

NO: **R104**

COUNCIL DATE: **May 27, 2013**

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **May 22, 2013**

FROM: **Crime Reduction Strategy Manager**

FILE: **7450-30**

SUBJECT: **Crime Reduction Strategy Annual Report for 2012**

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## RECOMMENDATION

The City Manager's Office recommends that Council:

1. Receive as information the "Crime Reduction Strategy Annual Report for 2012" (the "CRS Report"), a copy of which is attached as Appendix I to this report; and
2. Instruct staff to distribute the CRS Report to key Crime Reduction Strategy partners and stakeholders.

## INTENT

The purpose of this report is to provide information about the CRS Report, which is a comprehensive overview of the key achievements for 2012 in relation to the implementation of the recommendations of the City's Crime Reduction Strategy. The Report is focused on informing key stakeholders and partners as well as the broader community about the CRS and its ongoing implementation.

## BACKGROUND

The relationship between crime and broader social issues is complex and interconnected. In recognition of this circumstance, in 2007 the City introduced the City of Surrey Crime Reduction Strategy to guide the work of City staff in collaboration with a variety of partners and stakeholders toward reducing crime and increasing public safety across the City. The Crime Reduction Strategy serves as a key document and reference point for the work that occurs across all of the City's Departments. It is also supported by the on-going implementation of the recommendations in the Plan for the Social Well-Being of Surrey Residents and the City's Sustainability Charter.

As noted in the CRS Report, an effectively implemented crime reduction strategy provides:

- safer and healthier communities;
- more active citizenry;
- reduced property losses due to crime;
- lower insurance costs;
- increased productivity by individuals that would otherwise be a burden to society;
- reduced criminal justice system costs;
- increased level of civic pride on the part of all citizens;
- lower policing costs over the longer term; and
- higher level of job satisfaction and greater motivation for those involved in addressing crime in the community.

The four primary objectives of the Crime Reduction Strategy are:

1. reduce crime and increase community safety;
2. increase public involvement in reducing crime;
3. increase integration between all stakeholders involved in crime reduction; and
4. improve public awareness around the reality and perception of crime

These objectives are to be achieved through 106 recommendations which fall within the four strands of the CRS as listed below:

1. Prevent and Deter Crime;
2. Apprehend and Prosecute Offenders;
3. Rehabilitate and Reintegrate Offenders; and
4. Reality and Perceptions of Crime.

The CRS Report outlines many of the key achievements of 2012 under each of the strands and recognizes that new partnerships continue to develop and evolve.

## **DISCUSSION**

The CRS Report for 2012, attached as Appendix I, demonstrates the considerable progress the City has made in the implementation of the 106 recommendations of the Crime Reduction Strategy. The City remains fully committed to building a vibrant, safe and sustainable city. The CRS Report is organized in a format similar to the Crime Reduction Strategy. It highlights the activities undertaken by various partners and City Departments.

## **KEY HIGHLIGHTS**

The following represent some of the key highlights of 2012 in relation to the implementation of the CRS recommendations.

### **Reductions in Crime**

The Surrey RCMP reported a continuing trend of decreases in crime as noted in the following table:

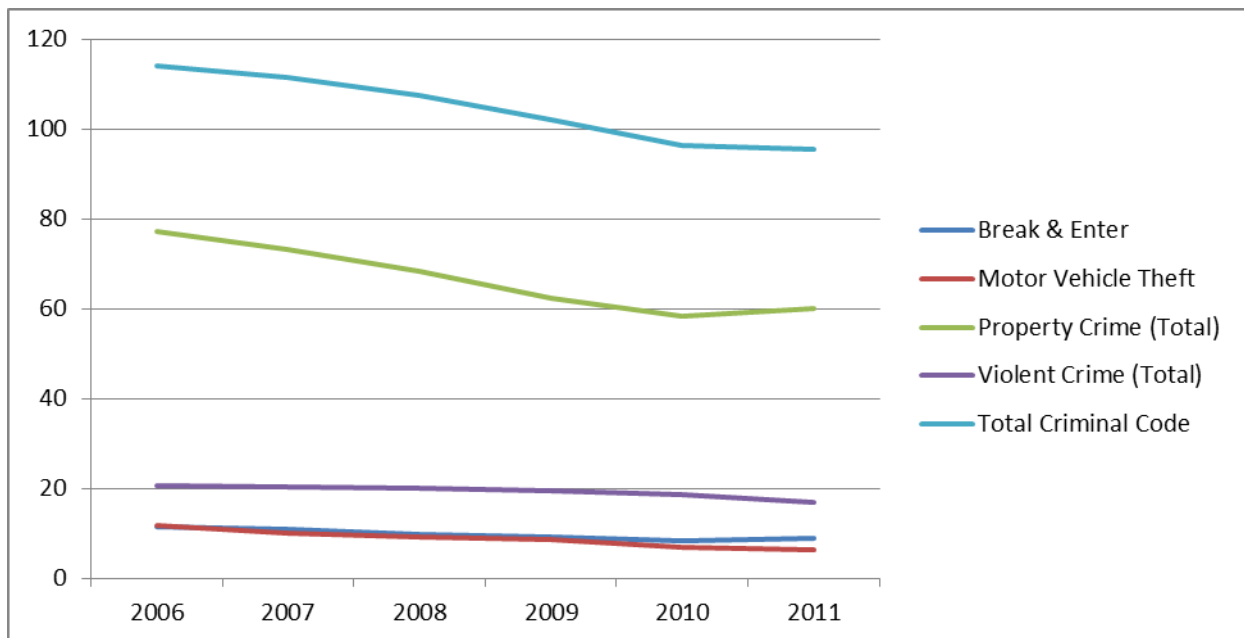
### Crime Rates 2006 – 2011

#### Crime Rate (per 1,000)

	2006	2007	2008	2009	2010	2011	% Change 2006- 2011	% Change 2010-2011	% Change 2007- 2011
Break & Enter	11.4	11.0	9.8	9.1	8.2	8.9	-22.3%	8.0%	-19.1%
Motor Vehicle Theft	11.7	10.2	9.2	8.7	6.9	6.2	-46.8%	-10.5%	-38.9%
Property Crime (Total)	77.1	73.1	68.2	62.4	58.4	60.1	-22.1%	3.0%	-17.8%
Violent Crime (Total)	20.6	20.3	19.9	19.5	18.7	17.0	-17.6%	-9.3%	-16.6%
Total Criminal Code	114.1	111.4	107.4	102.0	96.2	95.3	-16.4%	-0.9%	-14.4%

Jurisdiction: Surrey  
(Municipal)

Source: Canadian Centre for Justice Statistics,  
Statistics Canada



Jurisdiction: Surrey (Municipal)

Source: Canadian Centre for Justice Statistics, Statistics Canada

NOTE: 2012 official statistics not available until July 2013.

## **Key Achievements of 2012**

### **SOPHIE'S PLACE – CHILD ADVOCACY CENTRE**

Sophie's Place opened in February 2012 and provides services to children and youth aged 0 to 18 years who are victims of abuse. As the first Child Advocacy Centre (CAC) in operation in British Columbia, Sophie's Place is staffed with a multi-disciplinary team including the RCMP, child protection workers from the Ministry of Children and Families, victim services representatives and experts from the Centre for Child Development. The model is described as an integrated, child-centred, "one-stop-shop". Sophie's Place provides a seamless, coordinated and collaborative approach to addressing the needs of children who are victims of abuse and their non-offending family members. Statistics have shown that substantiated maltreatment occurs in approximately 14 out of every 1000 children.\*

Sophie's Place is located in the Centre for Child Development of the Lower Mainland. The Centre for Child Development is the only CARF accredited Interdisciplinary Outpatient Medical Rehabilitation Program (Pediatric Specialty Program) in Canada.

Feedback from families and investigators has been very positive in relation to the operation of Sophie's Place. Investigators have reported improvements in relation to the outcomes of interviews with children when they are conducted at Sophie's Place as opposed to at the RCMP detachment. The positive outcomes of Sophie's Place will expand as it moves into its second year of operation in 2013.

Sophie's Place received \$500,000 from the Province of British Columbia and the Government of Canada in start-up funding, and members of the community have contributed in an additional \$70,000 of in-kind goods and services to Sophie's Place.

Sophie's Place is named for the Centre's patron, Sophie Tweed-Simmons, daughter of Shannon Tweed and legendary music artist Gene Simmons.

\*SOURCE: Statistic Sources: Canadian Incidence Study of Reported Child Abuse and Neglect – Major Findings, Public Health Agency of Canada, 2008. Child and Youth Victims of Police Reported Violent Crime, 2008— Statistics Canada.

### **DEVELOPMENTALLY DISABLED YOUTH – Reducing Involvement with the Justice System**

On May 4, 2012, the first forum specific to issues and concerns related to developmentally disabled youth and their increasing involvement with the justice system, was held at Cloverdale Recreation Centre in Surrey with approximately 75 school teachers, justice personnel (RCMP, Crown Counsel, Probation) and representatives of other youth serving services and agencies in attendance. The idea of a forum began in September 2011, when School District staff from the FOUNDATIONS program outlined an overview of the issues facing developmentally disabled youth involved in School District programs with a specific focus on their vulnerability and an increasing concern about their involvement with the criminal justice system.

The Developmentally Disabled Youth (DDY) Forum Development Committee continues to meet and is comprised of representatives from the RCMP, Crown Counsel, Ministry of Children and

Family Development, Community Living B.C, Community Corrections, parent volunteers, and the School District.

The half day forum in 2012 was focused on developing partnerships and collaboration among stakeholders to reduce the involvement of developmentally disabled youth in the criminal justice system and to develop networks and actions for support in this regard.

### **SURREY RCMP'S AUXILIARY CONSTABLE PROGRAM**

The Surrey RCMP detachment has one of the largest Auxiliary Constable Programs in British Columbia. The Surrey Auxiliary Constable Program remains very active throughout the city assisting in community events as well as the ride along program. Currently there are 85 auxiliary constables with an additional 17 scheduled to graduate into the Program in June 2013.

In 2012, Surrey Detachment Auxiliary Constables volunteered 20,634 hours of time. This is up from the previous year by 500 hours. Nine auxiliary constables volunteered over 500 hours. Two volunteered over 800 hours. In 2012, Surrey Auxiliary Constables participated in over 200 events including the Vaisakhi Parade, the Cloverdale Rodeo, Canada Day Celebrations, Halloween, Remembrance Day, the Fusion Fest and on New Year's Eve.

The Surrey Auxiliary Constable Program is multi-cultural. Within the group, there is the ability to communicate in 15 different languages. These skills are often utilized where there is a language barrier.

### **SURREY CRIME PREVENTION SOCIETY (SCPS)**

In 2012, Surrey Crime Prevention Society conducted a review of their programs and services and formally committed to aligning their Society's goals and projects with the City's Crime Reduction Strategy. The Society is committed to supporting community safety and public safety awareness programs through the involvement of their volunteers. The Society's over 240 trained volunteers logged 16,594 hours participating in over 33 special events and projects during 2012.

Highlights include:

- 50,583 vehicles were monitored by SCPS-trained volunteers through the Speed Watch Program;
- During the summer months of 2012, volunteers attended Crescent Beach and the surrounding area observing and reporting suspicious activities to the RCMP;
- The Society was actively involved as a community partner working with the City to address community concerns raised in the Cloverdale area. This included community volunteers conducting "tours" in the Port Kells and Clayton Heights areas. There were 48 Patrols (2 volunteers per vehicle with 6 hours per shift) and 576 volunteer hours contributed to patrolling these areas.

### **CITY OF SURREY, CUPE 402 AND SURREY SCHOOL DISTRICT MENTORING PROJECT**

The City's Youth Mentorship Program is lead by the City's Human Resources Department and is a partnership between the City, the Surrey School District and CUPE Local 402. The partnership

was formed in May 2008. Since that date, more than 60 young people have been mentored by City staff. Under this project, City of Surrey employees volunteer to partner with young people from the Surrey School District's Learning Centres to allow them to gain valuable work experience and to grow their understand of workplace standards.

The Program involves a student 'job shadowing' an employee for three weeks. Through the support of CUPE Local 402, the students gain hands-on work experience and a greater understanding of potential career options. The Program has been well received by all parties. The young people have remarked that these work experiences have increased their focus, renewed their commitment to graduate, and helped them gain confidence for the future. Positive, lasting relationships have resulted from the program.

In February 2012, six (6) students and five (5) mentors participated in the program. In November 2012, five (5) students and five (5) mentors participated in the program.

The School District finds that the program helps young people connect with their community by increasing their understanding of municipal government. Most of the participating students have never visited City Hall before their mentorship opportunity.

#### **CITY OF SURREY BYLAW DIVISION - Truck Inspection Partnership Project**

On September 17 and 18, 2012 at several locations throughout the City of Surrey and approaching the City of Surrey the Surrey RCMP in partnership with representatives from the Ministry of Transportation and Infrastructure's Commercial Vehicle Safety and Enforcement Branch (CVSE), the City of Surrey By-Law Enforcement Section, the Fraser Valley Integrated Road Safety Team (IRSU), the Delta Police, the New Westminster Police, the CP Rail Police, WorkSafe BC, and Transport Canada checked commercial vehicles to confirm their compliance with applicable safety legislation. This action was undertaken due to increasing concerns with the safety of large vehicles using public streets. As a result of the action, a total of 41 vehicles were required to undertake minor repairs and 78 required to undertake immediate repairs.

Additionally, Surrey By-Law Officers and police monitored and examined vehicles transporting scrap metal and wire to ensure correct ownership of the goods. All participating enforcement agencies checked trailers to ensure the cargo was properly secured and that any hazardous materials were being safely transported in accordance with provincial legislation.

- There were 215 violation tickets issued over the two days totalling \$41,177 in fines.
- The main charges were for defective vehicles, insecure loads, seatbelts, speeding, and distracted drivers.
- Transport Canada conducted 8 Federal Dangerous Goods Inspections.

Despite the above statistics it was concluded that the vast majority of commercial vehicles were operated in a safe and professional manner.

## MULTICULTURAL COMMUNITY MURAL PROJECT

DiverseCity Community Resources Society, in partnership with the City of Surrey, the Arts Council of Surrey, and Anthem Properties, was granted provincial funding to create the first digitally-designed Mural for Surrey that reflects the diversity of Surrey's residents. A Grade 12 student of Sullivan Heights Secondary School, Thomas Nelles, was selected over professional artists for the design of the project, which is located near and can be viewed from the Newton Exchange bus loop at 72 Avenue and 137 Street. The Mural was installed on the north facing wall of an Anthem Properties building in the Newton Town Centre at 72nd Avenue and 138th Street. The official launch of the Mural occurred as part of the Newton Day Festival in June 2012.

## SHARING BEST PRACTICES - National and Provincial Outreach

Surrey is an active member of Canada's National Municipal Network on Crime Prevention and Community Safety. The Network was created and is coordinated by the Institute for the Prevention of Crime (IPC) at the University of Ottawa. The Network currently includes Surrey, Vancouver, Edmonton, Calgary, Saskatoon, Regina, Winnipeg, Waterloo Region, Toronto, Ottawa, Montreal, Quebec City, Saint John, and Halifax. Red Deer is joining the Network in 2013.

This Network serves to develop, build upon and promote the use of best practices. Network members, inspired by the works of criminologist Dr. Irvin Waller, meet regularly via teleconference to share knowledge and experiences.

### Expansion of Crime Reduction Model as a Best Practice

Two delegations visited Surrey in 2012 to learn more about the City's Crime Reduction Strategy.

**Provincial** – In September 2012 a delegation from the City of Prince George attended Surrey to learn more about the Surrey CRS, how the CRS is being implemented, and to learn about our successes. Prince George began developing its own crime reduction strategy in 2013.

**National and International** – In November 2012 the National Crime Prevention Centre in Ottawa requested that Surrey host an international delegation from Israel to showcase our successes. The full day meeting included presentations from the City of Surrey's Crime Reduction Strategy, the Surrey RCMP and the Surrey School District.

## SPECIALIZED HOUSING AND TREATMENT FACILITIES

Alder Gardens - Alder Gardens is a 36-unit housing project for single women with children, operated by the YWCA, which opened in March 2012. The facility is located in Newton, adjacent to the library, recreation centre and the wave pool – a great location for young families. Alder Gardens offers support services to residents in relation to breaking out of the cycle of poverty and transitioning to economic independence. There have been 47 mothers and 81 children served by Alder Gardens.

- Referrals were made by several other community organizations including: Sources, Options, Surrey Women's Centre, DiverseCity, Options, Kla How Eya, Metis Family

Services, Atira and PICS to assist mothers and children with challenges such as childcare, parenting skills and immigration issues.

- Partnerships with Crime Free Multi-Housing continue and a new partnership with Van City resulted in one-on-one Financial Literacy sessions being offered to residents along with Group sessions.
- Connections with Eversafe Ranch and Soroptomists who supply women with furniture and household items were made. Alder Gardens staff networked with community organizations such as Help on Wheels and the Berea Baptist Church to support tenants with bread and other food items on a weekly basis.
- A YWCA volunteer offers piano lessons to children staying at Alder Gardens, a project which has had significant participation.
- Practicum students from Kwantlen Polytechnic University provided workshops throughout 2012 on Health and Wellbeing, as well as organized arts and craft events.

In 2012, the community garden had its first successful harvest and residents are eager for the next new season. The garden committee also began to publish a community garden newsletter for fellow tenants and held its first monthly Community Kitchen in December 2012.

Throughout 2012, Alder Gardens staff assisted mothers in taking steps to returning to work or continuing their education by either directly working with them on applications and resumes, or referring them directly to employment counsellors and schools. Referrals for Legal Advocacy and Support also took place in 2012 to South Fraser Women's Services Society and the Legal Services Society. Assistance was also provided for Food Security, by supplying women with a start-up kit from the Surrey Food bank, and referrals from Quest Low Cost Grocery Store. Referrals were also made to in relation to the City's leisure access program, which allows families to access recreation services at reduced rates. Newton recreation centre staff attended on site to expedite the process for applying for leisure access passes for women facing barriers such as lost ID.

Quibble Creek Sobering and Assessment Centre (SAC) - The Fraser Health operated Quibble Creek Sobering and Assessment Centre (QC SAC) is open on a 24/7 basis and provides a safe, sheltered environment for individuals to sober up and to received medical support. The Centre is located across the street from Surrey Memorial Hospital.

A nurse assesses each client upon admission and a health care worker monitors them throughout their stay to ensure their safety. A counsellor is available to assist clients in connecting with other relevant resources including withdrawal management support, counselling and housing. The Centre has the capacity to support up to 25 individuals at any given time and is accessible by both male and female adults, as well as youth, on a case by case basis.

Since its opening in September 2012, the Centre has provided support to over 800 substance-using people many of whom are street entrenched and marginalized. Sixty one per cent (61%) of the clients were primarily seeking support to sober up from alcohol, 10% were seeking support to sober up from stimulants, and 13 % from stimulants and depressants. Overall, 10% of those



attending the Centre were referred to Creekside Withdrawal Management Centre for detox support.

One of the outcomes of the Centre is a diversion of intoxicated clients away from the Surrey Memorial Hospital Emergency Department and jail holding cells. Approximately 30% of client referrals to the Centre have come from Surrey Memorial Hospital's Emergency Department and 30% from Surrey RCMP.

New Phoenix Transition Housing Centre - The new Phoenix Transition Housing programs at Quibble Creek opened in August 2012. The Phoenix Society operates a 15-bed short transitional access to recovery residential facility (STAR) connecting adult men who are homeless or at risk of homelessness to the treatment continuum. Since its opening in August to December 2012, the STAR program connected 66 adult men with the treatment continuum.

The Phoenix Society also operates a 52-bed, long-term post-treatment supportive transition housing program for men and women. The transition housing program is integrated with employment assistance and educational upgrading services and supports at the Phoenix Centre. The Phoenix Transitional Housing Program welcomed 40 new residents from August to December 2012, connecting them with the integrated services and supports at the Phoenix Centre to complete educational and employment action plans.

#### **CROSS-FUNCTIONAL OUTREACH TEAMS FOR VULNERABLE POPULATIONS - Welcoming Communities Program (WCP)**

The City of Surrey was awarded the role as the sponsoring organization for the Welcoming Communities Program ("WCP") in Surrey. The WCP is focused on ensuring that communities across BC are welcoming and inclusive for new immigrants and refugees. The WCP is a program of Welcome BC – the Province's strategic framework for settlement services and welcoming communities' initiatives.

Welcome BC has allocated \$667,000 to Surrey to establish a Community Partnership Committee and by means of the Committee to develop and implement a Welcoming Communities Action Plan. The funding from the WCP is to be used between January 1, 2013 and March 31, 2014. The successful settlement and integration of new immigrants and refugees into the social and economic life of the City is of vital importance to the on-going health and vitality of Surrey.

The WCP represents an important opportunity for the City of Surrey to support and participate in a collaborative Community Partnership that will develop and implement a coordinated and strategic plan for increasing Surrey's capacity to support and welcome newcomers.

## **SUSTAINABILITY CONSIDERATIONS**

The Crime Reduction Strategy assists in achieving the objectives of the City's Sustainability Charter; more specifically, action item SC11, which identifies the Crime Reduction Strategy and the Plan for the Social Well-Being of Surrey Residents as the foundations for building a safe community.

## **CONCLUSION**

The Crime Reduction Strategy has continued to gain momentum and strength as outlined in the Crime Reduction Strategy Annual Report for 2012, a copy of which is attached to this report as Appendix I. Partnerships will continue to be formed to build further momentum in implementing the recommendations of the Crime Reduction Strategy during 2013 and in future years, with a view to on-going enhancement of the quality of life in Surrey. Staff will distribute the Report to partners and key stakeholders who have been engaged in the on-going implementation of the Strategy.

Colleen Kerr  
Crime Reduction Strategy Manager

CK/mc

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**Appendix I:** Surrey Crime Reduction Strategy Annual Report 2012

# City of Surrey Crime Reduction Strategy



ANNUAL REPORT 2012

Reporting Back on Community Safety

City of Surrey  
Crime Reduction Strategy



**ANNUAL REPORT 2012**

**Reporting Back on Community Safety**

Introduction and Background.....5

**SECTION 1 |** Prevent and Deter Crime Strand .....6

**SECTION 2 |** Apprehend and Prosecute Offenders Strand.....53

**SECTION 3 |** Rehabilitate and Reintegrate Strand.....66

**SECTION 4 |** Reality and Perceptions of Crime Strand..... 106

## Message from the Mayor



On behalf of City Council, I am pleased to present the City of Surrey's Crime Reduction Strategy 2012 Annual Report.

Initiated in 2006, , Surrey's Crime Reduction Strategy provides an innovative problem-solving approach to address the root causes of crime. It is a collaborative strategy whose success has depended upon the concerted efforts and collective input of numerous stakeholders across our City. This is a living document whose 106 recommendations continue to be implemented and whose programs help foster new partnerships and create innovative programs to address crime.

The involvement of the Surrey R.C.M.P, Surrey Fire Service, over 50 community groups and over 100 individuals, as well as all 3 levels of government, have contributed to the effectiveness of this strategy. I would like to thank all of the stakeholders, and Councillors Villeneuve, Steele and Martin who contributed to the initial implementation of this program.

I am very proud that the Surrey Crime Reduction Strategy has been recognized internationally and continues to act as a model for other municipalities in the province and across Canada.

Thank you for all of your support.

A handwritten signature in black ink, appearing to read 'Dianne L. Watts'.

**Dianne L. Watts | Mayor**



The City has continued to actively engage with residents, businesses and local stakeholders in efforts to improve community safety. While we continue to work on several issues, we have seen real progress in improving the quality of life for Surrey residents.

Community engagement has been enhanced through the development and implementation of a new community consultation process, laying the groundwork for more effective dialogue with local stakeholders. Further to this end, one on one relationship building and dialogue with residents and businesses has continued to address crime through a collaborative approach. In addition to this, major steps have been taken to curb the effects of domestic abuse and to ensure the safety of vulnerable youth in our City.

I want to thank our many partners for their hard work and dedication, as we continue to improve the safety of our communities.

**Councillor Rasode** Chair, Community Safety Committee; Chair, Police Committee



**Councillor Tom Gill**

Chair, Finance Committee; Chair, Transportation and Infrastructure; Chair, Audit Committee



**Councillor Bruce Hayne**

Chair, Environmental Sustainability Advisory Committee; Vice Chair, Investment and Innovation Committee



**Councillor Linda Hepner**

Chair, Parks, Recreation & Sport Tourism Committee; Chair, Agriculture and Food Security Committee



**Councillor Marvin Hunt**

Chair, Intergovernmental Affairs Committee; Chair Investment and Innovation Committee; Library Board



**Councillor Mary Martin**

Chair, Diversity Advisory Committee; Chair, Community Health Programs Committee



**Councillor Barbara Steele**

Chair, Seniors Advisory and Accessibility Committee; Chair, Surrey Heritage Advisory Commission; Vice-Chair, Cultural Development Advisory Committee



**Councillor Judy Villeneuve**

Chair, Social Planning Advisory Committee; Chair, Culture Development Advisory Committee; Chair, Public Art Advisory Committee



# Introduction & Background

The relationship between crime and broader social issues is complex and interconnected. Recognizing this, in June 2006, Surrey City Council implemented a Crime Reduction Strategy that mandated City staff to work collaboratively with a variety of stakeholders to reduce crime in Surrey.

The Surrey Crime Reduction Strategy departs from conventional thinking by addressing the root causes of crime. It recognizes that a cooperative approach between the City, the RCMP, the provincial and federal governments and private sector agencies is needed.

## TACKLING THE ROOT CAUSES OF CRIME STARTS WITH A PROBLEM-SOLVING ATTITUDE THAT FOCUSES ON:

- Enhancing projects and programs that are working.
- Facilitating partnerships to implement new, evidence-based strategies.

## With this in mind, the City established these Primary Objectives:

1. Reduce crime and increase community safety.
2. Increase public involvement in reducing crime.
3. Increase integration between all stakeholders involved in crime reduction.
4. Improve public awareness around the reality and perception of crime.

## The Primary Objectives are achieved through strategies in each of the following Four Strands:

1. Prevent and Deter Crime.
2. Apprehend and Prosecute Offenders.
3. Rehabilitate and Reintegrate Offenders.
4. Reality and Perceptions of Crime.

## 2012 ANNUAL REPORT

The 2012 Annual Report highlights many of the Crime Reduction Strategy's key achievements as accomplished by both City and community partners.

The City continuously strives to develop partnerships to reduce crime and improve the quality of life for all Surrey residents. We are very pleased with the continuing enthusiasm which is felt for Surrey's Crime Reduction Strategy and thank everyone for contributing to this successful initiative.

New partnerships continue to be built making it virtually impossible to ensure that all groups or projects are included. Our intent with this Annual Report is to provide a snapshot of many of the highlights and achievements across all of the 106 recommendations. Please contact us to get connected.

## SECTION 1

# Prevent and Deter Crime

The Prevent and Deter Crime strand focuses on the actions that can be taken to prevent and deter priority crime and anti-social behaviour in Surrey. This requires the involvement and partnership of numerous stakeholders.





## 1.1 POLICING

Whether it be on the streets, in crime hot spots, at public gatherings or at major events, one of the goals of the City of Surrey's Crime Reduction Strategy is to prevent and deter crime through a visible police presence. This includes the implementation of the Community Safety Officer pilot project, the use of visible safety vests and enhanced safety at Skytrain stations, on transit and in bus loops. It also includes ensuring that police resources keep pace with population growth.

### ACHIEVEMENTS

#### COMMUNITY SAFETY OFFICERS

The year 2012 marked the fourth year for the Community Safety Officer (CSO) Pilot Project, which provided an added police presence in the community.

- Based in each of the 5 District Detachments, the CSO's continued to focus largely on community liaison and crime prevention initiatives including special events and business outreach.

#### Business License Outreach

The Business License Outreach Project is a partnership between the Surrey RCMP and the City's Bylaws Division. It serves to engage new business license holders with support services such as security site assessments based on CPTED principles, communication on hot spot or crime trends and educational materials and workshops for employees.

- In 2012, a total of 975 businesses were contacted by the CSO in their district and were offered support, including CPTED advice



Community Safety Officers participate at special events throughout the year – shown here, Special Constable Amar Gill with mascots (RCMP Safety Bear and BC Lions Leo the Lion)



## AUXILIARY CONSTABLE PROGRAM

The Surrey RCMP detachment has one of the largest Auxiliary Constable Programs in British Columbia.

The Auxiliary Constable program remains very active throughout the city participating in community events as well as the ride along program.

- Currently there are 85 active auxiliary constables with an additional 17 scheduled to graduate in June 2013.
- In 2012, Surrey Detachment Auxiliary Constables volunteered 20,634 hours. This is up from the previous year by 500 hours. Nine auxiliary constables volunteered over 500 hours. Two volunteered over 800 hours.
- In 2012, Surrey Auxiliary Constables participated in over 200 events including Vaisakhi, Cloverdale Rodeo, Canada Day Celebrations, Halloween, Remembrance Day, Fusion Fest and, New Years Eve.

The Surrey Auxiliary Constable Program is multi-cultural. Within the group, there is the ability to communicate in 15 different languages. These skills are often utilized where there is a language barrier.

“Auxiliary Constables contributed 20,634 hours to the community in 2012.”

## ENHANCED SAFETY AT SKYTRAIN STATIONS

### JOINT RCMP AND TRANSIT POLICE PROJECT

The year 2012 marked the second year of operation for the Surrey RCMP and Transit Police partnership office located at the Surrey Central Skytrain station in the City Centre. Also, known as “Ranmore”, the office space, which is supported financially by the City, represents a partnership involving one Surrey RCMP officer and one Transit Police officer who work together to implement high visibility foot patrols and community outreach in the areas around Surrey Central.

- This strong partnership ensures the development of positive relationships, increased contacts and networks within the community, an increased awareness of local issues, and a common enforcement strategy between the RCMP and Transit Police.
- The Surrey Central area is heavily utilized and accommodates the Central City Mall, Central City Office Building and the Simon Fraser University – Surrey Campus (SFU-Surrey).
- Combined with a large Transit and Skytrain hub, this area sees up to 70,000 people per day utilizing the Sky Train as well as approximately 6,000 University students attending classes.
- Central City Mall is 550,000 Square feet servicing a variety of businesses, as well as 130 retail stores and 27 restaurants.

- The District 1 store front building, “Ranmore” is strategically and centrally located in the heart of this busy area, resulting in a marked decline in crime which has further resulted in increased public safety. This is recognized by the regular positive feedback on the policing efforts received from transit users, pedestrians, and local businesses.
- This added police presence will remain an added positive feature of the rapidly changing City Centre and is an excellent example of a proactive RCMP, Transit Police and City partnership.

“...represents a partnership involving one Surrey RCMP officer and one Transit Police officer who work together to implement high visibility foot patrols and community outreach in the areas around Surrey Central.”



## TRANSIT POLICE

Throughout 2012, the South Coast British Columbia Transportation Authority Police Service (SCBCTAPS), also known as “Transit Police,” have continued to maintain a highly visible presence in Surrey, particularly along the Skytrain (King George) corridor.

- On every shift, two officers are deployed along the stretch of rail between Scott Road Station and King George Station.
- Throughout 2012, Transit Police partnered with the City of Surrey and the Surrey RCMP on several initiatives. In September, Transit Police partnered with Translink, the City of Surrey, Impark, Crime Stoppers and Coast Mountain Bus Security in a parking lot awareness campaign at the Scott Road Park and Ride (see page 17).
- Protocol for footage requests from the City of Surrey CCTV cameras at the Scott Road park and ride facility is in place allowing law enforcement to access the footage for specific investigations.
- Transit Police continued to support Surrey RCMP at special events, as well as with community and special project initiatives in 2012, including partnership initiatives at bus loops and exchanges throughout the City.



## 1.2 RESEARCH

Enhanced crime analysis and coordination with academic researchers assists decision makers in gaining a greater understanding of the root causes of criminal or nuisance behaviour.

### ACHIEVEMENTS

#### CRIME ANALYSIS AND EVIDENCE BASED DECISION MAKING

The City of Surrey works very closely with the Surrey RCMP on numerous community safety and crime reduction issues as they arise. Together we formulate initiatives, programs and projects to address these issues. The RCMP also produces Quarterly Crime Stat Reports and monthly crime maps, and makes these available on their website [www.surrey.rcmp.ca](http://www.surrey.rcmp.ca)

- In total the Crime Analysts completed 967 crime analysis requests as well as ongoing analytical support and requests specific to crime reduction initiatives and emerging crime trends.



“In 2012, Crime Analysts completed 967 crime analysis requests as well as provided ongoing analytical support to the detachments and crime reduction initiatives.”

## 1.3 EDUCATION AND AWARENESS

Both educating the public about how they can avoid being victims of crime and educating potential offenders about the effects of crime, are objectives of the City's Crime Reduction Strategy. The City has improved its online presence, supported the development of youth education strategies and developed substance use awareness programs.



In 2012, the Surrey Crime Prevention Society (SCPS) rebranded their programs from crime prevention to community safety in an effort to be more holistic in their approach and to align more with the goals and objectives of City of Surrey's Crime Reduction Strategy.

## ACHIEVEMENTS

### CRIME REDUCTION STRATEGY WEBSITE

The Crime Reduction Strategy website serves to inform the public with information such as links to RCMP crime statistics and community service websites, event information and updates from key City partners and stakeholders.

Crime Reduction Strategy website:  
[www.surrey.ca/crimereduction](http://www.surrey.ca/crimereduction)

### METH WATCH PROGRAM

To curb the retail purchase of products that can be used in the production of methamphetamine, the Surrey Fire Service plays a lead role in the City's Meth Watch Program. Launched in 2007, there is an average of 200 businesses participating annually.

As part of this initiative, the Surrey Fire Service distributes over 2000 crime reduction pamphlets during inspections and targeted visits with city merchants annually.

## SURREY CRIME PREVENTION SOCIETY (SCPS)

In 2012, Surrey Crime Prevention Society conducted a review of their programs and services and formally committed to aligning their Society's goals and projects with the City's Crime Reduction Strategy. The Society is committed to supporting community safety and public safety awareness programs through the involvement of their volunteers.

The Society's over 240 trained volunteers logged 16,594 hours participating in over 33 special events projects throughout 2012.

Other highlights include:

- 50,583 vehicles were monitored by SCPS trained volunteers through their Speed Watch Program.
- During the summer months of 2012, volunteers attended Crescent Beach and the surrounding area observing and reporting suspicious activities to the RCMP.
- The Society was actively involved as a community partner working with the City to address community concerns raised in the Cloverdale area. This included community volunteers conducting "tours" in the Port Kells and Clayton Heights areas.
- For 2012, 48 Patrols (2 volunteers per vehicle with 6 hours per shift) and 576 volunteer hours were contributed to this area.

### Lock Out Auto Crime:

- 20,204 vehicles were checked in 2012 under the Lock Out Auto Crime Program.
- SCPS partnered with community stakeholders on two successful projects to raise public awareness on Lock Out Auto Crime.

### Metal and Wire Theft Education:

- 50 SCPS volunteers were trained by Crime Reduction staff, the Surrey Fire Department, RCMP and Cobra Electric to deliver public education related to Wire and Metal Theft.
- Trained volunteers attended 3 events where they specifically conducted an education and awareness building role specific to Metal & Wire Theft.

### Graffiti Removal:

- 2,427 sites were cleaned of graffiti.
- 613 volunteer hours supported the Anti-Graffiti Program.
- In addition, SCPS partnered with Community Corrections to have their clients participate in the graffiti removal program and fulfill the court appointed community service hours.

“In 2012, volunteers cleaned graffiti from 2,427 sites across the City.”



## SUBSTANCE USE AWARENESS TEAM (SUAT)

In May 2012, the City of Surrey, in partnership with Alcohol-Drug Education Services, BC Responsible and Problem Gambling Program, DiverseCity, Fraser Health, Keys: Housing and Health Solutions, Options Community Services Society, Pacific Community Resources Society, Servants Anonymous Society and Sources Community Resources Society, held Surrey's second Substance Use Awareness Week. The purpose of the initiative was to increase public knowledge and awareness about signs and symptoms of substance use, direct people where to find more information and advise how help can be obtained in relation to substance use.

Substance Use Awareness Week was launched with a delegation and proclamation on May 28, 2012. Themes (one for each day of the week) were:

- Prescription Medications
- Substance Use in Older Adults
- Parenting
- A Closer Look at Process Addictions
- Cool Refusal Skills
- Substance Use and Body Image
- Soft? Social? Natural? Drugs – Are they really?

After the 2012 Awareness Week, the Substance Use Awareness Week Committee felt there was more work to be done and expanded the committee role and name to the Substance Use Awareness Team (SUAT). The expansion to a team has basically allowed the group to do more.

The principal mandate of SUAT is similar to that of SUAW, it is to bring together experts in the community that will partner on initiatives that create awareness and educate the public about substance use, gambling and process addictions. As well, it provides education that promotes safe use of legal substances, gambling and internet games.

- SUAT strives to help reduce the stigma of substance use.
- SUAT works towards educating the public so those recovering from substances and process addictions do not have to feel shame and encourage them to access services.
- SUAT also strives to empower youth that choose not to engage in substance use.

The fundamental way in which these initiatives are facilitated is through collaboration and use of best practice principles and strategies, highlighting concerns that exist within our committee and encouraging research about trends in the community.

Substance Use Awareness Week 2013 will run from May 26-June 1.





## 1.4 ENVIRONMENTAL DESIGN/TARGET HARDENING

The City and RCMP, in partnership with residents and businesses have focused on addressing environmental factors to help reduce criminal or nuisance activity. Applying proven Crime Prevention Through Environmental Design (CPTED) principles (i.e., improving lighting and sight lines, removing trees, bush and/or unwanted debris and graffiti) has helped deter and/or eliminate problem activities in several areas.



Participants at the 2012 Crime Free Multi-Housing Property of the Year Recognition event.

## ACHIEVEMENTS

### ENHANCED STREET LIGHTING

The City has developed the Neighbourhood Enhancement Fund program to introduce infrastructure improvements such as street lights, sidewalks and trails. Specific to street light requests;

- Applications are made by residents requesting street lighting, and the City reviews and prioritizes the requests against available funding for lighting that will have the most significant impact on crime reduction and/or the public's sense of safety.
- In 2012, 36 requests were received of which 11 were approved as meeting the criteria.

More information, and an application form, can be found at:

<http://www.surrey.ca/plans-strategies/9896.aspx>

### CRIME FREE MULTI HOUSING (CFMH)

- On December 13, 2012 an event was held in City Hall Council Chambers to recognize the accomplishments of the Surrey CFMH Program and recognize various individuals for their outstanding contributions to crime prevention and community safety in Surrey. Attendees included Building & Property Managers involved with Surrey CFMH Program, RCMP members and City of Surrey Staff.
- In 2011, Surrey restructured the CFMH program and the December event provided an opportunity to highlight the success of the new model.
- As of December 2012, there are 77 certified properties in Surrey.

# 1.5 CLOSED CIRCUIT TELEVISION

## ACHIEVEMENTS

### SCOTT ROAD CCTV PROJECT

In 2012, upgrades were made to the CCTV cameras in the Scott Road Skytrain parking lot. This upgrade and enhancement to the existing system is part an ongoing maintenance plan for the project which was approved and implemented in 2009. Parking lot signage was also reviewed and updated in conjunction with this work.

In 2012, an expanded partnership with Transit Police resulted in several key successes including;

- One incident in which footage was retrieved and analyzed by Transit Police allowed them to more accurately determine what had occurred. This same footage revealed an unrelated second incident which was being investigated by the RCMP. Transit police obtained the footage and forwarded it to the lead investigator thereby assisting RCMP and ICBC with their investigation.
- A second case where footage was retrieved, allowed Transit Police officers to determine the make, model and colour of a vehicle involved in a parking lot hit and run incident.

In 2012, the Scott Road CCTV project evaluation was featured in an academic journal. See page 55 of this report.



“...enhancement to the existing CCTV system is part an ongoing maintenance plan for the project which was approved and implemented in 2009.”

## PARKING LOT AWARENESS AND LOCK OUT AUTO-CRIME EVENT

On September 12, 2012, a Parking Lot Awareness event was held. This partnership project included support from Transit Police, the City of Surrey, Crime Stoppers, Surrey Crime Prevention Society (SCPS), ICBC, Coast Mountain Bus Company's Transit Security and the Surrey RCMP.

- A media event held in the morning featured speeches from dignitaries including Transit Police Chief Neil Dubord, and Surrey Mayor Dianne Watts who reminded commuters not to leave valuables in their vehicle and to report all crime and suspicious activity.
- An educational event in the afternoon included resource booths and a Lock Out Auto Crime Audit conducted by Surrey Crime Prevention Society volunteers.

- An on-line survey was also created where commuters answered questions and entered a prize draw.

To determine if the education event changed commuter parking lot behaviour, one month after the event, a follow up audit was conducted.

- 75% of vehicles audited initially failed (left visible valuables or doors unlocked) compared to 45% in the follow-up audit of the same lot (comparable days and times).
- This program model will continue throughout 2013.



Parking lot awareness partnership team 2012.





## ICBC SPEED WATCH VOLUNTEER PROGRAM

ICBC supports the Surrey RCMP's five district offices, RCMP auxiliaries and Surrey Crime Prevention Society with the provincial Speed Watch program. Speed Watch is a community based initiative to help reduce speed-related crashes in communities such as Surrey. Statistics show that 7 out of 10 drivers actually adjust their speed once they see how fast they are driving.

- Using portable radar equipment and an electronic digital board, volunteers monitor speeds in high crash locations, parks, schools and playground zones.
- The board displays an instant readout of driver speed as they pass by.
- Information about problem speeding hotspots or requests by the public are monitored by Speed Watch teams and reported to police traffic sections.
- On average, Speed Watch volunteers in Surrey checked over 40,000 vehicles each month and volunteered over 3,000 hours throughout 2012.

## ICBC LOCK OUT AUTO CRIME & STOLEN AUTO RECOVERY PROGRAMS

ICBC supports the Surrey RCMP's five district offices and Surrey Crime Prevention Society with the Lock Out Auto Crime and Stolen Auto Recovery provincial programs.

Volunteers help battle auto crime by doing parking lot audits and placing Crime Prevention Notices onto the windshield of vehicles. These notices offer common sense tips to drivers to help protect them from becoming the victim of auto crime.

- In 2012, over 62,000 vehicles in Surrey were checked by volunteers as a potential target for auto crime.
- In 2012, Lock Out Auto Crime and Stolen Auto Recovery program volunteers audited and distributed over 1,500 Crime Prevention notices every month and volunteered over 5,700 hours throughout Surrey.
- From 2003 to 2012, theft from vehicles reported to ICBC decreased by 52% and vehicle thefts have decreased by 65% in Surrey.

## 1.6 SOCIAL SUPPORT

The Crime Reduction Strategy recommends that City departments and partner agencies coordinate to provide priority social support networks for individuals who have been involved in criminal activity or who are deemed at risk of becoming involved. Prevention and positive relationship building are also key aspects within this recommendation.



In May of 2012 members of the Surrey RCMP's Youth Section (as shown in picture above) volunteered their time at four different McDonald's locations throughout Surrey to help raise funds for McHappy Day. This year all proceeds raised in British Columbia McDonald's restaurants goes towards Ronald McDonald House BC. This money will assist in their campaign to build a new house on the grounds of BC Children's Hospital, to house 73 families of sick children undergoing treatment.

# ACHIEVEMENTS

## RCMP EARLY CHILDHOOD INTERVENTIONS

### Raise A Reader Program

In 2012, twelve (12) Surrey RCMP members took part in the Raise A Reader program.

- Members attend local schools and spend time reading to their assigned child.

### BCAA Crossing Guard Program

Surrey RCMP Youth members assist BCAA in implementing their crossing guard training program in Surrey schools.

- The RCMP members are responsible for training the local youth in safety when directing traffic at their schools.

### Big Brothers/Big Sisters In School Mentoring Program

In 2012, six (6) Surrey RCMP members were involved in this program which involves police members attending area schools once per week to spend an hour with their “little buddy.”

- Studies have shown that little buddies develop higher levels of self-confidence and self-esteem; have better relationships with adults and peers; are less likely to start using drugs and alcohol; and are less likely to engage in criminal activities.



### Operation Teddy Bear

This project is spearheaded solely by Surrey RCMP’s Constable Shawn Teichrieb. Constable Teichrieb organizes a number of volunteer RCMP members to visit young patients at Canuck Place, Ronald McDonald House and Children’s Hospital.

- In 2012, detachment members and staff generously contributed almost \$4,700 towards the purchase of teddy bears which were distributed to the patients. This initiative provides police members with a chance to reach out to these families allowing for some small respite from their normal treatment and daily routines.

“RCMP members volunteer their own personal time to support many worthwhile programs and projects in the community.”



## DIVERSECITY YOUTH MENTORING PROGRAMS

The After School Tutoring and Mentoring Program provides after-school support to immigrant and refugee children ages 6 - 12.

The program components address academic, social, emotional and physical needs of this population. The program served 624 clients in 2012 and achieved the following outcomes:

- Increased opportunity for children to develop peer and non-related adult relationships.
- Increased opportunity for children to experience leadership activities within the program.
- Increased opportunity for children to participate in group activities and workshops.
- Increased opportunity for children to receive homework and academic support, learn about the Canadian school system, and gain positive experience in a school setting.
- Increased knowledge of children about social-emotional issues for themselves and others.
- Increased awareness about positive and healthy behaviour through access to recreation.
- Increased awareness about healthy foods and the Canadian food guide.
- Increased access to healthy snacks in the program, learning about healthy eating at home and living an active lifestyle.
- Increased access of parents and children to understand/access mental health support in the program and/or be linked to other agency services.
- Increased opportunity for parents to participate in adult literacy and/or settlement support through the Community Integration Program.

Since 2006, DiverseCity has held Child and Youth Empowerment Camps (CYEC) every summer.

- In summer 2012, CYEC accepted 97 children and youth of all ethnicities and statuses (citizen, immigrant or refugee) into the weekly camps.
- The community partners in the camp were City of Surrey's Leisure and Recreation Staff, Vancity, Surrey RCMP and the Surrey Firefighters.
- The CYEC won the Soma Ganesan Spirit of Hope Award for its innovative work. The program works to increase self-esteem, communication and conflict resolution skills, and social skills for potentially vulnerable immigrant and refugee children.

## DIVERSECITY YOUNG INTEGRATION PROGRAM (YIP)

- The Youth Integration Program (YIP) specializes in assisting new immigrant youth, between the age of 13 to 15 and 16 to 18, to settle and adjust to life in Canada.
- The program provides training in essential developmental areas like cross-cultural communication, resume building & interview skills, volunteer experience and leadership workshops as well as recreational activities such as field trips, celebrations and cultural festivals.

Program participants may also be matched with a youth volunteer. Matches build positive relationships and friendships, develop English and conversation skills, as well as provide an opportunity for youth to learn more about Canadian society and culture through the eyes of someone their own age.

- In 2012, the program worked with four local secondary schools and supported over 75 newcomer youth in their transition to life in Canada.

## 1.7 EARLY CHILDHOOD DEVELOPMENT INTERVENTIONS

The City of Surrey believes that children who experience good health, loving care, positive relationships and play-based learning opportunities before entering school are at a distinct advantage and have greater chances of success in life.

### ACHIEVEMENTS

#### THE CHILDREN'S PARTNERSHIP OF SURREY-WHITE ROCK

*(Formerly the Office of Early Childhood Development, Learning & Care, Surrey-White Rock)*

The Children's Partnership represents a multi sectoral collaboration between the City of Surrey, Surrey School District, MCFD-Surrey, Fraser Health and United Way who are committed to working together to improve the health, well-being, development and learning potential of young children 0 – 12 and their families. They support the Children First Coalition and the Middle Childhood Matters Steering Committee.

In 2012, the Children's Partnership supported three major initiatives:

- The Children's Partnership launched a new website and continued promotional activities through production and distribution of a new resource guide for families with young children in Surrey and White Rock.
- In response to the Child Care Gap Assessment in 2011, a child care strategy task force has been struck to consider options for increasing available spaces in Surrey.
- In the second year of the "Neighbourhood Family Connections" Project, funded by Vancouver Foundation and launched with an agency collaborative of DiverseCity, Options and Alex House and the Children's Partnership, a survey was conducted with Surrey-White Rock service providers and parents to identify how they currently use early childhood services, identified gaps in services (such as transportation, location, etc.) and family needs.
  - » Four (4) neighbourhoods were selected – Whalley, South Surrey, Cloverdale and Newton, to pilot family connections projects over the next year.
- The Neighbourhood Small Grants project in the Whalley Oak Avenue Hub, co-funded by Vancouver Foundation and matched by the City of Surrey, continued in the second year. Projects such as the Community Halloween Bike Ride and Knitting the Circle – a multicultural literary and music fusion event were supported with a resident grants committee. Grant applications are due for March 31, 2013 for the next round.
- A Families First Summit was held on March 28, 2012. Keynote speakers Dr. Clyde Hertzman and Dr. Kimberley Schonert Reichl presented to 120 participants on emerging trends for families with young children in Surrey.
- In the fall of 2012, a survey on family friendly workplaces was developed and administered by the Children's Partnership.



- The Surrey Board of Trade promoted, developed and endorsed Families and Business resolutions in 2012. As well, an inaugural Child and Family Friendly Workplace Award was presented at the June Surrey Board of Trade AGM.
  - » In partnership with the Surrey Board of Trade, a second Business and Families Dialogue was held in February 2013, with the theme of “Family Friendly Surrey Workplaces” featuring speakers from IBM, Ritchie Bros. Auctioneers and Minister Stephanie Cadieux.
- In April 2012, a special roundtable focused on child and youth mental health issues. School, agency and government service providers were brought together to identify emerging mental health issues for children and youth.
- Two training workshops were held as follows:
  - » Strategies for supporting immigrant and refugee children and youth - 85 participants attended.
  - » Research on the value of play - 75 participants attended.

### Children First Coalition

The City continues to support the Children First Coalition with Parks, Recreation and Culture representatives co-chairing with Library Services.

- The Children First Coalition represents over 100 community and public agencies who work together to coordinate, plan and improve services for children under 6 and their families.
- The Coalition conducts research and identifies gaps and innovative responses to improve services to children and their families.
- Children First is involved in the administration and dissemination of the Early Development Index (EDI) developed by the Human Early Learning Partnership (HELP) at UBC.
- In 2011, the EDI revealed that 32% of children

under 6 are entering school with vulnerabilities that affect their school readiness. (In 2008-9 the EDI depicted that about 29% of children were vulnerable).

- » The EDI for 2013 will be available in September 2013.

### Middle Childhood Matters Steering Committee

The Middle Childhood Matters (MCM) Steering Committee represents over 30 community and public agencies that are committed to coordinating, planning and improving services for children aged 6 – 12 and their families.

- In 2012, the Committee continued its work on the development of a child development tool kit for distribution to parents and service providers.
- The MCM committee supported the 2012 Kids Conference.
- A research project began to identify the extent to which parenting programs and educational workshops are available for parents of this age group.
  - » A forum is planned for June 5 2013, where the research results will be shared and possible solutions to improve access to parenting supports will be explored.

“School, agency and government service providers were brought together to identify emerging mental health issues for children and youth.”

## First Steps Early Child Development Settlement Project

- Launched in 2008, the First Steps Early Child Development Settlement Project aims to meet the settlement and early adaptation needs of refugee children, aged from birth to five years of age, through a family-centred approach.
  - » A special initiative in 2012 was a partnership that supported First Steps families to participate for a three day camping experience at Alexandra Neighbourhood House. For many families, this was their first experience at the ocean and with a fun filled, engaging recreational camp experience. The City of Surrey was a key partner in this initiative.
  - » The City's Community & Leisure Services Division provided direct ECE support to the program to help build bridges with families and link them to other City services, as part of an integration strategy.

## South Asian Early Childhood Task Force

- This task force has operated since 2007 and has focused on promotional activities such as production of:
  - » An Early Childhood Development (ECD) annual calendar in Punjabi, Urdu and Hindi.
  - » Early childhood tool kits for parents in multiple languages.
  - » Speaking engagements on South Asian radio, TV and print media about parenting and the value of the early years.
  - » A highly successful Ambassador Dinner in 2012 occurred which worked to expand the Ambassadors who champion the importance of early childhood through informal community networks. In 2013, plans are being made for a follow up to this successful event.
  - » A website will also be launched in 2013.
  - » Ongoing research conducted and findings documented from this work, will be published in peer-reviewed journals.

## Sports and Me Pilot Program

The Sports & Me Pilot Program was created in partnership with the Community and Recreation Services Division of the Surrey Parks, Recreation and Culture Department, and the First Steps ECD Pilot Program. The First Steps Program provides a service to refugee children ages 0-6 and their primary caregivers (mainly mothers).

- » A need emerged to expand the age group and provide a program to middle years children (6 to 12 years of age) related to basic sport skills.
- » The father participants indicated they wanted to learn about the Canadian context of sports and to spend more time with their older children.
- » It was recognized that older refugee children were offered opportunities to participate in school-based sport related fieldtrips to civic facilities yet lacked the basic knowledge of language and etiquette on sports participation.

To respond to these needs, the Sports & Me program was created by the First Steps Program and the City's Community and Recreation Services Division.

- Sports and Me Pilot Program started at Newton in September 2011.
- Since its inception it has expanded to Guildford and between January and December 2012 there were 56 children enrolled between both sites.
- The program is also designed to support the specific needs of middle years refugee children, e.g., reduces the number of sports introduced in a regular program and focuses on development of sport language and sport etiquette.

The community partners have identified a need for the middle years children to have exposure to a short-term opportunity to learn basic sport skills, etiquette and language that would provide a “catch-up” to help them participate in community sports or school fieldtrips. Each cycle (typically 8-10 weeks long) offers orientation and education for three to four sports, provides facility orientation, language and etiquette training related to the sports.

- Orientation to the City of Surrey’s Leisure Access Program and other city services is provided, as well as opportunities to learn and play sports with the guidance of an instructor.

The First Steps program staff provide wraparound services for the children and families, including: outreach, registration, transportation, nutritious meals, and games/arts/crafts activities.

- The fathers are welcome to participate with their children and have an opportunity to learn together.
- After the physical activity component is completed, the children and staff have a nutritious lunch prior to engaging in an afternoon of arts, games, crafts and opportunities for social/emotional support and education.

These discussion periods are very important for children who may have limited outlets to talk about their environment as they settle into a new country.

- Some examples of topics covered include: bullying, self-esteem, self-care, anger, depression, safety, health and nutrition. Parents have an opportunity to better understand middle childhood development (age 6-12 yrs) and discuss and debrief with program staff about any areas of concern.



## 2012 RESULTS

- Approximately 25 families comprised of 56 children participated in 2 site locations (Newton and Guildford)

### Evaluation

Surveys are completed at the end of each cycle and the information is used to adjust future sessions to ensure the program is fresh and relevant. As well, the First Steps Program undergoes a quarterly quality improvement process, where this information is analyzed. Feedback is gathered from every level including frontline staff, management and the Board.

### Future Plans

The First Steps Program and the City of Surrey, Community and Recreation Services Division are pleased to report success in receiving additional funding through the Vancouver Foundation for the next 2 years to expand the program.

This opportunity has allowed the program to expand to Guildford on Fridays, and build upon the existing MYzone program for middle years children at that site. In addition, the project has secured a new partnership with SFU (Simon Fraser University)-Friends of Simon Program, to provide homework/academic support to these children during the program time.

Expansion to Guildford is an important step in supporting the growing needs of refugee families in that area.

For more information on middle years (MyZone) and critical hours programming see page 100.

For more information on Early Childhood and Middle Years projects, please visit:

**<http://www.childrenpartnershipsurreywr.com>**

## NOTEWORTHY OBSERVATIONS

Many girls in newcomer or refugee families do not have the opportunity to participate in sports due to cultural and family barriers.

This program provides a first time opportunity for many girls to play sports and with advocacy help from the staff, have a chance to speak to their families about the importance of their ongoing participation in sports and physical activity.

Some children, who would never know about or have access to community sports leagues, now have a chance to develop some basic skills and be able to participate in their school and community organized sports.

## DIVERSECITY'S CHILDREN PROGRAMS

The Multicultural Family Outreach Program (Whalley Family Program) provides outreach and multicultural programming to immigrant and refugee children under the age of six and their families who reside in the Surrey area.

- The program served 247 clients in 2012.

The First Steps ECD refugee settlement pilot project has been designed to serve both newly arrived (up to five years) refugee children ages birth to five years and their caregivers. A comprehensive range of integrated early learning (ECD) focused outreach, screening, health, early learning/literacy, parenting, family support, ESL and community connections services is provided at two locations.

- In 2012, 297 clients were served in the ECD refugee settlement project.



## ENHANCE LITERACY PROGRAMS

# ACHIEVEMENTS

## SURREY LIBRARIES

In 2012, 135,068 children and teens participated in Surrey Library programs both in the library and out in the community.

### Early Years

- Surrey Libraries hosted many programs and outreach initiatives to promote early childhood literacy.
  - » 83,827 children enrolled in the library's Summer Reading Club and other literacy programs in Surrey in 2012.

### Teens & Middle Years

- In 2012, the new City Centre Library welcomed all grade 8 students (almost 300 students) from Kwantlen Park Secondary during their Grade 8 Retreat. Library tours introduced them to programs at the library, gave them the chance to explore, do a scavenger hunt, and sign up for library cards. This helped teens get oriented with more youth resources available to them in the community. In addition to the library, they also visited SFU and the Chuck Bailey Recreation Centre.
- Newton and Strawberry Hill Libraries delivered 'Wacky Wednesday' programs in partnership with Parks, Recreation and Culture.
  - » This after-school program targets at-risk kids.
  - » 260 children participated in these sessions.
- Reading Buddies Program paired youth and K-Gr3 children to help develop mentoring skills in the teens and literacy skills in the children.
  - » Over 1,140 children were read to by their teen mentors. Teens also learn to contribute positively to their community and forge relationships with younger kids (help prevent bullying, disengagement, etc.).

- Teen Advisory Groups (TAGs) expanded to 3 other branches and are now based at City Centre, Guildford, Fleetwood and Semiahmoo Libraries with over 190 teens registered.
  - » TAGS provided opportunities to connect with teens through positive engagement, provision of an outlet for self expression, and an opportunity to help shape library programs.
  - » TAGS also provided opportunities for teens to develop and apply life skills (communication and leadership) in a formal environment while contributing to library programs.
- Guildford Library and Recreation Centre initiated stronger ties between the two areas of service, by identifying at risk children and youth and offering LEISURE ACCESS passes and Zone drop-in programs.





### Families & Newcomers

- In 2012, 11,130 adults attended various library programs such as:
  - » Career & job search;
  - » Computer classes; and
  - » English Conversation Circles & Storytimes
- Partnerships with agencies including Umoja, Servants Anonymous Society, and Surrey Urban Mission, to acquaint their clientele with library services.
- Staff conducted outreach to Food Banks, Surrey Urban Mission and shelters, creating an awareness of library resources to support people who may be struggling with poverty or other barriers which may prevent them from feeling comfortable attending the library.
- Surrey Libraries provided reduced cost or free meeting room space for agencies, including Alcoholics Anonymous, Narcotics Anonymous and Integrated Services teams.

## ENHANCE SOCIAL AND MENTORING PROGRAMS

### ACHIEVEMENTS

#### RCMP MENTORING AND PROGRAM SUPPORT PROJECTS

The Youth Section delivered a variety of lectures to youth in schools including how to identify and deal with bullying behaviours and increase the opportunities for adult intervention.

- In 2012, 126 lectures were delivered on bullying and internet safety reaching 5,870 students.
- In 2012, a total of 250 presentations were provided to 12,469 students

Youth unit members are also active in coaching activities. This allowed students an opportunity to interact with police in a less formal setting, building positive relationships for the future. The Youth Unit members volunteered numerous hours in various athletic programs and drop in sport programs with area youth in the evenings and on weekends.

“...encourages youth through education to continue to make positive decisions and choices. It works to empower youth to strengthen their leadership roles within their school and community.”

## A STEP BEYOND PROGRAM

In February 2012, Surrey RCMP kicked off their third annual 'A Step Beyond' program where 60 (sixty) local youth leaders, spent the day with the Surrey RCMP.

This innovative program encourages youth through education to continue to make positive decisions and choices. It works to empower youth to strengthen their leadership roles within their school and community. Leadership students are selected by local high school staff to attend the Surrey RCMP Detachment for a full day learning opportunity designed to educate the youth about different aspects of policing. A central focus is on drug abuse and its consequences.

- 60 (sixty) students received presentations by experts on drug and gang culture and met some of the RCMP's specialized sections including Police Dog Services, Traffic Services, and the Emergency Response Team.
- Students were also shown police defensive tactics and then taken on a tour of the City Centre detachment area. Together with the Surrey RCMP's Footbeat Section, the students walked the area, meeting some of the organizations and members of the community while experiencing the realities of a day in the life of an RCMP officer as well as those living on the street.

The 'A Step Beyond' programs takes the students beyond the classroom to expose them to some of the challenges facing those who are less fortunate and vulnerable in our community.

The program encourages the local youth to further their leadership roles within the community by conducting a presentation for their classmates about their experiences upon returning to their school.





A young Derek Bonner as a participant at the Youth Academy in 2004.

## RCMP YOUTH ACADEMY

In April 2012, 17 students from the Surrey School District participated in the 17th Annual Lower Mainland RCMP Youth Academy in Chilliwack, BC. This number of participants represents twice as many attending from Surrey than in the previous year. As well, the Youth Unit doubled its contribution to this week long activity (occurring the week after Spring Break), in both planning and event staffing.

The Grade 11 and 12 students who participated were put to the test as they received the opportunity to experience a small sample of what a career in law enforcement is all about.

The Academy is designed to provide a brief representation of what a police officer's day entails. Students observe and then role play several scenarios including mock demonstrations of domestic violence, break and enters, traffic violations, arrests, searches and even a mock court. Each troop is also exposed to one night of scenarios. It is a grueling schedule, yet past youth cadets have said it was one of the best experiences of their lives.

One of these is current Surrey RCMP Constable Derek Bonner. Constable Bonner participated

in the Youth Academy when he was in Grade 12 in 2004 and became a troop mentor at the 2012 Academy (see photos).

"I've been involved in this program ever since I graduated from Depot and came to Surrey in 2008", says the 24 year old Bonner, now with the Surrey RCMP's Youth Section. The Academy is as close to real time policing as these students are going to see.

"When I participated it definitely gave me the assurances I needed that this was what I wanted to do and solidified my interest in policing."

"It's a great opportunity for the students to decide if a career in law enforcement is for them."

Typically, 80 percent of the Academy's attendees pursue a career in law enforcement or related occupations.

The RCMP Lower Mainland Youth Academy's graduation ceremony was held on Wednesday, April 11th, 2012 at the Stillwood Camp & Conference Center in Chilliwack.



Constable Derek Bonner, 2012



## CITY OF SURREY, CUPE 402 AND SURREY SCHOOL DISTRICT MENTORING PROJECT

The City's Youth Mentorship Program is lead by the City's Human Resources Department and is a partnership between the City, the Surrey School District and CUPE Local 402.

- The partnership was formed in May 2008. Since that date, more than 60 young people have been mentored by City staff.
- Under this project, City of Surrey employees volunteer to partner with young people from the Surrey School District's Learning Centres to allow them to gain valuable work experience and to grow their understand of workplace standards.

The Program involves a student 'job shadowing' an employee for three weeks. Through the support of CUPE Local 402, the students gain hands-on work experience and a greater understanding of potential career options. The Program has been well received by all parties. The young people have remarked that these work experiences have increased their focus, renewed their commitment to graduate, and helped them gain confidence for the future. Positive, lasting relationships have resulted from the program.



“...we are very thankful for the partnership we have with the City of Surrey. The mentors take time out of their busy schedules in order to provide a meaningful learning opportunity for our students. The connections they make with the students are so positive and heartfelt. They are wonderful role models for our at-risk students. For this we are truly grateful.”

– School district personnel

- In February 2012, six (6) students and five (5) mentors participated in the program.
- In November 2012, five (5) students and five (5) mentors participated in the program.

The School District finds that the program helps young people connect with their community by increasing their understanding of municipal government. Most of the participating students have never visited City Hall before their mentorship opportunity.



## RCMP YOUTH PROGRAMS

### 2012 Junior Police Academy

Approximately 500 children aged 6-10 years had the opportunity to participate in this increasingly popular program.

- Children aged 6-10 participate in one of the five, one-day camps held across the city.
- Participants took part in a series of police exercises and demonstrations, including marching, the PARE fitness course and a forensic identification exercise.
- Each child received a t-shirt and badge for participating in the program. The focus is on building more positive relationships with children for the future.

### Multifaith Junior Police Academy

- Similar to the Junior Police Academy, INSET sponsors the Multi-faith Academy. Surrey Youth members also participate in this initiative as it is often held in Surrey.



# 1.8 YOUTH INTERVENTION & PARENTING PROGRAMS

While many circumstances can lead young people to become involved in crime or anti-social behaviour, effective youth intervention programs and good parenting can greatly reduce those chances.

## ACHIEVEMENTS

### PARKS DIVISION, SCHOOL & COMMUNITY PARTNERSHIPS

#### Lend-a-Hand

Throughout 2012, more than 2,272 students at 39 High schools and Elementary schools in the City of Surrey assisted in maintaining the park adjacent to their school. Once a week for a period of six months, responsibilities included picking up litter and removing graffiti.



#### Surrey Natural Areas Partnership (SNAP)

The SNAP program is a partnership between three local environmental community groups and the City of Surrey. Twelve post-secondary students are hired for the summer months to carry out habitat restoration, environmental education and community outreach activities. The SNAP team contributes to a better understanding of the importance of nature, and provides career-related employment opportunities for post-secondary students in environmental and communications fields of study.

#### Youth Environmental Stewardship Programs

The City of Surrey provides environmental volunteer opportunities for high-school-aged youth, encouraging them to be engaged in positive activities and to develop a sense of ownership over their local parks and communities. Students in these programs develop knowledge and skills related to nature and the environment, while also connecting with environmental professionals to learn about future education and employment opportunities. Over 250 youth volunteered regularly through these programs in 2012.

- Surrey Youth Stewardship Squad (SYSS) volunteers meet regularly to help restore Surrey's natural areas and outreach to their peers on environmental topics that are relevant to youth. Sixty SYSS volunteers contributed 343 volunteer hours in 2012.
- More than 100 members of Environmental Clubs at seven Surrey secondary schools adopted and regularly cared for natural area parks near their schools, strengthening the connection between students and their communities.
- Partnerships with two programs of the Fraser Health Authority provided regular opportunities for youth experiencing mental health issues to spend time volunteering in nature. Sixty youth in the Early Psychosis Intervention program and 15 youth in the Adolescent Day Treatment Program for adolescents with acute psychiatric illnesses participated weekly in environmental stewardship activities.





## COMMUNITY ENGAGEMENT

### Park Play

In the summer of 2012 more than 9,193 children participated in free activities, sports, games and crafts in 45 of their local parks throughout the City of Surrey. The program's objective is to enhance the sense of community in each park, encourage positive play opportunities and maintain a safe and comfortable atmosphere. Park Play also helped build child and youth friendly communities in Surrey Parks and throughout the surrounding neighbourhood.

### Eco Rangers

Eco Ranger volunteers raise public awareness about the importance of natural areas in urban settings and promote responsible park use. Eco Rangers are present in parks to welcome visitors, provide information about nature, and guide visitors on behaviours resulting in negative environmental impacts such as dogs off-leash and littering. The Eco Ranger program provides opportunities for volunteers, many of them youth, to develop communication skills and knowledge of nature and the environment. Twenty-three Eco Rangers contributed 439 volunteer hours in 2012.

### Community Picnics

Parks Operations held community picnics at 10 parks in the summer of 2012 with more than 1,300 residents attending. These community picnics are a great tool in promoting legitimate activities in parks and are an excellent opportunity for neighbours to meet with city staff and RCMP to express any concerns they might have.

### KEY ACHIEVEMENTS IN THESE DIRECT PROGRAMS ARE:

- Building a sense of community pride in local parks and neighbourhoods.
- Enhancing and beautifying park spaces.
- Increasing the awareness and safety of local park spaces.
- Increasing participation in positive activities throughout parks.
- Creating a sense of ownership in the community

## SOCIAL AND MENTORING PROGRAMS

## ACHIEVEMENTS

### MOBILE YOUTH OUTREACH (MOYO) PROGRAM

The Mobile Youth Outreach (MoYO) Program is a youth engagement program uniting multiple community partners to engage youth in their environment, offering resources and opportunities that foster meaningful community connections. The purpose of MoYO is to connect with and empower youth while providing resources and building relationships.

Every year MoYO works to adapt and modify its direction based on the needs of the community.

- The highest number of youth engaged was in South Surrey with 213 youth, followed by Fleetwood/Cloverdale with 205 youth.
- 70.3% of the youth were male and 29.7% were female.
- Tuesday, Thursday and Saturday were the days of the week with the highest amount of youth encountered.

### YOUTH FEST 2012

The City of Surrey's annual Youth Fest event was held on Saturday Sept.22, 2012 at the Guildford Recreation Centre attracting over 2,500 youth from across the City.

This high energy, positive youth event featured resource tables from youth specific service agencies, a flash mob, breakdance competition, skateboard demos, youth band showcases and free youth friendly activities.

In 2012, The Ministry of Job Innovation and Tourism's JobFest initiative made a stop at Youth Fest (Surrey's largest youth focused event). The goal of JobFest was to engage and excite youth with a large Rock concert themed stage while delivering labour market information and showcasing six career exploration tools developed by the Ministry.

Many local businesses supported and participated in the 2012 event including, Guildford Tim Horton's, Guildford Coast Capital, Coastal Riders, Concord Security, Long and McQuade, PartyWorks Interactive, Sonic Radio, 99.3 The Fox, Grimm's Fine Foods, Miss604, The Surrey Now and Surrey Leader.

### YOUTH WEEK 2012

Youth Week is an international celebration of youth held annually during the first week of May. It is a week of fun, interactive and celebration intended to build a strong connection between young people and their communities and to profile the issues, accomplishments and diversity of youth across the province.

Wherever Youth Week is celebrated, the concept is the same: Young people are important and need to be recognized in a constructive and positive manner. Youth contributions need to be acknowledged and celebrated.

- During Surrey's 2012 celebration week, City wide events, including the Youth Recognition Awards and 'City Jam' were held.
- Surrey's Youth Week celebrations in 2012 were coordinated by the City's Community & Recreation Services Division combined with a variety of resources and sponsors including Surrey School District, Richard Dolmat Photography, Dream Nest Studios, Coast Capital Savings, Guildford Town Centre Mall, Turtle Recording Studios, and the Cloverdale Seniors Advisory Board.

### SUMMER DAY CAMP VOLUNTEER PROGRAM

From July 3 to August 31, 2012, 158 volunteers worked in the Summer Day Camp Volunteer Program. Volunteers provided a safe environment for learning, laughing and exploring. Their eagerness and dedication played a vital role in making the summer day camps a fun, friendly and welcoming environment.

- Collectively, these 158 volunteers contributed more than 7,000 hours of time.

## FUTURE LEADERS PROGRAM

Since 2010, the Future Leaders program has helped hundreds of local youth to gain leadership skills, multiple certifications and the opportunity to build a set of skills and tools by shadowing experienced program instructors throughout the City of Surrey.

The program is available for youth 14-21 years old.

An Instructor Internship opportunity supports youth by providing them with the experience necessary to develop their skills and experience in teaching and leading recreational programs. At the end of the eight week work experience/shadowing opportunity, each youth leader receives a reference letter and a certificate to attach to their resumes.

The skills developed throughout this experience support each participant, not only with experience, but also with documentation that supports their ability to instruct programs within the City of Surrey or elsewhere. Since the program began in 2012, twelve (12) Future Leaders have been hired on as paid instructors for the City of Surrey. Many Future Leaders who have been hired on by the City as an instructor have come full circle and are now mentoring Future Leaders themselves.

## SURREY FIRE FIGHTERS' GIRL EMPOWERMENT PROGRAM: GIRLS GROUP

The City of Surrey Parks, Recreation and Culture Department, Surrey Fire Fighters' Charitable Society and Surrey School District Safe Schools Department have joined together in a partnership to support and oversee a program targeting at-risk girls attending high schools in Surrey.

The Girls Group Program began in April 2011 and was implemented at Kwantlen Park Secondary School to provide additional support and resources for at-risk girls in grades 8, 9 and 10.

Participants are referred to the program in September by vice principals, counsellors, aboriginal support workers and other school administrative staff who identify individuals they believe would benefit from the additional support.

- The girls who are referred are high risk, have trouble creating healthy relationships and have a number of barriers that prevent them from accessing community programming, sports or activities (low family income, police contacts, negative peer groups, negative family dynamics, poor school attendance and/or lack of success in school).

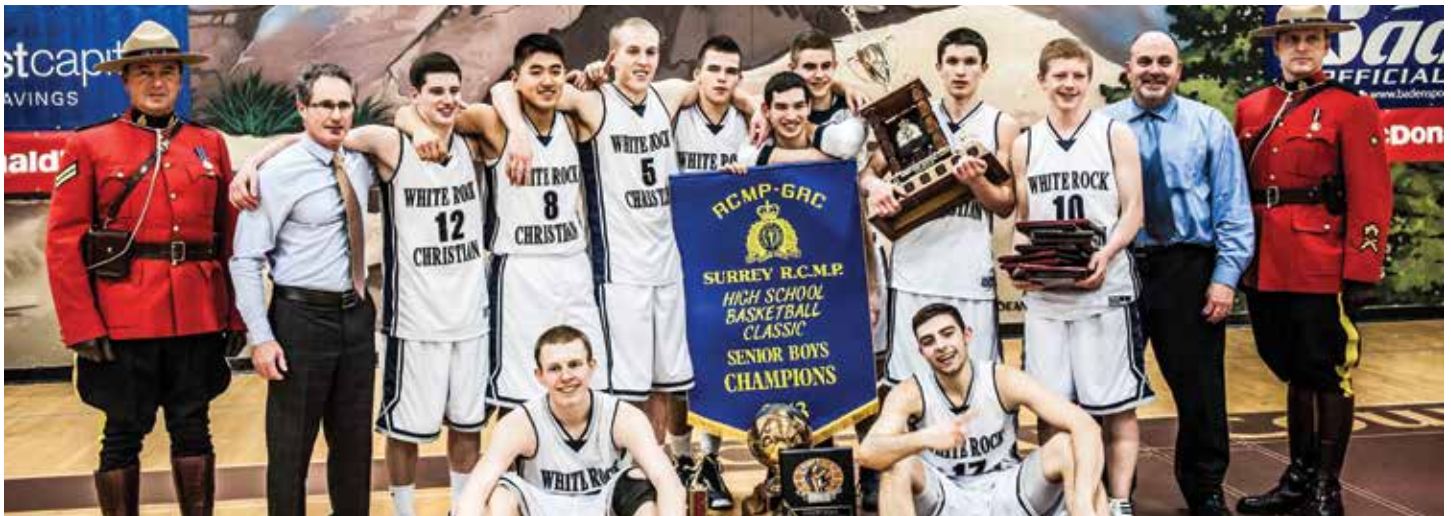
The program provides the participants with positive adult support, mentorship, opportunities for new recreational experiences and valuable teaching moments that reflect on health, wellness, lifestyle, relationships, and many other relevant issues.

In 2012, the Surrey Fire Fighters' Charitable Society committed to entering into a partnership with the Girls Group Program by not only providing operational funds for the 2012/2013 school year, but by also involving female fire fighters in the program when available. Having a female fire fighter involved in the group will provide another positive female role model and positive relationship for the participants.

- The program has now adopted a new name and as of September 2012 is known as the ***Surrey Fire Fighters' Girl Empowerment Program: Girls Group***.

“...at-risk girls are provided positive adult support, mentorship, opportunities for new recreational experiences and valuable teaching moments that reflect on health, wellness, lifestyle, relationships, and...”





## 2012 SURREY RCMP BASKETBALL CLASSIC TOURNAMENT

The Surrey RCMP Basketball Classic tournament is the largest annual high school boys basketball tournament in the province. While it is a joint-effort between Surrey School District 36 and the Surrey RCMP, all Surrey secondary schools both public and private are invited to participate in this premier annual event. The tournament features both a Senior and Junior division.

The Tournament culminates with the Senior Championship Game and the presentation of a number of awards by the Officer in Charge of Surrey Detachment, Superintendent of Surrey Schools and RCMP members in red serge.

- The 2012 tournament was the biggest ever, with 18 public schools and five private schools participating.

With the generous support of sponsors, the tournament provides each player/participant with a T-shirt and the opportunity to compete for trophies in several categories as well as scholarships.

- Close to \$9,000 in scholarships were awarded to players. The Roger Pierlet memorial scholarship was given out to the tournament MVP.

As is often the case, the tournament highlight was the game between school staff and the RCMP team – an exciting challenge enjoyed by all.

## I AM GAME – SPECIAL EVENTS

In 2011, the “I Am Game” Youth Committee was developed through an internal partnership between the City’s Outreach and Support Services and Diversity Services sections with the intent of developing meaningful engagement of youth in the planning, development and implementation of community events.

- I AM Game special events are inclusive sport events provided for free to children in Surrey. The events are meant to provide children with the opportunity to try sports and games that are safe, inclusive and fun, all in an effort to ensure their long-term participation in sport and play.
- 2012’s committee featured seven original members as well as the addition of ten (10) keen City of Surrey volunteers. The committee met monthly to plan events and explore innovative ways to ensure that the children at the events were being included and were having fun.
- The I AM Game Youth Committee organizes inclusive sport events held at various locations throughout Surrey in order to provide a unique sporting experience for children.
- 2012 included two “Try-it” events which featured fun games, activities and open instructional sessions which were led by local community coaches (lacrosse, rugby).
  - » Between the two events, approximately 80 children participated.

## SCHOOL SUSPENSION PROGRAMS

### ACHIEVEMENTS

#### SURREY SCHOOL DISTRICT IR3 PROGRAM

iR3 is an alternative to home suspension for students in grades 6-8 who are facing a first-time (or early intervention) suspension for substance use or aggressive behaviour (threats, physical violence, bullying, weapons).

iR3 stands for Intervention-Rethink, Refocus, Reintegrate. Rather than serving their suspensions at home or in school, students attend a two-day program and participate in a series of workshops and activities.

- iR3 is an option for school administration to use for students from grades 6-8 who have been temporarily suspended from school.
- iR3 provides them with the tools necessary to increase their personal growth, leadership abilities, motivation and self-worth.

This unique and innovative 2-day alternative to the traditional at-home suspension offers at-risk youth various preventative workshops presented by district Substance Use Liaison staff including conflict resolution, character building, violence prevention (bullying, gangs), internet safety and substance use prevention.

The goal is to successfully reintegrate students back into their schools who will be better connected to their school and community than when they left. Preliminary pre/post test data shows that attitudes towards police not only improve, but the youth involved in the program are less likely to be involved in future criminal acts.

- In 2012 there were 10 meetings with 19 youth participating in the program.

## EDUCATION AND AWARENESS PROGRAMS

### ACHIEVEMENTS

#### CHILDREN OF THE STREET SOCIETY (PREVENTION OF SEXUAL EXPLOITATION)

Children of the Street Society is a Provincial Society and Federal Charity dedicated to preventing the sexual exploitation of children and youth in British Columbia through education strategies, public awareness initiatives, and family support.

The Society's mission is to take a proactive approach through public awareness, education and early intervention strategies to prevent the sexual exploitation of children and youth, while offering support to families. The vision is to see a world where children and youth are safe and free from all forms of sexual exploitation.

The Society offers a variety of preventative programs which engage a diverse range of individuals and groups. The primary prevention tool is education and awareness workshops with over 500 workshops, in approximately 30 B.C. communities, and more than 25,000 participants annually.

“...unique and innovative 2-day alternative to the traditional at-home suspension offers at-risk youth various preventative workshops...”



## HIGHLIGHTS

### Youth Workshops – TCO2: Taking Care of Ourselves, Taking Care of Others

- In 2012, Children of the Street Society provided 78 workshops for 3,071 students throughout the Surrey School District.
- 11 workshops were for grade 6/7 students, 9 for grade 8/9, 57 for grade 10-12, and 1 for adult youth mentors. 4 of these classrooms were identified as high risk.
- Workshop facilitators engage students from grades 6-12 in an interactive and age appropriate conversation about sexual exploitation, human trafficking, sex trade recruitment, exploiters, deglamourizing the sex trade, the role of drugs and alcohol in exploitation, self exploitation online, online safety and the permanence of image sharing/sexting, the role of girls in gangs, healthy relationships and self worth.
- The program is unique in that it is presented by youth for youth, which promotes peer to peer empowerment and encourages student interaction.

### Adult/ Service Provider Workshop – It Can Happen To Anyone, presented by Diane Sowden

- In 2012, Children of the Street provided 3 workshops for 69 participants in Surrey. Workshops were provided for high risk youth, secondary students, service workers, adults and parents.
- The “It Can Happen to Anyone” workshop includes a comprehensive overview of youth sexual exploitation in British Columbia, case studies and trends of youth exploitation, online exploitation, an overview of legal issues surrounding sexual exploitation, and family support.



Diane Sowden, Executive Director – Advocate and Founder of the “Children of the Street” Society in B.C., the and mother of a child who became lost to the streets, drug use and sexual exploitation

## SCHOOL DISTRICT FIRST STEP PROGRAM – RCMP SUPPORT

First Step is a unique school-based program, aimed at enhancing communications between parents, children and their community on issues related to guns, gangs and violence.

- This student-led project provides opportunities for youth to present to, and engage with their parents on these issues, while developing a range of skills that build resilience to gang recruitment and connectedness to school and family.
- First Step involves students in the facilitation of parent evening on these issues, while using interactive one-on-one strategies.
- With the assistance of WRAP RCMP members and School District staff and a comprehensive training manual, students are provided with the training that they need to effectively engage their parents in discussions about gangs, guns and violence.
- Parents are powerful figures in influencing the behaviour of young people and a parent education component in school violence prevention programs can be an important contributing factor for reducing violent incidents involving young people.

## YOUTH INTERVENTION AND SUPERVISION ACHIEVEMENTS

### CHILD AND YOUTH FRIENDLY CITY STRATEGY (CYFCS)

The City of Surrey's Child and Youth Friendly City Strategy (CYFCS) was adopted in November 2010. The Strategy identifies how the City can promote the healthy development of young people from early childhood through middle childhood and adolescence.

### CYFCS Youth Stakeholder Meeting

- As a follow up to the Child and Youth Friendly City Strategy, a Surrey Youth Stakeholder meeting was convened September 24th, 2012, between the City, service providers, non-profits, the School District and youth to identify priorities and areas of focus for healthy youth development in Surrey.
- 48 attendees representing 21 organizations took part. This has led to an ongoing collaboration effort between multiple organizations to empower young people to build capacity and strengthen peer connections in their community.

### Youth Opportunities Update Newsletter

A semi-weekly Youth Opportunity Update e-newsletter is distributed to approximately 100 service providers and individuals. This operates as a hub of information on positive opportunities, resources and events for youth, as well as a method of providing information about current healthy youth development research. Feedback on the e-newsletter has been very positive and requests to be added to the distribution list continue.

The Surrey Leadership Youth Council (SLYC), organized their annual "Youth Speak Up!" forum on April 30th, 2012.

- Approximately 80 youth from across Surrey participated in the annual forum. This forum is an opportunity for youth to have dialogue with their peers and a voice in their community. The Surrey Leadership Youth Council (SLYC) continued this dialogue by sharing the ideas and perspectives of youth from the forum, with the City through presentation to Mayor and Council, and through workshops with City staff throughout 2012.

A key policy area of Surrey's CYFCS is youth engagement. The annual Youth Speak Up! forum is one way that the City of Surrey engages with Surrey youth.

“...healthy development of young people from early childhood through middle childhood and adolescence...”



Planned and facilitated by the youth volunteers of the SLYC, the purpose of the forum is to involve young people in community planning issues as well as to cultivate youth leadership.

SLYC organized three workshops focusing on public space and youth, youth engagement and recreation, and Surrey youth's messages to their community.

### Profile of Youth in Surrey

One of the recommendations of the CYFCS was to "prepare a profile of children and youth in Surrey that includes demographic and other relevant information that would provide an evidence-base for policy and program development."

The Youth Profile is intended to support the City's and community's efforts to support healthy youth development in Surrey.

"A Demographic Profile of Children and Families in Surrey & White Rock" was prepared by the Office of Early Childhood Development, Learning and Care (now called the Children's Partnership) and was released in October 2009. The Youth Profile complements the Children's Partnership by providing information on adolescents, aged 13 to 18 years, and young adults, aged 19 to 24 years.

The Youth Profile compiles publically available data from sources such as the 2006 and 2011 Canadian Census, Metro Vancouver, BC Ministry of Education, BC Stats, BC Ministry of Child and Family Development, Fraser Health Authority, and local non-profit organizations. The document notes that compiling existing data is challenging as different sources use different age ranges and geographic boundaries for different elements of the information.

The Youth Profile is organized into seven subject areas including:

- Youth in Surrey (population counts and general demographic information);
- Family Connections;
- School Connections;
- Community Connections;
- Healthy Development (physical and mental health);
- Transitions to Adulthood; and
- Special Youth Populations: (Aboriginal, refugee, youth in care, youth with disabilities etc.).

Overall the data indicates that youth in Surrey are doing well, enjoying school, and are active in the community. The information on special youth populations suggests that some young people may benefit from targeted support.

- The profile includes information about special populations of vulnerable youth. It is available for download on the City's website at [www.surrey.ca/files/SurreyYouthProfile2012.pdf](http://www.surrey.ca/files/SurreyYouthProfile2012.pdf)

“...an opportunity for youth to have dialogue with their peers and a voice in their community.”





### Youth Injection Prevention (YIP)

A Youth Injection Prevention workshop, part of a province-wide research initiative to identify protective factors that prevent youth from getting involved in injection drug use, took place on November 7th, 2012.

- The workshop was facilitated by the McCreary Centre Society and supported by the City of Surrey and Pacific Community Resources Society.
- 16 youth with a variety of life experiences were involved.

For more information on the City's Child & Youth Friendly City Strategy and to download the comprehensive plan, please see [www.surrey.ca/plans-strategies/3191.aspx](http://www.surrey.ca/plans-strategies/3191.aspx)

### WRAP PROGRAM

The RCMP, the Surrey School District and the City of Surrey continued to partner in the Wrap Program in 2012. The Wrap Program serves as an intervention and prevention program for at-risk and gang-associated youth in Surrey. The Wrap Team uses a wraparound model to ensure all elements of each student's care plan are implemented and maintained. The model focuses on 5 domains

for each student to assess and plan appropriate supports. The domains include; Family, School, Peer, Individual and Community. The City's Parks, Recreation and Culture Division partners with the Wrap program by providing youth and their families with support and opportunities in the Community or what is sometimes referred to as the 5th domain.

Wrap considers youth who are referred and assesses them based on their individual risk and protective factors.

- In 2012 the Wrap team worked with hundreds of youth, maintaining 48 individuals as 'active' in the intensive program.
- 120 new referrals were gained. Although only 25 went on to become fully involved in the program, the other 95 were added to the Supplemental Program and were provided with other less intensive programming (such as boys club).
- Youth that have shown increased resiliency and stability but are no longer requiring full Wrap intervention, often remain with the program and are referred to as "Alumni". This allows the Youth to maintain some of the supports and relationships that were responsible for their success, while they transition into young adulthood.

Wrap monitored, mentored, supported, encouraged, educated, and provided opportunities to youth through a variety of innovative, interactive, and dynamic venues throughout 2012.

- Wrap presented the 1st Step Program – a gang education and resiliency program – to grade 7 classes, at 8 elementary schools.
- Several Wrap youth were, and are currently, participants in the Boys Club and the Surrey Firefighters’ Girl Empowerment Program: Girls Group fitness and mentorship programs.
- The Guildford Park United Soccer program supported high need, inner city elementary schools and operated 4 days per week.
- The BC Lions partnered with the Wrap Project and together they created a Lions Pride Flag Football team.

### Other Highlights

- Development of a work experience program (community garden, graffiti removal, park clean-up, SPCA, Surrey Food Bank) which provided the youth with legitimate income, improved resumes, letters of reference, and hands-on experience in a variety of fields.

Additionally, the Wrap Team is continuing its partnership with the Acting Together Community University Research Alliance AT-CURA on research and development (see page 98) . Both qualitative and quantitative analyses are an on-going part of ensuring the best interventions and services are being provided to the youth and their families.

The City’s Parks, Recreation and Culture Division supports what is referred to as the 5th domain. This domain is the “community” piece of the continuum of service provided to the youth and their families. This is achieved by providing activities to encourage healthy engagement in the community for the at-risk youth referred to the program.

### ROLE of CSC2

The role of the City of Surrey Community Services Coordinator (CSC2) in the WRAP Program is to act as a bridge between the program and the community. The “community” domain includes but is not limited to recreational opportunities, volunteer experience, and employment. With the CSC in place, the youth in the WRAP program have had easier access to recreational space and opportunities. This role has allowed for the case managers working with students to put more of a focus on the other 4 domains which alleviates their workload. Some of the roles of the CSC2 include:

- Finding appropriate recreational opportunities for students based on their interests.
- Organizing the annual Spring Break camping trip.
- Organizing Volunteer opportunities and work experience.
- Developing relationships with other agencies and organizations in the community.
- Finding appropriate employment opportunities for the students and posting them weekly.
- Working with the Individual Case Managers on helping to connect the student and the family to the community through recreation and other means necessary to assist them.

“...the City of Surrey’s support role with the Wrap program, acts as a bridge between the program and the community. It provides important supports in the areas of recreational opportunities, volunteer or work experience, and more...”

## 1.9 “SAFE COMMUNITIES” INTERVENTIONS

Studies have shown that a well-maintained neighbourhood can help lower the incidence of criminal activity. To achieve this, the City’s Crime Reduction Strategy implemented neighbourhood maintenance initiatives, graffiti removal, unsightly premises policies, beautification strategies and community action group supports.



### ACHIEVEMENTS

#### CITY OF SURREY BYLAW DIVISION

##### Truck Inspection Partnership Project

On September 17 and 18, 2012 at several locations throughout the City of Surrey and approaching the City of Surrey the Surrey RCMP in partnership with representatives from the Ministry of Transportation and Infrastructure’s Commercial Vehicle Safety and Enforcement Branch (CVSE), the City of Surrey By-Law Enforcement Section, the Fraser Valley Integrated Road Safety Team (IRSU), the Delta Police, the New Westminster Police, the CP Rail Police, WorkSafe BC, and Transport Canada checked commercial vehicles to confirm their compliance with applicable safety legislation.

- This action was undertaken due to increasing concerns with the safety of large vehicles using public streets.
- As a result of the action, a total of 41 vehicles were required to undertake minor repairs and 78 required to undertake immediate repairs.



Additionally, Surrey By-Law Officers and police monitored and examined vehicles transporting scrap metal and wire to ensure correct ownership of the goods.

- All participating enforcement agencies checked trailers to ensure the cargo was properly secured and that any hazardous materials were being safely transported in accordance with provincial legislation.
- There were 215 violation tickets issued over the two days totalling \$41,177 in fines.
- The main charges were for defective vehicles, insecure loads, seatbelts, speeding, and distracted drivers.
- Transport Canada conducted 8 Federal Dangerous Goods Inspections.

Despite the above statistics it was concluded that the vast majority of commercial vehicles were operated in a safe and professional manner.

## Property Maintenance / Unsightly Premises By-law

The City of Surrey is involved in actively monitoring areas for graffiti, litter and general cleanliness.

### INVESTIGATIONS CONCLUDED:

Unsightly Properties	1551
Graffiti	162
Controlled Substance Properties	
EFSIT *	41
RCMP	60
Dumping	281
Parks Patrol	50

\*EFSIT = Electrical Fire Safety Inspection Team

### 2012 INVESTIGATIONS RECEIVED:

Unsightly Properties	1544
Graffiti	164
Controlled Substance Properties	
EFSIT *	42
RCMP	57
Dumping	291
Parks Patrol	47

## Controlled Substances Property By-law

By-law Officers have been involved in posting properties that have been identified by either the police or the Electrical Fire Safety Inspection team (EFSIT) as having a clandestine laboratory or a marijuana growing operation on site.

- As noted above, there were 41 EFSIT files concluded by the By-laws Section in 2012.



## Anti-Graffiti Program

As a result of several initiatives, the number of reported incidents of graffiti continues to drop within the City.

In 2009 there were **1072** graffiti investigations.

In 2010, there were **345** graffiti investigations.

In 2011, the number of reported cases of graffiti dropped to **126**.

In 2012, a slight increase from 2011 occurred with a total of **162** total graffiti investigations concluded.

## Metal and Wire Theft

The new Provincial legislation “Metal Dealers & Recyclers Act (BC)”, designed to process and track the sale/purchases of metal products became enacted in July 2012. As noted on the Provincial website,

“The new regulatory law is designed to help deter and track metal thieves, minimize regulatory costs for the recycling industry by introducing a no-cost registration system, and protect the personal information of those who sell metal to scrap dealers. This province-wide approach is being put in place to increase accountability of dealers and sellers.”

A transition period was granted to all scrap metal dealers requiring them to be in full compliance by January 23, 2013.

- In February 2012, 38 By-law Enforcement and Animal Control Officers within the City of Surrey By-Law Division received training from a police and stakeholder education team in partnership with the Crime Reduction Strategy office. The training teaches what to look for and how to respond/ report should they encounter metal (wire) or suspicious activity.



- By-law Enforcement personnel were involved in the two large scale multi-agency TRUCK INSPECTION and ROAD SAFETY events described on pages 44–45. These inspections involved enforcing laws pertaining to safe roads as well as metal theft.
- Throughout 2012, zone officers continued to check on businesses that purchase metal products (scrap metal dealers). One business was charged under the City’s by-law, and the next court appearance will take place in the fall of 2013.

For details on the Metal Dealers and Recyclers Act of BC see [www.pssg.gov.bc.ca/metalrecycling/](http://www.pssg.gov.bc.ca/metalrecycling/)

## Illegal Massage Parlour Program

From April 2011 – December 31, 2012:

- By-laws closed twenty-one (21) illegal Body Rub Parlour/Bawdy Houses and cancelled all associated Business Licenses
- By-laws has refused twelve (12) new Business License Applications where the applicants were discovered to be associated to the Terminated Businesses.

By-laws is currently investigating one (1) unlicensed premises who may be attempting to open up as an illegal Body Rub Parlour/Bawdy House.



## LOCK OUT AUTO CRIME BLITZ (LOAC)

According to ICBC, 5,200 vehicles were stolen, 11,000 vehicles were broken into, and 12,000 vehicles were vandalized in the Lower Mainland in 2011. In an effort to create awareness and to reduce these occurrences, the City's Crime Reduction office, Surrey RCMP, Surrey Crime Prevention Society and ICBC partnered on a one-month project to educate the community on the importance of practicing auto crime prevention.

- In November and December of 2012, teams of volunteers conducted Lock Out Auto Crime vehicle audits throughout the city advising drivers that by following some basic rules and taking some necessary precautions, they can minimize the chances of becoming a victim of this type of crime.
- Close to 12,000 vehicles in Surrey were audited in an effort to prevent thieves from targeting vehicles during the 2012 holiday season.
- The LOAC efforts will continue to remain a partner focus for 2013 with ICBC and IMPACT expanding the BAIT Car initiative to include Bait property (visible valuables left in vehicles to target thieves).



## JUSTICE EDUCATION SOCIETY OF BC (JES)

The Justice Education Society (JES), is a non-profit, non-governmental public legal education and information (PLEI) organization. The programs contribute to crime-reduction and serve many locations across the province, including many activities focused in Surrey.

The Society educates British Columbians about the justice system and the laws that affect them. Awareness of rights and common legal issues is fundamental to a fair, open and accessible justice system. Knowledge of how the justice system works enables people to engage more fully in society, to avoid or manage conflicts and to know when to get legal advice.

- The Court Information Program for Immigrants (CIPI) is a program that provides free legal education and information in English, Punjabi, Hindi, Chinese and Vietnamese.
- Two CIPI Court Workers are located in the Surrey courthouse. They provide front-line service to immigrants who are appearing in court and also conduct educational workshops on various topics including an introduction to criminal justice systems. The program services thousands of clients each year.

In 2012, the Society's Youth Against Violence (YAV) project team conducted multiple workshops for Surrey teachers.

- The program educates and mobilizes youth leaders to be active in promoting violence prevention.
- In 2012, JES staff met with the RCMP's 'E' Division in Surrey. RCMP were provided with a range of JES materials and were walked through the YAV resource binder.
- These collaborations resulted in mobilizing passionate and committed individuals who continue to take action on ending violence against women and girls.

“In 2012, the Youth Against Violence team conducted multiple workshops for Surrey teachers.”

## NEIGHBOURHOOD BEAUTIFICATION

### ACHIEVEMENTS

#### Community Enhancement Partnership Grants 2012 Highlights

- The Surrey Appreciates Me (SAME) Mural group produced two murals in conjunction with SFU students and a mural artist. The murals are located on the side of the Keys: Housing and Health Solutions building in City Centre as well as the food bank. In addition to beautifying these buildings, the murals help to deter graffiti and vandalism.
- Bolivar Heights Community Association and James Ardiel Elementary school conducted a community clean-up project.
- Community Clean Landscapes in conjunction with Cedar Hills Elementary conducted a community clean-up project.
- East Panorama Community Association held a Community Celebration and movie night.
- Street Sweepers Club, a project coordinated through Keys: Housing and Health Solutions, enabled Keys clients to be involved in an ongoing litter clean-up program in City Centre.

#### Wraps/Covering

Over 20 wraps were installed covering utility boxes around the City in 2012. The selected boxes were frequently tagged and graffiti has been reduced since the boxes were wrapped.

#### Other Beautification Projects

- A clean-up at the intersection of King George Boulevard and 108 Ave helped to improve the appearance of one of the main gateways into Surrey. Broken pavement and tired vegetation was removed and replaced with new trees, grass and unique street furniture.
- A planting and sign project at King George Boulevard and 72nd helped to create a contemporary gateway entrance into Newton Town Centre.

- Chain link fencing in Newton and Cloverdale in key intersections was covered and enhanced with historic photos or images of vegetation.
- A variety of other clean-up projects around the City helped to enhance the aesthetic appeal of various City properties.

#### Friends of the Forest Neighbourhood Volunteers

Park natural areas, such as forests and meadows, are often abused through illegal dumping of yard waste and garbage, and can become degraded and overgrown with invasive and unwanted plants. Surrey's 602 Friends of the Forest volunteers help protect natural areas by removing invasive plants, cleaning up litter and yard waste, planting native trees and shrubs, educating their neighbours, and notifying City staff of problems such as vandalism. In 2012 they contributed an estimated 15,200 volunteer hours!





### Bulbs for Beauty

Each fall, classes, community groups and individual volunteers participate in the annual Bulbs for Beauty Program. Bulbs for Beauty provide an opportunity to beautify neighbourhood parks.

- 144 volunteers planted over 7,500 bulbs in the fall of 2012



### Clean Sweep

In 2012, the Parks Division and Engineering Department partnered together in a city-wide initiative of 15 targeted clean-ups of neighbourhood parks and streets. There were 5 scheduled community clean-ups with 16 schools involved. In total approximately 3,337 city residents participated in this initiative.

### Corporate Partners

Park Operations held 10 corporate park clean-up's in 2012. 396 volunteers picked up litter, painted structures and edged pathways in the City of Surrey.



“If we all work together, become engaged in our community, recognize when to report and fix problems when they are small, we will be successful in keeping our community safe and less inviting for nuisance activity or crime.”





### Let's Stop Graffiti

Parks Operations provided graffiti removal kits to volunteers and community groups, to clean graffiti quickly and easily from their local parks.

- In 2012, 70 volunteers were actively involved in removing graffiti in parks.



### Bin Keepers

Volunteers adopt garbage or recycling bins in their neighbourhood park to ensure that trash and recyclables are disposed of properly. In 2012, 93 active Bin Keepers contributed in decreasing litter in their neighbourhood parks.

### Park Care

Partners in Parks Program currently has 533 active volunteers in the Park Care Program. Each volunteer donates approximately 52 hours each year, removing litter, mowing lawns and sweeping pathways in parks.





## Releaf

The Releaf program engages Surrey schools, community groups and residents in volunteer tree planting in parks and along boulevards throughout the City each year. The program provides an opportunity for the community to contribute in a meaningful way to the health and beauty of their City. In 2012, over 3000 volunteers planted 169 shade trees in parks and along boulevards, and 5325 native trees and shrubs in natural areas.

## COMMUNITY BEAUTIFICATION GRANTS

Surrey residents, community groups or associations, small businesses or groups of businesses are able to apply for a city beautification grant to create a community enhancement project. Street or landscaping beautification projects may also be considered. To qualify for these grants, you must match your grant money with contributions of volunteer labour and services, donated materials and/or cash.

For information on how to apply, go to **[www.surrey.ca](http://www.surrey.ca)** and look under "City Beautification".





Grade 12 Sullivan Heights Secondary student Thomas Nelles beat out professional artists in his bid for a multicultural mural project, which can be viewed from the Newton Exchange bus loop.

Photograph by: Kevin Hill , Surrey NOW

### **Multicultural Community Mural Project**

DiverseCity Community Resources Society, in partnership with the City of Surrey, Arts Council of Surrey, and Anthem Properties, was granted provincial funding to create the first digitally designed Mural that reflects the diversity of Surrey's residents.

- A Grade 12 student of Sullivan Heights Secondary School, Thomas Nelles, was selected over professional artists for the design of the project, which is located near and can be viewed from the Newton Exchange bus loop at 72 Avenue and 137 Street.
- The student was contracted to create the digital design based on input received from a diverse group of 49 Surrey residents (men, women, youth, seniors, newcomers and long time residents).
- Participants were provided information about the project and an opportunity to share their ideas and experiences of inclusion in Surrey.
- The official launch of the Mural was at the Newton Day Festival in June 2012.

## SECTION 2

# Apprehend and Prosecute Offenders

The Apprehend and Prosecute Strand aims to detect crime, and apprehend and prosecute offenders, particularly prolific offenders. It focused on removing offenders from the circumstances where they were committing crimes and directing them to appropriate rehabilitative services. It also provides offenders with opportunities to reform their lives by addressing the factors that cause them to commit crimes.





## 2.1 RESEARCH AND ANALYSIS

Through the recognition of evidence-based decision making and a commitment to develop best practices through collaboration and information sharing, the City, RCMP, Surrey Fire Services and community organizations worked together to identify prolific offenders and crime hot spots.

### ACHIEVEMENTS

#### FIRE SERVICES

##### Unsafe Rooming Houses

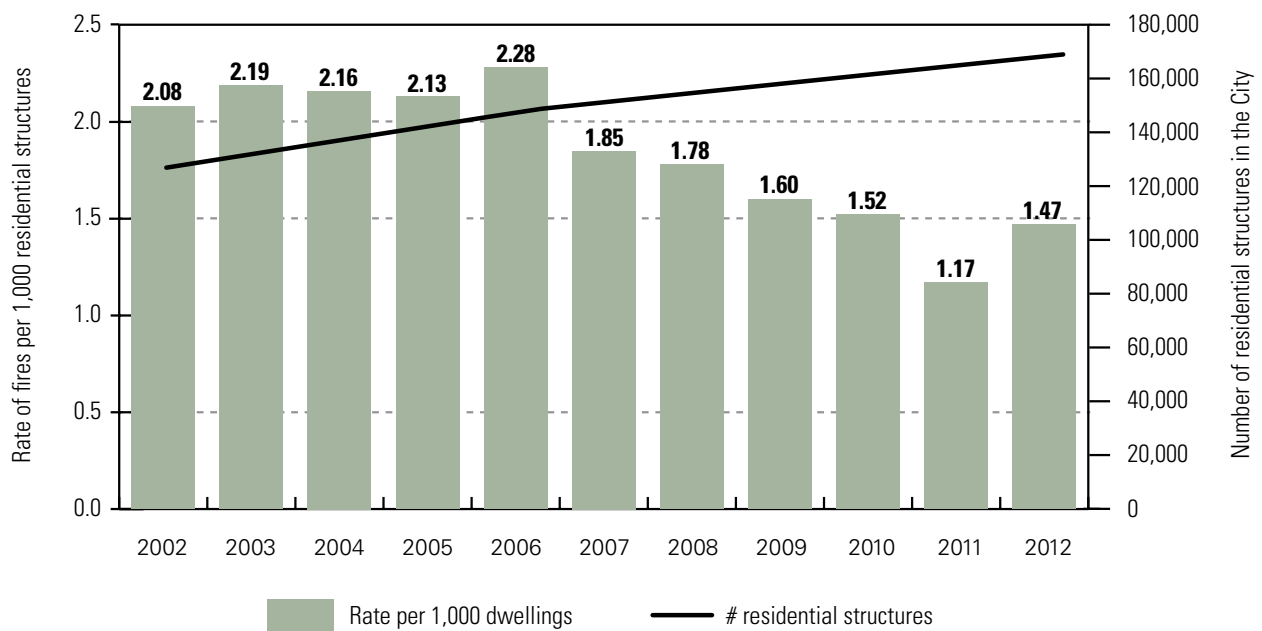
Fire services along with various stakeholders from all levels of government continued efforts of inspecting potentially unsafe rooming houses in Surrey to ensure that they maintained appropriate levels of fire and life safety.

- In 2012, 138 inspections at 100 different properties, (38 of which were re-inspections) were conducted.

##### Homesafe Program

Since October 2008, Surrey Fire Services has conducted visits to over 37,500 homes to distribute home safe messages, describing its comprehensive program to reduce the number of private dwelling fires in the City of Surrey.

- Evaluation of this program, published in the peer-reviewed Journal of Safety Research, indicates it has been successful in decreasing the frequency of fires, and reducing the damage, death/injury when fires have occurred in private dwellings.



## WORK WITH ACADEMICS

The City has focussed on building partnerships with academic research institutions. These partnerships serve to develop, build upon and promote the use of best practices. The partnership of science and industry has continued to provide quantitative and qualitative research, increasing the ability to assess risk and performance.

### Scott Road Skytrain Park and Ride CCTV

In 2012, the Scott Road CCTV project evaluation was featured in an academic journal. The article entitled, “The impact of closed-circuit television in a car park on the fear of crime: Evidence from a victimization survey” can be found in the Crime Prevention and Community Safety Journal, Vol. 14, 4, 293–316 [www.palgrave-journals.com/cpcs](http://www.palgrave-journals.com/cpcs)

### Practicum Student Placements

A partnership with the University of the Fraser Valley resulted in;

- Two full-time student placements in 2012, who contributed a total of 400 hours.

## SHARING BEST PRACTICES

### National and Provincial Outreach

Surrey is an active member of Canada’s National Municipal Network on Crime Prevention and Community Safety.

The Network was created and is coordinated by the Institute for the Prevention of Crime (IPC) at the University of Ottawa.

- The Network currently includes Surrey, Vancouver, Edmonton, Calgary, Saskatoon, Regina, Winnipeg, Waterloo Region, Toronto, Ottawa, Montreal, Quebec City, Saint John, and Halifax, with a new City, Red Deer Alberta joining in 2013.

This Network serves to develop, build upon and promote the use of best practices. Network members, inspired by the works of criminologist Dr. Irvin Waller, meet regularly via teleconference to share knowledge and experiences.

### Expansion of Crime Reduction Model as a Best Practice

#### Provincial and International Showcase

Two delegations attended Surrey in 2012 to learn more about the Crime Reduction Strategy.

#### PROVINCIAL – September 14, 2012

- In September 2012 a delegation from the City of Prince George attended Surrey to learn more about the Surrey CRS, how the CRS is being implemented, and to learn about our successes. Prince George began developing its own crime reduction strategy in 2013.

#### INTERNATIONAL – November 20, 2012

- The National Crime Prevention Centre in Ottawa requested that Surrey host an international delegation from Israel to showcase our successes. The full day meeting included presentations from the City of Surrey’s Crime Reduction Strategy, the Surrey RCMP and the Surrey School District.

“These partnerships serve to develop, build upon and promote the use of best practices.”

## 2.2 DETECTING CRIMES AND APPREHENDING OFFENDERS

The activities in this sub-section support recommendations designed to detect crime and identify offenders.

### ACHIEVEMENTS

#### DRIVING OUT MARIJUANA GROW OPS

Between March 2005 and December 2012, the Electrical Fire Safety Inspection (EFSI) Program has:

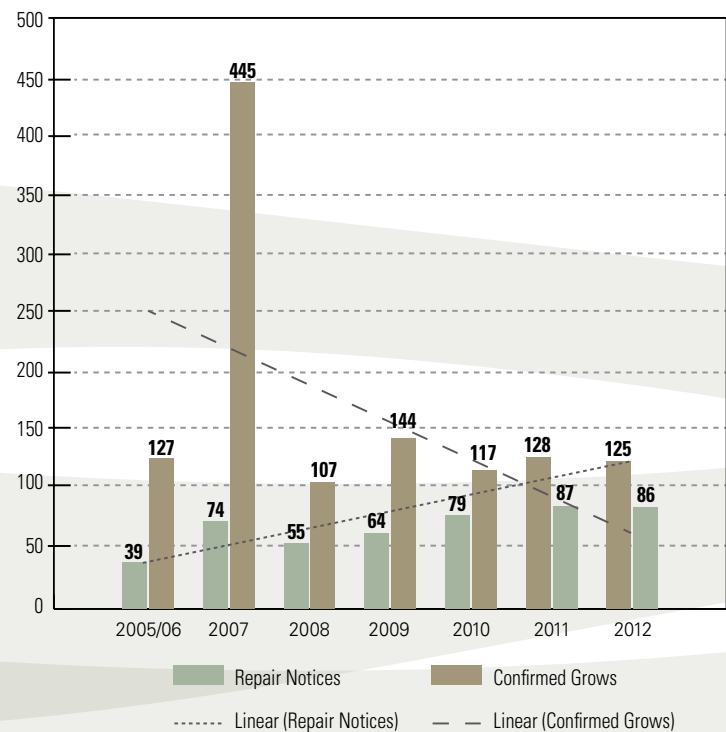
- Rendered safe 1,574 locations with respect to electrical safety issues.
- Had the power terminated at 1,010 locations.
- Served electrical repair notices at 564 locations.
- 81% reduction in confirmed “grow ops” in 2012, compared to 2007.

EFSI is a cost-neutral approach to enhancing public safety

- “Repair Notices” = no “grow op” however serious electrical issues that required a repair order to be issued.

“Confirmed Grows” = “grow op” present requiring full remediation of property.

(Property inspection fees with no burden on taxpayer)







### The City's Response to Medicinal Marijuana Grows in Houses

- An FOI request by the City to Health Canada revealed;
  - » 753 Medical Marijuana licenses issued in Surrey.
  - » 510 registered properties producing Medical Marijuana within the City.
  - » Current processes have only identified 97 of these – (19%).

Nationally, 19,748 licenses have been approved to grow medical marijuana (Oct. 2012)

- » 9,874 of these licenses to grow have been issued in BC – 50% of total for Canada
- Health Canada has since announced reform to the Medical Marijuana Access Regulations program to take effect in March, 2014.
- The City of Surrey has submitted a white paper to Health Canada, advocating for the full disclosure and remediation of all existing licensed Medical. Marijuana Grow sites.

### EXPAND LANGUAGE CAPABILITY

Because of the commitment to facilitate police interaction with the City's significant number of ethnic residents and business owners, the Surrey RCMP recognizes the need to have police members who speak languages other than English. To facilitate this goal, the Detachment asks individual members to self identify as being able to speak any other languages other than English.

#### 40 Languages/Dialects

As of December 2012, Surrey RCMP detachment members can communicate in the following 40 languages/dialects:

- Punjabi, Ukranian, French, Hindi, Urdu, Laotian, Tagalog, Spanish, Farsi, Greek, Italian, Cantonese, Korean, Russian, Afrikaans, Croatian, Serbian, Armenian, Turkish, Swiss German, German, Hungarian, Polish, Indonesian, Bosnian, Slovenian, Yugoslavian, Portuguese, Fijian, Romanian, Dari, Pashtun, Czech, Slovak, Arabic, Mandarin, Dutch, Somali, Bela-Russian, Hebrew.

## NEW CRIME REPORTING OPTIONS

The City, Surrey RCMP, the Surrey School District and Crime Stoppers have all expanded their reporting options for citizens to report concerns. These new initiatives support the Crime Reduction Strategy's recommendation to promote alternate methods for reporting crime and suspicious activity and thereby increasing community involvement and awareness in crime reduction efforts.

In October 2012, the City launched the "REPORT IT" mobile phone app designed to make it easier for residents and businesses to submit service requests and report issues.

- The app allows people to take photos and report concerns such as potholes, illegal dumping, localized flooding, graffiti and other issues.
- The location of the problem is pinpointed through the smartphone's built-in GPS, the service request is automatically entered into the City's workflow system, and the user can easily check for updates on the status of the request.



### MOBILE CITIZEN SERVICE REQUEST APP

Submit your **service request** or report a **problem** with Surrey's new Mobile Citizen Service Request App from SeeClickFix, available on Blackberry, iPhone, and Android devices.

This is part of our ongoing effort to streamline customer service in Surrey.

## Surrey RCMP

The Surrey RCMP also expanded their communication options in 2012 to include Facebook and Twitter – consider adding them to receive updates, tips and alerts.

## Surrey School District "Psst"

The School District's on-line "REPORT IT" tip box allows students to confidentially report dangerous or illegal activity such as bullying, vandalism, drugs or other issues happening at their schools or in their community. Students do not provide their name unless they wish to be contacted.

Unique to PSST is a secure and confidential area for students to share information about anything that concerns them at school.

PSST was created by the Surrey School District in partnership with the Surrey RCMP. It is designed to promote a safe and caring school environment for students.

## Crime Stoppers – Expanded Reporting Options

Crime Stoppers offers translation service in 115 languages. You can Follow Crime Stoppers on Twitter, Facebook and YouTube – you can also text tips anonymously.

- Telephone: 1-800-222-8477
- Text: "BC TIP" and your message to 274637 (CRIMES)
- Web: [www.solvecrime.ca](http://www.solvecrime.ca) to submit an electronic tip or photos
- Facebook: [www.facebook.com/metrovancouvercrimestoppers](http://www.facebook.com/metrovancouvercrimestoppers)
- download the Metro Vancouver Crime Stoppers App
- Translation service available in 115 languages

**To learn more about Crime Stoppers as well as to learn about the "Crime of The Week" or "Unsolved Crimes" go to, [www.solvecrime.ca](http://www.solvecrime.ca)**

## CRIME STOPPERS

In 2012, Surrey RCMP and the Surrey Drug section received 528 tips from Crime Stoppers (MVCS).

- 29 arrests were made as a result of the anonymous tips, with 28 charges being laid.
- Surrey Drug Section received 240 tips from MVCS.
- Drug seizures as a result of the tips valued at more than \$3,000,000.
- Property seizures as a result of tips valued just under \$40,000.

Drug tips make up the majority of tips received by the Surrey RCMP. Of the total **528** tips received, particularly noteworthy numbers include;

- 239 tips were drug related.
- 35 tips for fraud.
- 13 tips for assault.
- 6 tips for domestic violence.
- 11 tips for missing persons.
- 51 tips for warrants outstanding.
- 23 tips for theft.
- 16 tips for sexual offences.
- 20 tips for PSP (possession of stolen property).

“All City vehicles are marked with the City Watch sticker. This serves to advise the public of the partnership as well as the ‘extra eyes and ears.’”

## CITY WATCH

As part of the Crime Reduction Strategy, the City of Surrey implemented City Watch a CUPE-BC program that encourages City employees to play a role in increasing community safety by recognizing and reporting crime and suspicious activity.

- The program was officially launched in 2011 and 531 City staff have were trained throughout the year.
- In 2012, over 200 City Staff were trained bringing the total number trained to date to 746 employees.

City Watch training will continue throughout 2013 and we are working towards creating the training as a standard course for all new hires, as well as a standard offering on the HR training calendar.





## 2.3 PROSECUTING AND SENTENCING OFFENDERS

The Crime Reduction Strategy recognizes the importance of appropriate sentencing for offenders, the need to remove prolific offenders from situations that enable them to commit crimes, and establishing a process for treatment, rehabilitation and reintegration into society.

### SURREY'S COMMUNITY CORRECTIONS

Surrey's Community Corrections supervises approximately 3000 offenders (sentenced to Probation or Conditional Sentences) and alleged offenders (Bail) at any given time. They also offer and partner on a number of prevention and intervention programs.

- Community Corrections continues to provide in-house group psycho-educational programs to offenders, including Respectful Relationships (for domestic violence offenders), Violence Prevention and Substance Abuse Management.
- Community Corrections continues to implementing a significant new training initiative – STICS (Strategic Training Initiative in Corrections Supervision). This initiative provides training to probation officers to improve their focus on targeting the primary criminogenic needs of medium and high risk offenders. In particular, it teaches skills that enable more effective interventions with the pro-criminal attitudes of offenders that are one of the most highly correlated indicators of ongoing criminal activity. STICS follows the Risk-Needs-Responsively principles that are at the foundation of what works in offender interventions. Research completed during a STICS pilot project in 2007 demonstrated that offenders of 'STICS-trained probation officers' recidivated 38% less than offenders of non-STICS trained probation officers.
- Community Corrections continues to play a key role in the updated provincial VAWIR (violence against women in relationships) policy, which significantly improves interaction and communication among justice system & victim support services.
- Community Corrections continues to partner with the Ministry of Social Development (welfare) and Mental Health & Addictions to provide a coordinated response to offenders who also present with both economic and mental health and/or addiction issues.
- While the provincial **Prolific Offender Management project**, which is a coordinated, multi-agency response to managing Surrey's highest risk property offenders, has recently been terminated by the province, Community Corrections, Crown Counsel, Surrey RCMP and the other partner agencies have continued to manage Surrey's highest risk property offenders in the same manner as under the POM protocols.

“partner agencies have continued to manage Surrey's highest risk property offenders...”



## 2.4 CUSTODY, PAROLE AND PROBATION SERVICES

The Crime Reduction Strategy made recommendations designed to increase opportunities for successful treatment and re-integration of offenders.

### PROVIDING TREATMENT ACHIEVEMENTS

#### CORRECTIONAL SERVICES OF CANADA

In August of 2012, following extensive consultation with government and community stakeholders, the CSC opened a new Parole Office in Surrey at King George Blvd and 74th ave. The previous office was located in New Westminister, yet approximately half of its supervised clients resided in the Surrey area. While the New Westminister Office remains in operation, half the staff now work in the Surrey Office.

- The presence of this office in Surrey will enhance the supervision and monitoring of Surrey-based offenders, improve public safety and provide easier access to the necessary supports for parolees in the community.
- Among the staff compliment are 15 peace officers (2 Supervisors and 13 Parole Officers), an Aboriginal Community Liaison Officer, a Community Security Intelligence Officer, 3 Program Officers, 2 Psychologists, 2 members of the local Community Mental Health Initiative (CMHI) team, and admin staff.

#### Mental Health

CSC has close ties with Surrey Mental Health and Addictions, Ambro (CRF) – a 7 bed specialized Community Residential Facility (operated by Phoenix Society) dedicated to working with offenders with mental health issues – and the Roost Clubhouse – a psychosocial rehab program.

- CSC also has 2 Psychologists, and 2 members of the local Community Mental Health Initiative team (a psychiatric nurse and clinical social worker) who provide services to CSC supervised offenders in Surrey.

#### Aboriginal

CSC has continued to engage with Tsawwassen First Nation (TFN) regarding offender support and access to their lands, and how best to collaborate on offender reintegration.

- A new partnership has also been established with a well respected Elder (Old Hands) who provides Aboriginal services to CSC clients in the Surrey area (trauma counseling, sweats, etc).
- The past year also saw the establishment of a new Section 84 committee consisting of members from a variety of local Aboriginal agencies and First Nation communities, including Kwantlen.
- CSC also held its first Surrey based Community Parole Board hearing at Phoenix Society in the spring of 2012, with Elder Old Hands leading, and attendance by several members of the First Nation communities and Aboriginal agencies in Surrey.
- CSC also continued to enjoy close relationships with Kla-how-eya (now Fraser Region Aboriginal Friendship Centre Association), and Cwenengitel over the past year.

## Safe Transition

CSC continues to work very closely with the Surrey RCMP, and over the past year worked with the High Risk target team to establish a more integrated approach to monitoring and supervising high risk offenders.

- Formal RCMP reporting protocols for specialized parolees were also revamped, while teams continued to attend CSC's bi-monthly sex offender meetings.
- CSC was also a partner on the Surrey Coalition Against Domestic Abuse (SCADA) Conference Planning Committee for the 2012 service providers conference. (see page 114).

## Community Residential Facilities (CRFs)

CSC continues to enjoy close partnerships with not only Ambro CRF, but also Phoenix CRF (12 beds operated by the Phoenix Society), and Hobden House CRF (17 beds operated by the John Howard Society of the Lower Mainland).

- Each of these facilities offer a safe, stable, and supportive environment for men released to the community on conditional release from federal and provincial institutions.

## Prolific Offender Management:

Since 2007, the New Westminster Area Community Corrections office has been an active participant in the Surrey based Prolific Offender Management (POM) project.

- Including partners such as Provincial Probation, Surrey Crown Counsel, Surrey RCMP, Surrey Pre-Trial, BC Corrections, Ministry of Children and Family Development, Ministry of Social Development, Health Authorities, BC Housing, and Forensic Psychiatric Services, it aligns offenders with the treatment, rehabilitation and/or strategic monitoring they require throughout their sentence.

## Volunteers

The Area Community Corrections Volunteer Program currently has 67 active volunteers.

- The volunteers run a variety of programs in the Surrey area including the Offender Giving Back Program.
- This program pairs offenders and CSC volunteers with organizations in the community.
- At this time the volunteers are involved with the City of Surrey's 'Adopt a Block' Program, OWL Rehabilitation Center, and the Surrey Food Bank.
- The volunteer program also provides an in-reach initiative that assists offenders with important aspects of their release prior to their transition to the community.
- Other services the volunteer program provides are one to one mentorships and support, social and recreational activities, employment and education assistance, as well as assistance with daily living skills and needs, such as taxes and transportation.
- As a major priority, the volunteer program continues to provide resources and extensive support to mental health clients.

## Citizen Advisory Committee

This is a voluntary, citizen based committee that provides the Correctional Service of Canada (CSC) with objective advice and feedback, and act as impartial observers of the organization's day to day operations.

- New Westminster Area Community Corrections Area (NWACC) has a 6 member Citizen Advisory Committee who represent the local communities and provide feedback on local, regional, and national issues, and are involved in community education.

## Employment

Approximately 65% of the offender population in Surrey is employed, with offenders having access to a Community Employment Counsellor, as well as employment readiness assistance through the Volunteer Program.

## Programs

CSC runs an Integrated Correctional Program Model (ICPM) for offenders in the Pacific Region (BC and the Yukon).

- Surrey based offenders have access to these programs, as well as other programs including Urinalysis testing, Methadone Maintenance, Psychological Counseling, Chaplaincy, and Employment Counseling services.

## PROGRAMS FOR REMANDED INMATES

### Surrey Pretrial Service Centre (SPSC):

Surrey Pretrial Services Centre (SPSC) opened in 1991 as a remand facility for adult male inmates from Lower Mainland and Fraser Valley courts. It is adjacent to the Surrey RCMP main detachment and provincial law courts, and is connected to each by secure underground passages to facilitate safe, secure, and efficient transport of inmates going to and from court.

- In 2004, the centre was reconfigured to house both male and female inmates.
- In 2012, after Alouette Correctional Centre for women opened its new secure facility, SPSC transitioned again into an all male inmate facility.
- SPSC currently houses up to 238 inmates but is currently under expansion and will, by fiscal 2013/14, have the ability to house more than double its current capacity.

SPSC has earned a reputation for inmate programming excellence in the Adult Custody Division of the BC Corrections Branch.

- Once the expansion of SPSC is complete, there will be increased opportunities for more work and other recidivism-reducing programs for inmates to be developed. It will also bring more hiring and work opportunities for staff in all facets of centre operation.

SPSC has developed a local transition team made up of several correctional staff of all ranks who are working together to determine the best way to populate the new living units and ensure efficient, successful change management in the records and programs departments.

SPSC provides safe and secure custody of inmates with the delivery of meaningful programs that promote public safety and reduce criminal behaviour. Correctional staff work directly with inmates and provide a combination of opportunities and programs that make the best use of the time inmates spend under supervision. Direct contact is vital to maintaining the security of the institution while, at the same time, supporting and assisting an inmate with planning a successful re-integration into society.

The direct involvement with an inmate's case plan has made the programs department a diverse and innovative place for staff to work.

- SPSC Programs Department was the recipient of the prestigious BC Public Service Top Work Unit Award for two consecutive years and the department was named a BC Public Service "Top 10" employer in 2012 in recognition of high workplace engagement enjoyed by its staff members.

SPSC has strived to ensure that staff are given up-to-date training in occupational health and safety, use of force, pro-social modeling, and inmate program delivery.

## Some programs provided to inmates are:

### Core programs

The Violence Prevention Program and Substance Abuse Management programs are provincially developed programs that are designed to reduce offending and to promote positive, long-term changes in the thinking skills and lifestyle of inmates.

### Essential Skills to Success

The Essential Skills to Success program helps inmates by teaching them everyday life skills such as finding housing, resumé writing, managing a budget, and performing effectively in the workplace. Correctional officers are trained to lead the program modules in a way that makes the information easy to understand for inmates who have learning challenges and low literacy skills. The program is designed to be responsive toward cultural differences.

### Pro-social Modeling

Another way that correctional staff engage inmates is to lead by example - to demonstrate positive and respectful ways of interacting with the world. This direct role-modeling process helps inmates adopt the skills they learn in Essential Skills to Success and other vocational, literacy and behavioural change programs.

### Contracted Services

SPSC has developed partnerships with community organizations, agencies, and individuals to provide inmates with healthcare, guidance, education, and support. Services and programs include::

- A full range of health care services including on-site doctors, dental services, and drug and alcohol counselling
- Education and testing (GED, Adult Dogwood Certificate courses);
- Aboriginal Programs
- Community reintegration services

### Volunteer Programs

Many community groups and individuals volunteer their time and resources to provide valuable services for inmates at SPSC. These services include:

- Alcoholics Anonymous;
- Narcotics Anonymous;
- M2 Support;
- Salvation Army;
- John Howard Society;
- Elizabeth Fry Society;
- Literacy and parenting programs;
- Alpha program

These services are offered to inmates in group or one-on-one sessions.



SPSC Inmates learn skills in work programs taught by correctional staff.





Surrey Pretrial staff at the ground-breaking ceremony for the SPSC expansion in March 2012.

### Housing Outreach Workshops

Inmates are assisted by SPSC community reintegration workers and housing outreach workers to develop a plan to obtain housing upon release back into the community.

### Mental Health Support

SPSC provides mental health support which is augmented by correctional officers who receive specialized training. These officers work with mental health professionals and community groups to formulate management, treatment and reintegration strategies for inmates with mental health issues.

### Work programs

SPSC offers supervised work programs for inmates to gain skills and experience in tailoring, woodworking, small appliance repair, Haz-Mat clean up, and building maintenance such as painting and floor stripping.

- When the SPSC expansion is complete, a centralized laundry program will be in place, providing inmates with increased work opportunities.
- The work programs model a realistic work day for inmates, teaching them routine community values.

### Other key initiatives

SPSC undertakes ongoing annual Community Resource Information and Health Fairs, as well as ongoing encouragement and support of inmates to give back to the community. The opportunity to give back to community can have a powerful impact on inmates, as many have been recipients of the services they provide. Some groups and organizations that benefit from inmate services and staff fundraising are:

- Surrey Memorial and Peace Arch Hospitals;
- Guildford Family Place;
- Delta and Surrey Animal Shelters;
- Keys' Front Room Resource Centre;
- BC Children's Hospital;
- Boys and Girls Club;
- Surrey Animal Shelter.

“...annual Community Resource Information and Health Fairs, as well as ongoing encouragement and support of inmates to give back to the community.”

## SECTION 3

# Rehabilitate and Reintegrate

By addressing issues such as drug and/or alcohol abuse, mental health challenges, disability issues, homelessness and job skills, efforts have been made to support those most at risk.



## 3.1 TREATMENT

Supports to provide treatment for at risk or offending individuals have been implemented by numerous partners within the City.

### ACHIEVEMENTS

#### DIVERSECITY COMMUNITY SERVICES

##### DiverseCity Addictions/Substance Abuse

- In 2012, DiverseCity South Asian and Spanish speaking addictions counsellors provided over 700 one-hour counselling sessions to Spanish, Punjabi, and Hindi speaking clients in one-to-one counselling.
- They also provided 80 sessions (10 groups) educational group sessions (10 groups) with 165 participants completing these psycho-educational groups.

Throughout 2012, the counsellors also appeared frequently on ethnic radio and television, and held several workshops, to educate South Asian and Spanish communities about substance use.

» This program served 140 clients in 2012.

##### DiverseCity Mental Health Programs

The Child and Youth Mental Health Program provides professional counselling services to children and youth (from immigrant and refugee families) that are experiencing mental health issues through individual, family and group therapy.

- In 2012, over 1300 hours were spent in counselling with clients.
- This program has served 88 clients in last year (2012).

##### DiverseCity Domestic Violence Programs

DiverseCity provides group counselling to court-mandated South Asian men who have perpetrated domestic violence.

- In 2012, six groups were completed; each group is held weekly for 17 sessions and 78 participants completed the program.

DiverseCity “Stopping the Violence” Counselling Program provided services to immigrant and refugee victims of domestic violence throughout 2012. In addition to individual sessions, the program hosted several groups and workshops in several languages.

DiverseCity also partnered with the City of Surrey to acknowledge and promote Rakhi. This initiative is promoted as an anti-domestic abuse event.

#### COMMUNITY INVOLVEMENT: NEW PROJECTS FOR THOSE IN NEED

##### Update on Partnership Projects

The City of Surrey signed a Memorandum of Understanding (MOU) with BC Housing in 2008 toward the development of supportive housing projects for people who are homeless or at-risk of homelessness.

- To date, the City has contributed the land and waived all development fees and charges on three MOU projects.



## Timber Grove

Timbergrove Supported Housing, operated by Coast Mental Health, in partnership with Fraser Health Authority, BC Housing and in cooperation with the City of Surrey, accepted its first tenants in October of 2011.

- It has been operating at full capacity, with 50 residents being housed in safe, supported affordable housing.
- A wide-variety of tenants, many with a history of mental illness, who were homeless or at risk of homelessness, are housed within Timbergrove.
- People are provided a safe place to live, supported within their everyday lives, including medication and one hot meal per day.

Since opening, a number of important events and milestones have also taken place.

- Grand Opening and Open House on March 16, 2012, was an opportunity for the public to visit the facility.
- The City of Surrey, in collaboration with Vibrant Surrey and a number of community partners, held the launch of the Poverty Reduction Plan at Timbergrove on July 9, 2012.

As well, the facility's Community Garden was in full-swing over the past year, with the help of volunteers and tenants, many of whom are now enjoying the benefits of fresh fruits and vegetables. Some tenants have even remarked that they have experienced the 'first tan' of their lives, thanks to being able to spend time in the sunshine tending their gardens. The therapeutic value of the garden has been tremendous.

## Alder Gardens

Alder Gardens is a 36-unit housing project for single women with children, operated by the YWCA, which opened on March 1, 2012. The facility is located in Newton, adjacent to the library, recreation centre and wave pool – a great location for young families. Alder Gardens offers support services to assist residents in breaking out of the cycle of poverty and transitioning to economic independence. There have been 47 mother and 81 children served by Alder Gardens.

- Referrals were made to several other community organizations including:

Sources, Options, Surrey Women's Centre, DiverseCity, Options, Kla How Eya, Metis Family Services, Atira and PICS to assist mothers and children with challenges such as childcare, parenting skills and immigration issues.

- Partnerships with Crime Free Multi-Housing continue and a new partnership with Van City resulted in one-on-one Financial Literacy sessions being offered to residents along with Group sessions.
- Connections with Eversafe Ranch and Soroptomists who supply women with furniture and household items were made. Alder Gardens staff networked with community organizations such as Help on Wheels and the Berea Baptist Church to support tenants with bread and other food items on a weekly basis.
- A YWCA volunteer offers piano lessons to children staying at Alder Gardens, a project which has had significant participation.



- Practicum students from Kwantlen Polytechnic University provided workshops throughout 2012 on Health and Wellbeing, as well as organized arts and craft events.
- In 2012, the community garden had its first successful harvest and residents are eager for the next new season. The garden committee also began to publish a community garden newsletter for fellow tenants and held its first monthly Community Kitchen in December 2012.
- Throughout 2012, Alder Gardens staff assisted mothers in taking steps to returning to work or continuing their education by either directly working with them on applications and resumes, or referring them directly to employment counsellors and schools.
- Referrals for Legal Advocacy and Support also took place in 2012 to South Fraser Women's Services Society and Legal Services Society.
- Assistance was also provided for Food Security, by supplying women with a start-up kit from the Surrey Food bank, and referrals from Quest Low Cost Grocery Store.
- Referrals were also made to in relation to the City's leisure access program, which allows families to access recreation services at reduced rates. Newton recreation centre staff attended on site to expedite the process for applying for leisure access passes for women facing barriers such as lost ID.

## Quibble Creek Sobering And Assessment Centre (SAC)

The Fraser Health operated Quibble Creek Sobering and Assessment Centre (QC SAC) is open on a 24/7 basis and provides a safe, sheltered environment for individuals to sober up and to receive medical support. The Centre is located across the street from Surrey Memorial Hospital.

- A nurse assesses clients upon admission for suitability and a health care worker monitors them throughout their stay to ensure their safety.
- A counsellor is available to assist clients in connecting with other relevant resources including withdrawal management support, counselling and housing.
- The Centre has the capacity to support up to 25 individuals at any given time and is accessible by both male and female adults, as well as youth, on a case by case basis.

Since its opening in September 2012, the Centre has provided support to over 800 substance-using people many of whom are street entrenched and marginalized.

- Sixty one per cent (61%) of the clients were primarily seeking support to sober up from alcohol, 10% were seeking support to sober up from stimulants, and 13% from stimulants and depressants.
- Overall, 10% of those attending the Centre were referred to Creekside Withdrawal Management Centre for detox support.
- One of the outcomes of the Centre is a diversion of intoxicated clients away from the Surrey Memorial Hospital Emergency Department and jail holding cells.
- Approximately 30% of client referrals to the Centre have come from Surrey Memorial Hospital's Emergency Department and 30% from Surrey RCMP.

## SURREY'S MASTER PLAN FOR HOUSING THE HOMELESS

In 2012, the development of the Master Plan for Housing the Homeless in Surrey was a key priority. Presented to Mayor and Council in 2013, the plan is being developed with BC Housing.

- Its purpose is to ensure that future actions taken to address homelessness in Surrey are coordinated and strategic to ensure that resources available respond to identified priorities and are used to maximum effect. The Plan will also assist the City and Surrey-based non-profit organizations to proactively respond to future partnership opportunities with the Province and other funders.

### New Temporary Winter Shelter – Surrey

In September of 2012, a Corporate Report was presented to Mayor and Council, informing them of BC Housing's offer to fund a temporary 40-bed winter shelter in Surrey that would provide an indoor place to sleep and meals for homeless people who are currently sleeping outdoors.

- BC Housing offered to provide operational funding for the shelter on condition that the City of Surrey provide an appropriate space for the shelter.
- Unlike extreme weather shelters that only open up when the temperature and weather conditions threaten the health and safety of homeless people, the winter shelter is open every day from December 1, 2012 to April 30, 2013.
- It is recognized that Surrey's current stock of permanent year-round shelter beds (85 beds) is insufficient to accommodate Surrey's homeless population, (approximately 400 homeless people based on the most recent counts).
- In December 2012, Keys: Housing and Health Solutions became the operator for the Winter Shelter.

## Results of the 2011 Homeless Count in Surrey showed that:

Surrey's homeless population has remained stable since 2005.

- There was a significant increase in Surrey's homeless population between 2002 and 2005 - from 171 people in 2002 to 392 in 2005.
- Since then it has remained stable, with 392 homeless people counted in 2005, 402 in 2008 and 400 in 2011.
- This is a positive result given the overall high population growth in Surrey over that period of time.
- Since 2006, 272 social housing units and 198 beds have been opened in Surrey, which likely accounts for the fact that there has been no increase in Surrey's homeless population in recent years despite the City's rapid growth (i.e., 73,000 people between 2006 and 2011).

Surrey has the highest number of unsheltered or street homeless in the region.

- The 2011 Homeless Count found 230 people unsheltered in Surrey, representing 58% of the homeless in Surrey. By comparison, in the City of Vancouver 154 people were unsheltered, representing 10% of Vancouver's homeless population.
  - » In November 2012, the Winter Shelter space was secured by the City through a grant from the Surrey Homelessness and Housing Society.
  - » The grant covered the cost of lease payments, utilities and renovations.
  - » The site for the Winter Shelter was located in Whalley where the majority of Surrey's homeless are found.
  - » The Winter Shelter is a low barrier shelter for street-entrenched homeless men and women. Key features include:
    - The shelter is open 24 hours-a-day, seven days-a-week;
    - People are provided with two meals per day;

- The shelter accommodates carts, bikes and other personal belongings; and
- Health and housing outreach services are offered to people using the winter shelter in an effort to transition people into permanent housing.

## PENINSULA HOMELESS TO HOUSING TASK FORCE (PH2H)

### Community Dinner at First United Church

- In the winter of 2012, approximately 100 people came to First United Church to share a meal with neighbours. This event was possible through the work and support of many key community associations, churches and individuals.

### Contributions to the Surrey Master Plan on Homelessness

- PH2H submitted detailed information on the range of actions needed to address homelessness as part of the City of Surrey's public consultation for the development of the Master Plan for Housing the Homeless. Specific information was provided on the demands being faced by current non-profit and church providers, the need for supported housing and a services hub.

### Volunteer Response

- A volunteer call-out in December 2012 for the Extreme Weather Shelter and the SOURCES Food Bank resulted in 5 new volunteers offering their help.

### Homeless Action in our Community

- Support continued to the OPTIONS/First United Church extreme weather shelter which was open 5 days in November 2012, 16 days in December 2012, 14 days in January 2013 and 3 days into February 2013, (a 14 day stretch which was a challenge for volunteers and staff). Guests receive a small hot meal at 10pm. In the morning coffee, muffin and a gift card for breakfast at McDonald's is provided.

### Food Security Forum

- Approximately 30 people participated in the Food Security Forum April 13, 2012, and the creation of new connections in the community resulted. Discussion began at Alexandra Neighbourhood House concerning a future community garden in Crescent Beach. Support from both the City of Surrey and City of White Rock, as well as local media, helped to make this event successful.
- Master Gardeners maintain four gardens donating produce to the SOURCES Food Bank.

### Food Security Fund

A community with food security ensures nutritious food and support for community members in need, raises awareness about poverty and involves the community in developing solutions. Community food security exists when all community members have access to a safe and nutritionally adequate diet through a local food system that is environmentally-sound and sustainable while maximizing self-reliance and social justice. Outcomes for a community food security strategy could include:

- A sustainable system of local food production and distribution.
- Increased access to nutritious, affordable food.
- Reduced hunger and improved nutritional health.

The PH2H Task Force raised \$1,000 to support food security on the Peninsula, in partnership with the Peninsula Community Foundation.



## Greater Vancouver Shelter Strategy (GVSS)

It is becoming more widely recognized that challenges are increasing for shelters in serving the needs of an aging population. In recent years the challenge of how to respond to the relatively complex needs of older clients of shelters and other homelessness services has been one of the major emerging issues at the GVSS table.

On May, 2012 PH2H hosted a dialogue session with GVSS, residents from Options Hyland House, representative from government and service providers. GVSS Community of Practice facilitates peer-based learning and professional development among homelessness services, with a focus on seniors.

## Hosted Speaker from Semiahmoo Animal League (SALI)

In June 2012 PH2H hosted speakers from SALI, a volunteer driven society that works to assist homeless people with food, spaying and neutering needs for their pets, and assistance with pet fostering for seniors and those fleeing abuse. SALI also operates SALI farm – which has an 8 week program for children 3-12 who have witnessed family violence. (see pages 91–92)

## Newsletter Distribution

PH2H produced and circulated 10 newsletters throughout the year promoting community events and awareness, updates on community actions and needs, and volunteer call outs.

## Triage Service Chart

PH2H updated and circulated PH2H Triage Service chart providing information on food, shelter, clothing and support services available in South Surrey/White Rock for people facing homelessness.

## PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS)

Pacific Community Resources Society has teams of youth workers that connect with youth on Surrey streets daily up to 11pm. These programs include IRAYL, Reconnect, SEY and Surrey Youth Housing.

- These workers work closely with RCMP, Transit Police and City of Surrey staff to provide youth with alternatives to living on the street, or becoming street entrenched by producing safe housing and pro-social activities.
- Reconnect also offers an Open Gym program in partnership with the Surrey School District on Friday evenings where youth can connect and engage in healthy physical activity.

## NIGHTSHIFT STREET MINISTRIES

### Community Evening Outreach

- Since 2004, NightShift volunteer teams prepare and serve hot, nutritious meals every night—rain or shine—365 days a year.
- Two outreach vehicles serve an average of 700 people each week in the Whalley area of Surrey, where hundreds of volunteers offer encouraging words, clothing, blankets and personal hygiene kits.
- Street Smart Leadership training equips volunteers with the essential skills and mindset to effectively lead outreach teams.
- NightShift provides more than 61,650 episodes of assistance to individuals and families annually made possible through the giving hearts of 6,684 volunteers.
- In a typical month, NightShift provides 2,850 meals, 240 blankets, 1,740 clothing items and 300 Care Kits to people in need.





### AOK - Acts of Kindness

During evening hours, roving AOK teams from universities and schools (minimum age 16) offer encouragement and hand out iced tea and hot chocolate. People in crisis are referred to partnering social agencies, NightShift's Outreach services, the Care Bus and Care Centre.

### YAYA - Youth Outreach

Evening and daytime youth teams (aged 12-15) help set up/clean up, and serve food/clothes as well as conduct warehouse sorting, under the supervision of their teacher and parent chaperones.

- One adult (19+) leads groups of six youth (ratio 1:6).

### The Care Bus

A 32-foot mobile emergency unit provides crisis counselling, prayer, street level nursing, and a resource library to aid in the referral to safe community and social service agencies. It is operated by volunteer professionals who care about the mental, physical and social stability of under-resourced citizens in our community.

- On Friday evenings, the Care Bus provided 300 nursing and counselling consultations in 2012.

### The Care Centre

Provides licensed, professional counselling on a sliding-fee scale to anyone in the community, regardless of background, financial status or spiritual belief.

- More than 1000 counselling sessions have been offered since its inception.

### Social Enterprises

Sisters Thrift Boutique, a retail store offers high-end, low-priced merchandise to the community. RagTime, NightShift's clothing bin program, provides work experience and job skills training for men and women with special needs, in recovery and/or on probation who wish to 'give back' to the community. Net proceeds help support NightShift's programs.

“Provides licensed, professional counselling on a sliding-fee scale to anyone in the community, regardless of background, financial status or spiritual belief.”

## 3.2 HOUSING

Providing housing for those individuals who are undergoing treatment, are in reintegration programs or who are considered to be at risk of criminal behaviour is a priority. There are a number of initiatives in Surrey that provide housing for individuals who are involved in treatment or reintegration programs.

### ACHIEVEMENTS

#### COMMUNITY RESOURCE MAPS

The City's Community Resource Maps include social housing projects that provide supportive and transitional housing. The Community Resource Maps can be viewed as a citywide map, or as individual maps for each of Surrey's six communities: Whalley, Guildford, Newton, Fleetwood, Cloverdale and City Centre.

City of Surrey Community Resource Maps:  
[www.surrey.ca/social-planning](http://www.surrey.ca/social-planning)

#### HOMELESSNESS OUTREACH WORKERS

BC Housing introduced its Homelessness Outreach Program to Surrey in late 2006. Surrey currently has six outreach workers working out of three agencies: Keys: Housing and Health Solutions, Options Community Services and Klahow-eya Aboriginal Centre.

#### HOUSING PEOPLE SUFFERING FROM HEALTH, ADDICTION OR OTHER ISSUES

##### Options Community Services Society - Hyland House

Options Hyland House Outreach and Shelter Services works with men and women who are homeless or deemed 'at risk' of becoming homeless. The four locations under the OPTIONS Hyland House umbrella are: Hyland House Newton, Hyland House Cloverdale, Mobile Outreach Services and the Transitional Housing Program. Hyland House also provides rent supplements through the Outreach Program.

The shelters are considered enhanced shelter services because the sites offer services aside from a bed and a meal. The following services are offered to people using Options homeless services;

- enhanced emergency residential and transitional second stage housing;
- services for men and women that are 19 years or older;
- transitional supportive housing services; and
- rent supplement program.

Personal development services include:

- Life Skills;
- Support;
- Employment search;
- Accommodation search;
- Home management;
- Community integration;
- Budgeting;
- Individual case management;
- Addictions outreach;
- Income Assistance outreach;
- Shelter Clothing Bank;
- Internet Access;
- Housing Registry;
- Fax and telephone.

In 2012, 1396 clients used Hyland House's Shelter Services. Specifically,

- 1441 clients used Hyland House's Shelter and Outreach services.
- 96 made use of Rent Supplement Program.
- 20 were housed in the supported transitional apartments.
- The shelters had 4967 calls for service.
- Outreach dealt with 3784 calls for service.
- The shelter services operated at 104% capacity for the year.
- Hyland House shelters provided 17082 days of service.
- Average length of stay at the shelters was 33 days.
- 78% of the people using Mobile Outreach services were new clients.
- 64% of the people using Shelter services were new to the program.
- 49,275 meals were served in house at the shelters.
- Community partner donations by Starbucks, Save on Foods and Choices provided 32,850 snacks for people at the shelters.

The OPTIONS Shelter/Housing Worker, who is strictly dedicated to helping shelter clients find housing in the community worked with 239 individual clients.

- 72 of the 239 people had housing barriers.
- 119 of the 239 were directly housed with assistance from Hyland House's Shelter/Housing worker.
- The worker is experiencing a 49% success rate, which is considered good, given the complexity of needs the clients present.

## KEYS: HOUSING & HEALTH SOLUTIONS

### History

Keys: Housing & Health Solutions (Keys) (formerly South Fraser Community Services Society) is a non-profit, charity organization, located in North Surrey which provides social services to disadvantaged populations throughout Metro Vancouver. After 20 years, Keys delivers nineteen programs, covering two areas of service: Health Services and Homeless Services. In November 2012 Keys held a rebranding gala resulting in the name change.

- The Health Services portfolio encompasses a free medical clinic, non profit dental clinic, an onsite six-unit low-cost housing facility, women specific programming, a high-protein supplemental food bank, a community garden and a support lounge for individuals infected and affected with blood-borne pathogens including HIV/AIDS and Hepatitis.
- These services are funded by a contract through the Fraser Health Authority, Public Health Agency of Canada and through generous community donations and volunteers.

- The Homeless Services offers a twenty-four hour drop-in facility and a year-round 40-bed homeless shelter. Also, a daily meal program, outreach, corrections support, a housing program, and a referral program for disadvantaged youth and a ten bed male second stage recovery facility are offered.
- This portion of the Society’s programming is primarily funded through BC Housing contracts, Ministry of Social Development and SFCS Foundation.

In August 2012, Keys completed the Council on Accreditation (COA) to improve service delivery outcomes by developing, applying, and promoting accreditation standards in all of its programs.

### Rebranding



### 2012 Keys Achievements

- Keys participated in over 100 events or community meetings and committees throughout 2012, ranging from “Toque Tuesday” to the City of Surrey’s Health Advisory Committee.
- Keys staff participated in over 50 separate staff training sessions including such topics as Landlord/Tenant Rights, Surrey Rent Bank training, Food Safe, Non-Violent Crisis Intervention, the City of Surrey’s Crime Reduction Wire Theft Prevention and Reporting Training and Fraser Health Core Addictions Practice.

“In August 2012, Keys: Housing and Health Solutions successfully completed the process of becoming fully accredited.”

## MAJOR ACTIVITIES, PROGRAMS AND HOUSING:

Keys: Housing & Health Solutions currently offers 19 programs. These include:

### Barnston Island Community Garden

Created in 2012 to help address food security concerns in Surrey thereby alleviating social unrest and making our community healthier.

### The Bread4Life Program

Serves over 7,850 meals every month. Various community and faith-based groups augment this service by donating their time to prepare meals on a regular basis.

- With the opening of the Temporary Winter Shelter, the Bread4Life program increased its meal distribution by 120 additional meals on a daily basis.
- In 2012 the program averaged 1,650 breakfasts, 2,000 lunches, and 4,200 dinners every month. This program also averages the serving of over 30,000 cups of coffee monthly.

### Dental Clinic

Keys has a fully operational, two-chair dental clinic that serves people who are in need and are unable to access dental services due to multiple barriers. Emergency dental treatment and dental cleanings provided at a low cost.

- This project had a soft opening in August 2012, sponsors include; BC Housing, Fraser Health Authority, the Surrey Housing and Homelessness Society and Patterson Dental.
- Within the first five months of the Dental clinic being open, they saw 240 individuals.
- With those individuals the team performed 138 exams, 256 X-Rays, 69 dental cleanings, and 225 tooth extractions. Many of the clients were referred from internal Keys programs and other community agencies.



## Djaef Mahler Food Bank

The Djaef Mahler Grocery is a supplemental, high-protein food bank providing food hampers to close to 100 individuals weekly who live with HIV and are in need of support in the South Fraser region. This project relies on local philanthropists and periodic grants to maintain its food stock. All of the work is carried out by dedicated volunteers.

## Extreme Weather Shelter

Keys has a BC Housing Contract and the capability to offer 10 mats in case of extreme weather and will only open as a last resort if all the other local extreme weather shelters are at capacity.

## The Front Room Resource Centre

Drop-in services are offered 24/7, 365 days a year and can see up to 250 individuals daily.

- The program had nearly 85,000 client contacts in 2012. It provides showers, laundry, telephone, activities, referrals, and brings in professionals to serve clients including: MSD Employment and Assistance Workers, Fraser Health Addiction and Mental Health Workers, other community support workers, social services agencies, hairdressers, etc.
- The Front Room supplies an average of 30 bus passes monthly for housing and medical appointments.
- This program also facilitates other Keys community initiatives such as; Street Visions: the Homeless Art Program, Man's day, Women's day, Substance Use Awareness Week, World AIDS Day, hand washing clinics, Homeless Action Week events and also produces a monthly calendar of guest speakers, multiple educational or vocational sessions and the agency's newsletter "The Whalley Street Journal."

## Gateway Shelter

A 40 bed (32 male, 8 female) low-barrier, daily sign-in, year-round shelter.

- Occupancy in 2012 was 87.5%, providing Surrey with an annual 11,000 male sleeps and 2,200 female sleeps.
- In 2012 Keys started offering longer term beds to individuals who are actively engaging with their Housing Program. Clients who do not qualify for the Housing Program are still able to access shelter beds through the Temporary Winter Shelter or through Gateway Shelter on a night to night basis.

## The Housing Program

Developed and implemented in 2008, housed 110 people in 2009, and 206 in 2010, 268 people in 2011, and 303 in 2012.

- This team works to house people who stay at Keys' Gateway Shelter. They help client's to get referrals and complete paperwork to gain entry to supported housing or market housing, overcome barriers to getting housed, connect with the Ministry of Social Development to get Income Assistance, assist with life-skills training, liaise with landlords to maintain housing, and acquire appropriate furnishings, food, home start-up kits, community referrals, etc.

## IOM Pilot Project

The Homeless Invention Program's Phase II was created to assist offenders with societal reintegration at statutory release to prevent them from becoming homeless and to break the cycle of re-offending. The Keys IOM/HIP worker supports offenders detained in the Provincial Fraser Regional Correctional Centre in Maple Ridge primarily to find housing, support services, employment and volunteer opportunities.

- The Project has housed 30 releases from Fraser Regional Correctional Centre since May 2011, many of whom originate from Surrey.

## Julian House

Julian House is a six unit low-cost, supported housing facility for individuals living with HIV/AIDS. The residents are trained in peer-to-peer supports to assist each other and also volunteer in the Positive Haven Program. Through 2012, this project remained full and had a waitlist.

## Needle Distribution

An on-site syringe distribution centre works in conjunction with the medical clinic.

- The program collects approximately 22, 943 syringes monthly.
- In August 2012, over 33,822 needles were distributed, making this the greatest number in one month, to date.
- Overall numbers of harm reduction supplies being distributed are increasing with return rates averaging 80%. The majority of individuals utilizing the services are steroid users and intravenous drug users.
- In the year 2012, the program increased distribution of harm reduction supplies by 50%.

## The Other Women's Lives Pilot Project (OWL)

Provides the women in and around the City of Surrey, who are currently experiencing homelessness, poverty, abuse, practicing in the sex trade industry, are suffering with addictions or any other form of violence, a safe and welcoming environment where they can access counseling, support services and assistance to exit their current lifestyles.

- The program operates two drop-ins both held on Mondays (1pm-3pm and 7pm-9pm), with the group facilitator holding discussion groups on a variety of topics including but not limited to: harm reduction, education and help they need including safe date practices, STI prevention, addictions counseling, grief therapy, anger management, healthy confrontation skills, conflict resolution, building healthy relationships, life skills, exit strategies, bad date reporting and housing assistance.

- The drop in facility has become a safe haven for women and has empowered them to start writing a book to help other women and in July 2012, the OWL Project hosted the inaugural, "Runway to Hope" fashion show.
- Since implementation, the project has served approximately 312 different women.

## Homeless Outreach Program\*

Has housed 49 clients in 2012.

- The Homeless Outreach program travels throughout the Whalley and Bridgeview areas by foot, bicycle and by car connecting with the homeless. The Outreach program is a starting point for the majority of the street-entrenched population. Outreach is often a means of addressing basic needs and a conduit through which a client can be referred to mainstream services and supports, and ultimately reintegrate with the community to break the cycle of homelessness.
- The Keys Outreach Program has hosted the 'Surrey North Hard Target' meeting since its inception in 2009 bringing together all of the area's outreach workers, service providers, private security companies, Downtown Surrey BIA Bike Patrol, Surrey Crime Prevention Society, Probation officers, RCMP, City Bylaws and Parks staff to find solutions for the community's most visible and difficult street-entrenched clients.
- The Outreach program also works with The Surrey Board of Trade's LINK Line, Surrey Memorial Hospital and Surrey Pre-trial Services Centre to ensure clients have housing and supports upon release.
- In 2012, Keys Outreach Team partnered with Surrey Fire Service while inspecting unsafe rooming houses to provide social support networks for displaced residents affected by closures.
- The Outreach Program has housed 518 people since the fall of 2008.

*\*Outreach clients are now referred to the Housing Program when they stay at the Gateway Shelter.*

## Positive Haven

This support lounge provides advocacy, pre and post test counseling, regular support groups and community referrals to over 449 individuals, with an average of 10 to 15 new clients monthly.

- Also available is education, prevention and awareness through HIV/AIDS workshops and community events. This enables Keys' clients to seek funding, family re-integration, child care, training, etc.

## Second Stage Supportive Recovery House Program – Foundation House

This ten bed, male recovery facility focuses on addictions treatment and reintegration into society through education and employment. Clients are offered daily classes on; relapse prevention, life skills, codependency, healthy relationships, aftercare planning, and employment/education training.

Foundation House highlights for 2012 include;

- 14 men housed for over 3000 sheltered nights.
- 7 men back to work.
- 1 man back to school.
- 9 men actively involved in volunteer work.
- 12 men integrated with family/extended/social network supports.
- 14 men actively involved in the recovery community.
- 12 men consistently out of the criminal justice system.
- 11 of 14 men remained consistently clean and sober.

## Street Sweepers Social Club (SSSC)

SSSC Cleans the streets adjacent to the Keys facility several times a week to enhance community beautification. SSSC is currently scheduled for 4-12 clients to work three times

a week approximately 1-2 hours cleaning 135A Street. SSSC is also deployed 2-5 times monthly on a sporadic basis to maintain other Whalley locations through referrals.

In 2012, with the assistance of a beautification grant from the City of Surrey, the SSSC was able to achieve the following:

- Cleaner, healthier environment and community.
- Increased service delivery in the area and to surrounding local businesses, including service 'on demand' when needed/required in addition to weekly services leading to better relationships.
- Provide a sense of personal satisfaction, pre-employment reference letters and achievement to the participants of the program.
- Since May the program has:
  - » Collected 285 large bags of garbage.
  - » Supported 169 participants in the Club with 45 of those being unique individuals.

## Surrey North Community Health Centre

This free medical clinic in partnership with the Fraser Health Authority, provides confidential general health services to over 4,500 disadvantaged individuals.

Testing and counseling for sexually transmitted diseases, pregnancy, hepatitis and HIV/AIDS are provided by an on-site physician and nurse.

- In 2012, 5 Flu & pneumonia clinics, a PAP screening clinic and Health Fair during Homelessness Action Week were offered.

## Temporary Winter Shelter

A 40 bed (32 male, 8 female) low-barrier shelter for individuals who are homeless or chronically homeless that opened December 1, 2012. Occupancy for the month was 38/40 or 95% beds reserved and 34/40 or 85% occupied nightly.

## THE SURREY (SOURCES) RENT BANK- (SRB)

Operating since March 2012, the SRB is a program that offers a short term funding source that is available to families and individuals who are at risk for home eviction due to lack of, or shortage of, a monthly rent payment, utility arrears, damage deposit or other circumstance. In addition it provides low income individuals with the tools to better manage their limited financial resources.

- As of October, 2012 the program has provided 115 loans securing the housing stability of close to 300 people including children, seniors, families and the formerly homeless.

The housing stability reports show that the program has exceeded its goal of 100% housing stability for its borrowers for 6 months and 75% stability for 12 months. Loan payback rates have not reached the 71% goal, as 65% of borrowers are repaying their loans.

As awareness of the rent bank has increased so have the inquiries.

- 800+ enquiries are received annually. Those who enquire but who are not eligible for loans are referred to other appropriate services.
- Much of the service delivery time is occupied with the essential task of referrals. For many who inquire, the program is the window to government support services. It has been observed that people who have been working for long periods of time expect that they will get employment quickly and do not start applications for support soon enough, as they do not believe that they will need them. This can then, lead to their housing crisis.

Another contributor to a low-income individual's housing crisis is their involvement with alternative financing as a way of solving a financial crisis. The following story illustrates this scenario.

### STORY OF A HOUSING CRISIS...

Lucy is a senior living on a fixed income. A medical expense which she did not have the funds for, led her to an alternative financing outlet. With fees and high interest rates the debt she owed kept rising to the point where she was unable to pay her rent and service the debt. She turned to the rent bank for help. Her debt was less than her rent. On the 29th of the month she repaid her total debt from her pension income. After confirmation of her repayment of her total loan she received a cheque for her rent from the SRB. Now instead of a large monthly payment which was increasing she now has a low monthly rent bank loan payment of \$33. Her housing stability is secure again.

Surrey RENT BANK is managed by Sources Community Resources – for more information see:

**[www.sourcesbc.ca/index.php?option=com\\_content&view=article&id=205&Itemid=163](http://www.sourcesbc.ca/index.php?option=com_content&view=article&id=205&Itemid=163)**

“...offers a short term funding source that is available to families and individuals who are at risk for home eviction...”



## HOUSING YOUTH AND SUPPORT FOR HOMELESS YOUTH

### Keys: Housing and Health Solutions Youth Projects

### SURREY STREET YOUTH SERVICES (SSYS)

SSYS offers a safe place and assistance for street youth, and is funded primarily through the City of Surrey.

- With approximately 35 monthly self-referrals, the goal is to help those who are out of their home or on the street, to work toward a healthier and safer lifestyle.
- The program tracks approximately 150 different youth contacts a month that access services. The typical youth clients are Aboriginal or Caucasian females between the ages 21-24, who are generally seeking housing and income supports.
- Additionally in 2012 SSYS offered an array of tours, diversion hours and volunteer opportunities for local youth. SSYS partnered on 'A Step Beyond' with RCMP in February offering homeless education to selected youth leaders from across the North Surrey district.

In July of 2012 the CKNW Orphans' Fund Counselling Initiative was moved under the Keys' umbrella of services. This project has evolved over the last five years of service delivery, to include several aspects of service to better meet the holistic needs of referred clients:

#### Counselling

Given that every child referred to this program struggles with underlying psychological challenges that severely threaten their emotional, psychological and physical well-being, counselling remains the overarching and primary focus of this program.

1. The referred clients consist of children and youth ages 5-18 referred from several inner-city designated schools in the Surrey-Central area.

2. Once referrals from school staff have been processed, clients meet with the program counsellor on a weekly basis to engage in one-to-one sessions to build a therapeutic relationship.
3. Over time, the establishment of trust leads clients to disclose personal issues related to their life that hinder their ability to cope with the demands of their school, home and other settings.

#### Advocacy & Support

Many children referred to the Counselling Initiative are designated within the school system as possessing "Intensive Behavioural Intervention or Serious Mental Illness" and/or may have a Social Worker through the Ministry for Children and Families acting as their legal guardian.

1. As a result, the program counsellor attends meetings to support clients in the following settings: school planning meetings, school district meetings, communication with social workers, high level meetings with MCFD regional managers, RCMP investigators, the BC Child and Family Representative Office and Medical Physicians.
2. Participating in these meetings has led to supporting the child and assisting them in navigating the complex system of service providers.

#### Physical Activity through Pet-Assisted Therapy

Children referred through SSYS often spend time in nature while walking and running with the program counsellor and the certified canine "Soul".

1. Soul is trained in providing affection and comfort to children who are experiencing emotional discomfort. The unconditional love demonstrated by Soul assists the child in developing empathy towards themselves and others.
2. Often, the bond created between Soul and the child leads to a greater sense of self-worth which contributes to the child's overall health and happiness.

## OPTIONS SURREY YOUTH INDEPENDENT HOUSING PROGRAMS (SYIH)

The Options Surrey Youth Independent Housing Program (SYIH) program, funded in partnership by the Vancouver Foundation and BC Housing, is designed for homeless youth in Surrey between the ages of 16 to 24. This program assists youth in maintaining stable housing while allowing them the opportunity to achieve their educational or vocational goals. The program uses an Integrated Service Delivery Model in identifying the needs of the youth and implementing services.

- Youth receive one-to-one support to assist in pursuing their education goals, vocational goals, or both.
- In 2012, 12 youth received intensive 1-1 support services in the program.
- 5 youth graduated from high school (including one youth who received the Governor General Award).
- 2 youth went on to pursue post-secondary education.
- 6 youth secured employment.
- 100% of youth participants reported that they had the ability to live independently in the community and had a basic understanding of necessary life skills.
- 80% of youth participants described their housing situation as either “good” or “excellent”.
- Youth reported that their success was contributed to being able to sustain housing for a long period of time (approximately one year), having a supportive 1-1 youth worker, having a say in where to live, and having the convenience of living near family and friends.

### Independent Living Program

The Options Independent Life Skills Program provides services to youth between the ages of 15 and 19 that are connected to the Ministry of Children and Family Development.

- Youth receive weekly one-to-one support and training on how to live independently in the community. This includes budgeting, housing, education, career exploration, cooking and establishing a community support network.
- In 2012, 135 youth received 1-1 support. 86% of youth in the program expressed an increase in the ability to live independently
- 86% of youth reported that they were able to complete their outlined goals.

### Essential Support

Options Intensive Support and Supervision Program (ISSP) is for young individuals who are in conflict with the law.

- Youth are referred to the program by their probation officer for either one-to-one intensive support, monitoring services in the community or a combination of both.
- The goal of the program is to prevent youth from relapsing into crime. This is achieved by introducing and encouraging youth to participate in pro-social activities. Some of the supports that youth may require relate to issues such as housing, addictions, mental health, clinical therapy, employment and education.
- In 2012, 292 youth received one-to-one intensive support and supervision in the community of Surrey.

### Surrey Youth Integrated Housing Program

This program is offered by Pacific Community Resources Society (PCRS) through the Surrey Youth Resource Centres.

Finding housing is a difficult process and being a homeless youth with limited references and income coupled with a criminal record makes this process even more difficult.

- The Surrey Youth Housing program offers youth support to secure safe, affordable housing.
- Housing workers support youth to navigate the process of references, advocating with landlords, finances, moving and security deposits.

- The program also offers education to landlords on the benefit of housing youth and works to mitigate any concerns between them.

In 2012 the Surrey Youth Housing program served 82 youth with independent housing searches, supported transitional housing in 3 residences and roommate matching.

- The program also offers 10 youth beds for youth who are transitioning out of care and are ready for semi-independent living. Youth are supported by a life skills worker to develop skills, continue school and search for employment.
- Housing Outreach Workers team up with other youth outreach workers and community partners to outreach to young people living on the street to ensure they know where to access emergency shelters and services.
- Surrey Youth Housing program also has an integral role in the Raising the Roof Toque campaign, selling toques annually to raise funds that go directly to assisting youth in finding safe, affordable, sustainable housing.

Pacific Community Resources Society manages Youth Street Outreach, Reconnect, Homelessness Outreach, Integrated Youth Housing Program and several unique and innovative partnership projects to ensure youth have access to safe, affordable and supported housing. For more information please visit [www.pcrs.ca](http://www.pcrs.ca)

## PHOENIX CENTRE

Opened in 2007, the Phoenix Centre offers integrated services specifically for citizens experiencing substance misuse and mental health challenges, homelessness and criminal justice involvement. The Centre combines residential stabilization and structured transitional living programs with employment and educational assistance to effectively assist individuals to achieve long term stability in the areas of health, housing, education, employment and quality of life.

- **Phoenix Residential Stabilization Program:** This component funded by the Fraser Health Authority – Mental Health and Substance Use Services provides 28 beds for men in early recovery.
- **Phoenix Access to Employment Program (ASTEP):** This component funded by the Ministry of Social Development – Employment and Labour Market Services, assists multi-barriered men and women to develop and implement a Return to Work Action Plan leading to employment.
- **Phoenix Kwantlen Learning Centre:** A unique adult learning centre established through a partnership with Kwantlen Polytechnic University that assists men and women in recovery with educational upgrading to improve employability. The program has been expanded to 4 evenings a week with a focus on Aboriginal content in curriculum.
- **Phoenix Transitional Housing Program:** This structured post-treatment program provides 36 safe, affordable, furnished bachelor style units for adult men ready to implement a Return to Work Action Plan.
- **Phoenix Community Centre Program:** Increases opportunities for men and women in recovery to improve health, develop skills and interests that contribute to healthy lifestyles, and to participate more fully in the community through unique volunteer, leisure and recreation programs. Phoenix Redshirt Volunteers are well known for their contribution to many City events: Downtown Surrey Festival, Movies Under the Stars, Christmas Bureau and Adopt-a-Street programs.
- **Raven Healing Grounds:** First Nations' Elders offer traditional Sweat Lodge Ceremonies each Sunday as well as other cultural activities including drumming, traditional arts and crafts.

The table below shows the complexity of participants' challenges on admission and the successes achieved in the Phoenix Centre's integrated services model from January to December 2012.

PARTICIPANT CHALLENGES	PARTICIPANT SUCCESSES
<p><b>SUBSTANCE MISUSE</b></p> <ul style="list-style-type: none"> <li>87% self-reported poly-drug use</li> <li>22% self-reported entering treatment 6 to 10 times</li> </ul>	<p><b>REDUCED SUBSTANCE MISUSE</b></p> <ul style="list-style-type: none"> <li>83% completed the stabilization program successfully without returning to substance misuse</li> </ul>
<p><b>CONCURRENT DISORDERS</b></p> <ul style="list-style-type: none"> <li>37% diagnosed with one or more concurrent disorders</li> </ul>	<p><b>IMPROVED PSYCHOLOGICAL HEALTH</b></p> <ul style="list-style-type: none"> <li>96% reported improvement in psychological functioning</li> </ul>
<p><b>HOMELESSNESS</b></p> <ul style="list-style-type: none"> <li>39% self-reported being homeless for 6 months or longer</li> <li>68% self-reported insecure housing</li> </ul>	<p><b>REDUCED HOMELESSNESS</b></p> <ul style="list-style-type: none"> <li>82% achieved housing stability for 3 months</li> <li>84% achieved housing stability for more than 6 months</li> </ul>
<p><b>PHYSICAL AND MEDICAL HEALTH PROBLEMS</b></p> <ul style="list-style-type: none"> <li>35% self-reported 3-5 hospitalizations</li> </ul>	<p><b>IMPROVED PHYSICAL HEALTH</b></p> <ul style="list-style-type: none"> <li>No residents were hospitalized for medical health problems</li> </ul>
<p><b>SOCIAL AND FAMILY PROBLEMS</b></p> <ul style="list-style-type: none"> <li>72% self-reported social and family problems</li> </ul>	<p><b>IMPROVED SOCIAL AND FAMILY FUNCTIONING</b></p> <ul style="list-style-type: none"> <li>98% reported improvement in social supports</li> </ul>
<p><b>EMPLOYABILITY BARRIERS</b></p> <ul style="list-style-type: none"> <li>88% were assessed as not ready for employment</li> <li>82% were assessed as needing help with literacy skills</li> </ul>	<p><b>IMPROVED EMPLOYABILITY</b></p> <ul style="list-style-type: none"> <li>51% achieved full time employment</li> <li>29% enrolled in training to improve their employability</li> </ul>
<p><b>CRIMINAL JUSTICE INVOLVEMENT</b></p> <ul style="list-style-type: none"> <li>41% were on probation, conditional sentences</li> </ul>	<p><b>REDUCED CRIMINAL JUSTICE INVOLVEMENT</b></p> <ul style="list-style-type: none"> <li>0% had further criminal justice involvement</li> </ul>





## NEW PHOENIX TRANSITION HOUSING CENTRE

The new Phoenix Transition Housing programs at Quibble Creek opened in August 2012. The Phoenix Society operates a 15-bed short transitional access to recovery residential facility (STAR) connecting adult men who are homeless or at risk of homelessness to the treatment continuum.

- Since its opening in August to December 2012, the STAR program connected 66 adult men with the treatment continuum.
- The Phoenix Society also operates a 52-bed, long-term post-treatment supportive transition housing program for men and women.
- The transition housing program is integrated with employment assistance and educational upgrading services and supports at the Phoenix Centre.
- The Phoenix Transitional Housing program welcomed 40 new residents from August to December 2012, connecting them with the integrated services and supports at the Phoenix Centre to complete educational and employment action plans.

## OTHER SPECIALIZED INTERVENTIONS AND RESOURCES

### ACHIEVEMENTS

#### Sources Community Resource Centre

Sources Community Resource Centre is contracted to provide services in the area of youth justice to assist youth in fulfilling their court ordered Community Work Service (CWS).

- In the period from April 1, 2012 to the end of 2012, 31 clients were served in the Youth Justice Program. 7 of those included CWS hours. Altogether these 7 clients performed 274 hours of work.
- The average number of hours per client was 39.14 and ranged from 3 hours per client to 96 hours per client. Every client completed their hours satisfactorily to meet their obligations.

A variety of community placements and activities are utilized to support these services including Sources Food Bank, adopt-a-street (garbage pick-up), community litter pick up projects and other private businesses and organizations.

Sources offers addictions support in the South Surrey region through outpatient individual and family counselling services augmented by groups based on demand. 315 new clients received counselling services this year. A new initiative in 2012 began with the Surrey School District – in the form of collaboration with Surrey Safe Schools.

“...volunteers who participate in regular neighbourhood clean ups around the SUMS building each week as well as special community clean – ups...”

## NEW SUBSTANCE USE AND ADDICTION SUPPORT INITIATIVES WITH SURREY SCHOOL DISTRICT:

1. SCHOOL SUBSTANCE USE LIAISON - School Substance Use Liaisons will refer students warranting longer term service, to the Sources program. Sources staff will attend the school to provide initial services to the student. Protocols have been established regarding appropriate information sharing while respecting privacy concerns.
2. PEER SUPPORT INITIATIVE - The “Mentor Program” connects secondary school students as mentors to grade seven students to support their transition from elementary school. This program utilizes a values based approach to develop healthy coping skills and positive peer relationships which are known to reduce the risk of problem substance use. Additionally, it provides a connection to mentors in the high school, helping students become better equipped to maintain their values and abstain from negative influences as they enter their secondary education.

The program recently completed a pilot phase, pairing students from Earl Marriot secondary to provide mentorship to students from Peace Arch Elementary.

- Activities focus on values, resiliency, self/peer pressure, refusal skills, high school tour, and narrative sharing in small groups. Group topics included bullying, drug use, alcohol use, vandalism, peer relationships, romantic relationships, mental health concerns and academics.
- In 2012, approximately 90 students participated through 8 sessions.

The project will continue in 2013 with the goal of reaching 150-180 students. A formal facilitator’s manual for the group will also be developed, to support expansion of the project to other South Surrey schools.

## SERVANTS ANONYMOUS SOCIETY (SAS)

Since July of 2001 Servants Anonymous Society (Surrey) has had 456 women and youth come and live in an SAS home for their first time. Over the same period of time, SAS has done 1403 intakes (this accounting for returning participants).

The table below covers numbers in various categories over the last year - July 1, 2011- June 30, 2012

<b>Total number of Participants to Date = 456</b>	<b>Total Number of Participants this Year = 62</b>
<b>First Time Participants = 40</b>	<b>Returning Participants = 22</b>
<b>Average Length of Stay 30+ Days = 4.5 Months</b>	<b>Average Residents Per Month = 17</b>
<b>Youth Served under 19 years of age = 12</b>	<b>Women Age 35+ Served = 15</b>

## HIGHLIGHTS

- It is estimated that young women are bought and sold 10x per night. Due to the supports at SAS, an estimated 1450 'purchases' have been prevented.
- The average length of stay for participants remaining in the program for a month has remained constant over the past five years at four and half months.
- The number of returning participants has increased. SAS teaches participants to come to know their own patterns (relapse, triggers, etc...) and teaches skills in Relapse Prevention.
- This past year, Servants Anonymous Society has served 5 very high risk pregnant women; providing them and their unborn children with

**SERVANTS ANONYMOUS SOCIETY** was awarded the **W.H. DONNER AWARD**, second year running, for best in Canada charity providing substance abuse prevention and treatment to women and female youth.

safe supportive housing, education, nutrition, access to prenatal care, community advocacy, and goal setting and planning.

- Of these women: One is living independently with family and community support and expects to give birth in late April 2013. Three are in independent housing and are successfully raising their babies full-time.
- They are continuing to be successful in maintaining clean and sober lifestyles, and return to the ASK Centre to continue their education.

Mental Health concerns continue to be at a major issue that SAS participants are dealing with. Some of these include depression, anxiety, schizophrenia, bi-polar, borderline, and oppositional defiance disorder. Almost all of the women and youth accessing SAS services suffer from post-traumatic stress disorder.

- As in years past, there continues to be long waitlists for mental health workers, and psychiatrists.
- This year, two of the youth were connected to the Early Psychosis Intervention Program.
  - One of these young women is now working full time, living independently, and is saving to purchase her own condo.
  - The other youth has been re-connected to her parents, and is in treatment.

## SURREY URBAN MISSION (SUMS)

### Summer Day Camp

Each summer the Surrey Urban Mission hosts a summer day camp program at no cost for children in the community who may not be able to access summer activities due to lack of financial resources. Breakfast, lunch and snacks are provided each day for all children.

- Many of the children (aged five to 13 years) have participated for several years and younger siblings and friends come when they reach 5 yrs of age.
- In 2012, 140 children participated over the course of the summer.
- At the end of the summer the children are given school supplies to ensure that they have a great start to the new school year.

### Surrey Urban Mission Junior Leadership Program

Young people from 11 years of age to 14 years of age are able to participate in a leadership training program each summer to develop relevant job related skills and abilities. Each person is asked to commit to a specific number of hours each week. They are required to attend school regularly and to commit to doing their personal best each day. Fulfilling these requirements enables them to have a paid Junior Leader position at Day Camp when they reach 15 years of age.

### SUMS Teen Club

The Teen Club offers youngsters from 11 to 15 years of age a chance to participate in weekly activities including homework help, supper, and activities ranging from arts and crafts, music and dance, martial arts, field trips along with appearances from special guests.

This program run by high school and university student volunteers is offered at no cost to the participants allowing all those who wish to be involved to do so.

## SUMS Volunteer Corps

The Volunteer Corps started in the Olympic year as a way for people who were homeless to be an active part of the festivities.

- The team continues to volunteer and now has a fluctuating membership of about 15 dedicated volunteers who participate in neighbourhood clean ups around the Mission each week and special community clean – ups organized by the RCMP and the Downtown Surrey BIA.

### Extreme Weather Shelter

- The Mission offers overnight accommodation to up to 60 overnight guests during inclement weather. The doors open when it reaches zero degrees or a combination of weather conditions make it dangerous for people to be outdoors.
- The Mission accommodates 50% of the Extreme Weather beds in Surrey each year.

### Community Service Placements

The Mission partners with the Surrey North Corrections office to provide opportunities for people who are required to do community service allowing them to become positively involved in their local neighbourhood.

Several people have become long-term volunteers after completing the required hours mandated by the Court.

### Off the Block

This is an opportunity for women of all ages who are or have been homeless, or are working on the street, to have a safe place to meet each week.

This program provides a meal, activities, clothing and personal items, and food to take home along with the opportunity to develop relationships with others in the group. Volunteers assist the women to make life plans and connect to resources and opportunities in order to move forward in their lives.





### Aboriginal Beading Program

This project provides women whose lives have been filled with conflict, the opportunity to explore their creativity while developing positive relationships with others.

### CONNECT Day

The event is held annually (October) in conjunction with Homelessness Action Week and is sponsored by a number of agencies, including the City of Surrey, Surrey Homelessness and Housing Task Force, Surrey Homelessness and Housing Society, Semiahmoo Animal League and Surrey Board of Trade. The idea is to connect people in the community with service providers.

Resources such as health care, flu shots, eye check up, vet care, animal grooming, food bank registration, pre-school children activities, mental health and addictions counsellors, legal services, bike and wheelchair repair, letter writing and more are offered.

Personal services are also available, including haircuts, shaves, nail and foot care, make up, clothing, shoes and household items.

Items such as diapers and children's clothing for women expecting new babies and moms with young children are also available.

## PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS)

Pacific Community Resources youth services support the diversion of young people from crime through many of its services:

- Surrey Youth Resource Centres (in partnership with Options Community Services).
- Work BC Employment Centres.
- Pre-employment skills.
- Paid training and work experience.
- Connection to Community Resources.
- Housing.
- Training in literacy and numeracy.
- Recreational Activities.
- Education.
- Case management and Mentoring.
- Drug and alcohol counselling.

### The Surrey Youth Resource Centres

(Administered by Pacific Community Resources in partnership with Options Community Services) provide a broad range of programming to youth in the Fraser Region. The centres, located in Newton and Guildford, host alternative academic programs, alcohol and drug counselling programs, youth justice services, community work service programs, housing supports & services, life skills workers, family and youth counselling programs, and a safe drop in space with access to resources and staff. Social programming provides positive connections and healthy alternatives for youth. This includes a variety of sports, clubs, academics, cultural programming and volunteer opportunities. As well as social programming, the centres offer life skills, girls empowerment groups, anger management, boys groups, and cooking classes.

- In 2012, the numbers of youth served in the Surrey Youth Resource Centres was: Newton (1150) Guildford (3245).

## Reconnect

Pacific Community Resources Reconnect workers provide street and community outreach as well as one to one services. Reconnect staff support youth out in the community by reaching out to them where they are. Reconnect workers support young people to identify the services needed to prevent and/or address marginalization from mainstream society.

- In 2012, the number of youth served in Reconnect was: 178 one to one services, 1637 outreach contacts.

## Stop Exploiting Youth (SEY)

The SEY program, offered by Pacific Community Resources, supports youth to exit the situation or lifestyle in which they are being sexually exploited. The SEY worker provides outreach, emergency case coordination, ensures child protection issues are reported, and works with youth to identify the services and supports they need to develop a safe and healthy lifestyle.

- In 2012, the number of youth served in the SEY program was 39 Clients = 38 Females, 1 male.

## Surrey Youth Hard Target

Surrey's Youth Hard Target Team was established in January 2010 and serves to contribute to the reduction of crime and enhancement of community safety through creative and coordinated service planning for youth (18 and under) who are marginalized, involved in criminal activity, exploited and/or missing. Members are also alerted to any safety concerns raised in the community that may directly affect youth. ( i.e. recruitment, gangs, predators etc...).

- Chaired by Pacific Community Resources, the Surrey Youth Hard Target team also includes representatives from MCFD, RCMP, School District 36, Transit Police, City of Surrey and other youth service providers in the community.
- In 2012, Surrey Hard Target averaged 10 new youth per month.

## Learning to Integrate New Knowledge and Skills (LINKS)

LINKS offers academic and social programming to youth on probation, who have not experienced success in mainstream school/programming. LINKS is able to offer individualized programming to all students as they support youth to acclimate to attending a daily program and participate in pro-social activities and skill development. LINKS is a Pacific Community Resources Society, MCFD and Surrey School District partnership.

- In 2012, the number of students enrolled in LINKS was 33.

## Adapted General Education (AGE)

AGE is a unique partnership education program between Pacific Community Resources Society, Surrey School District and Surrey Youth Probation. The program offers both education and social programming for youth on probation or bail orders.

- In 2012, the number of students enrolled in the AGE program was 18.

“...provides outreach, emergency case coordination, ensures child protection issues are reported, and works with youth to identify the services and supports they need...”

### In 2012, IRAYL was the recipient of two awards:

- April 2012 – Received the Premier’s Award in the Partnership category alongside the Transit Police and MCFD
- November 2012 – Acknowledged at the Ministry of Justice Crime Prevention and Community Safety awards, in the Community Organization category in partnership with the Transit Police.



### Inter-Regional At-Risk Youth Link

Better known IRAYL, this unique partnership between Pacific Community Resources, Translink, Transit Police and MCFD is a youth outreach crime prevention/intervention program providing support and resources to youth who gather together on and around the Skytrain stations in the Lower Mainland.

- Youth outreach workers identify and connect with targeted youth, ages 18 and under, building relationships.
- Youth are provided with resources, referrals and support to make positive connections and choices. They are also provided with food, hygiene essentials, clothing and other items as part of a cross-regional crime reduction initiative to meet basic needs and healthy lifestyles.
- In 2012, the number of youth served by IRAYL was 7304.

### Surrey Youth Integrated Housing Program

Offered by Pacific Community Resources through the Surrey Youth Resource Centres. See page 81

### SEMAIHMUO ANIMAL LEAGUE INC (SALI) AND SALI’S FARM

SALI (Semiahmoo Animal League Inc) is a non-profit society that serves at-risk children and at-risk animals in Surrey, Langley, and White Rock.

### SALI’S Guardian Program

- Provides for the needs of companion animals of at-risk people.
- SALI believes that all members of our community deserve the love and support of pets.

The special relationship between an owner and their pet adds immeasurably to their quality of life. Unfortunately, all of these pleasures and benefits can be completely neutralized if intense anxiety regarding the health and welfare of the pet is an issue.

SALI has determined that because of their isolation and marginalization, women & children fleeing violence, seniors, people living in poverty or on the street are especially vulnerable to losing their pets. Pets reduce stress and blood pressure, provide emotional support and physical safety, reduce loneliness and increase self-esteem and encourage self-care. A companion animal may be more than a pet, they may be a lifeline and a reason for living.

“...as part of a cross-regional crime reduction initiative...”



“...a safe haven for at-risk children and rescued animals to bond, learn, and heal one another.”

### SALI'S Farm

- Provides a safe haven for at-risk children and rescued animals to bond, learn and heal with one another.
- Young children who have experienced or witnessed violence attend SALI's Farm and engage in horticultural and animal-assisted activities.
- The program is rooted in the realization that one of the most common components of violence is a lack of empathy. Caring for animals teaches the children empathy, non-violence and that all living beings deserve to be loved and cared for.

### SALI'S 2012 KEY ACHIEVEMENTS

- Collected and delivered \$20,000 worth of pet food to people living in poverty and on the streets.
- Received \$5,000 gaming grant to pay for vet care for at-risk animals.
- SALI directly helped 30 people keep their pets and fostered 5 pets.
- 43% of women seeking refuge from violence stated that concern over their pet's welfare had prevented them from leaving the abusive situation earlier.
- Paid for 13 spays/neuters, 1 emergency cat surgery, 1 cat grooming.
- Received \$5,000 community grant from Coast Capital for SALI's Farm.
- Badger, our rescue horse is the newest member of our volunteer team. His story of abuse as a baby horse and his healing at SALI's Farm tells the children that they too have hope. His daily care is handled by trained SALI volunteers.
- 18 children from Maxxine Wright, Koomseh, Durrant House, and SOS Children's Village attended SALI's Farm.



## 3.3 EDUCATION AND SKILLS DEVELOPMENT

The Crime Reduction Strategy recognizes the importance of education, skills training and career development as steps that contribute to independent living and successful reintegration into the community.

### EMPLOYMENT SERVICES IN SURREY

The new Employment Program of BC began in April 2012 across the Province. In Surrey, the Ministry of Social Development established the need for Employment Services Centres in five distinct catchment areas: Whalley, Fleetwood/Guildford, Newton, Cloverdale and South Surrey/White Rock. Each catchment area was awarded a separate contract in a very rigorous RFP process.

The new model emphasizes a “one stop shop” delivery system where the contractor for each catchment is responsible for providing all employment services to all clients and employers within the catchment area where they reside. This differs from the previous model where services were provided without restriction to borders. The suite of services has remained consistent with support for individuals around the issues of Job Search, Job Maintenance, Job Coaching, Career Planning, Skills Development Training, Apprenticeship Support, Targeted Wage Subsidy, Self-Employment and services to Specialized Populations (Aboriginals, francophone, immigrants, multi-barriered, older workers, persons with disabilities, victims of violence and/or abuse and youth).

“...responsible for providing all employment services to all clients and employers within the catchment area.”

In Surrey a partnership was created between several agencies with a history of providing employment programming. The membership of the Surrey Employment Services Network (SESN) consists of:

- Options Community Services
- Sources Community Resource Society
- Pacific Community Resource Society
- Phoenix Society
- S.U.C.C.E.S.S.
- La Boussole
- ACCESS
- DiverseCity Community Resources Society
- Progressive Intercultural Community Services

The majority of the contracts to operate as new “WorkBC Employment Services Centres” for the five Surrey catchments, were awarded to SESN members. They are as follows:

- The Whalley Catchment is operated by Options Community Services.
- The Guildford/Fleetwood catchment is operated by Pacific Community Resource Society.
- The Cloverdale catchment is operated by Sources Community Resource Society.
- The South Surrey/White Rock is operated by Sources Community Resource Society.
- Back in Motion Rehab Inc. was awarded the contract to operate the Newton catchment.

As an example of some of the other employment programs the SESN services providers offer, Back in Motion also offers three employment programs in Newton, each with a unique focus.

- The **Skills Connect for Immigrants Program** works with skilled immigrants across all sectors to secure employment aligned with their pre-landing qualifications.
- The **Customized Employment Program** provides services to creatively carve long-term jobs for Persons with Disabilities, benefitting individuals and local employers.
- **Avia Employment Services/Employment Program of BC** is a “one-stop shop” employment program for people with diverse backgrounds, skills and experience. Jobseekers access job search supports and community resource information, as well as training and self-employment services for qualified candidates.
- In 2012, BiM’s employment services helped 3,232 Surrey jobseekers. More than 50% received one-on-one employment services, and 683 people successfully returned to work or achieved community attachment.
- Since the launch of the New Employment Program of BC on April 2, 2013, the Cloverdale WorkBC Employment Services Centre had over 3400 visits to the Resource Centre; over 800 job seekers were provided with individualized employment services; over 500 individuals were provided apprenticeship supports and funding, and over 160 obtained employment.

Once services are completed, many people find or return to work in the City of Surrey, thereby contributing to the local economy.

For more information about the New Employment Program of BC, and the WorkBC Centres, please visit [www.workbc.ca](http://www.workbc.ca)

## ACHIEVEMENTS

### DIVERSECITY YOUNG ADULTS TOWARDS SUCCESS (YATS)

Young Adults Towards Success (YATS) program is an eight-week course designed to help young adults new to Canada develop skills, set personal, educational and career goals while gaining knowledge about their new home in BC. The program is fun, active and inclusive.

- Between October 2011 and December 2012, YATS has served a total of 99 young adults.
- 60% of the program participants have enhanced their skills through group workshops.
- 90% have received various levels of support for accessing community resources.
- 100% received individual guidance for setting educational and career goals.

DiverseCity is a community partner in the Acting Together Community University Research Alliance AT-CURA (organized by Kwantlen Polytechnic University) on a project on youth violence related to gangs and the drug trade (see page 98).

Several initiatives work to reach youth that may be at-risk of being lured into criminal enterprises. In addition, substance use, children who witness abuse and child and mental health counselling programs that address youth’s psycho-social and emotional health needs are offered.

### OPTIONS COMMUNITY SERVICES

Options Community Services (OCS) is an accredited non-profit agency and registered charity. Options has been providing services in Surrey since 1968. OCS is a multi service agency with over 400 employees and 250 volunteers providing a wide range of services including; housing, mental health, clinical counselling, employment, settlement, child care, family support, special needs, supervised visitation and services for at risk youth (Also see page 82).

## ELIZABETH FRY SOCIETY OF GREATER VANCOUVER (EFRY)

The Elizabeth Fry Society of Greater Vancouver is a non-profit organization that provides support services to some of society's most vulnerable populations - women, girls and children at risk of involvement, involved in or affected by the justice system. EFry's more than two dozen programs work to break the cycle of poverty, addiction, mental illness, homelessness and crime.

### Asphalt Gals

Asphalt Gals is a social enterprise launched by EFry in fall 2011 to create job training and employment opportunities for criminalized women. This unique business diverts used asphalt shingles from landfills and facilitates recycling them in to a variety of products such as roads and industrial fuel.



### JustKids

JustKids is a movement initiated by EFry to support the unique needs of children with a parent in prison.

- EFry provides children in Surrey who have incarcerated parents with free summer camps and a Saturday Club with activities geared to fostering improved resilience and academic achievement in kids aged six to 12;
- The Storybook Program, which provides new books to children along with a recording of their incarcerated parent reading to them, is available through the Surrey Pretrial Centre.

For more information visit: [www.just-kids.ca](http://www.just-kids.ca)

### Homelessness Prevention Project

The Homelessness Prevention Project is a two-year project, funded through the Federal Homeless Initiative.

EFry is the lead agency that, in partnership with Keys: Housing and Health Solutions, assists inmates at the Surrey Pretrial Centre to develop housing plans for their release, including options such as addiction support recovery.

The program is designed to reduce the number of inmates who find themselves homeless and at risk to re-offend, after incarceration.

### Sheena's Place and Cynthia's Place

Sheena's Place and Cynthia's Place are shelters for women emerging from or at risk of justice system involvement. Women are provided with support in addressing issues and in locating permanent housing.

- Cynthia's Place assists adult women and operated at 99 per cent capacity in 2012, supporting 177 women.
- Sheena's Place accepts both single women and those with children. In 2012, it ran at 100 per cent capacity, helping 123 women and 49 children.

## Ellendale

Ellendale is a residential relapse-prevention program for women struggling with addiction.

- In 2012, Ellendale supported 50 women working to overcome addiction.

## Transitions to New Beginnings

Transitions to New Beginnings is a program for expectant or new mothers at risk or involved in the justice system. Mothers are supported in preparing to care for their children and in locating safe, affordable housing.

- Eleven (11) women and seven (7) babies were supported by the Transitions to New Beginnings program in 2012.

## SURREY WOMEN'S CENTRE (SWC)

In 2012, Surrey Women's Centre celebrated its 20th anniversary. Surrey Women's Centre offers a wide range of programs designed to increase the safety of women and children fleeing violence. Surrey Women's Centre provides critical support, information and resources to women and children fleeing violence. This year, key highlights include:

- 3026 women fleeing violence called the 24-hour crisis line.
- The Surrey Mobile Assault Response Team (SMART) accompanied 140 women and children to the hospital for emergency medical treatment immediately following a sexual assault.

- The Court Team spent 1068 hours supporting abused women and children as they testified in court.
- Every week 40 women and children living in poverty came to the drop-in resource centre for free clothing, toiletries and other basic necessities.
- 205 women sought individual and group counselling.
- 502 women and children in need received holiday gifts through the Angel Tree Program.

Surrey Women's Centre is committed to strengthening the network of support available to women and children in the community. As one of the founding members of the Network to Eliminate Violence in Relationships (NEVR) coalition, Surrey Women's Centre partnered with other community organizations to host its first annual conference entitled, Tipping the Scales of Justice: Supporting Women, Children and Families. This conference brought together 182 representatives from medical, legal and social service agencies to explore best legal practices for enhancing the safety and well-being of women, children and families impacted by violence.

SWC and Kwantlen Polytechnic University (NURSING) are key founding partners of NEVR (Network to Eliminate Relationship Violence).

“Surrey Women's Centre offers a wide range of programs designed to increase the safety of women and children fleeing violence.”



## 3.5 COMMUNITY SUPPORT TEAMS

It is very important for individuals involved in treatment, housing and/or training programs to have access to reliable support, minimizing chances of discouragement and relapse. Supports provided by teams who understand the history, needs and challenges of the individual are key to ensuring long-term success.

### ACHIEVEMENTS

#### ASSERTIVE COMMUNITY TREATMENT (ACT) TEAM

In response to the extremely high number of repeat and long-stay psychiatric admissions and admissions of individuals with 'no fixed address' at Surrey Memorial Hospital, Fraser Health initiated the development of an ACT Program in Surrey in 2011.

The target population for ACT is "hard to reach" individuals who have the most serious mental illnesses and significant functional impairments (such as homelessness and justice system involvement) who have not benefited from traditional mental health services. The ACT model provides "low-barrier" client-centred services and support, including housing support.

The ACT Team includes a psychiatrist, 3 nurses, a clinical addictions counsellor, 2 social workers, an occupational therapist, a vocational rehabilitation position, 3 support workers and 1 peer support worker. The ACT Team became operational in January 2012. When it is fully functional, the ACT Team will have the capacity to support 100 individuals. Currently there are 55 individuals who are ACT clients.

An example of the effectiveness of ACT is the case of one individual who had 28 admissions to the ER over a 24 month period. Since being supported by the ACT program, this individual has had no admissions to the ER over a 24 month period.

Those who are served by the ACT team are;

- Adult (19 years or older) residents of Surrey.
- Individuals living with serious mental illness, multiple complex needs, and severe functional (e.g., inability to consistently perform activities of daily living for basic adult functioning in the community) impairments.
- Vulnerable and at-risk individuals who often have co-existing mental health and substance use issues and who may be homeless or at risk of homelessness.
- Frequent and repetitive users of hospital, emergency, acute in-patient services, as well as police and ambulance services.

## YOUTH COMMUNITY ACADEMIC SUPPORT PARTNERSHIP

### Acting Together – CURA project

“Acting Together” project at Kwantlen Polytechnic University is a multi-disciplinary and multi-partnership project aimed at prevention of youth violence and youth gang involvement. Beginning in 2009 with \$1 million grant from the Social Sciences and Humanities Research Council of Canada, the 5-year long Community University Research Alliance (CURA) project has brought together academic researchers from 4 BC post secondary institutions and 12 community partners including the City of Surrey.

### Research

#### “The Powerful Teens”

This study is aimed at tracking character strengths, social connections and beliefs about crimes among 421 high school students.

- Preliminary findings suggest that gratitude, self-esteem, humility, authenticity (being true to oneself) and parental monitoring are related to low involvement in violence.
- Students who reported that their parents generally know where they are and who they are with, have both fewer delinquent beliefs and higher life satisfaction. Also, the youth are well-informed about the negative consequences of gang involvement, but they still seem to adhere to some of the myths about the elusive benefits of gang-membership.

Once all the protective factors and strengths are identified, the community partners, parents, teachers, and youth leaders will be invited to a series of workshops to develop programs that help foster these strengths among our youth and keep them away from violence and criminal gang recruitment.

#### “Youth Power Project”

A study that is examining the character strengths of at-risk youth has been launched. Results will be available in 2013.

#### “Community Voices”

This study involved 18 focus groups, and 46 interviews with 162 participants including youth, parents, teachers, and service providers. These on-going conversations with Surrey community members keep the project team informed on issues of concerns around youth violence and gang involvement.

#### “Youth-to-Youth Violence”

This study is conducted in collaboration with the Surrey Memorial Hospital and the Fraser Health Authority. The data analysis is underway to examine the resources available to help the emergency staff, social workers and clinical nurses to assist the families and young patients who access the health services following a youth-to-youth violence.

#### “Youth Alienation” study and “Gang Exit Strategies” study are currently underway.

- Results are expected in 2013.

“...a multi-disciplinary and multi-partnership project aimed at prevention of youth violence and youth gang involvement...”

## At-Cura Specific Training & Knowledge Dissemination

The **Chris Mohan Memorial Youth Forum** was held on May 26th, 2012 and was attended by 120 high school youth, parents, service providers, politicians and media.

- Starting with a keynote from the Surrey Mayor Watts, the event included panel discussions and interactive activities with an aim to inform and educate the community about youth gang violence prevention.

The **3rd Summer 2012 Community Garden Project** took place in 2012, and involved 31 youth from the Surrey School District Wrap program.

- The students learned valuable skills pertaining to growing food which was then donated to the Surrey Food Bank.

A **Program Evaluation Workshop** was held in collaboration with the National Crime Prevention Centre was offered on November, 15, 2012.

- Forty (40) participants attended from 14 agencies, including the City of Surrey, two school districts and a variety of community non-profits. Participants learned skills in program evaluation including use of logic models, evaluation designs, and data and performance modeling.

**“In Dialogue”: Multi-disciplinary Approach to Reducing Youth Gang Violence in B.C.:**” was held in collaboration with the South Asian Community Coalition against Youth Violence (SACCAYV). This round table lunch discussion was held on Sept 28, 2012.

- The Combined Forces Special Enforcement Unit of British Columbia (CFSEU) Chief Superintendent addressed the community members gathered at the City of Surrey Library venue on the issue of youth gang violence. The event was attended by politicians, RCMP officers, academics, community stakeholders, students, and community service agency.

Website: [www.actingtogether.ca](http://www.actingtogether.ca)

## CROSS-FUNCTIONAL OUTREACH TEAMS FOR VULNERABLE POPULATIONS

### DiverseCity Seniors Programs

Senior Support Services program for the South Asian community has served 175 clients in 2012.

The project provides outreach, support, settlement and service linking to newcomer South Asian seniors in the Surrey and surrounding areas. Program participants have achieved the following outcomes:

- Increase in participation by South Asian Seniors due to reduction of language and cultural barriers.
- Seniors become more self-reliant and empowered to initiate activities on their own outside their homes without being reliant on their children.
- Increase in seniors’ knowledge about relevant issues - i.e. Self-Care, Personal and Home Safety, Prevention against Frauds and Scams, Information about Community Services/ Resources, Prevention from Cancer etc.
- Seniors have confidence to participate in the activities at the senior centres.
- Social time provided them to connect with each other and develop friendships.
- Increased opportunities to learn about Canadian celebrations and celebrate South Asian festivals

DiverseCity’s seniors support services in collaboration with the Surrey Senior Planning table organized the 2nd annual forum “Intercultural Case Show for seniors.”

- In 2012, 545 seniors participated in the event. The aim of this event was to bring seniors from diverse cultural backgrounds together to embrace and understand other cultures through artefacts, information, food, and entertainment. Again, this was a great opportunity to reach seniors from all ethnic communities.

DiverseCity's Immigrant Seniors Programs provide outreach, support outreach, support, settlement, and service linking to newcomer seniors in Surrey and surrounding areas.

- To enhance senior independence, increase active participation in the community, increase access to services, and facilitate multicultural understanding and integration.
- Seniors learn of their rights and become aware of important issues affecting them such as health management, pension laws, and elder abuse.
- The seniors are also able to participate in local outings.
- In 2012, the program helped over 275 immigrant seniors become active in the community.

### **Middle Years (Myzone) and Critical Hours Programming**

The Community and Recreation Services Division's vision is to create safe and nurturing programming that is universally accessible and affordable for middle year aged children. The Division offers many services to children in the middle years, and the following examples help to engage children during the critical hours, a time when children are very vulnerable to negative exposures and lack of appropriate activities and supervision.

- It is generally recognized that a period of time known as "critical hours" exists for children and youth if left unsupervised or with minimal positive opportunities for engagement.
- Utilizing a best practice model developed in Calgary, questions were asked of the Surrey RCMP crime analysts, to get an understanding of what the critical hours are in Surrey for children and youth (aged 12-17). Data collected by the analysts for the year 2010, has served as a baseline for the development of the MYzone and Critical Hours project work.

In 2012, Surrey had 2372 chargeable youth (12-17 years old) incidents; chargeable defined as a contact between one youth offender and police where there was sufficient evidence for information to be laid.

- » The dataset included 1627 offenders which amounted to 2372 incidents.
- » While the Calgary study defined critical hours as 15:00 to 18:00 hours (3-6 p.m.) (source: Canadian Research Institute for Law and Family, 2008), based on the Surrey data the critical hours can be defined as 14:00 to 18:00 hours (2-6 p.m.) as detailed next.

“Data collected by the crime analysts for the year 2010, has served as a baseline for the development of the MYzone and Critical Hours project work.”



- 28% (673 incidents) of the incidents occurred between 14:00 and 18:00 hours (2-6 p.m.).
- 72% (485) of the incidents involved male offenders.
- 80% of these males were aged between 14-17 at the time of the incident.
- 34% (227) of these incidents occurred in RCMP District 2 (Guildford) and 27% (184) occurred in RCMP District 3 (Newton).
  - » Also of note was a second peak in incidents during the time period 21:00 to 23:59 (9-11:59 p.m.) which accounted for 20% (479) of the incidents.
  - » 28% of all reported chargeable youth incidents in Surrey occurred between 14:00 and 18:00 hours (2-6 p.m.).
- The Community Recreation Services Division developed the MYzone program to address this issue and aims to provide a collaborative approach of service-delivery. It is felt that while there is a responsibility in the issue and a role to play for Community Recreation Services, the broader community must also be engaged in an effort to the build capacity of others to share this overall responsibility.
- In 2012, Critical Hours programming was initiated in the two Districts of concern.
- MYzone is available with a low cost membership \$40 per school year or free with a Leisure Access Pass (LAP)/full facility child or family pass.

The Community and Recreation Services Division takes a leadership position – to acknowledge and respond to the research, create opportunity to engage stakeholders, develop a common vision and understanding of the issue and an action plan to start to bridge the gap for Surrey’s middle years children. Currently agencies have limited capacity to support during the afterschool time.

For more information on the “MIDDLE CHILDHOOD YEARS MATTER” work, visit; <http://www.childrenspartnershipsurreywr.com>

Also see page 23 of this report



## 3.6 LEISURE, SOCIAL AND RECREATIONAL SUPPORTS

Employment, volunteer, recreation, and education can provide individuals with opportunities to connect with the community, build healthy relationships and participate in meaningful and enjoyable activities.

### THE CITY OF SURREY'S PARKS, RECREATION AND CULTURE SERVICE DELIVERY PLAN

The Parks, Recreation and Culture Service Delivery Plan was developed in response to Council priorities and community needs.

- The Plan is a framework for the delivery of the Department's priorities and initiatives for 2013 and also outlines the 2012 key accomplishments.

Through the Build Surrey Program, the department will be involved in many exciting capital construction projects in 2013. Investing in parks, recreation and culture infrastructure contributes to active lifestyles for residents and creates strong, vibrant and healthy communities.

The Department's achievements and commitment to excellence was recognized by several external organizations in 2012. The award designations included the following:

- Award of Facility Excellence from the BC Recreation and Parks Association (BCRPA) for the Cloverdale Recreation Centre.
- IBM Smarter Cities Challenge – awarded a \$400,000 grant – a three-week research project focusing on community health, youth and early childhood development. (See page 107).
- 2012 Heritage BC Award for Outstanding Achievement, its highest honour, for the project to convert, rehabilitate and restore the former Kensington Prairie Elementary School.

Throughout 2012 (and continuing into 2013), staff worked with a number of Council Committees, including: the Parks, Recreation & Sport Tourism Committee; the Senior Advisory and Accessibility Committee; the Diversity and Inclusivity Committee; Literacy & Early Childhood Committee; Environmental Advisory Committee; Culture Development Committee; the Public Art Advisory Committee and the Heritage Advisory Commission.

- These Committees and the Commission play a significant role in advising staff and Council on policies, emerging issues and program opportunities.

“Investing in parks, recreation and culture infrastructure contributes to active lifestyles for residents and creates strong, vibrant, and healthy communities.”



## ANNUAL SURREY KIDS CONFERENCE

The 6th Annual Surrey Kids Conference was hosted on November 16th and 17th 2012 at the Fleetwood Community Centre.

- In 2012, 336 children attend this two day conference.

The Kid's Conference is a collaborative event that was planned and implemented in partnership with the Surrey Community Recreation Services department, Options, Surrey Nature Centre, Surrey RCMP, Surrey Libraries, DiverseCity, Equitas, BC Council for Families, Surrey School District, Centre for Child Development, Society for Children and Youth of BC, and Surrey Children's Partnership.

In 2012 parent workshops were introduced to the conference with 44 people attending.

- The BC Council For Families offered a tailored version of their My Tween and Me parenting program which equipped parents with tools to continue to influence their pre-teen's choices, values and goals and prevent risky behaviour.

- The Society for Children and Youth of BC also worked collaboratively with the Surrey RCMP to create a workshop to empower parents to promote their child's right to safe and healthy use of the internet.

In addition to the parent workshops, youth were also engaged within the City's Welcoming and Inclusive Communities program and the School District's Surrey Appreciates Me program.

- These youth received Play It Fair! training from Equitas and took on leadership roles at the conference through offering workshops and performing a skit for the children on the topic of children's rights.

Capacity was also built within the partner agencies by hosting a workshop to discuss children's rights in partnership with Equitas and the Society for Children and Youth of BC.

- At this session, the workshops explored the partner agencies planned offering for the conference and helped them to integrate a children's rights focus.
- This session helped to build awareness about children's rights within all of the partner agencies serving to encourage further discussion and work to build awareness.

## PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS)

### Surrey Youth Resource Centres

Surrey Youth Resource Centres (administered by PCRS in partnership with Options Community Services) offer the most vulnerable youth a multitude of social programs and activities providing youth a safe space to engage with other youth and maintain a well-balanced lifestyle.

- Drop In programs include activities such as girls group, cooking, emotional management, health and wellness, homework and tutoring club, open gym, cultural programming, movie nights and volunteering just to name a few.
- Both centres saw over 4000 youth in 2012 and continue to build relationships with youth to support them in leadership and positive community engagement.

The Youth Centres also provide volunteer experience to a large number of Surrey residents, both youth and adults. Each year PCRS also supports up to 20 practicum students from local colleges and universities.

### Social Enterprise for At-Risk Youth

In 2012 Pacific Community Resources Society branched into a new social enterprise project involving youth who have been or are at risk of being criminalized by offering them employment opportunities that they would not normally have.

- The project involves a mobile hot dog cart that has appeared at various events such as pop-up parks, Skytrain stations and Youthfest.
- With the support of the City and Translink, youth have been engaged in a life skills training component preparing them for employment and customer service.
- This initiative will complement the support services already offered in the community and provide supported employment that is currently unavailable to at-risk youth.
- MCFD has partnered to assist in identifying youth who are most likely to benefit from this exciting dynamic intervention project.
- In 2012 the program assisted 8 youth in various positions at the cart.

“With the support of the City and Translink, youth have been engaged in a life skills training component preparing them for employment and customer service.”



## DIVERSECITY VOLUNTEERS

DiverseCity provides thousands of hours of volunteer experience per year within their programs. Many of these volunteers are newcomers, who are looking for much needed 'Canadian' experience; others are volunteering as part of their high school and / or post-secondary institution requirements; and others are simply looking to give back to their city and community in a tangible way.

All volunteers meet a vigorous screening process, including Criminal Record check and other information as required. In addition, volunteers are trained and monitored by staff on a regular basis.

One of their most innovative programs that utilize volunteers is the CASI (Community Action for Seniors Independence) project.

- Community Action for Seniors Independence (CASI) is a program that helps seniors with simple day-to-day home based tasks so that they can continue to live independently in their own homes and remain connected to their communities. The program carefully connects screened volunteers with seniors to provide services such as friendly visiting, housekeeping, yard work, and transportation.
- CASI currently serves over 250 local seniors.



“...a multitude of social programs and activities providing youth a safe space to engage with other youth and maintain a well-balanced lifestyle.”

## SECTION 4

# Reality and Perception of Crime

The Reality and Perceptions of Crime strand focuses on addressing the fear of crime and promoting feelings of safety.



## 4.1 INFORMATION GATHERING

### IBM SMARTER CITIES CHALLENGE – SURREY AWARDED PRESTIGIOUS GRANT

In 2012, the City of Surrey was 1 of only 2 Canadian cities to win a \$400,000 grant from IBM.

As part of the grant, Surrey gained access to IBM's top experts who analyzed and offered recommendations on how Surrey can improve growth strategies, service delivery, community engagement, and efficiencies.

#### About the Smarter Cities Challenge program

The IBM Smarter Cities Challenge is a 3-year competitive grant program in which IBM is awarding a total of \$50 million worth of technology and services to 100 municipalities worldwide through 2013.

During these engagements, IBM's technical experts, researchers and consultants immerse themselves in local issues and offer a range of options and recommended next steps. Among the issues they examine are;

- healthcare,
- education,
- safety,
- social services,
- transportation,
- sustainability,
- budget management, and
- energy.

IBM's consultants and technology specialists will help municipalities analyze and prioritize their needs, review strengths and weaknesses, and learn from the successful strategies used by other cities worldwide.

After studying the role that intelligent technology might play in uniting and advancing different aspects of city life, IBM then outlines a range of concrete strategies designed to help make cities healthier, safer, smarter, more prosperous, and attractive to current and prospective residents and businesses.

For more info on the IBM Smarter Cities Challenge grants, visit [www.smartercitieschallenge.org](http://www.smartercitieschallenge.org)

#### The Surrey Challenge

The City of Surrey is evolving into the next metropolitan centre of British Columbia and is committed to being a child and youth-friendly city.

As it continues its transformation into a vibrant, affordable, prosperous and healthy city where residents can live, work and play, it will continue to build on its successful and extensive partnerships with government and community agencies. The challenge that the IBM team was asked to undertake was:

- Understand how the City and its partners can make better investments today, in young children ages 0-5 and their families, to create healthier residents and a more sustainable and prosperous community for tomorrow.
- Recommend approaches to better share information and insights across service providers, funders and supporters, and drive improved and sustainable outcomes in children ages 0-5.

For a copy of IBM's Smarter Cities Challenge Report for Surrey please visit: [www.surrey.ca/files/IBM\\_Smarter\\_Cities\\_Challenge\\_July\\_2012\\_web.pdf](http://www.surrey.ca/files/IBM_Smarter_Cities_Challenge_July_2012_web.pdf)



## POVERTY REDUCTION PLAN

With Vibrant Surrey as the lead, a Poverty Reduction Plan titled “This is How We End Poverty in Surrey: Surrey Poverty Reduction.”

This work has been developed by a partnership group that includes the City of Surrey, the Surrey Homelessness and Housing Society, the Surrey Homelessness and Housing Task Force, the Centre for Inter-disciplinary Research: Community Learning and Engagement (CIR:CLE) at Kwantlen Polytechnic University, SPARC BC and the Fraser Health Authority Aboriginal Health.

The plan was developed to provide strategic direction for addressing poverty in Surrey and is organized into four policy areas; transportation, housing, income, and support.



The focus is on four policy areas rather than vulnerable population groups so that we can make a difference for all low-income people.

- The Plan includes 19 priorities and 75 recommendations.
- It is primarily focused on specific actions the City of Surrey and local community groups can take to tackle poverty.
- Implementation of the Plan will be led by Vibrant Surrey.
- The Plan was endorsed by Council on July 9, 2012, and the City is now looking forward to playing a role in implementation and participating in further collaboration with Vibrant Surrey and other community partners to carry forward the recommendations.

This Plan represents a starting point – a commitment by the community to take action. It is expected that the Plan will continue to evolve as ideas and opportunities emerge.

A copy of the plan is available on the City’s website at: [www.surrey.ca/files/Surrey\\_Poverty\\_Reduction\\_Plan\\_Web\\_Version.pdf](http://www.surrey.ca/files/Surrey_Poverty_Reduction_Plan_Web_Version.pdf)

“Surrey’s population has increased by 28 percent during the past 10 years; a third of the population is under the age of 20. Surrey has the highest birth rate in British Columbia and the largest school district in the province with 70,000 students. The City of Surrey, its partners in the provincial government, Fraser Health Authority, Surrey School District and the community agencies all have a strong vision around early childhood development (ECD).”



## 4.2 COMMUNICATION OF INFORMATION

Besides the comprehensive Crime Reduction Strategy website, the City, police, fire services and community partners work together to create innovative ways to share crime reduction messages to the public.

### ACHIEVEMENTS

#### CRIME AWARENESS AND LEAFLET DISTRIBUTION

##### Crime Reduction Strategy Brochures

The Crime Reduction Strategy disseminated 10,000 brochures in 2012 through its partner agencies, as well as at public or special events. As well as detailing the four strands in this report, the brochures provided Crime Reduction Strategy contact details and information on the Strategy's four primary objectives:

As well, in 2012, a delegation from the City of Prince George attended Surrey and participated in a full day overview of the Strategy with the intent of developing a Crime Reduction Strategy in Prince George.



#### MULTI-AGENCY RESPONSE – METAL AND WIRE THEFT PREVENTION EDUCATION

Copper wire theft is a significant problem not only for the City of Surrey but also for most cities and other companies that rely on copper wire infrastructure in the lower mainland and across North America.

- Since 2005, the City of Surrey has experienced a dramatic increase in copper wire theft.
- This issue poses a significant threat to public safety and infrastructure due to compromised emergency response systems being affected. This includes but is not limited to 9-1-1 service interruptions or failures, disruption and resultant danger from impacted traffic signals, downed power lines, missing manhole covers, or safety systems and railings, as well as the increased risk of electrocution.

“The public is educated on what to look for and how to report.”

## Crime Reduction Strategy Communication Efforts

The City of Surrey chairs an Inter-Agency Wire Theft Committee with representatives from Surrey RCMP, TELUS, BC Hydro, Cobra Electric, the Ministry of Justice – Police Services, Ministry of Transportation and Infrastructure, Surrey Crown Counsel, Canadian National Rail Police, Rogers, Shaw, as well the related City departments including Crime Reduction, Legal Services, Engineering, Fire Services, and the Bylaw Enforcement Division. The committee has focused on 4 pillars to success:

1. Education and Awareness
2. Law Enforcement Education and Awareness
3. Investigations
4. Legislation

The Multi-Agency Team, alongside stakeholders continued efforts in lobbying the Provincial Government to enact Provincial Legislation to support municipalities in the regulation of Scrap Metal Dealers.

- On November 4, 2011 during the BC Crime Prevention Week, Bill 13 - the Metal Dealers and Recyclers Act, was introduced by Solicitor General in the BC Legislature. Legislation came in full effect on July 23 2012.
- The Act makes B.C. the first Canadian province with legislation that targets scrap-metal transactions.

As a result of these collective efforts, the Inter-agency Wire Theft team was presented with the Arnold Silzer Community Policing Award at the Surrey RCMP Police Officer of the Year awards in October 2012 (see photo of team receiving the award on Page 110).

A training session entitled, "Taking Action on Metal and Wire Theft", was developed by the RCMP, Telus, Hydro, Cobra Electric and the Crime Reduction Strategy office. This one hour training session includes segments on the overall problem and costs/risks to society, what to look for, who to call, and how to preserve evidence.

2012 training highlights include;

- » In February 2012, 32 Bylaw Enforcement Officers were trained.
- » In March of 2012, 15 District 3 (Newton) RCMP volunteers were trained. Since being trained, teams of volunteers work with the District 3 RCMP Community Safety Officer to deliver Wire Theft education materials to residents and businesses throughout the district.
- » In May of 2012, 56 Surrey Crime Prevention Society volunteers were trained. A volunteer team was developed to participate at key City events, and to deliver pamphlets to wire theft "hot spots" throughout the City.
- » In July of 2012, 12 Keys: Housing and Health Solutions staff received training.
- » In August of 2012, 243 Surrey Fire Fighters were trained.

“The Act makes B.C. the first Canadian province with legislation that targets scrap-metal transactions”

Training next steps:

- » RCMP Operations Control Centre staff (OCC) call takers.
- » Crown Counsel, Parole and Probation officers.
- » General Duty officers at watch briefings will continue.

In 2013, plans will be to develop a Scrap Metal Dealers committee to ensure the dealers recognize the overall threat to public safety, the overall costs to society and the seriousness of this crime – and to ensure they become part of the solution. Actions will include:

- » training of SCRAP Metal Dealers of the importance of the issue.
- » regular communication including alerts of stolen items to “be on the look out” for.

## SURREY RCMP BLOCK WATCH PROGRAM

Block Watch is a program where neighbours watch out for neighbours. It aims to get citizens involved in discouraging and preventing crime at the local level. The ultimate success of Block Watch depends largely on a commitment to cooperate between residents and the police – and more importantly, between residents themselves.

- In 2012 a total of 647 Block Watches were active.



The Interagency WIRE THEFT Team wins the 2012 Arnold Silzer Community Policing Initiative Award at the Police Officer of the Year Awards event in October 2012.

## 4.3 PRIORITIZING ACTIONS TO ADDRESS THE MOST VULNERABLE FIRST

### ACHIEVEMENTS

#### SOPHIE'S PLACE – CHILD ADVOCACY CENTRE



Sophie's Place opened in February 2012 and provides services to children and youth aged 0 to 18 years who are victims of abuse. As the first Child Advocacy Centre (CAC) in operation in British Columbia, Sophie's Place is staffed with a multi-disciplinary team including the RCMP, child protection workers from the Ministry of Children and Families, victim services representatives and experts from the Centre for Child Development. The model is described as an integrated, child-centred, "one-stop-shop". Sophie's Place provides a seamless, coordinated and collaborative approach to addressing the needs of children who are victims of abuse and their non-offending family members. Statistics have shown that substantiated maltreatment occurs in approximately 14 out of every 1000 children.\*

Sophie's Place is located in the Centre for Child Development of the Lower Mainland. The Centre for Child Development is the only CARF accredited Interdisciplinary Outpatient Medical Rehabilitation Program (Pediatric Specialty Program) in Canada.

Feedback from families and investigators has been very positive in relation to the operation of Sophie's Place. Investigators have reported improvements in relation to the outcomes of interviews with children when they are conducted at Sophie's Place as opposed to at the RCMP detachment. The positive outcomes of Sophie's Place will expand as it moves into its second year of operation in 2013.

Sophie's Place received \$500,000 from the Province of British Columbia and the Government of Canada in start-up funding, and members of the community

have contributed in an additional \$70,000 of in-kind goods and services to Sophie's Place.

Sophie's Place is named for the Centre's patron, Sophie Tweed-Simmons, daughter of Shannon Tweed and legendary music artist Gene Simmons.

\*SOURCE: Statistic Sources: Canadian Incidence Study of Reported Child Abuse and Neglect – Major Findings, Public Health Agency of Canada, 2008. Child and Youth Victims of Police Reported Violent Crime, 2008— Statistics Canada.

#### DEVELOPMENTALLY DISABLED YOUTH (DDY) – "REDUCING INVOLVEMENT WITH THE JUSTICE SYSTEM" FORUM

On May 4, 2012, the first forum specific to issues and concerns related to developmentally disabled youth and their increasing involvement with the justice system, was held at Cloverdale Recreation Centre in Surrey with approximately 75 school teachers, justice personnel (RCMP, Crown Counsel, Probation) and representatives of other youth serving services and agencies in attendance. The idea of a forum began in September 2011, when School District staff from the FOUNDATIONS program outlined an overview of the issues facing developmentally disabled youth involved in School District programs with a specific focus on their vulnerability and an increasing concern about their involvement with the criminal justice system.

The Developmentally Disabled Youth (DDY) Forum Development Committee continues to meet and is comprised of representatives from the RCMP, Crown Counsel, Ministry of Children and Family Development, Community Living B.C, Community Corrections, parent volunteers, and the School District.

The half day forum in 2012 was focused on developing partnerships and collaboration among stakeholders to reduce the involvement of developmentally disabled youth in the criminal justice system and to develop networks and actions for support in this regard.





Joyce Schmaltz, long-time seniors advocate, author and program developer pictured here with Community Safety Officer Special Constable Susan Caley.

## PARTNER WITH COMMUNITY ACTION GROUPS

The City continues to work with partner organizations to prioritize actions to reduce the fear of crime on those groups/neighbourhoods in the community with the most significant levels of fear.

## SENIORS ADVISORY & ACCESSIBILITY COMMITTEE

With a population nearing 500,000 residents, 12 per cent are over the age of 65 and are vulnerable to possible elder abuse. The City of Surrey Seniors Advisory and Accessibility Committee is a Council appointed Select Committee, chaired by Councillor Barbara Steele, that brings together stakeholder groups and individuals to address the issue of elder abuse and neglect in the community. The Committee encourages open discussion with support service professionals, community partners and interested individuals, including caregivers, seniors and their families. It includes regular participation by approximately 30 committee members representing various City departments, community resource agencies, provincial government agencies, safety services (police and fire) personnel and related community groups who organize community forums throughout Surrey.

- Eighteen (18) "Focus on Seniors" forums on elder abuse and neglect have been held from 2008 through 2012, including culturally specific forums that were presented entirely in Punjabi, Korean and Mandarin (7 in 2012).

- Each forum has attracted a minimum of 150 seniors and caregivers and has provided an education piece that defines elder abuse and neglect, followed by a dialogue on issues such as the rights of seniors and signs and symptoms of abuse and neglect.
- Highlights include a lawyer's presentation on wills, estates and power of attorney; Fire Department education on fire and smoke alarms; Fraser Health presentations on warning signs of abuse, neglect or isolation; and presentations on a variety of services available to assist seniors and caregivers.
- In 2012, representatives from the Seniors Advisory and Accessibility Committee presented a workshop to the UBCM Convention in Victoria.
- Through a collaboration of the Seniors Advisory and Accessibility Committee 2 'A Roof Over My Head' workshops, specific to housing options were offered. Fraser Health – Home Is Best, RCMP Community and Personal Safety, **Tenant Resource and Advisory Centre (TRACS)** with regards to issues for those seniors in rental accommodation and other community resources provided presentations focusing on Seniors housing.
- The City of Surrey was one of nine communities to receive age friendly recognition from the provincial government based on a number of criteria including work being done to protect vulnerable populations.
- Presentations serving as 'best practice' at the BC Crime Prevention Provincial training symposium in November 2012 in Burnaby that was based on the committee's comprehensive approach to the issue.
- Work is currently under way in developing an overarching **Seniors' Strategy** for Surrey.
- UBCM grant initiatives have supported increase of mobile outreach services and resources focusing on isolated seniors.
- **Aging In Place Conference** – June 8, 2012, as part of Seniors Week, the Conference provided structured workshops focusing on 3 key areas, Healthy Lifestyles, Education and Advocacy, Safety.

## SURREY COALITION AGAINST DOMESTIC ABUSE (SCADA)

According to the BC Coroner's Service (BCCS);

"In 2008, the BCCS conducted a statistical review of 605 homicides, which occurred in British Columbia between January 2003 and August 2008. Of these 605 homicides, 73 were due to domestic violence committed by a current or former spouse, common-law spouse, boyfriend or girlfriend, or other romantic partner of the victim."

In a follow-up report entitled "Domestic Violence Prevention and Reduction in BC" completed by a collaborative group of researchers, policy makers, clinicians, and service providers, hosted by the Centre for the Prevention & Reduction of Violence (CPRV) within the Justice Institute of BC's Office of Applied Research, Katherine Rossiter reviews domestic violence prevention and reduction initiatives in BC between 2000 and 2010, and makes the case for primary prevention strategies that address the root causes of crime and promote strategic investments in children and families.

### Surrey's Response to Domestic Abuse

Since June 2009, the City of Surrey has been a leader in the area of stakeholder development on the issue of domestic abuse. A specific highlight has been the formation of the Surrey Coalition Against Domestic Abuse (SCADA) and the organization of an annual conference for service providers.

2012 Highlights include:

- Held in November of 2012, the third annual SCADA conference focused on "Looking Through the Lens: Teen Dating Abuse"

The 2012 Surrey Coalition Against Domestic Abuse (SCADA) conference featured workshops on how to give children and youth the skills to manage conflict, and focused on best practices related to intervention and prevention of teen dating abuse. Issues facing youth specific to relationships and relationship violence, as well as victim/offender systems and supports, were also discussed at the conference.

The event included two keynote speakers as follows:

- Anita Roberts: Navigating Adolescence – Socialization of Gender & Culture; and
- Teal Maedel: "Vicarious Trauma & Self Care for Service Providers"

The following two specialty workshops were offered at the conference:

- "The SafeTeen Professional Development Training: Empowerment Skills for Children and Youth"; and
- "Looking Through the Lens of a Teen Dating Abuse Offender and a Teen Dating Abuse Victim"

Conference evaluations revealed that of the vast majority of participants view the conference as well organized, worthwhile, and very beneficial to them personally, as well as to their work as a service provider.

“...featured workshops on how to give children and youth the skills to manage conflict, and focused on best practices related to intervention and prevention of teen dating abuse.”

- The conference was very well attended by RCMP officers and personnel (including School Liaison officers, Youth Intervention Team, Domestic Violence Unit, Provincial E Division Youth section, and RCMP Crime Stoppers staff), Correctional services staff (federal and provincial), School District staff, staff from the Ministry of Children and Family Development, as well as Provincial Victim Services personnel.
- A number of non-profit agencies were also represented including Options, PICS, DiverseCity, Surrey Women's Centre, Sources and Surrey Crime Prevention Society.

The SCADA conferences not only provide information about domestic abuse but also facilitate networking and integration across services in Surrey.

## RAKHI PROJECT

On July 6, 2012, the second annual Rakhi Project was launched at Surrey City Hall. The initiative has been designed to raise awareness on the issue of domestic abuse.

- Rakhi is a traditional Indian ceremony honouring the relationship between brothers and sisters and involves the tying of a Rakhi ribbon by a sister on her brother's wrist as a symbol of love and respect.
- The Rakhi Project blends this traditional event with the issue of domestic abuse with the goal to eradicate violence against women.
- The Rakhi Project was spearheaded by the City of Surrey in partnership with DiverseCity Community Resources Society, RCMP, OMNI Television, Save-on-Foods, Fruiticana, the Province Newspaper and the BC Lions.
- Approximately 2,000 purple braided bracelets were sold for \$5 each and were made available in select Save-on Foods locations, Fruiticana, Kwantlen Polytechnic University Bookstores, Surrey Women's Centre, Progressive Intercultural Community Services (PICS), South Fraser Community Services Society (now Keys: Housing and Health Solutions) and Surrey City Hall. Proceeds from the project support the City of Surrey's Coalition Against Domestic Abuse (SCADA) efforts.

The SCADA conferences and awareness events address domestic abuse and also served to facilitate networks and integration of related services in Surrey. The City of Surrey is committed to continue in this role of facilitating the process to ensure that victims and service providers working in the area of domestic abuse receive the supports they need.



## BC RESPONSIBLE AND PROBLEM GAMBLING PROGRAM

The goal of the BC Responsible and Problem Gambling Program (BCRPGP) is to provide education, information and awareness to all Surrey residents, so that people can make responsible and informed choices around gambling. The program also provides treatment and support to those impacted by problem gambling.

The BCRPGP prevention program reached 40 per cent more people in Surrey in 2012 compared to 2011. This was largely due to increased visibility of the program as outlined by the following key achievements:

- Strong support from City Council and staff who provided links and connections to organizations in the community.
- A South Asian speaking prevention specialist, hired and tasked with outreach to the Surrey South Asian community.
- The introduction of a Mandarin/Cantonese speaking prevention specialist to several Surrey organizations, providing more outreach to Asian cultural communities.
- The development of an Education Awareness Curriculum for Seniors and their Caregivers to protect seniors from unlicensed lotteries, scams and family members who gamble.
- The education of youth, parents and youth program providers will remain one of the key approaches to the prevention of gambling problems.

“...provides education, information and awareness to all Surrey residents, so that people can make responsible and informed choices...”

- 43 per cent of B.C. youth report gambling in the last year. 67% of these say their parents buy lottery tickets for them. (Source: Decoding British Columbia Youth and Gambling 2009.)

One of the program's most well-attended prevention events is Surrey's Canada Day Festival. The focus at this event is raising awareness regarding underage gambling.

- Parents are provided information about the risks of children and youth participating in gambling, including lotteries and 'scratch and win' tickets.
- In 2012, approximately 3200 people participated

The Gaming Policy and Enforcement Branch presents educational programs province-wide as part of its comprehensive effort to prevent and treat problem gambling. Other program highlights include:

- The BCRPGP prevention specialist participates actively as a member on various committees such as the Seniors Planning Table, the Youth Development Committee and Surrey's Substance Use & Addictions Awareness Committee.
- Interactive booths were set up at the Surrey and Cloverdale Food Banks, providing patrons of the Food Banks awareness of the risks of gambling.
- An interactive workshop was successfully provided to 15 homeless people living in North Surrey at Keys Housing Solutions. This was part of raising the awareness of all residents of Surrey, of all levels of income.
- An interactive workshop was provided to the Rotary Club at Northview Golf Course.
- Staff training on the risks associated with gambling and how to make a referral to the BCRPGP was delivered to DiverseCity, Options, Surrey City Staff, Creekside Withdrawal Centre Staff and Provincial Mental Health staff. (50 participants)
- A gambling awareness booth was provided at the Seniors Forums throughout Surrey, reaching about 600 seniors.



- Gam\_iQ, a prevention program aimed at post-secondary students was provided to all three Surrey Kwantlen College campuses, reaching approximately 1000 students.
- Programs were provided to five Surrey high schools, reaching approximately 700 Grade 10 and 11 students.
- An education and prevention program was provided to Healthiest Babies in Newton and Guildford.
- Connections were made with the new City Centre Library and a booth set up during the Wellness Fair.
- Currently the highest risk group for gambling are youth and young adults aged 15-30 years old. Education is the key to prevention with this age group.

## CROSS-FUNCTIONAL OUTREACH TEAMS FOR VULNERABLE POPULATIONS

### Welcoming Communities Program (WCP)

The City of Surrey was awarded the role as the sponsoring organization for the Welcoming Communities Program (“WCP”) in Surrey.

- The WCP is focused on ensuring that communities across BC are welcoming and inclusive for new immigrants and refugees.
- The WCP is a program of Welcome BC – the Province’s strategic framework for settlement services and welcoming communities’ initiatives.
- Welcome BC has allocated \$667,000 for Surrey to establish a Community Partnership Committee and by means of the Committee to develop and implement a Welcoming Communities Action Plan.
- The funding from the WCP is to be used between January 1, 2013 and March 31, 2014.

The successful settlement and integration of new immigrants and refugees into the social and economic life of the City is of vital importance to the on-going health and vitality of Surrey.

- The WCP represents an important opportunity for the City of Surrey to support and participate in a collaborative Community Partnership that will develop and implement a coordinated and strategic plan for increasing Surrey’s capacity to support and welcome newcomers.

## SURREY SCHOOL DISTRICT WELCOME CENTRE

### Support to Newcomers and Refugees

The Surrey School District - English Language Learner Welcome Centre aims to support English language learners through their school and community integration process. A primary goal is to guide and empower students and their families to independently navigate through the labyrinth of information and resources available to them.

- The services are provided in over 35 languages.

Since 2007, the Multicultural Workers and Settlement Workers in Schools have worked with approximately 29,000 diverse students and their families.

Services include providing information about the BC education system, housing, language training, legal issues, immigration, employment, health care, transportation system and support.

## Settlement Programs For at-Risk Immigrant/ Refugee Youth and their Families

The Bridge Program is for immigrant and refugee youth aged 14 to 19. This program helps support settlement into the school district by providing new students a brief 6 to 10 week settlement period that supports the cultural, social and educational needs of the student. The students are guided and supported by a team: English Language Learner (ELL) Surrey Schools teacher, Counsellor and Psychologist as well as the SWIS/MCW team. Their exit plan involves a comprehensive report to the ELL team at the students' catchment school to further support the student in many capacities.

The Bridge 2 Success Program is similar to the Bridge Program, however it is semester based and for students aged 18 to 19 years of age and need a supported and guided approach to education. The focus is on adult graduation with integrated settlement support from the staff at the Welcome Centre.

The Foundations program is run out of the Welcome Centre and is for all new English Language Learning parents. This program is a basic pre-literacy English class, that leads to further educational opportunities. Also the parents have access to SWIS support and are taught by an Adult Education teacher.

The Welcome Centre works actively with community partners and service providers who bring to the table their own areas of expertise with the goal of empowering the students and their families to put down strong roots to ensure a healthy and positive future in the City of Surrey.

## PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS)

### Moving Ahead Program for Youth (MAP)

The MAP program is a partnership with DiverseCity and Options Community Services that provides services to vulnerable newcomers to Surrey.

- Pacific Community Resources has developed a specialized youth program to respond to the unique needs of immigrant and refugee youth.
- Staff work one to one with vulnerable youth to develop a wraparound support plan to encourage access to community services designed to prevent isolation, prevent involvement with gangs and criminal activity, as well as to provide access to counselling for trauma and to maintain family unification. Youth are also connected to the Surrey Youth Resource Centre staff and resources.

“...encourage access to community services to prevent isolation, prevent involvement with gangs and criminal activity, access counselling for trauma and to maintain family unification.”

## POSITIVE NEIGHBOURHOOD ENGAGEMENT

### Town Hall Forums

In April 2012, the City of Surrey organized six Town Hall meetings that were held in all six districts.

- The objective of the Town Hall meetings was to encourage and facilitate dialogue with the residents and community groups with a view to understanding resident concerns and ideas for building stronger communities.
- The structure of each of the six Town Hall meetings was an “open microphone” session with no set agenda.
- This process was focused on ensuring that residents had an opportunity to direct the agenda of the meeting and speak about/ask about any topic.
- Residents/community groups had a chance to voice concerns, provide feedback, offer ideas and/or ask questions.
- At each of the six Town Hall meetings, representatives from City Council, the City Manager’s Office, the Planning & Development Department, the Parks, Recreation and Culture Department, the RCMP and the Engineering Department were in attendance to hear the dialogue and answer questions when required.

A total of approximately 250 residents attended the meetings. Notes were taken of all comments that were made at the meetings with these being posted on the City’s website and emailed to all meeting attendees who provided follow-up contact information. Whenever possible, staff followed-up with meeting attendees who requested a direct response to a specific question that was raised but which could not be immediately answered at the Town Hall meeting.

- A survey questionnaire was distributed to those in attendance at each meeting and was also emailed to each meeting attendee who provided contact information.

- The questionnaire was focused on what the City could do to improve future Town Hall meetings.
- The common response was to hold such meetings on a regular basis.
- In response to a question about the usefulness of such meetings/forums, attendees generally responded positively, stating that the meeting was of great benefit as a means to dialogue with Council and other citizens regarding common concerns.
- In relation to topics for discussion at future Town Hall meetings respondents advised that discussion topics should focus on crime prevention, transportation, schools, support from other levels of government and the associated responsibility/authorities, by-law enforcement, environmental issues, agricultural land protection, recreation and the role of arts/culture.

In 2013, a Community Summit will be held that will form one of the key objectives set by Mayor and Council specific to continued community engagement and active dialogue.

### Crime Prevention Week November 1-7 2012 “Engaging & Empowering Communities”

In 2012, the City of Surrey Crime Reduction Strategy was featured as a best practice during the Provincial Crime Prevention Week campaign.

- The provincial campaign theme was “Promoting Crime Reduction & Awareness within Communities” and Surrey created a tip sheet that was featured as a “daily tip” for Provincial distribution on November 4, 2012.

As another component of this Provincial awareness week,

- Staff from the Crime Reduction Strategy presented to approximately 75 delegates at the BCCPA Annual Training Symposium on Friday, November 2, 2012.
- The presentation was titled GANG Reduction Foundations: Youth Specific Initiatives and Youth Engagement Programs in the City of Surrey – A Collaborative Model.

- The workshop highlighted how the City of Surrey understands that crime reduction begins and ends with taking effective preventative measures, which address the root causes of crime. As well, that addressing community safety and crime reduction involves a comprehensive approach to crime reduction by working directly with a broad range of key partners and stakeholders.

## “Safe Homes, Safe Communities” A Crime Prevention Newsletter

The “Safe Homes, Safe Communities” Crime Prevention Newsletter is created and distributed by RCMP – Operations Support Services.

- The newsletter is received by Block Watch participants along with general public distribution through each RCMP detachment and at special events. Each edition supplies information on topics such as; pedestrian safety, metal and wire theft, grow-ops, auto theft, what and when to report to police among other Crime Prevention related topics.

**SAFE HOMES, SAFE COMMUNITIES**  
A Surrey RCMP Crime Prevention Newsletter  
www.surrey.rcmp.ca Summer 2011

**Seasonal Safety**

**How to keep safe this summer**

While the overall crime rate in Surrey has seen a decrease, summertime tends to see a rise in certain types of crimes such as residential break and enters. A high percentage of these are a result of doors and windows being left open.

As the weather gets warmer, people tend to leave their doors and windows open and unlocked. It is important to secure all windows and doors in your home when you are leaving, even if it is only for a short period of time.

Some general tips for securing your home:

- Make sure window and door locks are working and always use them.
- In hot weather, place a piece of wooden dowelling in the track of your sliding windows to prevent the window from being opened from the outside allowing access.
- If you have an alarm system, make sure to use it.

In warmer weather, people are also outside spending more time in their gardens. It is important to remember to lock the doors and secure the garage when outside in your backyard (see the article on Garage Security on page 3). Most people can spend hours gardening and an open garage can allow easy access to your home. You should secure your backyard sheds and do not leave ladders unsecured and accessible to potential thieves.

Another big safety concern in summer related to small children is wide open windows and the potential that children can fall through. Screens can provide a false sense of protection, as they can easily give way to the smallest of pressure. Young children are naturally curious and it is important to practise vigilant prevention.

Another area that needs to be secured is your swimming pool. It should be well fenced to prevent young children from entering by themselves. It is also important never to leave small children unattended in or around a pool area, even for a few minutes. Accidents can happen in a very small amount of time.

Summer is also a time for family vacations, and this leaves your home unattended for lengthy periods of time. It is important to advise a trusted neighbour that you are going to be away and when you are expecting to return so they can keep an eye out for any unusual activity.

Also ask that same neighbour to collect any mail or newspapers to prevent them from piling up. You may want to leave a key to your home with that neighbour, as well as emergency contact information in case they need to reach you. Also consider putting your lights on a timer so they will turn on and off, and potentially leaving a radio on inside your home. If you will be away for an extended period of time, consider having someone come and take care of your lawn. An unkempt lawn may draw attention to a vacant home.

Summer is a wonderful time of year and with a few precautions and prevention steps, you can help ensure it is a safe one.

**Inside this issue:**

- Block Watch**  
Join us as we celebrate 25 years of Block Watch participation... [see page 2](#)
- Volunteering**  
Volunteers making a difference in the community... [see page 2](#)
- Garage Security**  
Thieves like the items in your garage, but don't often wait for the sales... [see page 3](#)
- Multi-Housing**  
Information for residents and managers of multi-housing complexes... [see page 3](#)
- Wire Theft**  
Theft of wire and other metals is a growing concern for the community... [see page 3](#)
- City Watch**  
The City's latest Crime Reduction strategy... [see page 4](#)
- Rakhri Project**  
A family values approach to the issue of domestic violence... [see page 4](#)
- Upcoming Events**  
Learn about upcoming public safety events in and around Surrey... [see page 4](#)

**SURREY RCMP: Celebrating 60 Years serving the City of Surrey**

## BUSINESS SPECIFIC PARTNERSHIPS AND NETWORKS

## ACHIEVEMENTS

### DOWNTOWN SURREY BUSINESS IMPROVEMENT ASSOCIATION (DSBIA)

Safety and liveability remain priorities for the DSBIA . In 2012 the following initiatives focused on “supporting and promoting a safe, liveable Downtown.”

- DSBIA Bike Patrol, contracted through Concord Security, was on the streets Monday through Friday from 9am-5pm with extended hours between June 15-September 2, 2012.
- Generating 200-300 incident reports most months, answering an average of twenty calls for service per month and visiting DSBIA businesses on a regular basis, the two patrollers have been a visible example of the DSBIA's commitment to providing a safe community and building positive relationships.
- The DSBIA Safety Audit showed 88% of the businesses surveyed reported having seen the patrollers during the year.
- The DSBIA Bike Patrol participated in a variety of special events during the summer including Movies Under the Stars, Surrey Fest Downtown, and Quattro Street Fair.
- SFU Co-op Student completed the 9th Annual Safety Audit.
  - » 152 (one hundred fifty-two) street –level businesses responded and 63% felt that the level of safety has stayed the same (over 2011) while 28% have seen an improvement in the level of safety.
  - » Most businesses saw an improvement (65%) in the overall reputation of Surrey in the past year. Safety concerns remain centered on drug use/dealing and loitering.



- Two Community Safety Breakfasts (March 2012 – special guest Assistant Commissioner Fraser McRae; July 2012 – special guest Dave Jones from the Downtown Vancouver BIA) provided businesses an opportunity to connect with the RCMP and other service providers in the DSBIA area and share ideas to address specific concerns.
- Participated in the monthly Whalley Integrated Service Team (WIST) meetings hosted by the District 1 RCMP detachment.
- Participated in the monthly Surrey Board of Trade Crime and Justice Committee meetings.
- DSBIA Board of Directors met with RCMP Assistant Commissioner and Chief Superintendent to discuss issues in the DSBIA area.
- Met with the School of Pharmacists and partners from the RCMP and the City to discuss concerns regarding small-scale pharmacies in City Centre.
- Attended regular City Centre CORE meetings (comprised of various departments within the City including Beautification, Planning, RCMP, Social Planning).
- DSBIA was represented on the Citizen’s Advisory Committee regarding the Winter Shelter.

“The majority of businesses (65%) saw an improvement in the overall reputation of Surrey in the past year.”

## Area Enhancement

- In 2012, it was decided to split the Area Enhancement Committee off from the Safety Committee to focus additional attention on beautification initiatives.
- In April 2012, the DSBIA returned to using Goodbye Graffiti for graffiti removal within the DSBIA area.
  - » Since that time, over 2700 tags were removed from businesses.
- The Clean Streets Program, provided by Options New Frontier Clubhouse Program, ran from April 15-October 15, 2012.
  - » Twice per week, the team removed litter from an area that covers over ten streets within the DSBIA area.
- DSBIA interns organized four community clean-up days in 2012:
  - » May, June, August and September. A number of local businesses, non-profit groups, schools, service groups and organization as well as the RCMP from the local District 1 detachment participated.
- DSBIA’s Summer Intern completed a report on unsightly properties and reported infractions to the City of Surrey Bylaws Department.
- DSBIA Bike Patrol reported Graffiti and Unsightly properties as part of their regular duties as they patrol the area.
- DSBIA staff participates in an ongoing program to identify Bylaw infractions and report to appropriate departments.
- DSBIA works with the City of Surrey’s Beautification Planner to identify beautification projects within Downtown Surrey.



2012 Police Officer of the Year, Staff Sgt. Scott Campbell of the District 1 office in City Centre/Whalley.

“Each year the Surrey Board of Trade celebrates those involved in policing in Surrey with the Police Officer of the Year Awards. There are 8 awards in all, highlighting officers, municipal staff, volunteers and businesses whose work helps to make our city safer.”

## SURREY BOARD OF TRADE (SBOT)

The Surrey Board of Trade (SBOT) hosts several key events and participates in advocacy work which supports the work of the Crime Reduction Strategy. In 2012, the following highlights were achieved:

- Organized and hosted the 16th Annual SBOT Police Officer of the Year Awards Banquet on October 18, 2012.
- Surrey Board of Trade's Leadership Surrey Series, the following events took place:
  - » CyberCrime event - February 21, 2012.
  - » Crime Reduction Breakfasts in 5 town centres with one occurring approximately each quarter.

The SBOT partners with key stakeholders (business, City, RCMP) in an open dialogue setting to work collaboratively on issues and solutions.

- » Fraud and Business Awareness Dialogue March 27, 2012.
- » Business Leaders Lunch with new Surrey Chief Superintendent, Bill Fordy December 11, 2012.

The SBOT Crime and Justice meetings serve to provide government advocacy positions from an economic perspective and educate the membership on crime/justice trends as it applies to business.

- To continue to promote and support the partnership with the RCMP, the Surrey Board of Trade also hosted the outgoing Chief Superintendent's Farewell Lunch for Fraser MacRae on June 27, 2012.

The Surrey Board of Trade also participates in an advocacy role. In 2012 the advocacy role specifically included the following initiatives:

1. Cyber Crime – Canadian Chamber Resolution – with continued education on identity theft through print media and newspaper coverage.
2. Crime in Canada – Canadian Chamber Resolution to implement measures to support crime reduction.
3. Medical Marijuana Policy – support for more controls.
4. Dialogue on the Justice Report by Geoffrey Cowper on recommendations on judges. Future plans to host a Justice Summit March 2013.
5. Community Court.
6. Aggressive Panhandling.
7. Education: Wire Theft.



## FUTURE DIRECTIONS

The Crime Reduction Strategy is committed to reporting annually on key achievements and partner contributions. Annual reports are distributed to partners and are available on-line at [www.surrey.ca/crimereduction](http://www.surrey.ca/crimereduction)

### DROP IT AND DRIVE (D.I.A.D.)

Drop It And Drive is a Canadian grass roots organization launched in October 2010 in Surrey. Working in partnership with the Surrey Fire Services and the Surrey RCMP, the goal of D.I.A.D. Youth Workshops is to raise awareness about the dangers of distracted driving.

The primary goal is to help reduce injuries and fatalities caused by preventable road crashes.

- Since its launch, D.I.A.D. has reached more than 10,000 students, faculty & corporations throughout British Columbia, Alberta and Ontario with their effective reality-based workshops.
- In 2012, D.I.A.D. delivered their no-fee workshops to more than 3,000 students in Surrey.
- D.I.A.D. is looking forward to hosting the first Canadian Driven to Distraction 'Day of Action' in Surrey, BC on October 29, 2013 in partnership with the Traffic Injury Research Foundation, the Canadian Automobile Association and other contributing partners.

“The Crime Reduction Strategy works with multiple partners who contribute to community safety and assist in building healthy, safe communities.”

## OFFICIAL COMMUNITY PLAN

The City of Surrey is in the final stages of completing a major update to its Official Community Plan (OCP).

- The OCP focuses on, among other things, creating safe, vibrant and active communities where residents of all ages, ethnicities, gender and abilities are able to engage with the City's greenways, parks, public amenity spaces, residential and commercial development and public transportation systems freely and safely.
- Crime Prevention Through Environmental Design (CPTED) principles are incorporated into the document both as general policy statements and as specific development guidelines.
- Throughout 2012, preparation of the OCP included consultation from the general public as a whole as well as from internal City staff, the RCMP, government and health agencies, and community and social groups. Each group's specific input has helped shape policy within the document giving future guidance on what issues are a priority for the City of Surrey.
- The on-line version has been updated to December 2012 and is available at [www.surrey.ca/bylawsandcouncillibrary/REG\\_OCP\\_12900.pdf](http://www.surrey.ca/bylawsandcouncillibrary/REG_OCP_12900.pdf)

## SUSTAINABILITY CHARTER: MEASURING OUR PROGRESS

The City of Surrey has identified a set of indicators to measure progress toward the vision and goals of Surrey's Sustainability Charter; over a third of these indicators relate to socio-cultural sustainability.

A "Dashboard" (website) features these indicators and enables community members to explore maps, trends and actions that Surrey is taking to move toward its vision of a sustainable city.

- The Sustainability Dashboard is available at: [www.surrey.ca/dashboard](http://www.surrey.ca/dashboard)







CITY OF  
**SURREY**

the future lives here.