care facility.

Service	Description	Population	Contact Information
Health Canada  Public Health Agency of Canada – Division of Aging and Seniors	Print materials and training materials, research connected with seniors abuse; Seniors Issues (information on a range of issues – including Fraud, homecare, safety):  Division of Aging and Seniors	Seniors	Health Canada – Regional office: Suite 405, Winch Building 757 West Hastings Street Vancouver, BC V6C 1A1 604-666-2083  <a href="http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/html/agetprogram_e.html">http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/html/agetprogram_e.html</a>  <a href="http://www.phac-aspc.gc.ca/seniors-aines/index.htm">http://www.phac-aspc.gc.ca/seniors-aines/index.htm</a>
	<b>Researches the population health consequences of family violence (including elder abuse), develops resources and promotes policies, programs and projects that contribute to family violence prevention</b>  Lead agency for Family Violence Initiative; Information services; Funding for community organizations dealing with family violence; various initiatives. Collaboration with CMHC, Citizenship and Immigration Canada, Correctional Services of Canada, Department of		



Health Canada and various Federal ministries and departments  Family Violence Initiative	Canadian Heritage, Department of Justice, Department of National Defense, HRSDC, Indian affairs and Northern Development Canada; RCMP, Statistics Canada and Status of Women Canada	Seniors	Health Canada – Regional office: Suite 405, Winch Building 757 West Hastings Street Vancouver, BC V6C 1A1 604-666-2083  <a href="http://www.bcifv.org/resources/commres/6.shtml">http://www.bcifv.org/resources/commres/6.shtml</a>
Public Safety and Emergency Preparedness Canada:  National Crime Prevention Strategy	The <i>National Crime Prevention Strategy</i> is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.	Seniors	National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272 <a href="http://www.prevention.gc.ca/en/index.asp">http://www.prevention.gc.ca/en/index.asp</a>
Human Resources Skills Development Canada (HRSDC)	Income security; - Old Age Security Pensions (OAS) and Canada Pension Plan. Almost all of today's seniors receive income from Canada's Public Pensions. Basic financial support is also available to survivors and to people who become too disabled to work and their children. Income Security Programs delivers these pensions and benefits through the Old Age Security (OAS) program and the Canada Pension Plan (CPP).	Seniors	Surrey HRSDC office: 7404 King George Highway, Surrey, British Columbia, V3W 0L4 <a href="http://www.hrsc.gc.ca/en/gateways/nav/top_nav/program/isp.shtml">http://www.hrsc.gc.ca/en/gateways/nav/top_nav/program/isp.shtml</a>
RCMP – Senior's Guide	Safe Living Guide; fraud concerns; criminal code violations	Seniors	Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada <a href="http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm">http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm</a>
RCMP	Enforcement of Federal and provincial laws pertaining to family violence, abuse; supports community-based workshops on victims' issues, sexual assault, and relationship violence, and assists communities in using problem-solving approaches to family violence.	Families	Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada <a href="http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm">http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm</a> <a href="http://www.rcmp-grc.gc.ca">www.rcmp-grc.gc.ca</a>
Ministry of Community, Aboriginal and Women's Services (MCAWS)	Department of Women's and Seniors Services; BC Senior's on-line portal; lead Ministry with the Stop The Violence program – aimed at reducing family violence.	Seniors	Enquiry BC 604 660-2421 <a href="http://www.mcaws.gov.bc.ca/seniors/index.htm">http://www.mcaws.gov.bc.ca/seniors/index.htm</a>
Ministry of Human Resources	The Seniors Supplement program assures a minimum monthly income for B.C. residents who receive the federal Old Age Security pension and Guaranteed Income Supplement, or the federal Spouse's Allowance	Seniors	Enquiry BC 604 660-2421 <a href="http://www.mhr.gov.bc.ca/programs/other.htm">http://www.mhr.gov.bc.ca/programs/other.htm</a>
	The Public Guardian and Trustee of British Columbia operates under provincial law to protect the legal rights and		

Office of the Public Trustee	financial interests of children, to provide assistance to adults who need support for financial and personal decision making, and to administer the estates of deceased and missing persons where there is no one else able to do so.	Seniors	<p>Greater Vancouver Regional Office                  700-808 West Hastings Street, Vancouver, BC V6C 3L3                  Fax: (604) 660-9498                  Assessment and Investigations: Ph: (604) 775-0202                  Health Care Decisions: Ph: 1-877-511-4111 (toll-free)                  Client Services: Ph: (604) 660-4444</p>
BC Housing / Independent Living BC	Seniors with lower incomes and people with disabilities are able to rent the ILBC units for 70 per cent of their after-tax income. This covers their accommodation, meals, personal care and hospitality services, such as housekeeping, laundry, recreational opportunities and 24-hour response system. BC Housing provides housing subsidies to those who qualify for the Independent Living BC program and the health authorities fund the personal care services. Services provided in partnership with CMHC.	Seniors	<p>601 - 4555 Kingsway                  Burnaby, BC V5H 4V8                  604-433-2218  <a href="http://www.bchousing.org/ILBC/">http://www.bchousing.org/ILBC/</a></p>
Surrey RCMP: Victim's Services Unit	The Surrey RCMP Victim Services Unit was introduced in May 1983, as a direct response to the growing needs of both the victims and the police within the community. It is funded primarily by the City of Surrey, with supplementary funding by the Ministry of Public Safety and Solicitor General.		<p>Surrey RCMP Detachment                  Victims Services                  14355 57th Ave., Surrey, BC                  Tel: 604-599-7600  <a href="http://www.surreyrcmp.ca/services/victimservices.shtml">http://www.surreyrcmp.ca/services/victimservices.shtml</a></p>
Surrey Continuing Care Mental Health: Fraser Health Authority	Continuing Care provides in-home health care support, residential care, and special support services to assist people whose ability to function independently is affected by health-related problems. Also contracts with service providers of home support, meal programs, adult day centres, residential care homes, group care homes, and senior support services. CCMH is required by law to investigate any reports of seniors neglect or abuse.		<p><b>13th Floor-Station Tower</b>  <b>13401 108th Avenue</b>  <b>Surrey, BC</b>  <b>V3T 5T3</b></p> <p>Intake: 604-953-4965                  Continuing Care: 604-953-4950                  Intake Fax: 604-953-4966</p>
			<p><b>Cloverdale Seniors' Centre</b>                  17671-56 Avenue; 604-502-6433</p> <p><b>Fleetwood Seniors' Centre</b>                  15996-84 Avenue; 604-501-5030</p> <p><b>Guildwood Seniors' Services</b></p>

<p>Parks and Recreation Department – City of Surrey</p>	<p>Seniors recreation services and Seniors Centres. The City operates six centres, located in Cloverdale, Fleetwood, Guildwood, Newton, South Surrey and Whalley. Each centre offers a variety of recreational, social, cultural, health and wellness and educational programs.</p>	<p>Seniors</p>	<p>15105-105 Avenue; 604-502-6360</p> <p><b>Newton Seniors' Centre</b></p> <p>13775-70 Avenue; 604-501-5010 South Surrey Seniors' Services; 604-501-5010</p> <p><b>Sunrise Pavillion</b></p> <p>10341-135 Street; 604-502-6380</p>
<p>Blockwatch</p>	<p>Block Watch Society partners with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety.</p>		<p>Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221 Fax: (604) 291-9951 <a href="mailto:blockwatch@bccpa.org">blockwatch@bccpa.org</a> Surrey Contact: Sgt. Merv Bayda, RCMP Direct: (604) 599-7696</p> <p>Address: 14355 – 57th Ave.</p>
<p>Senior Support Services - part of the Come Share Society</p>	<p>One-to-one workers assist White Rock and Surrey seniors to increase or maintain their independence at home.. Also provides a contact for the South Surrey/White Rock Community Response Network (CRN), which coordinates, supports, and provides assistance to seniors or adults with disabilities who are experiencing abuse, neglect, or self-neglect. Office hours are 9 am to 4 pm Monday to Friday.</p>	<p>Seniors</p>	<p>15008 26th Avenue Surrey, BC V4P 3H5</p> <p>Whalley Office 1343-13401 108th Avenue Surrey, BC V3T 5T3 604-531-9400 E-mail: <a href="mailto:s.s.s@telus.net">s.s.s@telus.net</a> Web: <a href="http://www.seniorsupportservices.bc.ca">www.seniorsupportservices.bc.ca</a></p>
<p>Ama House Atira Women's Resource Society</p>	<p>First-stage transition house for women age 55 and older who are impacted by violence and/or abuse. Staff and volunteers provide emotional support, information and referral, and advocacy. Length of stay ranges from 30 days to six months. Women will not be refused shelter based on substance use or mental health issues. Currently operating on limited grants and donations.</p>	<p>Women, Seniors</p>	<p>204-15210 North Bluff Road White Rock, BC V4B 3E6 604-542-5992 Fax: 604-542-5993 E-mail: <a href="mailto:ama@atira.bc.ca">ama@atira.bc.ca</a></p>
<p>Abuse Prevention and Legal Education Project: Surrey Delta Immigrant Services Society</p>	<p>Surrey-Delta Immigrant Services Society program: Educates the Chinese, Korean, Polish, South Asian, Spanish, and Vietnamese speaking communities on topics related to the rights of older adults, in their first language and from a culturally-appropriate perspective.</p>	<p>Immigrant Seniors</p>	<p>1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299 Web: <a href="http://www.sdiss.org">www.sdiss.org</a></p>
<p>Come Share Society –</p>	<p>One-to-one workers assist White Rock and Surrey seniors to increase or maintain their independence at home. Also provides a contact for the South Surrey/White Rock Community Response Network (CRN), which coordinates, supports, and provides assistance to seniors</p>		<p>15008 26th Avenue Surrey, BC V4P 3H5 604-531-9400 Fax: 604-531-9498 E-mail: <a href="mailto:s.s.s@telus.net">s.s.s@telus.net</a> Web: <a href="http://www.seniorsupportservices.bc.ca">www.seniorsupportservices.bc.ca</a></p> <p>Whalley office: 1343-13401 108th Avenue Surrey, BC</p>

South Surrey / White Rock Community Response Network	or adults with disabilities who are experiencing abuse, neglect, or self-neglect.		V3T 5T3 604-930-4443 Fax: 604-953-4949
South Fraser Women's Services Society	South Fraser Women's Services Society is a women-focused organization committed to providing information, resources, support and counseling for women to empower themselves. Participates with the Stop The Violence (STV) program (see MCAWS)	Women, Seniors	15318 – 20 <sup>th</sup> Avenue Surrey, BC V5V 2A2 Phone: (604) 536-9611 <a href="http://www.sfwomensservices.com">www.sfwomensservices.com</a>
Surrey Specialized Victim Assistance Program – Surrey Women's Centre Society	Provides victim services to adults (male and female), youth, and children who have been victims of child abuse (all kinds), sexual assault, relationship violence (including elder abuse and any other form of family violence), and stalking. Victims may or may not be involved with the criminal justice system. Services include free and confidential information, referral, advocacy, form completion assistance, court orientation and accompaniment, as well as accompaniment to hospital and the police. Support is available for non-offending family members and other associated witnesses on criminal court cases. Funded by MPSSG	Women, Seniors	PO Box 33519, Surrey Place Mall Surrey, BC V3T 5R5 Phone: (604) 589-1868 Fax: (604) 589-2812
Surrey Crime Prevention Society	A not-for-profit society providing crime prevention and safety programs for the community. Our goal is to work in concert with the appropriate authorities to make Surrey a safer place to live, work, and play	Seniors, Community-at-large	#15 - 12484 - 82nd Avenue Surrey, BC, V3W 3E9 (604) 502-8555 <a href="http://www.surreycrime.bc.ca/">http://www.surreycrime.bc.ca/</a>
Surrey/White Rock Seniors Substance Awareness Program: Peace Arch Hospital	Substance misuse program directed at seniors.	Seniors	Peace Arch Hospital 15521 Russell Avenue White Rock, British Columbia Canada V4B 2R4 (604) 535-4526
Seniors Well Aware Program (SWAP)	SWAP's mission is to promote the physical, mental, social, environmental and spiritual well-being of the senior population who are facing unique challenges that include social isolation, substance misuse and abuse and elder abuse. Serves Lower Mainland communities	Seniors	303, 1290 Hornby Street, Vancouver, BC V6Z 1W2 (604) 633-4230 <a href="http://www.vch.ca/swap/">http://www.vch.ca/swap/</a>
BC Coalition to Eliminate Abuse of Seniors	B.C. CEAS is a province-wide forum for individuals, seniors, community agencies and organizations, government and policy makers working to eliminate the abuse of seniors	Seniors	304-5050 Kingsway Street Burnaby, B.C. V5H 4C2 (604) 437-1940 <a href="http://www.bcecas.ca/index.shtml">http://www.bcecas.ca/index.shtml</a>
	The BC Crime Prevention Association		

British Columbia Crime Prevention Association	is an integrated team of citizens and police, dedicated to preventing crime. We provide on-going province-wide education and awareness through our community partnerships. BCPA has prepared educational materials slide shows and videos on elder abuse.		British Columbia Crime Prevention Association 131 - 8th Street New Westminster, BC V3M 3P6 Phone: (604)529-1552 <a href="http://www.bccpa.org/">http://www.bccpa.org/</a>
BC Coalition to Eliminate Abuse of Seniors (BCCEAS)	Provides information, training, community development, and materials regarding abuse and neglect of seniors. Promotes seniors' self-determination and independence. Provides information about adult guardianship legislation, and the legal issues confronting seniors in BC. Can provide speakers for groups or workshops, including public education designed to combat frauds and scams against seniors. Office staffed 8:30 am to 3:30 pm Monday to Friday.	Seniors	304-5050 Kingsway Burnaby, BC V5H 4C2 604-437-1940 1-866-437-1940 Fax: 604-437-1929 Email: <a href="mailto:ceas@telus.net">ceas@telus.net</a> Web: <a href="http://www.bcceas.ca">www.bcceas.ca</a>
PhoneBusters/ SeniorBusters	Phonebusters is a national call centre handling complaints about telemarketing, mail fraud, ID theft, internet fraud, and other consumer scams with a Canadian connection. Educates the public about specific fraudulent telemarketing pitches, and plays a role in the collection and dissemination of information to the appropriate enforcement agency. Through SeniorBusters, senior volunteers call back seniors who have been victims of consumer fraud to offer support and education. Coordinated by the Ontario Provincial Police in partnership with the RCMP. Hours are 8 am to 6 pm (EST) Monday to Friday. Also offered in French.	Seniors	PO Box 686 North Bay, ON P1B 8J8 -888-495-8501 or 705-495-8501 Fax: 1-888-654-9426 E-mail: <a href="mailto:info@phonebusters.com">info@phonebusters.com</a> Web: <a href="http://www.phonebusters.com">www.phonebusters.com</a>
Canadian Network for the Prevention of Elder abuse	The Canadian Network for the Prevention of Elder Abuse is a national non-profit organization that began in the late 1990s and was federally incorporated in 2000. The Network is dedicated to the prevention of the abuse of older people in Canada. The Network has developed this web site as part of its developing processes.		<a href="http://www.cnpea.ca/links_and_resources.htm">http://www.cnpea.ca/links_and_resources.htm</a> <a href="http://www.cnpea.ca/canadian_laws_on_abuse_and_negle.htm">http://www.cnpea.ca/canadian_laws_on_abuse_and_negle.htm</a>

**Initiatives Dealing with Family Violence**

Developing materials and initiatives to foster security for family members in abusive situations – to discourage abusive situations, to mitigate the sense of isolation that it fosters, and to create safe spaces where abusive situations can be reported and action can be taken.

Service/ Facility	Description	Population	Contact Information
Health Canada and various Federal ministries and departments  Public Health Agency of Canada  Family Violence Initiative	<p>Researches the population health consequences of family violence, develops resources and promotes policies, programs and projects that contribute to family violence prevention</p> <p>Lead agency for Family Violence Initiative; Information services; Funding for community organizations dealing with family violence; various initiatives. Collaboration with CMHC, Citizenship and Immigration Canada, Correctional Services of Canada, Department of Canadian Heritage, Department of Justice, Department of National Defence, HRSDC, Indian affairs and Northern Development Canada; RCMP, Statistics Canada and Status of Women Canada</p>	Families	<p>Health Canada – Regional office: Suite 405, Winch Building 757 West Hastings Street Vancouver, BC V6C 1A1 604-666-2083</p> <p><a href="http://www.bcifv.org/resources/commres/6.shtml">http://www.bcifv.org/resources/commres/6.shtml</a></p> <p><a href="http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/initiative_e.html#fvidepartments">http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/initiative_e.html#fvidepartments</a></p>
Public Safety and Emergency Preparedness Canada:  National Crime Prevention Strategy	<p>The <i>National Crime Prevention Strategy</i> is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.</p>	Families	<p>National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272</p> <p><a href="http://www.prevention.gc.ca/en/index.asp">http://www.prevention.gc.ca/en/index.asp</a></p>
Heritage Canada: Department of Canadian Heritage	<p>Supports family violence prevention projects for off-reserve Aboriginal women, supports prevention activities for non-English/French speaking members of ethno-cultural communities via ethnic media and English/French as a Second Language programs, aims at reducing media violence, and to a limited extent, conducts research and evaluation activities regarding family violence.</p>	Families – Aboriginal; Immigrant	<p>Western Regional Office Canadian Heritage 4th floor - 300 West Georgia St. Vancouver, British Columbia V6B 6C6 Tel.: (604) 666-0176 <a href="http://www.pch.gc.ca">www.pch.gc.ca</a></p>

RCMP	Enforcement of Federal and provincial laws pertaining to family violence, abuse; supports community-based workshops on victims' issues, sexual assault, and relationship violence, and assists communities in using problem-solving approaches to family violence.	Families	Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada <a href="http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm">http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm</a> <a href="http://www.rcmp-grc.gc.ca">www.rcmp-grc.gc.ca</a>
Ministry of Public Safety and the Solicitor General	Ministry funds over 150 programs, run by non-profit agencies and local police detachments, that provide information about the justice system, practical help, emotional support and referrals to other appropriate programs.	Families	<a href="http://www.pssg.gov.bc.ca/victim_services/index.htm">http://www.pssg.gov.bc.ca/victim_services/index.htm</a>
Ministry of Community, Aboriginal and Women's Services	Lead agency for a number of family violence related programs – including Stopping the Violence Program; Children Who Witness Abuse Program, and Multicultural Outreach Services Program		Enquiry BC 604 660-2421 <a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
Ministry of Human Resources	Bridging Employment Program: Offers pre-employment counseling and life skills support to clients (women) who have experienced violence or abuse. Prepares clients for participation in other MHR programs or training.	Women	Enquiry BC 604 660-2421 <a href="http://www.gov.bc.ca">www.gov.bc.ca</a>
Surrey RCMP: Victim's Services Unit	The Surrey RCMP Victim Services Unit was introduced in May 1983, as a direct response to the growing needs of both the victims and the police within the community. It is funded primarily by the City of Surrey, with supplementary funding by the Ministry of Public Safety and Solicitor General.		Surrey RCMP Detachment Victims Services 14355 57th Ave., Surrey, BC Tel: 604-599-7600 <a href="http://www.surreyrcmp.ca/services/victimservices.shtml">http://www.surreyrcmp.ca/services/victimservices.shtml</a>
	Provides feminist-based services for women and/or their children who have experienced relationship violence. Based in White Rock but serves Surrey. Office hours are 8 am to 5 pm Monday to Friday. Includes:		

<p>Atira Women's Resource Society:  Children Who Witness Abuse program</p>	<p>- Aboriginal Women's Outreach Program - Ama House - Bridge Women's Emergency Shelter - Bridge Women's Housing - Durrant House - The Family Project - Koomseh Second Stage Program - Maxxine Wright Place Project - Shimai Specialized Transition House</p> <p>Also administers Children Who Witness Abuse Program</p>		<p>204-15210 North Bluff Road White Rock, BC 604-531-9143 Fax: 604-531-9145 E-mail: <a href="mailto:office@atira.bc.ca">office@atira.bc.ca</a> Web: <a href="http://www.atira.bc.ca">www.atira.bc.ca</a></p>
<p>Blockwatch</p>	<p>Block Watch Society partners with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety.</p>		<p>Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221 Fax: (604) 291-9951 <a href="mailto:blockwatch@bccpa.org">blockwatch@bccpa.org</a> Surrey Contact: Sgt. Merv Bayda, RCMP Direct: (604) 599-7696</p> <p style="text-align: right;">Address: 14355 – 57th Ave.</p>
<p>South Fraser Women's Services Society</p>	<p>Drop-in and resource centre for women and children. Services include information and referral, lending/resource library, legal advocacy, and a clothing exchange. Also offers support through peer counselling, and support groups for lesbians, single mothers, women with disabilities, and survivors of abusive relationships. The Stopping the Violence (STV) Counselling Program provides individual and group counselling for women who have experienced relationship violence, sexual assault, or childhood violence or abuse.</p>		<p>15318 20th Avenue Surrey, BC V4A 2A2</p> <p>604-536-9611 Fax: 604-536-6362 E-mail: <a href="mailto:volunteer@sfwomensservices.com">volunteer@sfwomensservices.com</a> Web: <a href="http://www.sfwomensservices.com">www.sfwomensservices.com</a></p>
<p>Surrey Specialized Victim Assistance Program – Surrey Women's Centre Society</p>	<p>Provides Victim services to adults (male and female), youth, and children who have been victims of child abuse (all kinds), sexual assault, relationship violence (including elder abuse and any other form of family violence). Funded by MPSSG. Service also available in Punjabi</p>	<p>Families</p>	<p>P.O. Box 33519, Surrey Place Mall Surrey, V5T 5R5 604-589-1868</p>
	<p>A number of programs are offered by Options Service to Communities Society, including:</p>		



<p>Threshold; Evergreen Transition House; Children Who Witness Abuse Options: Services to Communities Society</p>	<p>Threshold: a community based outreach program works with women who have experienced abuse. Services in Hindi and Punjabi. Evergreen: an Emergency shelter for abused women and their children. Children Who Witness Abuse: a one-to-one and group counseling for children who have witnessed violence in their homes</p>	<p>Families</p>	<p>100-6846 King George Highway Surrey, V3W 4Z9 604-572-5883 Guildford: 604-951-0688 Newton: 604-572-7411</p>
<p>Stopping the Violence (STV) Counselling Program: Surrey Delta Immigrant Services Society</p>	<p>Provides counselling, support and outreach to immigrant women who have experienced family violence. Services offered in Cantonese, English, Hindi, Korean, Mandarin, Polish, Punjabi, Spanish, Urdu, and Vietnamese. Funded by MCAWS</p>	<p>Immigrant Women</p>	<p>1107-7330 137<sup>th</sup> Street Surrey, BC V3W 1A3 604—597-0205</p>
<p>South Fraser Women's Services Society</p>	<p>Drop-in and resource centre for women and children. Part of the Stopping the Violence (STV) Counselling Program</p>	<p>Women and Children</p>	<p>15318 – 20<sup>th</sup> Avenue Surrey V4A 2A2 604-536-9611</p>
<p>Relationship Violence Treatment Association – Stroh Healthcare Corporation</p>	<p>Coordinates relationship violence treatment for court-ordered male offenders on probation. Contracted by MAG</p>	<p>Male offenders</p>	<p>301-7337 – 137<sup>th</sup> Street Surrey, V3W 1A4 604-599-4321</p>
<p>Spousal Abuse Program for Indo Canadian Men: Surrey Delta Immigrant Services Society</p>	<p>Provides group counseling for court-mandated South Asian men who have been charged with domestic assault. Funded by MPSSG</p>	<p>South Asian males</p>	<p>1107-7330 137<sup>th</sup> Street Surrey, BC V3W 1A3 604—597-0205</p>
<p>DeVoRa Crisis Line: Jewish Family Service Agency</p>	<p>Crisi line for Jewish women experiencing domestic violence</p>	<p>Jewish women</p>	<p>604-209-1622</p>
<p>RespectEd: Violence and Abuse Prevention: Red Cross Lower Mainland</p>	<p>Provides education for individuals at risk of abuse and community leaders wanting to implement or enhance abuse prevention programs</p>		<p>1-888-307-7997</p>
<p>Samaanta (Equality)</p>	<p>Dedicated to ending violence in relationships and promoting women's equality in the Indo Canadian community. Information in Punjabi, Hindi and Urdu</p>		<p>604-526-2342</p>
	<p>Network of transition houses, sage homes and second stage houses in BC and the Yukon.</p>		

BC / Yukon Society of Transition Houses	Coordinates the delivery of Children Who Witness Abuse programs throughout BC (no frontline service)		507-475 Howe Street Vancouver, BC V6C 2B3 604-669-6943 <a href="http://www.bcysth.ca">www.bcysth.ca</a>
Relationship Safety Project, and other programs:  Family Services of Greater Vancouver	We are a not-for-profit organization dedicated to strengthening people, families and communities. We provide a diverse range of professional support and counselling services to those who are experiencing challenges in their lives. Includes programs for women who have experienced violence in relationships. Serves Surrey and Lower Mainland communities.		1616 West 7th Ave. Vancouver, BC V6J 1S5 p. 604.731.4951 <a href="http://www.fsgv.ca/">http://www.fsgv.ca/</a>
Stepping Up @ ISS – bridging Employment Program:  Immigrant Services Society of BC	Pre-employment program for immigrant and refugee women who are survivors of violence and trauma, including family violence.	Immigrant and refugee women	501-333 Terminal Avenue Vancouver, BC V6A 2L7 604-684-2561
Vancouver and Lower Mainland Multicultural Family Support Services Society	Provides culturally sensitive services to immigrant and visible minority women, children and families who are experiencing family violence. Funded by MCAWS (Stopping the Violence Program; Children Who Witness Abuse Program, and Multicultural Outreach Services Program) and MPSSG (Community-based Victim Services) and Health Canada		5000 Kingsway Plaza – Phase III 306-4980 Kingsway Burnaby 604-436-1025
BC Institute Against Family Violence	The Institute's mission is to support, co-ordinate and initiate research and education programs which promote the elimination of violence in all families	Families	Suite 551 - 409 Granville Street Vancouver, BC V6C 1T2 604-669-7055 <a href="http://www.bcifv.org">www.bcifv.org</a>

### Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity

Initiatives to target gang-related components of organized crime, including ethnic and youth gang activity

Service/ Facility	Description	Population	Contact Information
	In general: Enforcement of federal and provincial laws pertaining to criminal and related activity.  The Criminal Intelligence Section (CIS) Gang Unit of the Surrey RCMP is responsible for reducing gang activity through an effective		

RCMP Criminal Intelligence Service Canada Surrey RCMP Criminal Intelligence Section Indo-Canadian Task Force	combination of enforcement and intelligence. This is accomplished by way of developing sources, confidential and otherwise, gathering intelligence on subjects involved in gang crime activities, liaising with other police agencies, promoting a sharing of intelligence between various jurisdictions, and providing support and assistance to other sections with regards to gang related criminal activity.		Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada www.rcmp.grc.gc.ca www.cisc.gc.ca http://www.surreyrcmp.ca/cis_content.shtml
Public Safety and Emergency Preparedness Canada: National Crime Prevention Strategy	The National Crime Prevention Strategy is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.		National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272  http://www.prevention.gc.ca/en/index.asp
Ministry of Public Safety and the Solicitor General	Youth Against Violence program; Safe Communities Working Group; Provincial Safe Streets and Schools Fund (MPSSG)		Enquiry BC 604 660-2421 www.gov.bc.ca
Organized Crime Agency of British Columbia	The mandate of the Organized Crime Agency of British Columbia is to facilitate the disruption and suppression of organized crime which affects all British Columbians. OCABC is governed by a Board appointed by the Attorney General		(604) 777-7800 http://www.ocabc.org/
City of Surrey Drug Crime Task Force	Taskforce works on various initiatives pertaining to local criminal activity; indirectly with (youth) gang related activity via focus on grow-ops, school-based activities		14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca
Blockwatch	Block Watch Society partners with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety.		Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221 Fax: (604) 291-9951 <a href="mailto:blockwatch@bccpa.org">blockwatch@bccpa.org</a> Surrey Contact: Sgt. Merv Bayda, RCMP  Address: 14355 – 57th Ave.  Direct: (604) 599-7696
MultiCultural Youth / Parent Outreach: Surrey Delta Immigrant Services Society	Help immigrant youth and parents overcome difficulties in their new environment, by providing public education workshops in schools and the community. Topics include communication, intergenerational conflict, racism, gangs, parenting, the school system, and community resources	Immigrant youth and parents	1107-7330 137th Street Surrey, BC V3W 1A3
Taking A Stand	Taking A Stand is an organization dedicated to encourage youth and children not to turn a blind eye to violence and crime. Web resource for information about how to deal with criminal activities; also linked to a provincial “Youth Against Violence” phone-line that aims to provide young people with a safe and confidential way to report youth crime – including gang activity.	Youth and Children	1-800-680-4264 www.takingastand.com

<p>Institute for Safe Schools of British Columbia</p>	<p>The Institute for Safe Schools of British Columbia, located at the University College of the Fraser Valley, consists of an interdisciplinary team of researchers, practitioners, students, and community partners committed to providing research and resources that support the creation of safe and socially responsible schools and communities. Institute receives funding from the Ministry of Public Safety and Solicitor General and is supported by the Community Policing Services E Division of the RCMP</p>	<p>University College of the Fraser Valley 1-888-224-7233 www.safeschools.gov.bc.ca</p>
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Peer Support Programs to Deter Crime

Creating support programs and other prevention-based initiatives, particularly for youth, that create safe pathways for growth and development. Stopping crime before it starts.

Service/ Facility	Description	Contact Information
<p>Public Safety and Emergency Preparedness Canada Department of Justice</p>	<p>Provides funding and grants via the Youth Justice Renewal Fund. Looks at alternative justice initiatives and provides financial support for community organizations that are working on Youth Justice initiatives.</p>	<p>180 Elgin Street, 7th floor Ottawa, Ontario K1A 0H8 www.canada.justice.gc.ca</p>
<p>Public Safety and Emergency Preparedness Canada: National Crime Prevention Strategy</p>	<p>The <i>National Crime Prevention Strategy</i> is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.</p>	<p>National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272 http://www.prevention.gc.ca/en/index.asp</p>
<p>Ministry of Education Ministry of Public Safety and Solicitor General</p>	<p>Safe Schools initiative (MoE is lead partner on interministerial initiative); school-based initiatives, anti-bullying programs; MPSSG – Safe Schools funding via Provincial Safe Streets and Schools Fund;</p>	<p>Enquiry BC 604 660-2421 <a href="http://www.gov.bc.ca">www.gov.bc.ca</a></p>
<p>Ministry of Children and Family Development: Surrey North Integrated Youth Services</p>	<p>Provides services to youth ages 13-19, including probation monitoring, outreach to youth; life skills training and other services</p>	<p>200-13680 105A Avenue Surrey BC V3T 2B3 604-951-5838</p>
<p>Ministry of Children and Family Development: Surrey South Integrated Youth Services</p>	<p>Provides services to youth ages 13-19, including probation monitoring, outreach to youth; life skills training and other services</p>	<p>200-13680 105A Avenue Surrey BC V3T 2B3 604-951-5838</p>
<p>ICBC</p>	<p>Limited funding and planning around peer group and mediation studies and programs – particularly around safe driving</p>	<p><a href="http://www.icbc.com/Youth/youth_new_speakers.html">http://www.icbc.com/Youth/youth_new_speakers.html</a></p>
<p>Surrey RCMP – Community Programs and Initiatives Sector; District Community Consultation Group; also Integrated Community Services; Whalley Integrated Services</p>	<p>Various community programs that involve peer-to-peer activities and other related approaches to crime prevention.</p>	<p>Surrey RCMP Detachment 14355 57th Ave., Surrey, BC 604-599-0502</p>
<p>TREES Program</p>	<p>Special education/counselling program which combines academics with family counselling and recreational activities. Referrals through MCFD. Jointly funded by the Surrey School Board and MCFD.</p>	<p>Bear Creek Office 202-9180 King George Highway Surrey, BC V3V 5W1</p>
<p>City of Surrey: Parks and Recreation Department</p>	<p>Anger Management and Bully Proofing courses and workshops offered as a part of P&amp;R programming.</p>	<p>14245 – 56<sup>th</sup> Avenue Surrey, BC, V3X 3A2 604-591-4011 <a href="http://www.city.surrey.bc.ca">www.city.surrey.bc.ca</a></p>
	<p>Block Watch Society partners with communities to build safer</p>	<p>Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221</p>

Blockwatch	neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety	Fax: (604) 291-9951 <a href="mailto:blockwatch@bccpa.org">blockwatch@bccpa.org</a> Surrey Contact: Sgt. Merv Bayda
Servant's Anonymous Society	Provides long-term housing, education, life-skills and employment readiness to female youths and women who are exiting the sex trade	202-17720 57th Avenue Surrey, BC V3S 1H2 604-576-1141 Fax: 604-576-1147 E-mail: <a href="mailto:sasurrey@vcn.bc.ca">sasurrey@vcn.bc.ca</a> Web: <a href="http://www.sasurrey.ca">www.sasurrey.ca</a>
Business Supporting Business	Program of the Whalley and Cloverdale BIA's	Cloverdale BIA #202 – 17687 – 56A Avenue Surrey, BC, V3S 1G4 604-576-3155  Whalley Business Improvement Association # 300 - 10524 King George Hwy. Surrey, BC V3T 2X2 Phone: 604-580-2321
Peace Portal Alliance Church: Peace Portal Counselling Centre	Provides professional counselling services. Sliding scale from \$50 to \$90, based on client income. Serves the general public and no church affiliation is required. Counsellors hold Master or Doctoral degrees in counselling. Office is wheelchair accessible. Serves Delta, Langley, Surrey, and White Rock.	15128 27B Avenue Surrey, BC V4P 1P2 604-542-2501 Fax: 604-542-2504
Buddy / Youth Program: Surrey Delta Immigrant Services Society	Matches new immigrant youth with host youth who volunteer three or four hours a week to provide friendship, English conversation, peer support networks, information about Canada, and a bridge to local community resources. Also provides workshops, field trips and picnics, cultural events, and other group activities. Services are available in English, Punjabi, and Urdu. Funded by MCAWS.	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Next Step: Sexually Exploited Youth Workers - Options Services to Community Society	Offers support services for youth. Independent Living offers one-to-one support and skill development in areas such as employment, homemaking and leisure. Can provide assessments of the skills and knowledge needed to successfully live independently. Workers provide support to sexually exploited or street-involved youth who wish to exit the street, assisting them in locating suitable housing, setting goals and achieving independence. Referrals from MCFD, community, and self.	100-6846 King George Highway Surrey, BC V3W 4Z9
Surrey Reconnect & South Surrey Reconnect: South Fraser Community Services Society	Storefront operation offers a safe place for street youth and includes shower and laundry facilities. Street youth workers are available to assist youth in moving toward a healthier and safer lifestyle. Assists in locating missing youth, provides support and lay counselling for teens, family mediation, assistance with accommodation, and information about health and education options. Serves Whalley, Newton, and Guildford. Operated in partnership with the National Homelessness Initiative	10667 135A Street Mailing address: PO Box 500 Surrey Main Surrey, BC V3T 5B7 604-589-4746
Urban Multipurpose Aboriginal Youth Project: Surrey Aboriginal Culture Society	Offers recreational, educational, social, and cultural activities that enable youth to have a link to First Nations culture, languages, and history	13629 108th Avenue Surrey, BC V3T 2K4
Battered Women's Support Services	Dating Violence Program for Women provides support and education, counselling. Serves Lower Mainland communities.	Battered Women's Support Services P.O.Box 1098 Stn. A Vancouver, BC V6C 2T1 Business: 604-687-1868 Counselling: 604-687-1867 <a href="http://www.bwss.org">www.bwss.org</a>
Pacific Community Resources Society	Serves children, youth, and families in New Westminster, Surrey, and Vancouver. Services described below are grouped as follows: addiction services, education programs/alternate schools, employment programs, family/caregiver support services, and youth support services. Also offers Substance abuse peer counseling. Serves children, youth, and families in New Westminster, Surrey, and Vancouver.	#3 - 10318 East Whalley Ring Road Surrey, BC V3T 4H4 Phone: 604-951-4821 <a href="http://www.pcrs.ca/">http://www.pcrs.ca/</a>
BC Youth In Care Network  Federation of BC Youth In Care Networks	The Federation of B.C. Youth in Care Networks is dedicated to the promotion and development of local groups run by and for youth in and from government care. The primary functions of these local groups are: giving support, friendship, self-help, information, and representation of youth in and from government care	#270-550 Sixth Street New Westminster, BC V3L 3B7 604-527-7762 <a href="http://www.fbcyicn.ca">http://www.fbcyicn.ca</a> <a href="http://www.youthincare.ca/">http://www.youthincare.ca/</a>
	The Institute for Safe Schools of British Columbia, located at the University College of the Fraser Valley, consists of an interdisciplinary	

Institute for Safe Schools of British Columbia	team of researchers, practitioners, students, and community partners committed to providing research and resources that support the creation of safe and socially responsible schools and communities. Institute receives funding from the Ministry of Public Safety and Solicitor General and is supported by the Community Policing Services E Division of the RCMP	University College of the Fraser Valley 1-888-224-7233 www.safeschools.gov.bc.ca
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**City Clean-Up Programs (Parks, Buildings)**

Fostering a sense of ownership and pride in public spaces that encourages people to tend to them, to keep them tidy and to aid in beautification initiatives.

Service/ Facility	Description	Contact Information
City of Surrey - Parks and Recreation Department: Partners In Parks –	Park volunteer program Whether you're an individual or part of a neighbourhood group, community organization or business, you can contribute your skill, time and energy towards the development, maintenance or enhancement of Surrey's Parks	14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 604-591-4011 www.city.surrey.bc.ca
Adopt-A-Street	The program offers a simple and effective avenue for businesses, community organizations, schools, neighbourhood groups or individuals to positively contribute towards keeping the environment clean within their communities. We provide all volunteers with the required materials and equipment to perform their clean-up efforts.	14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 604-591-4011 www.city.surrey.bc.ca
City of Surrey – Crime Free Multi-Housing	The Crime Free Multi-Housing Program (CFMH) is a direct and solution-oriented crime prevention initiative designed specifically to help apartment owners, managers, residents, police and other agencies work together to keep illegal and nuisance activity off rental property.	14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 604-591-4011 www.city.surrey.bc.ca
City of Surrey: Environmental Extravaganza; Plant a Tree program; Arbor Day	The Environmental Extravaganza is a unique, annual, month and a half long, <b>FREE</b> celebration that focuses on Surrey's natural environment and the people who share the common goal of protecting it.	14245 – 56 <sup>th</sup> Avenue Surrey, BC V3X 3A2 604-591-4011 environment@city.surrey.bc.ca www.city.surrey.bc.ca
Surrey School Board (School District #36)	Local school initiatives around clean-up and beautification	14225 - 56th Avenue Surrey, BC V3X 3A3 (604) 596-7733 <a href="http://www.sd36.bc.ca/">http://www.sd36.bc.ca/</a>
Community organizations	Local clean-up initiatives by local community and environmental organizations.	Various
Business community	Local clean-up initiatives by (e.g. Tim Horton's, McDonalds) and other big producers of packaging.	Various
BIA – Keep Cloverdale Clean	Local beautification initiative run by the Cloverdale business association.	#202 – 17687 – 56A Avenue Surrey, BC V3S 1G4 604-576-3155
Surrey Crime Prevention Society	Surrey Crime Prevention Society is a volunteer organization dedicated to crime prevention and public safety. The Anti-Graffiti program coordinates groups of volunteers to conduct regular graffiti "paint-outs" in neighbourhoods when private property owners fail to rid their walls of graffiti. Also has a graffiti hotline.	#15 - 12484 - 82nd Avenue, Surrey British Columbia, V3W 3E9 Tel: (604) 502-8555 Fax: (604) 502-8511 E-Mail: <a href="mailto:crime@direct.ca">crime@direct.ca</a>

**Appendix C**

**List of Potential Social Service Elements – Oct. 27th Focus Group**

**ISSUE AREA: HOUSING AND HOMELESSNESS**

Ranking	Elements	“Votes”
1	Emergency Shelter Services for Youths (year round) Also for Aboriginal Youths	49
2	Low Income Housing for the Homeless	46
3	Emergency shelter services for Adults (year round) Also for Aboriginal Adults	28
4	Low Income Housing for Families and Singles	23

<b>5</b>	<b>Supported housing programs</b>	<b>21</b>
<b>6</b>	<b>Employment programs as a means to prevent homelessness</b>	<b>12</b>
<b>7</b>	<b>Service coordination responsibilities (1 stop services)</b>	<b>12</b>
<b>8</b>	<b>Transitional Housing services</b>	<b>11</b>
<b>9</b>	<b>Outreach programs to the homeless, drop in centres, Youth</b>	<b>10</b>

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10	Emergency shelters for families with children	9
11	Homelessness prevention programs for people at-risk of homelessness	6
12	Housing programs for women & Children escaping abuse	5
13	Prevention programs - youth and family oriented	4
14	Primary health care for homeless (Other than City Centre) – <i>Brackets added at the workshop</i>	2
15	Need for location specific solutions	2

**ISSUE AREA: SUBSTANCE ABUSE & ADDICTION**

*\* note – cut-off point for this issue-area was set at 8 votes versus 10 for other issue areas in order to ensure a balanced approach*

<b>Ranking</b>	<b>Elements</b>	<b>“Votes”</b>
<b>1</b>	<b>Alcohol &amp; Drug Treatment for youths (non-residential)</b>	<b>16</b>
<b>2</b>	<b>Residential addiction treatment for youths</b>	<b>14</b>
<b>3</b>	<b>Prenatal education (and support) programs re: Drug use – <i>Bracketed text added during workshop</i></b>	<b>10</b>
<b>4</b>	<b>Outreach &amp; Support programs for at-risk and substance users</b>	<b>9</b>
<b>5</b>	<b>Recovery Treatment services</b>	<b>8</b>

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6	Counselling & Treatment programs	7
7	Harm Reduction Measures	7
8	Coordinated prevention / education efforts	7
9	Residential Detox Services for youths	6

10	Specialized Services for Immigrant youths with addictions	6
11	Residential detox services for dual diagnosis individuals	6
12	Culturally appropriate misuse and addictions services for immigrant adults – <i>Added at Workshop</i>	4
13	Residential addiction treatment for dual diagnosis	3
14	Behavioural problems linked to A&D misuse/ Concentration of Services	2
15	Residential addiction treatment for women	2
16	Reducing Availability of Street Drugs	2
17	Residential Detox Services for Men and Women	1
18	Culturally sensitive prevention and treatment services for First Nations people with addictions	0

**ISSUE AREA: CHILDREN & YOUTHS**

<b>Ranking</b>	<b>Elements</b>	<b>“Votes”</b>
<b>1</b>	<b>Counselling &amp; Support Services for Families &amp; Children with Behavioural &amp; Mental Health Issues (and attachment issues)</b> <i>Bracketed text added at Workshop</i>	<b>35</b>
<b>2</b>	<b>Culturally Appropriate Early Childhood Education/ Development programs (including special needs)</b> <i>Bracketed text added at workshop</i>	<b>30</b>
<b>3</b>	<b>Programs &amp; Recreation for Youths &amp; Children</b>	<b>20</b>
<b>4</b>	<b>Affordable, accessible quality licensed childcare, preschool programs &amp; family resource programming</b>	<b>17</b>
<b>5</b>	<b>Creating a Child &amp; Youth Friendly City</b>	<b>11</b>
<b>6</b>	<b>Child Poverty Alleviation</b>	<b>11</b>

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7	Residential services for at risk youths	7
8	Outreach to Aboriginal children & Families	6
9	Family Support & Life Skills Counselling for youths	6
10	Outreach services & Drop-in Centres for youths	6
11	Youth Mental Health Services – <i>added at Workshop</i>	6
12	Early Intervention & Supports for Pregnant Women	5
13	Meal Programs for Children at school	5
14	Skills training & Employment programs	4



15	Support programs for lone parents - Transportation included	4
16	Mentorship Programs for At-risk youths	3
17	Violence between youths / youth - community violence	1
18	Childcare services for Asian, South Asian children	0
19	Youth Intervention Programs & Alternative Justice Programs – <i>Removed from Consideration at Workshop</i>	-

**ISSUE AREA: CRIME AND PUBLIC SAFETY\***

<b>Ranking</b>	<b>Elements</b>	<b>“Votes”</b>
<b>1</b>	<b>Initiatives to Deal with Seniors Abuse – <i>Added at Workshop</i></b>	<b>19</b>
<b>2</b>	<b>Initiatives dealing with family violence</b>	<b>18</b>
<b>3</b>	<b>Initiatives targeting gangs, gang-violence and related criminal activity</b>	<b>17</b>
<b>4</b>	<b>Peer support programs to deter crime</b>	<b>13</b>
<b>5</b>	<b>City Clean-up programs (parks, buildings)</b>	<b>13</b>

6	Initiatives to deal with drug and drug-related crime	7
7	Improvements to judicial system; perceptions of system	7
8	Community policing initiatives (Police on the Street) <i>bracketed text added at workshop</i>	6
9	Creating safe public spaces	4
10	Rehabilitation programs, training and counseling for offenders & re-offenders	4
11	Initiatives to counter negative images of Surrey communities	3
12	Programs and services for victims of crime	3
13	Cultural diversity training for police officers	2
14	Initiatives dealing with sexual abuse and sexual assault	1
15	Creating safe community spaces	0
16	Initiatives dealing with car theft <i>Removed From Consideration at Workshop</i>	-
17	Emergency social service programs (disaster response) <i>Removed From Consideration at Workshop</i>	-
18	Neighbourhood Blockwatch programs <i>Removed From Consideration at Workshop</i>	-

\* It is understood that there is also considerable public concern around issues such as auto theft, drug-related crimes and property crime. While these issues are important, the Crime and Public Safety Issue-area is built around elements derived from social planning reports, and presents priorities developed with this perspective.

**ISSUE AREA: COMMUNITY DEVELOPMENT AND DIVERSITY**

<b>Ranking</b>	<b>Elements</b>	<b>“Votes”</b>
<b>1</b>	<b>Public transportation and access</b>	<b>16</b>
<b>2</b>	<b>Nutrition and food programs</b>	<b>15</b>
<b>3</b>	<b>Community Economic Development Initiatives</b>	<b>15</b>
<b>4</b>	<b>Ethno and culturally appropriate services, opportunities and programming</b>	<b>15</b>
<b>5</b>	<b>Life skills and Educational Training</b>	<b>14</b>
<b>6</b>	<b>Initiatives to encourage Citizen Engagement with social issues and social planning activity – <i>Added at Workshop</i></b>	<b>11</b>

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7	Women's Resource Centres	9
8	Culturally and linguistically appropriate information, communications, translation and referral services	9
9	Credential recognition for foreign trained individuals	6
10	ESL Services for Children and Youth	5
11	Community Legal Aid Services	5
12	Post-secondary education opportunities	4
13	Culturally appropriate immigration and settlement services	3
14	ESL Services for Adults	3
15	Employment practices within municipal organization	3
16	Employment opportunities for persons with disabilities	3
17	Recreation opportunities for persons with disabilities	3
18	Anti-racism training and initiatives	2
19	Education opportunities for Aboriginal citizens	2
20	Fee discounts and waivers for low-income families and individuals	2

**ISSUE AREA: COMMUNITY DEVELOPMENT AND DIVERSITY (continued)**

<b>Ranking</b>	<b>Elements</b>	<b>“Votes”</b>
21	Culturally appropriate by-laws	2
22	Diversity and language training for municipal staff	1
23	Initiatives to assist individuals with mental health or Developmental Delays	1
24	Community arts and heritage initiatives	0

25	Aboriginal Legal Services	0
26	Volunteer initiatives and programs for different cultural groups	0
27	Programs and activities for seniors	0
28	Opportunities to promote and celebrate diversity	0

## Workshop Outcomes Appendix D

### Social Well-Being: Housing & Homelessness Feb 8<sup>th</sup>, 2005 Workshop

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Total attendees: 70 plus

*Consultant: Introduction, Explanation of process*

#### Youth Shelters

*Sticky note comments on board:*

- What about beds for young men? (In response to SASS beds for young women in inventory)
- (There are) No aboriginal specific beds.
- SASS is not accessible to all youth and not an emergency service – longer-term.
- SAS Should be under transitional
- Youth not able to get services in their own community!
- No Youth beds accessible to general youth population

*Written comments from discussion phase of workshop*

- Expand mental health beds for youths at Surrey Hospital
- Transgender beds
- Youth Shelter – emergency & non-emergency needed
- Co-housing options – i.e. 3-4 youths share a house or condo with supports (I agree! Written in a different pen)
- More beds
- Shelters able to meet needs of crystal meth users
- Year round minimum barrier beds
- There are no 'girls only' beds – no beds in general. SAS is specifically for sexually exploited girls, need a safe house for girls, including >16
- 400 youth beds
- 2003 report indicates an average of 250 homeless youth 13-24 at Surrey central and Whalley. I would say 50-60 beds. Emergency shelter – 10 beds. Safe house (7-30 days) =10 beds. Transition (3 months) = 30 beds.
- 26-30 emergency beds. Half & half for young women & young men. Separate houses for young men & women
- 5% of population
- 250 beds
- Fleetwood – 20, Cloverdale – 20, Newton – 20, Guildford – 20, Whalley – 20. 100 youth beds in Surrey region
- 10-15 beds immediately
- New homeless count being done in March 2005
- What is the MCFD doing for homeless youth under 19?
- 15 emergency shelter beds for youths
- The concept of a short-stay facility is outdated – kids need longer time to develop relationships. (North Shore safe house) Focus on youth services. Low barrier shelter – feeds directly into supportive housing
- 50 beds
- 200
- Need a way to access the population of youths and adults that stay at friends (couch surf)
- Look at the research process that Calgary went through to estimate youth beds required. The report is called "Falling Between the Cracks" and is available on the Calgary Foundation's website. This research needs to be done to determine # of beds.

- 75 beds for Surrey youth

*Notes from discussion (rough)*

- Servant's Anonymous is longer-term housing (up to 2 years\_ and should be moved to the transitional housing inventory
- The Quick Response Program is more for assessment than shelter
- Therefore – there are no youth emergency beds in Surrey
- A question about the youth definition was asked and answered.
- Child apprehension – there are safe houses (winter house) in Surrey. There is a difference between child apprehensions and a youth sleeping rough or who has left home.
- SASS in Cloverdale is specifically for women seeking to get out of the sex trade
- Quick Response program is in Fleetwood
- 2003 homeless count estimated a need for 230 youth needed beds on a given night (region-wide) This figure didn't identify couch surfers
- Service provider estimated total housing need for youths in Surrey at approximately 200... but a smaller number of emergency beds
- Comment- we should estimate the need high
- We need to look at Surrey within the region – there are very limited resources anywhere else. The Fraser Valley has homelessness and no resources
- Beds need to be scattered across the city equally – Whalley is taking too much of the burden
- Some hostility to the process was expressed
- There are a total of 66 youth shelter and transitional beds in the GVRD
- GVRD total – 66 youth beds
- More specific numbers of youths on the street will be picked up in the homeless count – we ask what municipality they come from

Youth Workshop - Emergency Shelters for Youths

*Sticky note comments on board*

- Why just women? (re: SASS)
- Positive housing – youths need access to healthy housing options, rather than going into a negative environment (i.e. DTES shelters)
- Need more general spaces – meaning general youth population shelters (as opposed to sub-population specific)

*Notes from discussion*

- Various estimates of homeless youth population
  - Discussion of the 'invisibility' of homeless/at-risk youths – they are ignored by the larger population
  - Also – homeless youths drop-out of school when they leave home, which means they become unknown
  - Estimate – hundreds of homeless youths

Adult Shelter Beds

*Sticky note comments on board*

- Wet & Cold Weather (not -5degrees but sooner). More efficiently organized – response too slow & communications poor
- Cloverdale – we know of 15 identified adults who are homeless. That is up 60% from last year. We made a proposal for an emergency shelter for 10 beds in the city owned Cloverdale Mall – we would bear the costs – set up & operation at a meeting with the Mayor in December. However, last week he advised that the city was not prepared to provide the space for 'liability reasons.' Pastor Randy Emerson, Cloverdale Christian Fellowship 604-574-1725
- Shelters able to meet needs of Crystal Meth users
- Emergency shelter for families? More beds open year round
- Co-housing for 3-5
  - Mental health support
  - Transition
  - Re-entry
  - Seniors
  - Family share (single moms)
  - 3 months – 1 year?
- 150 more adult year round beds needed. Current facilities (need) to be year round
- Need year round low-barrier beds
- Barriers limit access to some housing
- More beds for people not on IA
- Family Units
- (there are) no beds for men with children

*Written comments from discussion phase of workshop*

- 500 emergency beds, All surrey
- Need to know how many people are in shelters because they have nowhere to go
- 100

- 150
- 150
- 125
- 500
- The current minimum barrier beds *Must* be open year round! The minimum barrier beds must be increased to 75 beds/night at the very least. Hyland should be opened to capacity (another 35 beds)
- South Surrey has 0 homeless beds/Options
- Adults 100+ beds all year round
- Beds need to be located in each community – 20 beds in Cloverdale, 20 beds in Newton, 20 beds in S. Surrey, 20 in Fleetwood. 100 beds for youths
- Emerg. For adults 100 beds
- 300
- Minimal barrier beds are needed – whether A/D issues, MH issues. On IA or not
- Enough beds for Whalley, but open Gateway 24/7, 365 & put more homeless shelters in Cloverdale, Guildford, Newton & Fleetwood. 15-20 beds please!

*Notes from discussion*

- Hyland house is based on referrals – MHR pays
- Sheena's place also requires a referral
- No minimum barrier shelters in Surrey from March - November
- Estimate of 250-500 homeless people in Surrey
- Service provider – turning away 15 people/day
- Front room is not safe – many people don't/won't stay at the Front Room
  - Youth and adult services are offered at Front Room – could be a bad idea
- Want the Gateway shelter to be opened
- In November, Gateway is turning away up to 76 people/night
- (need) 36 beds at Gateway to open year round + 12 emergency cold weather
- (need) Gateway open all year. 100 additional year round beds located evenly throughout Surrey (not in Whalley)
- Q: Renting out rooms.... By-laws
- (Highland House): There are counts that have been done – up to 250-500 homeless in Surrey... would estimate about 130 a night need beds.
- Probably half a dozen turned away each night - Perhaps as high as 15 / night

**Affordable Housing (2 elements combined)**

*Sticky note comments on board*

- Young adults with no children are on the bottom of the list for housing
- ADU's – Accessory dwelling units, as in King County, Washington State
- Single People need housing – non-profit/co-op
- Years long waiting lists
- Creative, Flexible living space within existing homes through renovating & development of small living unites (e.g. carriage houses)
- Affordable housing in Whiterock/South Surrey
- Waitlists 24 months+

*Written comments from discussion phase of workshop*

- Cannot go from the street to housing without support
- People earning 40-50K are living here
- Supervised housing projects for transition from drugs/jobless to productive citizens
- 1-2 year waitlist, priority given to families
- The public must take responsibility for themselves. The government's job is to implement that public responsibility
- No more in Whalley – we are responsible for so much. Enough is enough!
- Work with societies and service clubs to BUILD on city land (99yr lease) with integrated units. Not new slum/ghettoes.
- Where are they?
- Non-profit housing for homeless singles who wish to leave the street. With multiple & interconnected services and programs to help with abuse and addiction problems
- How many homeless are there? How many at risk of becoming homeless because of taxes and interest rates?
- Youth don't have access to getting into BC Housing Units
- 15000 units
- Affordable Units – 500-1000 throughout Surrey
- All of BC – 10000 people waiting. % for Surrey? 1000 Max.
- Surrey should target having 5% of the Surrey population available for low income housing for singles, couples, families, single parent homes. Mental health consumers & people with disabilities

Surrey needs at least 40,000 units of affordable housing! Subsidized housing. This is an estimate of the bottom line.

- 5000 additional units needed in Surrey
- 5000 additional units
- 50,000 units
- 15,000
- 15,000
- 5,000 units
- 7,000
- 15000- 20000
- 20000 Affordable Housing units
- 5% of Surrey's population (i.e. 20,000)
- 10,000 affordable units
- 60,000 more affordable, low-income housing available over the next 5 years. Homeless, young adults, families, seniors
- 10,000 Units
- 5000
- 8-10 thousand
- 24000
- 5000 units
- Do you have the INALH data? It may give you some numbers – i.e. 2001 - % in cash need (>50% of income on housing)
- What about asking/making developers of strata units under 4 stories to have a small % of rental units for lower income families?

*Notes from discussion*

- Many questions as to what 'other' means on inventory of affordable housing
- Waiting list is too long – almost impossible to get bumped up the list
- Lots of passion on the issue – yelling and crosstalk
- Some argue an additional 40,000 units (5% of the population)
- Also a need for low-income housing for families & singles
- 40,000 different types of affordable housing
- Pay for it now or later
- There is a 10,000 person waiting list in BC

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**Supported Housing**

*Sticky note comments on board*

- FAS Housing
- Referral process needs to be client accessible
- Inventory – Surrey Mental Health Services. 3 Congregate care homes (4 beds per home). Require an additional 50 SIL units on top of existing 74

*Written comments from discussion phase of workshop*

- Surrey court – Donations of food. Free or cost 1.75. Free dinner and free breakfast
- More!
- Supportive housing for girls
- Soup kitchens. 1 pm soup. Breakfast – egg and bran daily plan.....more writing (illegible)
- Inventory – White Rock South Surrey Mental Health area – 35 SIL units, 23 Bridge units

*Notes from discussion*

- White Rock South Surrey 23 beds
- An additional 12 beds in the Supported Housing program
- 24 hour residential care at Surrey Mental health – currently have 30-35 people on the waitlist for supported housing. Could use close to 50 beds, just for mental health or concurrent disorders.
- White Rock South Surrey mental health – have approximately 40 people on their waitlist.
- Mental illness causes many problems
- Estimations of size & scope of the problem – about 200 additional units need to be added in supported housing

**Transitional Housing Services**

*Sticky note comments on board*

- Young adults 17-18 not serviced

*Written comments from discussion phase of workshop*

Need similar transition house-like house for girls, since adult women's transition houses can't really take <19

- How many weeks can someone stay in transitional housing?
- Inventory – Atira Services – Shimi & Durant houses

*Notes from discussion*

- Shimai & Durant housing have longer stays = transitional (see Atira) (max 90 days, not transitional housing but transition housing)
- Also move SASS to this category
- No aboriginal specific transitional houses in Surrey
  - There are aboriginal workers at Shimi
  - Aboriginal families tend to be large families
  - At least 25 aboriginal specific family beds needed
- SASS – Many women are over their mandate (29) so don't qualify to stay with them
  - They need supports to get into Permanent housing. An estimate of 10-20 calls/month, which implies a need for 50-100 units
- Also multicultural service needs – there are significant Indo-Canadian service needs
- Hyland house – could use an additional 40 places now, 40-50 transitional beds for people transitioning out of emergency homeless shelters
- 190 units estimated need
- Need for transitional youths
- Culturally specific units
- Estimate (general consensus) of 300 units of transitional housing needed.
- Re: Inventory - Are you counting the children too? When you say units, 60 units could be 12 families for example?
- Service provider notes that there are no aboriginal specific transitional housing units in Surrey. The community does access Shimi because there are aboriginal workers there. It is a big problem because the families can be very large – often four kids. Estimated need is for aboriginal specific transition housing for about 25 families

**Employment Programs**

*Sticky note comments on board*

N/A

*Written comments from discussion phase of workshop*

- Self referrals need to be allowed by funders
- FAS supportive employment programs
- Pre-employment?
- Awareness of the '3' employment resource centres
- Offer free education for trades people
- For entire list of Surrey employment programs [www.lmer.ca](http://www.lmer.ca)

*Notes from discussion*

- Employment programs are available for anyone who is legally entitled to work in Canada
- There is an awareness issue about what is available and what works
- SCOPE program deals with people on IA or at risk of IA
- Some are skill-based programs
  - People pay to attend some programs
- A lot of organizations are small and focused on finding people jobs. They have been very successful
- Service provider- People have to come to Cloverdale, Whalley, Newton... and we then refer them to the programs. They don't have to be on EI or anything – we will work with anyone. There is way more than 13 programs – it's an awareness issue about these programs
- SRS Vocational Services
  - Provincially funded contracts
  - HRSD funded programs for PWD
- Participant -Issue is – whoever the funder is calls the shots
  - There is a gap for pre-employment services that do not have placement targets and are not directly related to employment outcomes
- People can't access programs as a result.
- Perhaps funders need to open up employment counselling funding – get away from job targeting, relax some rules and not rush some people who are not ready for employment. The capacity to do work does exist.
- There are currently 200 people on the waitlist for pre-employment services
- Service provider – there is a continuum of job-readiness... there are a number of programs.

**1-stop coordination**

*Sticky note comments on board*

- 1 Stop service in each area

*Written comments from discussion phase of workshop*

- SCOPE provides
  - Employment & pre-employment services
  - Housing search
  - Outreach
  - Life skills
  - 1-1 support
  - Connections to other services
- Surrey Housing & homelessness task force. Not a service provider, but it does work to coordinate & plan for services
- Service coordination and accurate measurement of success rates, particularly in job-search programs
- How can services be coordinated to prevent overlap or abuse
- Funding for faith based operations
- Youth detox
- Mobile youth outreach van suggested
- Youth beds
- Integrated youth services (24 hours)

*Notes from discussion*

- Crescent beach provides 1 stop services in the peninsula (South Surrey) in partnership with Peace Arch and MCFD.
- Needs to be addressed in the solutions phase of the project

**Outreach Services**

*Sticky note comments on board*

- Front room offers little in the way of real services & their approach is limited, highly institutionalized and unrespectful of the patrons
- After-hours youth drop-in service centre (like Dusk-Dawn or Family Services)
- Pacific Community Resources – SCOPE
  - Outreach support
  - Drop-in resource centre
- 1 stop shop in EVERY town centre!
- What would a faith-based group have to do to be allowed to help the homeless and needy without being shut-down? What rule would apply?

*Written comments from discussion phase of workshop*

- Balanced service delivery throughout Surrey
- What happens to the mentally challenged?

*Notes from discussion*

- Question about fee-based drop in programs – are they not fee based?
- Inventory – 2 new youth centres identified – Newton Youth Resource centre, and a new Guildford resource centre
- Also, Newton Advocacy will soon have a youth advocate
- Participant suggested a mobile outreach vehicle... for youth
- An after-hours out-reach service – after 430pm

**Youth Workshop**

**Outreach Programs**

*Sticky note comments on board*

- More links from outreach to where youths are

*Notes from discussion*

- Inventory – ‘The River’ – a new drop in, Saturday program at the Sunrise pavilion
- Inventory – discussion of Options & Surrey Reconnect
- Counselors
  - People not generally optimistic about seeing school counselors
    - They need more information about the options that people have
- Need outreach to appeal to youths
  - Not adultish
    - Possibly designed by youths
- After-school programs would be valuable
  - Jam sessions
  - Proactive & healthy programs
- People need access to places their friends will go to



If anyone designs anything, get young people to help with design

- Peer Mediation
  - Not widely known or accepted at some schools
  - Mediators are trained at the school
  - Teachers haven't been sending students to them much, but it can work very well
  - Lots of it at Queen Elizabeth school
  - Tried it in Fraser Heights – didn't take off

#### **Other workshop outcomes and comments**

- S.C.O.P.E. pamphlet for addition to the inventory
- Newton Advocacy Group Society pamphlet for inclusion in the inventory
- SASS pamphlet with following note: Move SASS to transitional housing with supported programs
  - Academics
  - Life skills
  - Employment preparedness
- Add to employment programs –
  - ASK learning Centre (SASS)
  - Open to all female youth & women in the community (no referrals needed)

## **Social Well-Being: Substance Abuse & Addictions February 9, 2005 Workshop**

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*Consultant: Introduction, explanation of workshop process*

#### **Residential Treatment for youths**

*Sticky note comments on board*

- Support for parents of addicted children
- How do non-licensed recovery houses come to be considered 'residential programs'?
- SASS Society – Residential drug treatment of youths. 12 female youths, long-term with academic programs
- Youth treatment centres (residential)

*Written comments from discussion phase of workshop*

N/A

*Notes from discussion*

- Clarification to inventory – 6 youth beds in the FHA project (Withdrawal Management Program). Opening date has been bumped back to /06.
- SASS – 12 beds for female youths leaving the sex trade. Most come with addictions – the role is relapse prevention, not detoxing
  - 12 female youth beds – transitional, long-term treatment
- Question – how are the beds accessed?
  - Daughters & sisters program – 2 referrals from A&D counselors, 5 from probation officers
  - Waypoint- only through the justice system
  - SASS – self-referral – identified as being in need, from 16-24. Not if detoxing. Through social workers, self-referral and probation officers
  - FHA – a combination of self-referral and agencies, when it opens
- The Daughters & Sisters program is not restricted to Surrey residents
  - It is not known if they try to focus on local residents
- FHA will likely have over 50% come from Surrey, but serves Fraser region

#### What is missing?

- Unless youths are in the justice system, they have few options
- There is a constant need for a resource to young men who are not a part of the justice system
- If we want to serve the youth population adequately – about 140 beds would start to meet the needs from detox to long-term recovery homes for young men & women
- There is a real need for youth residential programs – currently youths are referred to Prince George, Terrace, and Vancouver. There is nowhere local to refer youths.
- There is also a minimum one month wait
- Youth workers – identify ~100 youths/year. 2 workers in Surrey - ~500 total youths in FHA
- Penny Priddy – in the province there is a dearth of resources for parents with children who want to clean up – they have nowhere (1 place) to go
- SASS – they turn away 1 woman/month with a child – lack the services to do so.

There is 1 resource in Burnaby for young women under 19 with a newborn baby – the baby is in temporary care and the mom is with the child.

- Puritanville house in Abbotsford – not necessarily youth specific, and the baby must be >3 months
- MG – so can we estimate the need at about ~140 beds for youths in Surrey? (general consensus)
- Also need a small # of beds for young parents with children – needs to be a higher number of beds
- Clarification – not all youths need to go to residential programs (re: 500 number).
- A question about relapse and detox rates – leading to a comment about under serving the need dramatically (given relapses)
- Two major residential programs exist – PLEA (7 female, 9 males)& Fraser Health
- Re: Fraser Health 6 youth spaces are dedicated – there is a special wing of the facility.... So it's 6 of the 30 that are identified in the inventory
- Participant: Surrey youth often going to Willingdon (Burnaby) for treatment
- Penny P: Dearth of spaces for people who have children in this province

### Youth workshop

#### Residential Addiction Treatment for Youths/ Also Non-residential

##### *Sticky Notes*

- More beds with one to one counselling

##### *Notes from discussion*

- People need to recognize the signs of addiction
  - What is addiction – how can people know it?
- Addiction is a big issue in Surrey
  - Lots of D&A usage, at an earlier age
- Need programs to target youths before they become addicted
  - Prevention
- People are taking up drugs at 13-14 years old
  - More people getting into more serious drugs
  - Kids don't see heavy drugs as a big deal
- Lots of alcohol use as well
- Lots of pot & harder drugs
  - Comment suggesting that drug use picks up at 14-15, and drops off after grade 12 for some people
- There are grade 8,9s trying cocaine and other drugs
- The 'coolness' factor is a problem – a vicious circle of cool leading other kids to try things because they are 'cool'.
- Whalley
  - Some kids notice their issues and potential addictions, others don't and develop serious problems
- Fraser heights
  - A lot of drug busts (grow-ops, acid labs etc.)
  - Some parents feel that \$ can solve anything
    - Parents buy kids booze etc. and hide it in the basement
- Other schools
  - People drink more than do drugs
    - Do it to be cool
- Need to be aware of the effects of drinking & drugs at a younger age
- Need a lot of support for 'aftercare' – after detox, treatment
- Gap – discussion of drugs usually comes from adults, who cannot relate to the kids
  - It needs to come from peers, or people who've been directly involved/experienced the dangers

### Recovery Homes

##### *Sticky note comments on board*

- Surrey bylaws require any 'residential program' beyond 6 beds to be properly licensed as a 'care facility.' Are these 9 facilities so licensed? (no)
- Residential programs for women (needed)

##### *Written comments from discussion phase of workshop*

N/A

##### *Notes from discussion*

- FHA will have 24 adult beds
- Stepping Ahead – not included in the inventory. Participants at the workshop.
  - He knows of at least 87 beds created since November that aren't on the list.
  - There are very few for men & women, or women.
  - Some are methadone or 4 pillars programs, others are abstinence based.
  - There are no 'harm reduction' type facilities
- All recovery treatment homes are longer term, privately funded through IA, EI, union benefits. They are self referral; they get many people from DEYAS.

#### Some houses are funded by FHA

- They turn people away daily; have been full since they opened.
- Many are not licensed and under the radar – they have no funding in place.
  - They are self-directed funding – there can be some very questionable practices that go under the radar
- There is no investment in the front end with housing – there are concerns in terms of planning.
  - Need to give guidance/licensing or policy that give points to work from without a \$30K up front investment
- It is phenomenal what is required in terms of having a licensed facility
- What are the resources required?
  - There is a wide breadth of standard of care in homes – people don't want to be sent somewhere unsafe, or get ripped off.
  - Many people need time to get on their feet before entering a facility – there is a lack of services in that area
- There is a need for low threshold recovery homes.
- The quality of some homes – many houses in Surrey are suspect. It can't be done (financially speaking) with 6 people, houses need to be bigger.
- Many of the houses listed in the inventory – nurses won't send patients to them (unsafe, poor quality)
- There is a huge demand – need a way to ensure that the houses meet a bas standard. Look at how it is monitored or regulated.
- The Alberta model of halfway houses were very effective
  - An association based model rather than a regulation model.
  - There is also the Ontario accreditation model
- There are very few homes for women – MG question- Is there a lot of demand?
  - There is demand for women with kids – not any recovery homes where you can have kids
  - They have no place to go as family units
- Nurse – Patients are on methadone while in hospital – there is difficulty getting people on methadone into a support recovery houses
  - Patients on methadone are not welcome in many places. This is especially a problem for men
  - Liz's house accepts methadone patients (women) – there is nothing for men
- If we do the licensing route, you get into NIMBY fights, whereas many homes have been in existence and under the radar for years
- Another issue – homes need to be away from Whalley – many patients want to get away from the areas where drugs are serviced – they want to get away from the war zone.
- GAP – there isn't a floor or base standard of care that everyone agrees to.
  - Base standards can't be done within current funding formulas
- Public Education – people don't really understand about methadone
- Q- Is there a need for a resource- 1 stop shopping? Fraser Health does some.
- Youths are close to a 1 stop shop, not so comprehensive for adults
- There is a need for a toll free number
- Alanon & narcanon have hotlines for people to call
- Stepping Ahead: We're in the process of opening another 24 beds in 3 months... we turn people away daily
- MG: there's about 200-300 beds already in Surrey
- Servant's Anon: these could disappear over night! Many are unlicensed, under-the-radar... it's self-funded... and this is good in some regard, but there are problems with this. The planning process has to account for this... because a bad thing could shut them all down (e.g. a fire, some form of mismanagement)

#### **Outreach Programs**

*Sticky note comments on board*

- Home detox for moms/dads with children where appropriate

*Written comments from discussion phase of workshop*

N/A

*Notes from discussion (rough)*

- Atira has an aboriginal women's outreach specifically for women experiencing violence
- PCRS is currently hiring an addictions outreach worker
- AA will come to the hospital to see a patient while they are still admitted (will send a sponsor)
- SAS – will be implementing outreach to women in the sex trade in the next 60 days
  - There is a high sex trade workforce
  - 100K purchases of sex in BC every day – the average sex trade worker sees 10-14 clients/day (a conservative estimate)
- Greater Vancouver is second only to Cambodia and Thailand as a global sex tourism destination
- The sex trade has been huge in Whalley for 20 years
- Male sex trade workers – still mostly in downtown Vancouver – as those areas change geographically
- The sex trade is a significant issue area
- GAP- outreach for gambling addicts – there is an absence of outreach in that area

#### **Non-Residential Treatment for Youths**

*Sticky note comments on board*

Support for parents of youths with substance abuse to try to keep the family intact, and support for family members with adult abusers

- Detox for youths
- Inventory – ASK Learning Centre (SASS). Relapse prevention. Day program for female youths in the community with life skills training in the areas of academics, planning and goal setting, decision making, communication, parenting skills, budgeting, anger management, fitness, work experience, job search and employment, supporting relapse prevention throughout

*Written comments from discussion phase of workshop*

N/A

*Notes from discussion*

- ASK Learning Centre (SASS) is Surrey School board funded. It is the only female only alternative school in the province.
- There is a crying need for an educational component to non-residential treatment for young men
- Q- Are there long waitlists? Yes
- Challenges of accessing non-residential treatment – transportation is a major challenge for youths to access services
  - They don't have a network to access vehicles
  - Vehicles are often controlled by unhealthy adults in their lives
  - Bus trips cost too much money – therefore bus passes should be included in the budgets of organizations
  - If bus passes are not provided, youths cannot attend programs, even if they want to
  - Astra – operates an outreach program. They go to them. They don't have a waitlist, but they can't necessarily see a youth within 24 hours. It can take up to two weeks to see a youth.
- Comment – we haven't identified the capacities of programs in the inventory, merely their existence. Do they need additional resources?
- There is a shortage of resources and capacity. The priority is residential treatment.
- In a non-residential area, there is a 2 week waitlist to see a counselor. They currently provide a minimum of service – they would like to provide a more complete set of services (Astra)  
Astra Program: We go to them, we don't have a wait-list... though people have to book about 2 weeks ahead.
- Fraser Health: It may be a 2 week wait-list for counselling, but that's the minimum... if we had more resources then we'd be able to offer more.
- Astra – 140 beds... impossible to limit the services to Surrey

#### Youth workshop

##### Non-residential addiction

*Sticky Notes*

- Why just youths?
- More positive RCMP involvement with youths

*Notes from discussion*

- Kids are getting some drug education in grade 6
- Kids fear that going for help can lead to 'getting into trouble'
  - Need a safe space to chill out, get help, without repercussions
- RCMP talks on drug use
  - Tends to make it seem more cool
  - It would be better to bring in a street-entrenched/experienced person and have them discuss it.
- Drug education needs to be done by youths, for youths
  - It has to be very real – get people who've been there to talk about it
- Many parents are in denial about drug use etc.
- Parents are very stupid
- After school programs and options are needed for youths, to provide other things to do
- Need a program for new Canadian youths and parents
  - Parental awareness of what to watch for in kids
    - There is some denial – don't want to believe it
- Many parents just don't care
  - The kid can 'learn the hard way'
- Teens don't know if they can 'manage' their addictions

#### **Prenatal Education**

*Sticky note comments on board*

- Education for: Youths, parents, civil servants (federal, provincial and civic officials)
  - What is abuse
  - What is available for correction of addictions
- Early support to parents of children under 6 to ensure as much success as we can in the early years
- Housing – long-term for women with children. N.B. For women seeking treatment and wanting to keep children, and for women who have done recovery and want to re-unite with their children
- What is the cost to society today, compared to the long-term benefits of a facility like Riverview et al?

*Written comments from discussion phase of workshop*

N/A

*Notes from discussion*

- Maxxine Wright place is hoping to open Phase 1 in 6 months
  - A 1 stop shop of A&D & support programming
  - They are hoping to provide housing & day care in the future
- NEW – Parents & children Together at Delta Youth Services
  - The catchment is Surrey Delta
- Wraparound (Atira) – brining together service providers in a young woman's life to coordinate support
- There is a youth clinic at Surrey Memorial
  - High risk youths, pregnant moms
- PACT, Wraparound and the Youth Clinic don't just focus on drug use – just highrisk
- School Based programs
  - Guildford has a program for teen moms called Growing together (in the C&Y inventory)
- Surrey hospital has a program that deals with addicted babies. Every day they have 3-5 newborns being treated for substance exposure (at any given time). That is a conservative number
- **NOTE: GET STATS FROM SURREY MEMORIAL HOSPITAL/SOCIAL WORKERS STATS**
- GAP: A complete absence of any addiction services for the Indo-Canadian populations in Surrey
  - The current situation rivals that of the First Nations community 10 years ago
  - There was one service to the Indo-Canadian community, that fell apart
  - Currently there is nothing available
  - Need to consider how to address addiction in the community
  - 1 recovery house has made an effort to serve the Indo-Canadian community
  - Alcohol/drug addiction is hidden within the family – they don't end up on the street
    - In the case of bicultural women, they get rejected by the culture
  - Addiction is related to the gang activity
  - There are a lot of resources needed there
- GAPS
  - Outreach & support programs have 6 week – 2 month waiting lists
  - Need to continue to support women after they give birth
    - Postnatal care
  - Need for women specific addiction services
  - Housing for pregnant women – postnatal as well
    - Maxxine Wright is seeking to address that need, though they haven't yet

**Other notes and comments**

- Resources for concurrent disorder youths & adults
- Part of recovery needs to involve
  - Replacing the addiction with healthy activities. Do your programs address this?
- Expose the 'patients' to art/crafts/music etc. How could this be done? A new hobby may lead to like-minded individuals and new friendships, and can support the new lifestyle
- Recovery Programs
  - Do you address the effect of drug abuse on the family members – with addicts?
  - The addict needs to get out of their selfish mode and realize their choices affect others' lives as well. They may not care, but they need to know others are affected
- Immediate Need
  - When an addict wants to get clean get them the help ASAP – could there possibly be a mental health provision to self-commit oneself to Emergency? So that this person can stay in a safe place to await placement to a Recovery Centre
  - It's a 'miracle' if a 'druggo' wants help finally – he she will change his/her mind if they aren't 'nabbed' immediately. If there was a safe room where they could await placement, there may be more room for success
- Resources – Put in place ASAP
  - Surrey Narcanon meetings – I've gone to the meetings at the church at/off Fraser hwy & at a private house in Whalley
  - Criticism – compared to the meetings held in Queensborough, the above venues are non-professional (people leave for smokes etc.) They go through the motions but their hearts are not really in it – or is attendance being imposed by the courts?
  - Do consult Dr. B Hedges (addiction specialist) and other 'experts' because these addicts have been clean for at least 10 years (at Queensborough)
- We need to not only educate pregnant women about the dangers of drug abuse on the fetus, but also need to give new moms (in the package from public health at the time of birthing) information about parenting.
  - Did you know that babies and young children exposed to books at an early stage will have more success in school?
  - Did you know that xxxxx is there to help when you feel frustrated and alone? Etc.
- We need to address the urgency of 'proper' parenting and supply new parents with strategies and ultimately stop the patterns of abuse and dysfunctional behaviour to increase chances for successful and healthy development of youngsters
- Immediate/Mandatory

Put parenting & lifeskills programs in place for at least 1 year (before the ex-addict gets the kids back. Let's minimize damage!

- Some ex-addicts get their kids back, or apply to after a short-term clean period, and yet stability in foster care has brought significant success in there dysfunctional families
- We must protect our children & give them a sense of stability. 'safe environment.' Dysfunctional parents need to learn how to talk to kids, set limits etc.
- Could you start - propose taking statistics at NA meetings? -could we actually see what the success rate is?
  - The NA & similar organizations are confidential and we don't record any information – but could families/health care professionals benefit from knowing this?

## Social Well-Being: Child & Youth Sports Facility – 10 February 2005

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*Consultant:* Introduction

Go around – 39 attendees (excluding Taskforce Members)

*Consultant:* outline of work to date, process, gaps not solutions, responsibility versus roles, explanation of inventories and matrixes

### General Comments

*Sticky Notes*

- Lack of Heritage and Indigenous Language Programs
- Lack of parenting programs, particularly around bi-cultural parenting issues
- Need for a civic childcare strategy
- Sustainable funding – all these services are very fragile

Counselling and Support Services for Families and Children with Behavioural and Mental Health and Attachment Issues

*Sticky note comments on board*

- Adolescent crisis response program
  - Adolescent pay treatment program
  - Both at Surrey Memorial Hospital
- S.P.E.A.C. Suicide Prevention, Education & Counseling. Children & Youths 18 and under. Surrey Community Services
- Surrey Memorial Youth Clinic
- Youth Detox Facility
  - Youth D&A Services (more needed)
- South Fraser Regional Crisis Line 951-8855
  - 24 hour support for all ages
  - Surrey Community Services
- S.A.C.C. Sexual Abuse Counselling Centre – Children & youth up to 18 and their non-offending family members
  - Surrey Community Services
- Community Parenting Workshops – exploring & explaining above issues
- Parenting workshops in other languages

*Consultant: Preamble. Changes to existing inventory?*

- Top two items on inventory are part of the same thing
- Provincial Children & Youth Mental health services -- Remove Delta from the first inventory item on the list
- MCFD – currently two child and youth MH teams in Surrey. As of April 1 there will be two additional teams (1 in White Rock that will serve south surrey)
- SYR Centre – two resource programs – 1 counselling program, 1 parent support)
- Adolescent Crisis response program at Surrey Memorial hospital
- A few Health Authority programs are missing – will be identified
- Surrey Delta Immigrant Services Society... have services that should be listed here (they are in another inventory)
- VIRSA - Sikh Alliance against Youth Violence – are running programs for youth – this should also be added.
- Surrey Newton Resource Centre – has a parent outreach program and Parents Together program (parent support program for teenagers)

*Consultant: What are the Gaps?*

- General inability to meet demand regarding Mental health Services – the population has grown and services haven't been able to keep up
- There is a lack of in-patient beds for adolescents with mental health issues – there are 10 regional beds at Surrey Hospital but we need another 20. Also there are currently no protective beds
- Quick Response – has 3 beds
- There seems to be an inability to meet the demand – some cracks and pressures in the family counselling side
- Challenge to get service to early intervention... too many resources get eaten up later on in the process – cracks at the higher end, but also known pressures at the early intervention stage
- Lots of good services & programs, but many are gate kept by MCFD – specifically tied to situations where children are in danger – i.e. higher end interventions which eat up a lot of \$ and resources
- MCFD has behavioural area.... Detox programs for youth
- There is a lack of prevention around mental health, attachment issues ... also, the inventory is missing the The Triple P (PPP) parenting program – a pilot project, funding for 3 years. We're also losing funding for Nobody's Perfect project (funded through Fraser H.); also, bi-cultural parenting program and models needed... for early years...
- Lack of resources to deal with parents with young children
- Nobody's Perfect has been offering programs in other languages... that's it, if it gets cut.
- First Nations programs – a huge gap – there might be one program
- Counselling for South Asian youth? – Is this a gaps? (Parents Together has one program for S.Asian youth)
- F.A.S. Support Network are the information gatherers for Surrey – should be contacted
- As of April 1<sup>st</sup> – there will be additions in year 2. Currently 2 children & youth mental health teams in Surrey – after April 1 there will be 4

### Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs

*Sticky note comments on board*

- ESL?
- Inventory – Newton & Clover Valley Family Resource (parent-child drop-in)
- Safe schooling for high-risk girls - i.e. SAS ASK Learning Centre
- Parenting Groups in other languages for parents of 6-12 year olds
- Funding for Punjabi Parenting groups & Resources in Punjabi
- Where are the Health Authority Services?
- Funding for Spanish Parenting Groups

*Consultant Preamble. What Are the Gaps? We should also ask whether special needs should be included in this element, and also question to what extent existing programs are inclusive (i.e. language, culture, special needs)... so it might not be a question about amount of service, but to what extent all services are culturally appropriate and inclusive*

- At a meeting last week there was a discussion about gap in services for recent immigrants – how to engage families who have just come to the country... within the first 2 years of being in country (also from reserve). People don't feel comfortable with the existing services... don't meet their needs either – which is also around settlement as well as ECE. A group is working on this. The needs are around settlement and adaptation rather than bigger issues
- In Vancouver there's services within ethnic communities, not in Surrey
- Also, people don't know about many of the services that are available
- *Consultant: Is there promotion of services in other languages?*
- Options: yes, we do. There is an initiative we are working on to develop a directory for Punjabi speaking services – in Punjabi
- Public Health services have multi-language services and translators – but people often don't know about the services
- But many if the services are not being utilized because people are not used to these services and don't know about them
- Also – this raises the question of how you do outreach to communities that would normally be very hesitant to access services
- One component would be to develop a directory to provide at least a part of the services
- *Consultant: outreach is therefore a component of this element*
- Translating services isn't enough... that still won't make sense. Need to interpret things so that they resonate with the communities in question.
- MCFD – the Make Children First Committee should also be mentioned
- One gap – childcare for seasonal workers – from 4 in the morning to 9 at night. It's an issue of space (6-7 month)
- There is a gap for services to new immigrants and families with young children
- *Consultant: Indo-Canadian community issues came up last night – sense of hidden nature of gaps. Does that apply to this element as well?*
- Elders in this community can't always get to info because of literacy concerns – and therefore can't fulfil their traditional role
- How to you reach out to the culture – especially on issues like Childcare. CC often happens within the extended family.
- An existing 17 1/2 week co-facilitation program – Nobody's Perfect – is going to be cut.

### Programs and Recreation for Youths and Children

*Sticky note comments on board – Children and Youth Workshop*

Include an action-based learning adventure centre that schools and communities can access

- Include Surrey Arts Centre
- Out in Surrey
- Community Leadership Programs for Grade 12 Graduation Portfolio (for grades 9-11)
- Duke of Edinburgh – program has leadership/expedition, service, skills, fitness, Coaching & facilitating
- More child/parent drop-in recreational programs
- Cedar Hills needs youth community centres and skate board parks. Nothing exists in the area
- Drop-in centre geared to meet street entrenched youth needs & provide a safe place
- Surrey Museum (City of Surrey – Parks, Recreation & Culture)
  - Drop-in and pre-registered programs and events for pre-schoolers and parents – hands on learning opportunities

#### *Sticky Notes – Youth Workshop*

- One-stop shopping for services
  - Outreach
  - Recreation/drop-in
  - Information services

#### *Consultant: Preamble; Are there any changes to the inventory?*

- Surrey Youth Resource Centre – Newton one is open; Guildford opening up – these should be added here.
- Army Cadet leagues (as well as Air and Navy Cadet programs) for youth – available for free
- Question – are there fee waivers at YMCA and other resources – like with the Parks?
- Cedar Hills resident – there are lot of areas that have very poor parks – or none – such as Cedar Hills. Some of the parks are locked up; some have security guards... similar to Whalley ball diamond. In Cedar Hills it's 3km to the nearest recreation resource.

#### *Consultant: so it's a question of accessibility... to what extent in Parks and Recreation planning can people get to accessible places? Do any community groups do outreach?*

- Army cadets representative – we are free – get very large enrolments
- The Parks and Rec Department is currently trying to find a space for cadets
- School-related facilities are available - but often at the whims of principals etc. They are booked every night, and you also have to pay a fee
- What people need is support when putting forward support requests to the government (for funding)
- Parks & Rec are doing a good job re: preschool
  - Infants & toddlers preschool & drop-in recreation
  - Drop-in nature of the programs is what they are looking for (rather than registered programs)
- Outdoor education – would be interested in speaking about action-based learning
- *Consultant: In Summary – fee-waivers are available, and it might be a matter of getting info out to people about this; other issue is geographic accessibility.*
- Kids who aren't mainstream won't go to mainstream programs – what about them? For example, programs for street youths
- One of the programs that is working is Reconnect.
- There is a need for drop-in programs, not registered programs, particularly for young moms and their kids
- Parks are frequented by Surrey kids – helps to get them off the streets
- Some sort of database – linkages on database would be good for helping to provide information about the programs
- Big Sisters talks about Surrey being the hardest place to recruit leaders....
- There is a need for leadership training in Surrey. Commuting time is an issue – so many people commute and the commuting time cuts into peoples ability to volunteer
- Pathfinders do leadership work with students...
- The School Board is not mentioned in the inventory – programs aren't listed – the Board does some programs outside of the existing school time... [discussion about whether or not SB is the actor here, or whether they just rent service, or about the nature of the lists]
- Private leagues have no fee waiver.
- *Consultant: so there is a need to confirm to what extent there are fee waivers in private recreation – and if they are available are they done in a way that is not humiliating.*

#### *Youth Workshop*

- Some parent-child programs would be good
- Many programs are inaccessible, in that kids don't want to go to them
- Much of the activities at drop-ins are overly sanitized, and make attending pointless (i.e. playing basketball, which they can do anywhere)
- People see a lot of the mechanisms as designed to control youths
  - They need their friends to be going if they are going to go
  - Need to advertise more at schools
- There are no specific drop-ins for the GLBTQ community
  - Youthquest (now Surrey YQ) is badly under funded
  - Need programs to appeal to that particular target population



- Music drop-ins/jams might be a good idea -- make space and instruments available? People would go to the youth centre if they had instruments to play
- Dances – Pre-teen or older teen would be an issue – need to differentiate between the two when staging events
  - There are dances at the Newton youth centre every 4<sup>th</sup> Saturday of the month
- Cloverdale does not have anything to do – so they get into trouble instead
  - People are bored – if things are available to do, they will do them
- There is a need for some girl-oriented programming as well
- Skating is very popular in Surrey – an Indoor skating park would be great
  - Water fountain (rather than pop)
  - Richmond only other option - \$10, and its in Richmond
  - Even just a rail and a box would be good
  - Also, need to fill the cracks in the existing skate parks

#### Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming

##### *Sticky note comments on board*

- Funding cut from Fraser Health portion for 2005/06
- P.E.A.P.S. Parent Education & Peer Support Program for parents with children 6 and under. Surrey Community Services
- Review – P. Coates – other agencies
- Family Mentoring – support for families by families that have been there. Surrey Community Services
- Family Development – Courses & Workshops on Parenting and other topics for parents with children 18 and under – Surrey Community Services
- Mobile Child Minding
- Transitioning into Independent Living – i.e. Life Skills
- Lack of affordable, quality child care for infants, toddlers 0-3 and school age

##### *Consultant: Preamble. Are there any changes to the Inventory?*

*Consultant: explanation of combining the three elements here/programs – capacity may be different on all these; big need is clear; big gaps... what about pre-school and family resources?*

- In Surrey there 1 space for every 15 families... and in N. Vancouver Island it's 1 in 3; commuting makes an enormous challenge
- GAP: licensed childcare available from 7-6
- GAP – preschools – ½ day programs
- Preschool programs – there are lots in some parts of the cities
  - Affordability is an issue – they are based on user fees
  - Those who can – do
  - Low income families often cannot access childcare – there is a dearth of programs
- One of the big issues is space... the money might be there, but if the space isn't there then there are still problems. In terms of preschool programs: in some parts of the city there are, in others there are not. More of an access issue here – based on fees... more affluent areas have more.
  - Surrey needs a space strategy (amenities)
- Question: Are there latch-key programs?
- *Consultant: So there is a need to get school board at the table for the planning side of things*
- One of the School Board's biggest problem is finding space
- *Consultant: amenities and affordability are the big issues here.*
- Need to add childcare resource and referrals
  - There is no infant or toddler care at all
  - There is nothing licensed, except family care
- Vancouver has 18 full time family places... Surrey is now surpassing Vancouver in terms of number of young families... up till 3 years ago Surrey only had 1. Some change here, which is good news, but there's little funding to sustain this. Risk that Guildford Family place could close because its facilities are very old.
- Family resource programs
  - 12% of kids of parents who work have child care spaces available
- Neighbourhood House hubs don't exist the same way in Surrey... these Houses have taken on this sort of role in Surrey
- Parks & Rec. runs some after school programs
- There are some (Few) programs in areas with higher income
  - Schools that need out of school care the most are also the most full
- There is no pre-school programs for ESL – this is another gap.
- Parks and Rec. department has started doing some programs in Whalley – some intro programs re: phonics – 3-4 year olds to try and help with this
- *Consultant: are there any reverse integration programs? - non-punjabi kids going to temples*
- Temples are trying to preserve language – worried about losing it.
- Funding issues span across all these inventory issues...

## Creating a Child and Youth Friendly City

### *Children and Youth Workshop - Sticky note comments on board*

- This city of Surrey is getting so large and cold with so many different people. We need to look at neighbourhood centres that need to be built for local needs. Childcare, Youth, Seniors. Most areas in Surrey have nothing. Preventive measures are best.
- Civic Amenity Strategy using rezoning, Bonusing, development permit opportunities
- Child & Family friendly housing guidelines
- Youth sport facilities
- Include an Action-based learning Adventure Centre that schools and communities can access
- Youth driven programs by, for & about youths
- Monthly mentoring programs for proactive teen leaders (Youth power)
- Increased shared use of school facilities for child & youth programs
- Programs for youth/ performance based re: bullying/self esteem
- High School – Elementary school Mentoring program (focusing on development Assets)
- Not one mention of Health Authority!
- Graffiti Wall

### *Youth workshop - Sticky Notes*

- Parenting workshop on how to talk to their children
- Whalley youth centre (inventory)
- Guildford Rec. Centre

### *Consultant – Preamble. This is a difficult element. Are there anything missing from the Inventory?*

- One of the city counsellors asked for a series of design questions to be used for new developments; a number of cities have family friendly design guidelines... Surrey doesn't but this could be a start
- Youth councils and youth involvement in the decision-making
- It's not facilities that make a city friendly, it's attitudes!

### *Consultant: how do we convey that groups of teenagers aren't dangerous!!*

- Discussion on gated communities
- There needs to be a sense of 'the village' (allusion to a greater sense of social inclusion, also more parks and recreations centres)
- Real Estate value has driven the creation of some adult only developments – gating in mature adults over 55
  - There are many gated communities in Surrey

### *Consultant: some notion of the sense of neighbourhood scale*

- Media focuses on the negative image of youths and the youth community – showing bad examples – celebrity and media concerns...
- Youth – development assets – bringing in leaders in the schools

### *Consultant: How about other potential partnerships... e.g. ICBC*

- Youths will define what a friendly city is. We are discussing issues affecting youths, without talking to youths
- Youths need to feel respected and welcome

### *Consultant: Other things to add to the inventory?*

- May 6<sup>th</sup> – youth week
- Rock Stock & Skate – a festival including band competition, Skating competition, food, etc.
- Tour de Surrey

### *Consultant: Are there other things needed?*

- Need for a 'Surrey Day' celebration – and make sure youths are involved in the planning
- Target the high schools with new ideas – there are lots of opportunities for engagement
- Faith Communities might be another option to consider
- How about a City youth council? (Like the Fraser Heights youth council (12-18) – which plans events etc.

-

## Child Poverty Alleviation

*Sticky note comments on board*

- P.I.C.S. Progressive Intercultural Community Services
- Easier access to underage Income Assistance to combat sex trade work
- Emergency Temporary Housing (No MCFD Referral needed)

*Consultant: Preamble. Are there any changes with the Inventory? Or gaps that can be identified?*

- Need for low-barrier programs – ones that don't require social workers or MCFD referral; easier access to underage income assistance. 16&17 years olds – if they don't have a social worker, they are too old to get one
- Need to alleviate conditions of poverty through things like affordable housing, paying women decent wages, etc.
- There also needs to be a faster way to implement solutions

*Consultant: Reference to Campaign 2000 document on Child Poverty*

- There is a lack of supported housing for single moms
- Current changes around child labour laws here are really problematic – encouraging the alleviation of child poverty through getting children back into the work-force is a bad idea.
- Addressing issues like childcare, housing etc. helps... there is a role in the city to champion these issues

**Social Well-Being: Community Development & Diversity  
Surrey City Hall – 15 February 2005**

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- Consultants: Introduction
- Go-round - 41 participants, including Staff Team members and other staff
- Consultants: explanation of process, roles vs. responsibility, gaps, needs.

**Public Transportation and Access**

*Sticky note comments on board*

- Would our fairly extensive network of school buses fall in here somewhere? They transport hundreds, maybe thousands of children per school day – access to school, keeps some cars off the road. We have fewer now than in the past.
- Many roads are being widened in Surrey right now, but no room being left for bike lanes – please plan for this. Especially arterials –i.e. 64<sup>th</sup>,88<sup>th</sup> etc. I see long new stretches, but no room for bikes!
- Airport shuttle vans – YVR, Abbotsford
- Utilize existing rail tracks for inter-urban light rail system
- Comprehensive bus system
- Better bus service between Cloverdale, South Surrey & Whalley

*Consultants: Preamble. Any additional inventory?*

- Regular commercial taxi is missing from the inventory
- More wheelchair accessible ones are on the road now – an additional 24 vehicles are in place now.

*Consultants: Does this cover the demand?*

- There will be an increased need for this. People are waiting for this now.
- Park n' Ride services... Southpoint is about to lose there service
- Bicycle paths, trails, sidewalks are available...
- In Surrey, the bike lane is the curb lane – the lane is 2 feet wider. However, that makes it more attractive to trucks
  - Which is not good for bikes – and results in lots of emergencies
- Walkability is an issue in Surrey – sidewalks & lighting
  - It varies greatly depending on the the area
    - To what extent can people get around town by walking?
- Accessibility, affordable nature of public transit – these are in question
- Availability and scheduling of service makes it inconvenient. It is a 2.5 hour bus trip from Whiterock to Whalley
- Need for more baby-friendly taxi's with car seats

- Question: Are we looking at walk-ability here?
- *Consultant: Should it be considered? One of things to add pertains to this... and is walk-ability*
- What about linked services vs. exclusive ones – buses onto bikes, etc... like the Dutch fietspad system
- Signage is a key part of transportation system – look of signs, type of signs as a way to help traffic accessibility
- Truck transportation – desire to rationalize where the trucks are going. Need to do some planning for truck routes.
- Poor coordination with Handi-Dart and other jurisdictions – they don't cross municipal boundaries.
- Handi-Dart prioritizes services – medical visits is more important – a frequent thing. Issues of capacity at Handi-Dart
- Cloverdale – couldn't believe how long it took for buses to come. There is not enough public transit
- Inter-area (municipality) trips are very inconvenient
- Accessibility for outlying communities is difficult – design doesn't support capacity for bus service
- Ride to Abbotsford airport is tough to get to. There is no bus or shuttle service.
- *Consultant: Possibility of private transport to handle this?*
- This might be too Complex – jurisdictional
- Enforcement of bike lane usage for bikes
- *Consultant: Some themes are emerging – (1) need for comprehensive/linked public transit; how to make pub transit function so that it is used; (2) issues of cost*
- Future residential planning could help or hurt the problem – e.g. cul-de-sacs etc – buses don't get in
- Surrey is setting up to be a two car family community
- *Consultant: Issue of population density comes up...*
- Parking of cars so that they spill out onto the sidewalk
- Question: How about train-tracks in Cloverdale? Why couldn't they be used for commuter trains
- Another problem with high density development... parking is becoming a problem! This creates a problem for emergency vehicles, or (potentially) public transport... it fills these up. With the many mortgage helpers and high density dwellings being built, parking is now becoming a major inhibitor.
- New curbs that are built – inhibit right-hand turns. This slows traffic and makes people frustrated.
- Clearly there are issues about how to plan in a place like Surrey – very spread out
- Why not use the traintracks in Cloverdale as a commuter train?

## Nutrition and Food Programs

### *Sticky note comments on board*

- Kitchen garden training & Support
- Envirocompost education & support
- Ensuring low&no barrier food support programs are available throughout Surrey

### *Consultant: Preamble. Any Missing pieces?*

- Community gardens – 135A and Parks and Rec and Crescent Beach. Deveral Community Gardens. Participant to send information. (*Consultant: Do People need to register for them?*)
- Community food programs run by United Way – information to be to be sent
- Add: Jeff Miller foodbank (South Fraser Community Services) for AIDS patients
- Add: 542-HELP (Peace Arch CS) has a long list of food services
- Add: Food for Kidz program
- A lot of the faith-based food service programs are below the radar
- Add: Gleaning programs – coop work with farmers
- Add: Meals On Wheels program – for isolated seniors – including a subsidy program that is needed as MOW is coming across a lot of seniors who can't pay for the service
- Add: Wheels To Meals program... p/u seniors to take them out to food
  - *Consultant: Do they use culturally appropriate foods? Response: Not meals to wheels... but faith organizations do.*

### *Consultant: Other gaps?*

- Agricultural land reserves are also an issue – e.g. Hothouse alley – will we keep our food natural in Surrey?
- There is also the need for low-cost or no-cost food opportunities spread out through Surrey, not just concentrated. Some areas don't have stores that sell fresh fruit and veg. The biggest predictor of how much fruit and vegetables people eat is how close they live to places they can buy them
- There are gaps in information and in linking the programs together
- There is a need for information on food security issues to be better distributed...
- There is a need for nutrition awareness programs in community spaces
- Food and nutrition should go beyond charitable food... food policy, vending machines, etc. etc. support for local farmers, institutional food-buying policies
- *Consultant: The themes here seem to be (a) capacity and planning; (b) coordination and information; and, (c) affordability*
- Question: Should inventory include School cafeteria services? (*Consultant: Free or for fee?*) Response: Broader idea as a link to food security issues

- Question: What about Chamber of Commerce doing price-point comparisons – how the retail prices fluctuate
- Need to go beyond charitable food
- Develop food policies about what's available in cities; instil food buying policies for local foods

## Community Economic Development Initiatives

### *Sticky note comments on board*

- Home business supports; networks & Entrepreneurship
- P.I.T. Professionals in Transition – business development for professionals in transition/career change

### *Consultant: Any changes to the inventory?*

- Add: Whalley and Peace Arch employment centres... are the same as the Newton Centres; also Project ReStart
- Add: Surrey Vocational Services – linked to SoLo
- Add: Newton Advocacy service
- Home-based business supports – entrepreneurial stuff – this could be included
- Role of credit unions is important to include – e.g. Coast, VanCity, EnVision
- Non-profit social enterprise initiatives
- Community foundations? (White Rock/S.S.) provide seed money for local businesses and social enterprise
- SFU has moved into Whalley area... they have a C.E.D. program
- R: Youth post-corrections service – training for youth. (*Consultant: should there be a distinction b/w training and CED?*)

### *Consultant: Are there Gaps?*

- There needs to be more jobs here versus jobs that require a commute to Vancouver
- Discussion regarding opportunities for micro-credit? Question: Are there enough opportunities for microcredit in Surrey, like the nEw West asset-based program?
- No mention here of the living wage discussion – exploitation of low-level workers (perhaps include in Vibrant Surrey); effects of working poor on the community
- South Shore area has a lot that it needs to do... business opportunity; small-scale stuff; regional approach
- What about high-tech opportunities for the area? Or the Olympics, or the opportunity for tourism along the Fraser River
- *Consultant: It sounds like there is a gap in coordination of CED. Is there a Economic Development officer in the City?* Response: No.
- There is little free training to upgrade skills... for those who are earning low-wages
- A gap in our understanding of what C.E.D. is... problem of how to link Economic development to community level stuff
- Also a lack of coordination b/w fed and prov programs and municipal / local initiatives
- There is work being done at the Canadian Centre of Philanthropy – economic implications of volunteerism
- Need for legitimate banking for homeless, like Four Corners in Vancouver
- Question: where does mind-set (re CED) fit in in terms of gap?
- Whalley BIA: 300-10524 King George Hwy. Surrey, V3T 2X2; (ph) 604-580-2321; (fx) 604-580-6321

## Ethno and Culturally Appropriate Services, Opportunities and Programming

### *Sticky notes*

- Promote more intergenerational programs
- South Fraser Child Development Centre offers translated sessions for parents with children w disabilities re: camp & summer opportunities
- ECD for South Asian Community
- More services to assist Ethnic communities (who are primary child care providers) to integrate into & learn about Cdn. Culture
- Consideration of other diversity issues including:
  - Disability
  - Sexual orientation
  - Single parents etc.
- Gender balance & analysis consistently applied
- Volunteer resources (Community Development Services)
  - Dept. of Parks Recreation & Culture
    - English Conversation for Women

### *Consultant: Preamble; note that the element focuses primarily on services for adults. Are there any things missing from the Inventory?*

- Question: Does this element consider diversity to include seniors, youth, special needs, disabled community... not just ethno and culturally specific diversity? (*Response: Culturally*)

*appropriate might include these sorts of sub-cultural groups)*

- Add: Douglas College, Surrey now has funding for English upgrading program, work experience
- Add: PICS
- Add: Métis Family Service
- Add: SACS
- Options will soon be the lead for settlement services
- Surrey Delta Imm Services and Chamber of Commerce – have cultural diversity awards
- Surrey – Delta-Langley Intercultural council
- Panorama YMCA services – has programming, including adult and youth buddy service
- MCAWS – funded contracts for various diversity initiatives
- Multicultural service website – about to become active – Surrey Delta school district has developed this and it is about to ‘go-live’ (respondent to email URL)
- Resource for professionals who are immigrating to assist with getting education up-grading and equivalency
- Inventory - School district
  - 1-stop website
  - Multicultural resource website for Surrey, Delta & Langley
  - Some language programs

*Consultant:: Gaps? – Understanding of diversity is too narrow (needs to be more inclusive)*

- Cross cultural rapport with Canada / US services (given that this is a border city)
- Heritage language courses are fee-based, school board offers and collects the fee... k-12. There is also a successful Punjabi program in the K-12 system
- Some sort of Intercultural / interfaith festival
- Good public venues – e.g. an amphitheatre (Response: one already exists)
- Question: when and how should we to recognize the diversity that exists. How do we capture that?
- There is a gap in networking opportunities
- There used to be the E-Racism committee...poorly supported
- Surrey Delta Langley Intercultural Community
- Surrey is lacking a Diversity Coordinator like Vancouver
- Coordination & pulling together all the networks of cultural groups is a major gap

## **Life Skills and Educational Training**

*Sticky Notes*

- Surrey Abilities Society offers life skills for people with brain injuries
- Your Place Program
  - Social group for adults with disabilities (partnered with Surrey Parks R&C)
- Surrey Community Services
  - i.e. anger management volunteering
- SFU Surrey
- Fraser Health offers a variety of programs
  - i.e. mental health
- Pathways
  - 102 & 135 St. Call Lesley at Whalley BIA for information

*Consultant: Preamble. Some of this element has been covered earlier. Are there changes to make to the inventory?*

- Surrey school board program for pregnant teens (covered in C&Y Workshop)
- Private colleges are a big resource for employment training – e.g. Min of Ed. List, Shaw College, etc.
- Surrey School board... has an immigrant training program – (add to inventory item #2) – related to trades
- Add: Surrey Rehabilitation Services (SRS) should also be there
- Add: Junior League should be added – a mentorship program
- ESL upgrading – via Douglas college

*Consultant: Are there any gaps?*

- A big gap – need for training for those on the low end of learning scale. There is too much of a gap between entry level programs and things like pre-employment training
- Fee-for-service for grade 12 upgrading if desired. Grade 12 completion pre-requisites (e.g. biology 12) cost money... this is a problem as EI training packages do not include prerequisites

- Early Childhood development programs for S. Asian community are needed.
- *Consultant: Is there training of ESL practitioners from other cultures?*
- Another gap - ESL training for folks after the 24 month window? Issues around access – also the level of the subsidized programs available (vs level needed for job-readiness). Some municipalities – have ESL programs that go all the way to Level Six (like Winnipeg). BC's go to Level 2
- Also, there are access issues for ESL – childcare, evening versus day programs for people who are working
- Training opportunities by employers are lacking and there is a gap in ongoing training by employers to facilitate employment
- Learning Disability Issues – there are not enough programs for people to learn hands on
  - Many people need certification to get work
  - Also need supported educational and supported employment opportunities
- Gap – Life-skills programs for people with mental illness & disabilities
- Issues around the minimum wage rate and its impact on new immigrants, not just youth
- Training wage is a concern:
  - Focuses on youths and new workers that come into the country
  - It is being abused – need to know how many workers are being paid \$6/hr

### **Initiatives to Encourage Citizen Engagement Issues and Social Planning Activity**

#### *Sticky note comments on board*

- Diversity Co-ordinator for City
- Hold Roundtable discussions in South Surrey – facilitated
- Volunteerism should be a factor looked at
- City of Surrey should increase budget & staffing for social planning department

#### *Consultant: Preamble. Are there changes to the inventory?*

- Item re: Semiamhoo Planning Group... the address is for the First nation – this is distinct
- Add: Community Action
- Add: Surrey Association for Sustainable Communities
- Question – what about volunteerism? 542 does volunteer referral.
- Add: Surrey – Children and Youth committee
- Add: Make Children First Committee
- Check list of Community Associations
- Add: SCS – volunteer listing
- Add Peace Arch – volunteer listing and vol. opportunities
- Add: Parent Advisory Committees in schools – and their possible neighbourhood involvement
- Also, Surrey City Council – meetings are open to public
- Add: Parks and Recreation Department – community engagement projects, work with neighbourhoods

#### *Consultant: Are there any gaps?*

- Neighbourhood house models would be great – only two in Surrey – Crescent and Oak Avenue
- Politicians are missing at forums like this!
- R: Churches and Faith groups could also be included in the discussion
- How can the City engage Ethnic media?
- R: Social planning process needed in addition to official community planning process... and needs to have resources. Gap for on-going capacity in social planning
- How to involve local media in general... for example getting coverage of this process and its end results in the media.

### **Social Well-Being: Crime & Public Safety**

#### **Surrey City Hall – 16 February 2005**

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*Consultant: Introduction, explanation of process, roles vs. responsibility, gaps, needs.*

Go-round - 21 participants, including Staff Team members and other staff

### **Initiatives to Deal with Seniors Abuse**

*Sticky note comments on board*

- Inventory item #4 from Family violence also applies to this section
- Surrey RCMP Victim Services
- BC Office of the Public Trustee
- Ama House needs to be funded by the provincial government (currently operating on very limited grants & donations)

*Consultant: Preamble. Any additional inventory?*

- *Consultant: Four more resources identified on stickies – Community Response Network (locally constituted groups)*
- Continuing Care Mental Health (funded via Office of the Public Trustee) are required to investigate any reports of seniors neglect or abuse (legislated requirement to report)

*Consultant: What's missing?*

- Support for ethnic seniors or ESL seniors – lots of cultural barriers for seniors who are not native to Canada?
- Need for ethno-specific outreach; cultural literacy; reaching out to immigrants (Immigrant Services Society may do some of this)
- Seniors abuse is not well understood – by community, by seniors, by kids
- Also there is an agency that deals with financial fraud etc – (participant to email consultant with information)
- In general: a need for assistance to reach out to where people are, to let them know that services are available
- *Consultant: There are still significant barriers to recognizing that what happens is abuse as well as the different types of abuse: emotional abuse, financial abuse, physical abuse*

## **Initiatives Dealing with Family Violence**

*Sticky note comments on board*

- South Fraser Women's Services
  - Stopping the Violence- Counselling program for women
- Atira Women's Resource Society
  - Durrant Transition house
  - Shimai transition house
  - Koomseh transition house
  - Children who witness abuse program
- Surrey RCMP Victim's services

*Consultant: Preamble. Missing pieces?*

- 21 major resources identified in the existing inventory – as well as lots of written material.
- Three others added – Atira Women's Resource Society; Surrey RCMP Victims Services; Surrey Victims Services
- Question: Are transition houses accessible? Are they in Cloverdale?
- *Consultant: Is there available infrastructure? – best use of vacant facilities?*
- Q: School system – councillors – role for these services to report... they should be added to inventory
- Question: Cut backs to women's centres? What's missing now that existed before?
- *Consultant: Provincial funding has been eliminated – they are reduced in scope and scale... this is a gap*
- Question: Cuts to legal aid and support for family court – is this also a gap?
- Gap with youth in care... when they turn 18 they are cut loose... and often they may go back to unhealthy families if they have nowhere else to go. (*Consultant: this issue was also raised in C&Y workshop*)
- Women's Resource Centres? – women starting businesses etc. Is anything happening in Surrey (*Consultant: this issue is raised in CED element*)
- Consultant: Is there a need for ethno-cultural services? (Not cited as an issue)

## **Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity**

*Sticky note comments on board – Crime and Public Safety Workshop*



- Inventory Item #4 from family violence should apply here as well
- Programs to divert youths, especially new immigrants
  - Esl supports
  - Job training
- People who are found guilty of crimes & are also gang members should have non-go areas enforced by the courts
- City Hall needs to utilize the knowledge of Blockwatch captains
- Police are not utilizing the knowledge of Blockwatch captains

*Sticky Notes - Youth workshop*

- Blockwatch

*Consultant: preamble. Any Gaps?*

- Stickies – blockwatch – City Hall. Gap – Police are not fully utilizing Blockwatch programs
- Question: how does the business community factor in to this? Promote restorative justice initiatives
- Business Watch program... monitoring activities of groups
- Modify #4 on the inventory (BC Crime Prevention Society) – change “disrupt and suppress” to eliminate! (*Consultant: these are not our words – it's the organizations mandate*)
- Question: Geographic restrictions – are the courts imposing these on convicted criminals? Are residents reporting when there are violations of people with court orders against them? Need for no-go zones for convicted gangsters – especially around high schools
- Question: Is bullying being dealt with well enough? There are issues with bullying throughout the community
- Grey area – something happening on weekends in schools.... Then it's harder to help -
- Summer time, bored youth, gang vandalism – lack of things for youth contributes to the problem
- Gang/gang violence not as well publicized. Gang violence tends to be directed at other gangs
- As drug & alcohol abuse rise, so will crime
- Racism is a part of the violence – there is ‘between race’ violence
- Skytrain areas – there are definitely gangs there. There are people hanging there – drug retail, people to hit, etc.
- Gangs of graffiti taggers? (*Consultant: the issue of graffiti is dealt with elsewhere*)
- City: Recently there was focus on indo-Canadian groups, gangs
- Grow-ops? (*Consultant: this is a related criminal activity*)
- Many regular citizens don't have the first clue what to do – with gang related activities
- Indo-Canadian taskforce – in Lower Mainland... (with Indo Canadian media... leaders, etc.); intergenerational issues are a factor

## **Peer Support Programs to Deter Crime**

*Sticky note comments on board*

- Too much petty crime
- More police on bikes
- Bootleg booze during secondary school dances & functions
- Alcohol & Narcotics similar to AADAC Alberta
  - Alcohol & Drug Abuse treatment centre
- SASS
  - Provides long-term housing, education, life skills & employment readiness to female youths and women who are exiting the sex trade and are at risk of sexual exploitation
- More promotion and support for Blockwatch
- Peer Support programs to deter crime
  - Surrey Block Watch/Business watch
  - Surrey RCMP Community Programs & Initiatives Sector
  - Surrey RCMP District Community Consultive Groups

*Youth Workshop – No sticky notes*

*Consultant: Preamble; Any gaps in the existing inventory?*

- One other resource identified – Servant's Anonymous Society
- *Consultant: Any other supports available?*
- This is pretty vague – Whalley and Cloverdale BIA's have programs – Business Supporting Business
- Integrated Community Services; Whalley Integrated Services (WIS) (RCMP initiative)
- Issues around new immigrants (this element is focused on youth but it should be broader). Are there programs to help new immigrant adults avoid criminal activity? Is there sufficient

support to help people avoid crime?

- Question: is this element totally prevention based, or is peer to peer after a crime has been committed?
- Surrey Block Watch should be added here
- Question: issue around the use of the word “crime” – stopping crime before it starts... or programs to stop people from re-offending
- Add South Surrey ReConnect Program (not just the northern centre)
- South Surrey Recreation facility being upgraded – an addition is being built... but in the intervening time youth are just hanging out...
- Surrey Community Action Team – working with kids, youth, families – provincial - deals with sexual exploitation of children
- Programs – like Lacrosse – that get used... skateboard parks, etc. stuff to prevent boredom – no or low cost things – non-supervised, unorganized activities so kids can stay busy.
- Many areas in the city are short on recreation... not equal dispersal of resources of this sort... e.g. Cedar Hills has nothing.
- Question: Faith-based programs for youth? What about these? – interfaith committee on the peninsula (Peace Portal Alliance)... how to bring them in?
- Peninsula... youth ambassador program in terms of public role models... role models are important
- Miss Whiterock Youth ambassador program – importance of role models for youth, etc.

#### *Youth workshop - Comments*

- Bullying is a big issue
  - People don't want to stand up to a bully, for fear of being next
  - Teachers can't be everywhere
- Everyone gathers and watches, nobody steps in
- Anti-bullying enforcement is a joke
- Need programs to help the bullies
  - They have issues and are acting out
- One youth – was bullied, it didn't stop until he hit them.
- A buddy program
  - Might help to reduce bullying
  - Friendships would be more helpful, but a buddy system would be a good start, particularly for new immigrant youths
- Girl bullying is a huge problem
  - Girls have nothing better to do
  - Exclusion can be a bullying tactic as well
- Peer mediation & Restorative justice would help a lot
  - Restorative justice can help people see how it is affecting people
- Male and female youths have very different issues
- Options has a program working with bullies

#### **City Clean Up Programs (Parks and Buildings)**

##### *Sticky note comments on board*

- Crime-free commercial landlord/tenant agreements
- Increase penalties for 'unsightly' property owners
- Plant a tree
- Surrey Crime Prevention Society
- Antigraffiti programs
- City of Surrey Crime Free Multi-housing
- Clean Cloverdale, BIA Keep Cloverdale Clean

##### *Consultant: Preamble. Any gaps in existing inventory?*

- BIA – beautification committees – public realm enhancement – hanging flower planters, distributing bulbs
- “Highway department isn't doing squat” – go up and down the roads and clean out the brush, roadway beautification
- Needs capacity for adopt-a-street program?
- Question: Community service people... aren't they sent out do clean-up (Respondent: in Chilliwack, yes)
- Surrey Crime Prevention program – also a capacity issue
- Some graffiti is nice! Graffiti walls would be great!
- Absentee landlords are an issue... making them more accountable!
- Also – advertising the penalties for unsightly properties

*Consultant: Nature of by-laws?* (City: very aggressive, if the city knows about the issues)

- Trails and walkways have hardly any waste-bins and recycling
- Maybe not enough employees to go get the trash
- No mention of Fire... keeping up with abandoned structures – need for crews to go and re-board them
- *Consultant: What is abandoned? What do you do with abandoned properties*
- Snowbirds and seniors... people who are away for part of the year... kids break in to homes
- *Consultant: the gap is what are some of the public education things that are available...*

## Appendix E

### Table of Participants and Community Representation

(\*based on the workshop sign-in sheets)

#### Housing and Homelessness - held February 8, 2005

Rose Baillie	
Charlotte Bedard	
Lynn Birch	
Ray Bunner	
Bonnie Burnside	
Terry Dingman	
Beverly McCarrick	
Karen McGregor	
Thomas McNeeley	
Carrie Nickel	
Kim Nickel	
Julie Nordgust	
E. Ohrlein	
Tea Orr	
Bruce Ralston	
Stella Rogers	
Gordon Scott	
Rosemary Zelinka	
Pat Petrala	Community Action Network & Semiahmoo Planning Group
Christa Thelker	Canada Pensions/Old Age Security (Federal Gov)
Randy Emerson	Cloverdale Christian Fellowship
Romeo Dela Pina	CMDS
Sean Markey	Coast Capital Savings
Gord Savard	CUPE Local 402
Petra Savard	CUPE Local 402
Dan Haughian	Dream Centre
MogensSorensen	Dream Centre
Ron VanBreevoor	Dream Centre
Lois Dixon	Fraser Health Authority
Ken Lerner	Fraser Health Authority, Mental Health & Addiction
Hanif Mohamed	Fraser Health, White Rock/South Surrey Mental Health
Karen Bunner	Fraser Health Authority, Surrey Memorial Hospital
Denyse Houde	Fraser Health Authority Surrey Mental Health & Addictions
Beverly Grieve	Greater Vancouver Regional District
Michelle Ninow	Greater Vancouver Regional District
Sandy McLeod	Homelessness and Housing Taskforce
Cheryl Lightowlers	Hope Health & Housing Society
Israel Choi	House of Restoration
Summerain Bentham	Justice for Girls Society
Asia Czupska	Justice for Girls Society
Suzanne Noel	Kla-how-eya Aboriginal Centre
Chris Davidson	Lookout Emergency Aid Society
Doug Tindal	Ministry of Children and Family Development
Susan Keeping	Newton Advocacy Group Society
Soraya VanBuskirk	Newton Advocacy Group Society
Darrell Ferner	Options:Services to Communities Society
Valerie Bower	PAC President and Resident
Kay Sarai	Pacific Community Resources Society

Kathy Booth	Semiahmoo Peninsula Affordable Housing Society
Linda Cunliffe	Servants Anonymous Society
Cathy Roy S	RS Vocational Services
Reg Povey	Street Food
Judy Villeneuve	Surrey City Council; and Homelessness and Housing Taskforce
Jan Bacon	Surrey Employment Resource Center - Newton
Leslie Blanket	Surrey Employment Resource Center - Newton
Karen Wittal	Surrey Employment Resource Center - Newton
Michelle VanKeith	Surrey Parks, Recreation and Culture Department
Ted Allen	Surrey/Cloverdale NDP
Harry Bains	Surrey/Newton NDP
Linda Western	United Way of the Lower Mainland
Michael Anhorn	United Way of the Lower Mainland
Tim Baillie	Vibrant Surrey
Marian Nichols	Whalley BIA
Pete Nichols	Whalley BIA
Elfie Stumpf	Whalley BIA
Lucie Matich	Whalley Community Association
Alison Smyth	Whalley Employment Resource Centre

**Substance Abuse & Addictions - held February 9, 2005**

Ray Bunner	
E.Kenny	
Heather Kenny	
Murray McGlynn	
E.Ohrlein	
W. Ohrlein	
Lynda Dechief	Atira Women's Resource Society
Margaret McNeil	BC Housing
Don Haughian	Dream Centre
Vi Sorensen	Dream Centre
Lois Dixon	Fraser Health Authority
B. Shindelka	Fraser Health Authority
Lisa Samms-Maxwell	Fraser Health Authority - Public Health
Loretta Solomon	Fraser Health Authority, Surrey Health Services
Cristine Urquhart	Fraser Health Authority, Surrey Memorial Hospital
Sharon Secord	Fraser Health Authority, Surrey Memorial Hospital
Karen Bunner	Fraser Health Authority, Surrey Memorial Hospital
Peter Davies	Fraser Health S.Surrey/White Rock Mental Health
Dan Garrison	Greater Vancouver Regional District
Kara deBoer	Pacific Community Resources Society
Shannon Smith	Pacific Community Resources Society
Michelle Pichette	Servants Anonymous Society
Sharon Brown	Servants Anonymous Society
Bruce Conlan	Stepping Ahead
Ken Schmold	Stepping Ahead
Penny Priddy	Surrey City Council
Stan Dyck	Surrey School District #36
Ted Allen	Surrey/Cloverdale NDP
Marian Nichols	Whalley BIA
Pete Nichols	Whalley BIA

**Children & Youth - held February 10, 2005**

Ray Bunner	
Bonnie Burnside	
Tracey Gravel	
Thomas McNeeley	
Wendy McNeeley	
Rosemary Zelinka	
Barb Kirby	2812 Army Cadets
Phil Kirby	2812 Army Cadets
Linda Djodidi	Atira Women's Resource Society
Pummy Kaur	BC Teachers fro Peace and Global Education
Vincent Gonsalves	Crescent Beach Community Services Society
Brenda-Lee McHugh	Foster Parent
Jami Brown	Fraser Health Authority

Karen Bunner	Fraser Health Authority
Deborah Burke	Ministry of Children and Family Development
Doug Tindal	Ministry of Children and Family Development
Doug Elford	Newton Baseball Association
Bruce Hardy	Options:Services to Communities Society
Carol Claril	Options:Services to Communities Society
Gloria Zelaya	Options:Services to Communities Society
Joe Woodworth	Options:Services to Communities Society
Karen Norman	Options:Services to Communities Society
Ruby Banga	Options:Services to Communities Society
Michel Pouliot	Pacific Community Resources Society
Jonathan Willcocks	Pinnacle Pursuits
Kim Wiebe	Servants Anonymous Society
Michelle Dickinson	Servants Anonymous Society
Audrey Kraushar	Surrey Arts Centre
JamesMusgrave	Surrey Community Services Society
Sandy McLeod	Surrey Housing and Homelessness Taskforce
K.C. Gilroy	Surrey Museum
Harry Bains	Surrey Newton NDP
Barb Wolfe	Surrey Parks, Recreation and Culture
Shannon Rennie	Surrey Parks, Recreation & Culture Dept.
Bruce McIndoe	Surrey School District #36
Penny Coates	Surrey/White Rock Make Children First Initiative
Amos Kambere	Umoja Operation Compassion
Edith Kambere	Umoja Operation Compassion
Lesley Tannen	Whalley BIA
Jane Anderson	Whalley Daycare Ltd.

**Community Development and Diversity February 15, 2005**

R. Baillie	
Bonnie Burnside	
Jas Cheema	
Kris Kay	
Ian MacPherson	
Annie McKittrick	
Thomas McNeeley	
Harjinder Thind	
Niki Antonopoulou	Atira Women's Resource Society
Brenda Kent	Canadian Cancer Society
Sean Markey	Coast Capital Savings
Pat Patrala	Community Action Network & Semiahmoo Planning Group
Barb Seed	Fraser Health Authority -Nutrition
Verna Semotuk	Greater Vancouver Regional District
Monica Kumar	Kwantlen University College, Nursing Program
Sandie Paulrajan	Kwantlen University College, Nursing Program
Shinder Purewal	Kwantlen University College
Mary Pichette	Servants Anonymous Society
Kelly Ferguson	Servants Anonymous Society, ASK Learning Centre
Lona-Michele Armstrong	SRS Vocational Services Society
Ingrid Kolt	Surrey Arts Center/Gallery
Audrey Kraushar	Surrey Arts Center/Theatre
KC Gilroy	Surrey Museum
Barb Wolfe	Surrey Parks, Recreation and Culture
Bonnie Ste-Croix	Surrey Parks, Recreation and Culture
Dan Nielsen	Surrey Parks, Recreation and Culture
Karen Ameyau	Surrey Parks, Recreation and Culture
Todd Ayotte	Surrey Parks, Recreation and Culture
Rosy Takhar	Surrey RCMP
Bobbi Heaton	Surrey Social Futures
Ted Allen	Surrey/Cloverdale NDP
Edith Kambere	Umoja Operation Compassion
Wati Kapeuda	Umoja Operation Compassion
LindaWestern	United Way of the Lower Mainland
Tim Baillie	Vibrant Surrey
Lesley Tannen	Whalley BIA
Jane Anderson	Whalley Daycare Ltd.

### Crime and Public Safety - held February 16, 2005

Rosie Baillie	
Thomas McNeeley	
V. Zygmient	
Suzi Kram	Atira Women's Resource Society
Anni Beck	BlockWatch
Rick Hugh	Clayton Heights Sr. Secondary School
Paul Oraziotti	Cloverdale BIA
Jim Mason	Cloverdale BIA and Mason's Cloverdale Home Furnishings
Pat Petrala	Community Action Network and Semiahmoo Planning Group
LJ Balachanoff	Façade Courture
Peter Ruginis	Façade Courture
Tom Philp	Fraser Pulp Chips
Linda Cunliffe	Servants Anonymous Society
Anne Sharkey	Surrey Association for Community Living (Cloverdale)
Ted Allen	Surrey Cloverdale NDP
Bobbi Heaton	Surrey Social Futures Society
June Long	Two Old Crows Antiques
Tim Baillie	Vibrant Surrey
Doreen Johnson	Volunteer District #4 Surrey RCMP
Leo Nicolaas	Whalley BIA
Lesley Tannen	Whalley BIA

### Youth Workshop - held February 21, 2005

Ashleigh Davies	
James Dyck	
Ashley Main	
Michael McClelland	
Zach Sapers	
Michael Simundic	
Aurielle	Cloverdale
Katie Fitzmaurice	Cloverdale
Sherrri Gosse	Cloverdale
Karlo Solanoy	Guildford
Corey Wharton	South Surrey
Lea Betworth	South Surrey
Stacey Yeats	Surrey Parks, Recreation and Culture
Bonnie Ste Croix	Surrey Parks, Recreation and Culture
Rosy Takhar	Surrey RCMP
Adam Paul	Whalley
Brad Hart	Whalley

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[1] The definition of youth varies between various programs, levels of government and services. Definitions range from ages 12-29. The regional Homelessness Plan Update (2003) defines youths as 16-24.

[2] The definition of youth varies between various programs, levels of government and services. Definitions range from ages 12-29. The regional Homelessness Plan Update (2003) defines youths as 16-24.

[3] The definition of youth varies between various programs, levels of government and services. Definitions range from ages 12-29. The regional Homelessness Plan Update (2003) defines youths as 16-24.

[4] City of Surrey. Corporate Report # R097. File 5080-00 p1.

[5] City of Surrey. Corporate Report # R097. File 5080-00 p1.

[6] The social responsibility matrices can collectively seem somewhat overwhelming. These matrices are meant to be dealt with individually. While there are some overlaps, a person or group that is active in one area may have no role in another. As such, each social responsibility matrix should be considered separately, as an individual matrix, which will serve as a reference tool for developing action plans to meet identified gaps in services.

[7] Complete Social Service Inventories for each social service element are available in Appendix B

[8] The complete initial list of elements is in Appendix C

[9] Complete Inventories are in Appendix B

[10] While many adult shelters are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for youths to access. Therefore, a youth shelter must have an upper age limit, and target programming

[\[11\]](#) This gap analysis combines the two Affordable Housing Social Service Elements (Homeless, Families & Singles), as the issues and solutions are essentially the same.

[\[12\]](#) INALHM Data – Statistics Canada

[\[13\]](#) *Transitional* housing is different than *Transition* housing, which is short-stay housing for women and children fleeing abuse.

[\[14\]](#) The complete initial list of elements is in Appendix C

[\[15\]](#) Complete Inventories are in Appendix B

[\[16\]](#) This gap analysis defines youths as between the ages of 16-24, as found in the Regional Homelessness Plan Update (2003). However, while many services are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for some youths. Therefore, a youth service must have an upper age limit, and target programming and services to youths.

[\[17\]](#) These beds are also included in the Transitional Housing inventory in the Housing & Homelessness Issue Area, as they serve both functions

[\[18\]](#) SPARC BC is currently attempting to confirm this information

[\[19\]](#) The complete initial list of elements is in Appendix C

[\[20\]](#) Complete Inventories are in Appendix B

[\[21\]](#) For a complete list see Appendix B

[\[22\]](#) The complete initial list of elements is in Appendix C

[\[23\]](#) Complete Inventories are in Appendix B

[\[24\]](#) The complete initial list of elements is in Appendix C

[\[25\]](#) Complete Inventories are in Appendix B