

NO: R129

COUNCIL DATE: **July 21, 2014**

---

## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **July 16, 2014**

FROM: **Crime Reduction Strategy Manager**

FILE: **7450-30**

SUBJECT: **Crime Reduction Strategy Annual Report for 2013**

---

## RECOMMENDATION

The City Manager's Office recommends that Council:

1. Receive as information the "Crime Reduction Strategy Annual Report for 2013" (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 2013 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. Recognizing that crime requires more than an enforcement approach, in 2007 the City introduced the City of Surrey Crime Reduction Strategy to guide the work of City staff. Working in collaboration with a variety of partners and stakeholders has resulted in a collective and comprehensive community development approach to 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 2013 under each of the strands and recognizes that new partnerships continue to develop and evolve.

## **DISCUSSION**

The CRS Report for 2013, 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.

A review of the crime reduction strategy recommendations in May 2014 resulted in the conclusion that 90% of the 106 recommendations of the Crime Reduction Strategy are either complete or are well underway.

## **KEY HIGHLIGHTS**

The following projects represent a sampling of key highlights of 2013 in relation to the implementation of the CRS recommendations.

## Reductions in Crime

The Surrey RCMP reports a continuing trend of decreases in crime since 2006 as noted in the following table and charts.

Overall downward trends in crime continue to be observed and recorded since the development and implementation of the Crime Reduction Strategy. You will note, however, that motor vehicle theft shows an increase of 7.2 % from 2011 – 2012 yet this is also the category that had shown the largest reductions since 2006 (43% reduction since 2006). We recognize that statistics do vary over time, and that it is the trend which is worth noting. That is, an overall and significant reduction in motor vehicle theft has occurred since 2006. While overall trends are important, we also need to acknowledge that an increase in motor theft took place in 2012 and we must continue to monitor these numbers and to develop focused efforts and actions to address them. For example, in 2013, the Protect It-Lock It-Keep It project was developed in a specific effort to address the issue of auto theft (both ‘theft from’ and ‘theft of vehicle’). This campaign will continue in 2014.

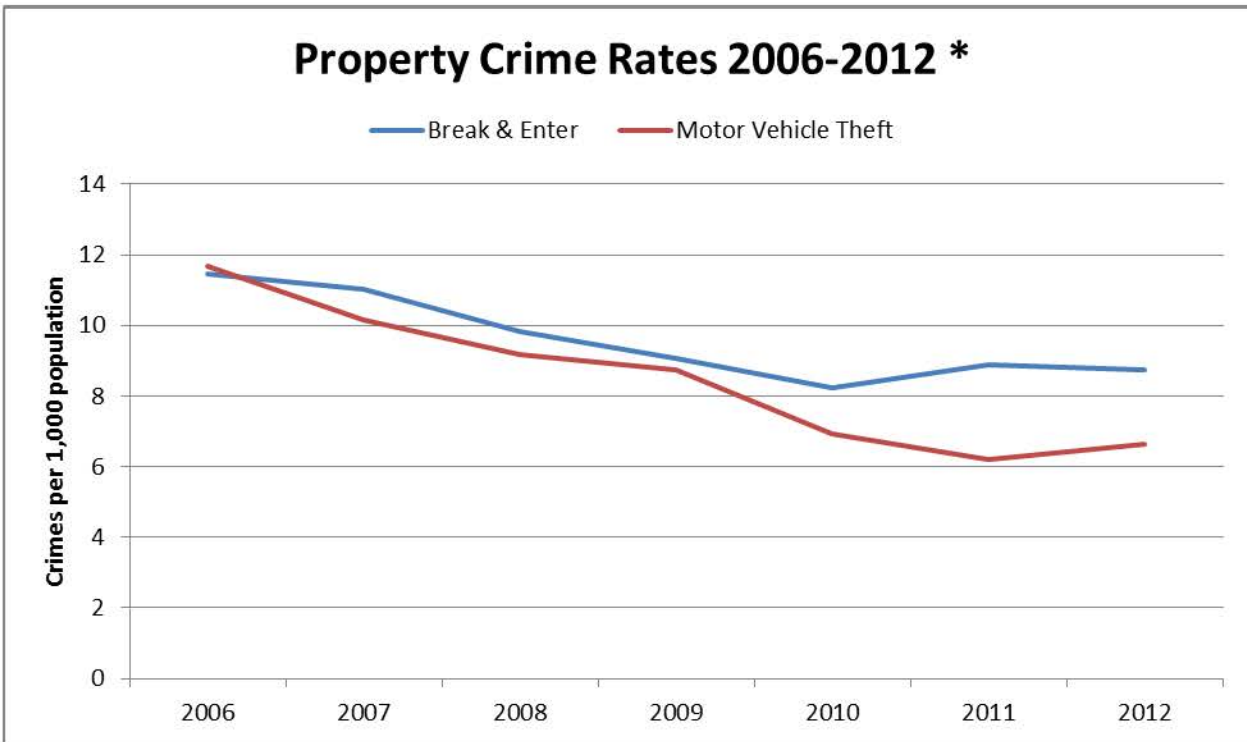
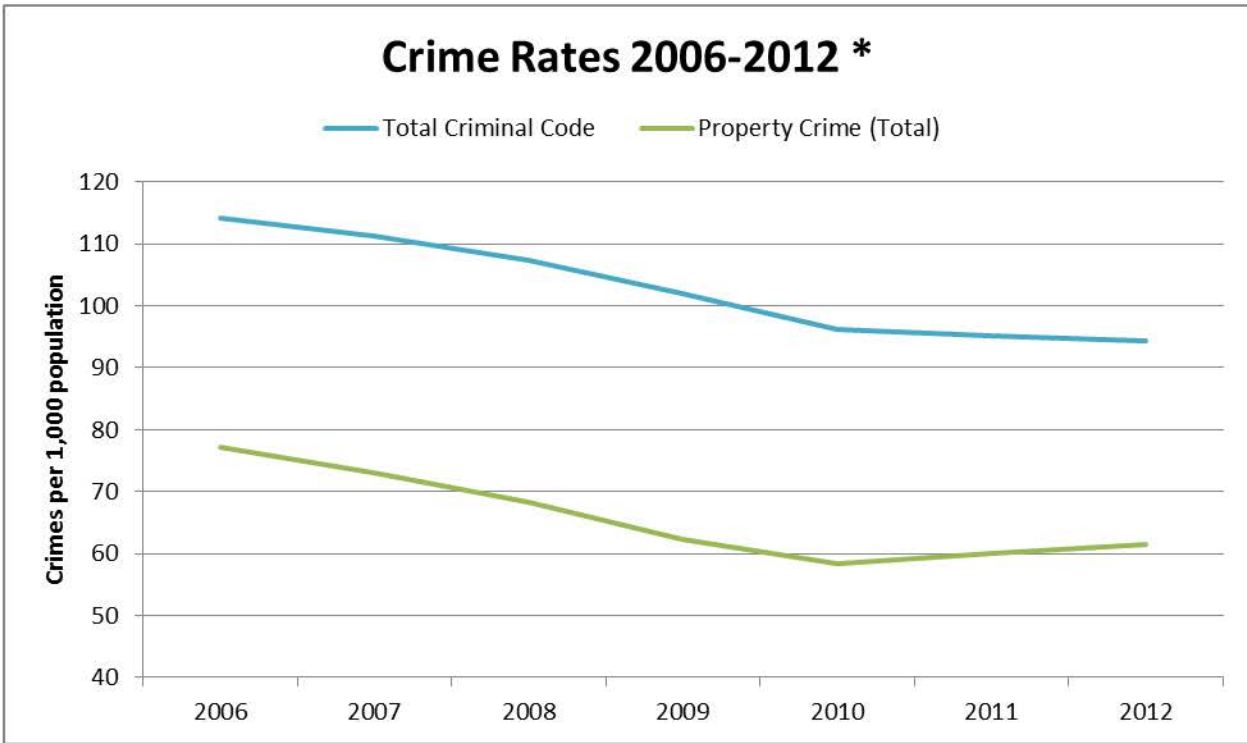
Similarly, property crime has shown a very slight increase of 2.5 % from 2011-2012. While this number does not reflect a decrease, it also does not reflect a significant increase and the trend overall remains downward. This number will also be monitored and actions will be designed to address it. Violent crime continues on a decline with an overall 22% reduction since the inception of the Crime Reduction Strategy.

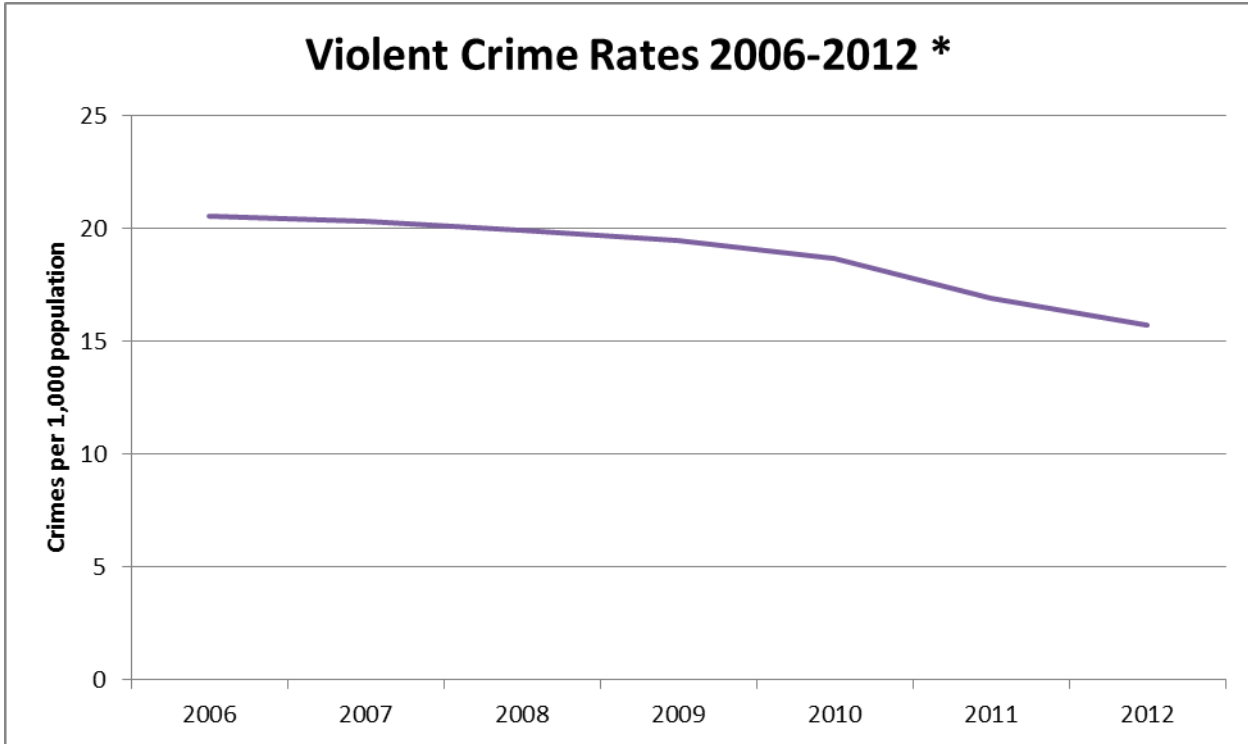
## Crime Statistics Reporting Period

As a tradition, we report back annually on the Crime Reduction Strategy recommendations within the first half of the year, but you will also notice that the crime statistics only reflect trends up to and including 2012. This is due to our use of Statistics Canada data. Because of the complexities involved in compiling and creating this data, Statistics Canada is not able to release the numbers until the end of July of the following year. We expect the official 2013 numbers to be released by the end of July or early August 2014.

### Crime Rates 2006 – 2012 Crime Rate (per 1000)

|                           | 2006  | 2007  | 2008  | 2009  | 2010 | 2011 | 2012 | % Change<br>2006-2012 | %<br>Change<br>2011-<br>2012 |
|---------------------------|-------|-------|-------|-------|------|------|------|-----------------------|------------------------------|
| Break & Enter             | 11.4  | 11.0  | 9.8   | 9.1   | 8.2  | 8.9  | 8.7  | -23.8%                | -1.7%                        |
| Motor Vehicle Theft       | 11.7  | 10.2  | 9.2   | 8.7   | 6.9  | 6.2  | 6.6  | -43.1%                | 7.2%                         |
| Property Crime<br>(Total) | 77.1  | 73.1  | 68.2  | 62.4  | 58.4 | 60.0 | 61.5 | -20.3%                | 2.5%                         |
| Violent Crime (Total)     | 20.6  | 20.3  | 19.9  | 19.5  | 18.7 | 16.9 | 15.7 | -23.6%                | -7.1%                        |
| Total Criminal Code       | 114.1 | 111.4 | 107.4 | 102.0 | 96.2 | 95.2 | 94.4 | -17.3%                | -0.8%                        |





\*Jurisdiction: Surrey (Municipal) Source: Canadian Centre for Justice Statistics, Statistics Canada  
NOTE: 2013 official statistics not available until the end of July 2014.

**Key Project Achievements of 2013**

**My Neighbourhood, My Future (MNMF) initiative**

The United Way of the Lower Mainland (UWLM) is committed to achieving social change through a series of interconnected strategies and priorities. As a part of their commitment to Early Childhood Development, UWLM (in partnership with a team of research experts) has selected the Guildford West neighbourhood as one of two pilot sites in the Lower Mainland for the MNMF initiative.

The MNMF is a five year investment that is designed to focus on change at the level of individuals and on barrier reduction through neighbourhood-based engagement of families, service providers and stakeholders and service delivery to children, parents, and caregivers.

The City of Surrey, along with many community partners, is committed to actions that will enhance the potential for children to thrive in Surrey. As a part of that commitment, the City is leading the Early Years Smarter Cities (EYSC) initiative that emanated from an IBM-led study in Surrey. The MNMF project will include the Early Years Smarter Cities (EYSC) tasks and action plan as a core element. The initiative will be focused on Guildford West as a pilot site. This area was chosen by the United Way after a careful study of Surrey in relation to its needs and demographics. It is expected that the initiative will provide valuable information that will allow for the replication of the positive outcomes of the initiative across the other communities in the City.

## **Mayor's Task Force on Crime**

The Mayor's Task Force on crime was struck on November 18, 2013 to address the issues relating to the city's homicides. Since that time Task Force partners have been actively disrupting criminal activity in the city's most high risk locations.

The Task Force's "High Risk Location" initiative is a partnership between Surrey RCMP, Surrey Fire Services and Surrey Bylaws. Together, they have created a seamless database and rapid deployment initiative to more seamlessly address locations that pose the highest risk to public safety. Recognizing that the vast majority of Surrey's homicides stemmed from lifestyles involving drugs and other criminal activity, the Task Force has increased enforcement efforts at these high risk locations in the city where drug trafficking and other crime occur.

All of the stakeholders involved in this Task Force are focused on increasing public safety and reducing crime in Surrey. Further results will be included in the 2014 Crime Reduction Strategy Annual Report.

## **Expanded Reporting Options and Marketing Efforts**

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 2013, the Crime Reduction Office developed a "REPORT IT" card and distributed 10,000 copies through Parks Recreation and Culture facilities, Bylaws, Libraries, Fire Services, as well as each RCMP district office. In 2014, the card was modified and renamed the "Surrey Services – Do Your Part, Make the Call" card and is being mailed out with residential utility bills throughout the year.

The City also began work on developing its own mobile phone App designed to make it easier for residents and businesses to submit service requests and report issues. The new Surrey specific App was released in May 2014. The App allows people to take photos and report concerns such as potholes, illegal dumping, localized flooding, graffiti and other issues from their mobile device.

## **Master Plan for Housing the Homeless**

In July 2013, the City of Surrey adopted the Master Plan for Housing the Homeless in Surrey. The Plan aims to identify and respond to the need for long-term housing and support services for people who are homeless or at risk of becoming homeless. It also focuses on the need for emergency shelters and related services.

The Master Plan was developed in partnership with BC Housing and Fraser Health. Other government and non-profit agencies, the business community, and homelessness task forces and committees in Surrey all contributed their knowledge and perspectives to the Plan. The project partners initiated the project as a way to ensure future actions to address homelessness in Surrey are coordinated and strategic such that available resources respond to identified priorities and are used to maximum effect. The Plan is also intended to assist the City of Surrey and local non-profit

organizations to proactively respond to partnership opportunities with the Province and other funders.

The Master Plan for Housing the Homeless in Surrey is focused on the provision of additional supportive housing units as a response to the homeless situation. However it also highlights the need for improvements to the emergency shelters in Surrey.

The Plan identifies population groups that are in particular need of supportive housing and improved emergency shelter services. These include:

- Individuals with mental health and/or substance abuse issues;
- Women and women with children;
- Youth; and
- Aboriginal people.

The Plan outlines the following priorities:

- Creation of an additional 450 units of transitional and supported housing for people who are homeless or at-risk of homelessness;
- Replacement of the Gateway emergency shelter in Whalley with a new purpose built facility that also incorporates transitional housing units;
- Enhancement of supportive housing, shelter and drop-in services that focus on vulnerable population groups with unique needs; and
- Continuing to strengthen partnerships and collaboration with BC Housing, Fraser Health Authority, Surrey Homelessness and Housing Society, and other government funders and foundations.

### **Partnership Enhancement – Supporting Individuals With Developmental Disabilities**

In 2013, the Developmentally Disabled Youth (DDY) Committee, through thoughtful discussion, changed its name to “Supporting Individuals with Developmental Disability” (SIDDD) to better capture the essences of the committee and the work it undertakes.

On October 3, 2013 after a meeting that included the Minister of Social Development and Social Innovation, Community Living British Columbia (BC) representatives and other community delegates, Community Living BC confirmed plans at a City organized media event, held the same day, to support a community crime reduction partnership developed by the SIDDD Committee as a part of the City of Surrey’s Crime Reduction Strategy. The community partnership focuses on addressing unique needs of youth and young adults with developmental disabilities in efforts to reduce their involvement in the Criminal Justice System, and to facilitate the communication among partners if and when an individual with disabilities becomes involved in the system.

Plans to support the partnership include:

- Developing a proactive information sharing agreement amongst community partners that supports early identification of youth involved in the criminal justice system;
- Coordination and cross training of justice teams and CLBC;

- Outreach to identify individuals with developmental disabilities who are appearing before the courts;
- Assistance with submission of a federal grant application for a pilot that would create a fulltime justice advocacy position in Surrey; and
- Continued support from a liaison facilitator for the Foundations Program with the Surrey school district.

Studies show that people with intellectual disabilities are more likely to confess to crimes they did not commit, plead guilty and-or say what they think a police officer wants to hear. Their crimes are often unplanned and if arrested individuals with intellectual disabilities may not understand their rights when accused of a crime and typically attempt to mask their disability. Given this, our collective intent is to reduce victimization while also increasing awareness among justice partners, individuals and families as well as the agencies that support them.

### **Cross-Functional Outreach Teams for Vulnerable Populations - Welcoming Communities Program (WCP)**

Beginning in late December 2012 the Surrey Welcoming Communities Committee (SWCC) assessed the current barriers experienced by new immigrants in Surrey in relation to them feeling welcomed and included. The SWCC developed a plan – the Welcoming Communities Action Plan (WCAP) focused on addressing these issues. Surrey’s WCAP was submitted on behalf of the SWCC on February 15, 2013 to the Province for funding support, and the plan was formally approved on March 1, 2013. Surrey’s WCAP outlined a series of projects designed to be completed by the end of March 2014. It included activities to engage youth, the business and education sectors, service providers, and the community-at-large.

The barriers for new immigrants and refugees were identified as:

- Access to Employment
- Intercultural Understanding, Relationships and Trust
- Creating Welcoming Spaces and Services
- Limited Understanding of Refugees.

The Surrey Welcoming Communities Committee includes 25 members representing diverse sectors of the community including the: City, School District, business community, education sector, and non-profit agencies.

The Surrey Welcoming Communities Committee developed an action plan that focusses on four key desired outcomes.

- To increase newcomers’ access to employment
- To promote intercultural understanding, relationships & trust
- To create welcoming spaces & services
- To address the community’s limited understanding of refugees



Projects included:

- Youth Conference
- Youth-led Social Media Project
- Public Exhibitions of Refugee Cultures
- A Surrey Education Sector Training Series
- Welcoming Spaces and Workplaces Reviews
- Employer and Business Presentations and Forums
- Service Provider Welcoming Communities Events
- Welcoming Communities Dialogues Inspired By Cooking and Food
- Web Resources - [www.wicsurrey.org](http://www.wicsurrey.org) and [www.getintheknow.ca](http://www.getintheknow.ca)

The Welcoming Communities projects were completed by March 31, 2014 and are outlined in a comprehensive project summary available on the City's website.

## **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**

As outlined in this report the Crime Reduction Strategy is working. This 'best practise' model continues to gain momentum and strength through partnerships, collaboration, and program development. The foundation that has been built is strong. The Strategy will continue to progress and evolve as a key contributor to the on-going enhancement and 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

q:\admin\managers\corporate reports\2014\crs annual report corp rpt final ck.doc  
M 7/17/14 3:31 PM

**Appendix I:** Surrey Crime Reduction Strategy Annual Report 2013

# City of Surrey Crime Reduction Strategy



**“REPORTING BACK ON  
COMMUNITY SAFETY”**

Annual Report 2013

City of Surrey

# Crime Reduction Strategy



## “REPORTING BACK ON COMMUNITY SAFETY”

|   |     |
|---|-----|
| Introduction and Background.....                                | 5   |
| <b>SECTION 1</b> Prevent and Deter Crime Strand .....           | 6   |
| <b>SECTION 2</b> Apprehend and Prosecute Offenders Strand ..... | 57  |
| <b>SECTION 3</b> Rehabilitate and Reintegrate Strand .....      | 71  |
| <b>SECTION 4</b> Reality and Perceptions of Crime Strand .....  | 104 |



## Message from the Mayor

On behalf of City Council, I am pleased to present the City of Surrey's Crime Reduction Strategy 2013 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 and its success has depended upon the concerted efforts and collective input of numerous stakeholders across our City.

This is a living document; 90% of its 106 recommendations have been implemented or are in development and new innovative programs and partnerships continue to arise from the recommendations to address factors contributing to crime.

The involvement of the Surrey RCMP, Surrey Fire Service, over 50 community groups and over 100 individuals, as well as all three levels of government, has been vital to the effectiveness of this strategy.

The City continues to actively engage with residents, businesses and local stakeholders in efforts to enhance community safety. I want to thank Councillors Villeneuve, Steele and Martin for their contributions in helping to develop this program in 2006 and also for their ongoing hard work and commitment. I also want to thank our many partners and especially the Surrey RCMP, Surrey Firefighters, Bylaws and Crime Reduction staff for their unwavering dedication as we continue to work together to ensure a high quality of life for all Surrey residents.

Dianne L. Watts | Mayor

## 2013 KEY HIGHLIGHTS

- United Way of the Lower Mainland selected the Guildford West neighbourhood as one of two pilot sites in the Lower Mainland for the My Neighbourhood, My Future (MNMF) initiative. The MNMF is a five year investment designed to make a difference in the lives of children and families, giving children improved early literacy skills, access to more family services and increased social connections with other participating families. (pg 26)
- City Staff have mentored more than 75 youth through the City's Youth Mentorship Program since May 2008. (pg 34)
- The High Risk Location (HRL) Initiative, a partnership between Surrey RCMP, Surrey Fire Services and Surrey Bylaws, was launched as part of the Mayor's Task Force on Crime to create a database and rapid deployment to more seamlessly address locations that pose the highest risk to public safety. (pg 51)
- To help build community awareness around the importance of reporting, the Crime Reduction Office developed the "REPORT IT" card that lists numbers to various City services and resources. When citizens report crime and suspicious activities they increase community involvement, create awareness of crime reduction efforts and help build a safer community. (pg 62)
- The City adopted a Master Plan for Housing the Homeless to identify and respond to the needs for long-term housing and support services for people who are homeless, or at-risk of becoming homeless and focuses on the need for emergency shelters and related services. (pg 77)
- Community Living BC confirmed plans to support a community crime reduction partnership developed to address unique needs of youth and young adults with developmental disabilities in efforts to reduce their involvement in the Criminal Justice System. (pg 108)
- Launched the Welcoming Communities Program, which brought together 25 diverse community, government and business stakeholders to develop and implement an action plan to build Surrey's capacity to welcome and include new immigrants and refugees. (pgs 110 & 116)



The City has been working hard to develop new community-based solutions to crime reduction and safety in Surrey. During the past year, we have strengthened relationships with our partners, and implemented new initiatives and technology to help us improve safety, assist vulnerable people, prevent domestic abuse, and address the root causes of crime in our community. Through collaboration and engagement we have made significant progress, but there is still more work to accomplish. I want to acknowledge the outstanding work of the Surrey RCMP, Surrey Fire Service, City Crime Reduction staff and community supporters who are helping us create a better quality of life in Surrey.

**Councillor Rasode** Chair, Community Safety Committee

“WORKING  
HARD TO  
DEVELOP NEW  
COMMUNITY-  
BASED  
SOLUTIONS  
TO CRIME  
REDUCTION  
AND SAFETY  
IN SURREY”



**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.

## 2013 Annual Report

The 2013 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.

[www.surrey.ca/crimereduction](http://www.surrey.ca/crimereduction)



## 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.

Photo: Peace Arch News



## 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

#### Ensure Police Resources Keep Pace with Population Growth

##### DETACHMENT STRENGTH

The authorized strength of the Surrey RCMP continues to increase annually. The addition of police officer and municipal employee positions helps ensure that policing resources keep pace with population growth.

- In 2013, 12 new member positions were approved, bringing the total to 673 officers (including civilian members, Community Safety officers and members seconded to Integrated Teams).
- A number of new municipal employee positions were also added in 2013, bringing the total to 257 regular (full time and part time) positions.

#### Visible Safety Vests

The City developed a protocol for the use of bright-coloured, easily identified vests for Community Safety Officers, outside City Workers, Community Volunteer Patrols, Firefighters and RCMP, so that they are easily observed and identified by the public for the purpose of increased visibility and providing a point of contact for those who are vulnerable.

#### Auxiliary Constable Program

Surrey RCMP Auxiliary Constables volunteered a total of 24,810 hours in 2013, assisting with special events, community policing initiatives and crime prevention programs.

- With 100 auxiliary constables participating in the program in Surrey, it remains the largest Auxiliary Constable Program in Canada.
- Surrey Auxiliary Constables also reflect the multi-cultural make up of Surrey. The current complement of auxiliary constables speaks 21 different languages.





# CITY WATCH

Working together to protect our community



## City Watch

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 by the end of 2013 a total of 798 full-time City staff have been trained.
- The program provides an extra level of committed individuals who are visible in the community driving and working throughout the City.
- All City vehicles display a reflective City Watch decal on the back, adding to awareness and increased visibility to the public.
- In 2013, the City of Prince George took a keen interest in the program as part of their new Crime Reduction Strategy. Surrey's Crime Reduction staff provided materials and advice to assist them in their goal to have City Watch implemented in their City.

## Enhanced Safety at SkyTrain Stations

### TRANSIT POLICE IN SURREY - 2013

The 167 sworn Transit Police officers are responsible for the safety and security of 1.25 million people per day on 1400 buses, 200 routes and 1800 square kilometers. In addition the Transit Police serve 49 train platforms over 133.5 kilometers. By comparison the New Westminster Police Department polices 15 square kilometers and a population of approximately 66,000 with 109 police officers and Surrey RCMP covers 320 square kilometers and a population of approximately 500,000 with approximately 700 police officers.

- The Transit Police work in close partnership with the Surrey RCMP in policing the four SkyTrain stations and 3 major bus loops in Surrey.
- The two agencies enjoy a solid relationship that depend on one another for support and surge capacity.
- Currently the Transit Police are applying the principles of community-based policing in treating the area from Scott Road SkyTrain station through to the Newton bus loop as beat. The principles of community partnership, ownership, problem solving and offender management are all fundamental in the approach being taken.

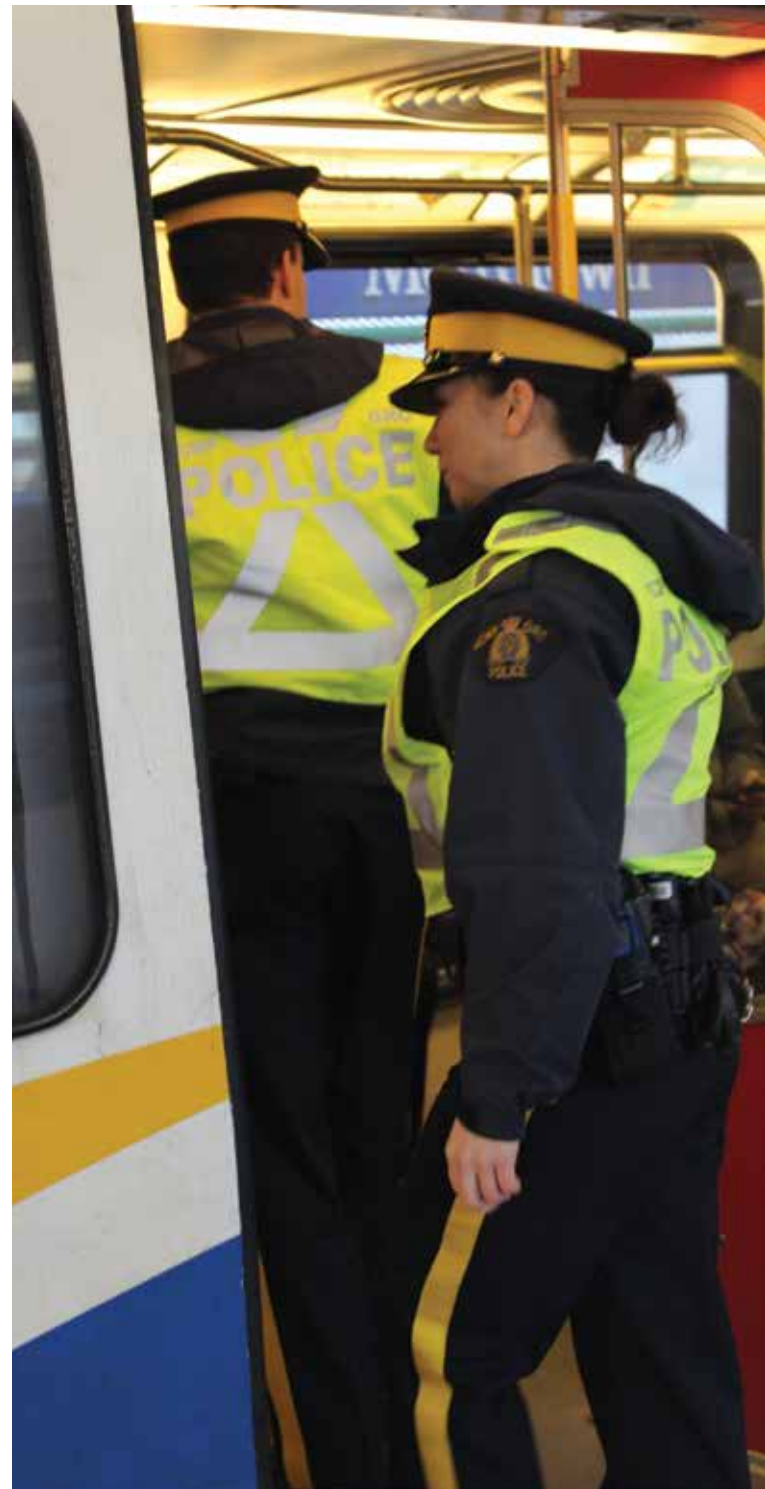
**“CITY WATCH ENCOURAGES CITY EMPLOYEES TO PLAY A ROLE IN INCREASING COMMUNITY SAFETY”**

# “...LEVERAGE OPPORTUNITIES TO ENHANCE PUBLIC SAFETY”

The Chief Officer and members of the senior executive engaged in forming and sustaining relationships with key stakeholders including Members of the Legislative Assembly, City Councillors and the Chamber of Commerce and Business Improvement Associations, to foster mutual understanding and leverage opportunities to enhance public safety.

- The continuing regeneration of Surrey City Centre will include an upgrade to the bus loop and SkyTrain station.
- During 2013 Transit Police have been included as part of the TransLink project team informing the design from a Crime Prevention Through Environmental Design (CPTED) perspective.
- The Newton Bus loop was subject of a large improvement plan in 2013 which included the implementation of CPTED principles. A pre and post improvement survey was completed on the feelings of safety from crime with some excellent results. The ratings of feelings of safety from crime at the Newton Bus Exchange rose notably after the improvements. Six in ten (61%) of the 1,350 people surveyed provided good to excellent ratings, up from one-half (48%) in the pre-improvement phase. Meanwhile, only 14% rated their feelings of safety from crime as very poor to neutral, compared with 26% pre-improvement.

Transit Police facilitated a second customer survey measuring the feelings of safety from crime across the rail system including the four Surrey SkyTrain stations. The results of this survey are not yet available but will inform the deployment model used by the Transit Police in partnership with the RCMP in 2014.



Courtesy of Transit Police

The award winning Inter Regional Risk At-Risk Youth Link (IRAYL) worked in the City of Surrey during 2013 riding the rails and looking for youth, 19 and under who are dealing with poverty, family problems, homelessness, mental illness and addiction. IRAYL meet approximately 30-50 youth per day across the system and build relationships by connecting them to support services where they may have potentially fallen through the cracks otherwise. IRAYL is proud of their record in getting young people off the street and integrated back into the community.

Included below is an analysis of some aspects of the Transit Police caseload in 2013 in Surrey as compared to the entire regional transportation system.



Courtesy of Transit Police

**“...PROMOTE  
INCREASED  
REPORTING BY  
THE COMMUNITY  
ON CRIME”**

## Online Crime Reporting

The Surrey RCMP continued efforts towards establishing additional crime reporting options, to encourage and promote increased reporting by the community on crime and other public safety issues.

- These efforts culminated with the launch of an online crime reporting application in early January 2014.
- This new application enables the public to report less serious offences via the internet using desktop computers or mobile devices.

| TRANSIT POLICE EVENTS   |       |      | SURREY EVENTS     |            |            |
|-------------------------|-------|------|-------------------|------------|------------|
|                         |       |      | % of Total Events | SkyTrain   | Bus/Other  |
| Total                   | 16418 | 2598 | 15.8%             | 1542/59.4% | 1056/40.6% |
| Crimes Against Property | 2321  | 262  | 11.2%             |            |            |
| Crimes Against People   | 3587  | 284  | 7.9%              |            |            |
| Control Substances      | 872   | 173  | 19.8%             |            |            |
| Other Criminal Code     | 1974  | 360  | 18.2%             |            |            |
| Other Federal Statute   | 68    | 15   | 22%               |            |            |

## 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 makes these available on their website [www.surrey.rcmp.ca](http://www.surrey.rcmp.ca)

- Crime Analysts complete crime analysis requests as well as ongoing analytical support and requests specific to crime reduction initiatives and emerging crime trends.

#### Keep Crime Databases Up To Date and Make Data Available to Outside Researchers

The Crime Lab at the University of the Fraser Valley was established in 2005 to assist in the work of the Senior University Research Chair, RCMP in Crime Reduction. As such, a unique feature of this lab is its designation as a secure lab by the RCMP for the purpose of conducting university-led research studies. As part of this designation, the lab has the wherewithal to handle police data to the standard expected by the RCMP. The only other university research lab with this designation in Canada is the ICURS lab at Simon Fraser University, which was established to support the two RCMP research chairs located there.

- The purpose of the lab developed out of an RCMP desire to create a partnership whereby police could have a more useful relationship with the academic world, and university researchers could have greater access to police data and a more meaningful relationship with the public safety sector.
- This led to the establishment of the RCMP Research Chair in 2005, the creation of the Centre for Public Safety and Criminal Justice Research as the dissemination arm of the Chair, and the secure lab as the location where the research of the Chair would be conducted.
- As part of this partnership, the Crime Lab has an MoU with the RCMP regarding data sharing that provides the Crime Lab and the Centre for Public Safety and Criminal Justice Research with unfettered access to RCMP data.
- The purpose of the Centre for Public Safety and Criminal Justice Research and its Crime Lab is to provide research and consulting expertise to criminal justice agencies, governments, public safety agencies, and community organizations on issues related to improving the efficiency and effectiveness of public safety operations and proposed initiatives.
- The Crime Lab was established to serve the needs of the public safety sector and the training needs and interests of students and community partners.

## 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.



### 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)

#### Enhanced Youth Education Strategy

That the RCMP in cooperation with the School District enhance existing strategies for educating the City's youth about how to keep themselves safe from crime.

#### School Liaison Enhancements

In 2013, the Surrey RCMP held a series of roundtables with Surrey School District representatives to discuss school safety issues and opportunities to provide a more effective police service delivery. As a result of these meetings, changes to the Surrey RCMP Youth Section were implemented.

- The focus of the dedicated youth officers shifted from a liaison function to more of a direct response to school related incidents (i.e., incidents that take place on school property during school hours, incidents involving students on the way to or from school, or any incidents disclosed by students while at school).
- Shift schedule changes were also made to ensure School Response Officers were available to schools during regular school hours, and that call response times would improve.



## Youth Programs

Surrey RCMP continues to partner with the Surrey School District and other community agencies to provide Surrey youth with positive recreational and social developmental opportunities through such programs as the RCMP Youth Academy, Surrey RCMP Classic high school basketball tournament, Surrey RCMP Elementary School Sports Program, and Surrey RCMP Code Blue program.

Also SEE WRAP page 48

## Code Blue Program:

In 2013, the Surrey RCMP introduced the Code Blue Program which is a police lead, fitness related training program for youth, designed to build positive relationships between youth and police. Fitness related activities the schools participate in include PARE tests, coopers run, and obstacle courses. With the early successes witnessed in this program, the Surrey RCMP is seeking to expand CODE BLUE to all 20 secondary schools in Surrey; currently seven schools are involved in the program. Check out the Code Blue 2013 video on YouTube: [www.youtube.com/watch?v=HBvfs6ff1ts](http://www.youtube.com/watch?v=HBvfs6ff1ts)

## Youth Intervention Program (YIP)

YIP provided short-term counselling, family support and advocacy for 239 youth between the ages of nine and 17. The Surrey RCMP Youth Intervention Program continued to prevent youth from entering the criminal justice system, consistent with the goal of minimizing criminal charges brought against youth while still addressing the root causes of criminal or problem behaviour.

- In 2013 the Surrey RCMP Youth Intervention Program also participated in the Surrey WRAP project. This is a partnership between Surrey School District, Surrey RCMP that provides services for at risk youth who exhibit signs of gang associated behaviour.

## Restorative Justice Program (RJ)

RJ accepted 129 referrals to the Surrey RCMP Restorative Justice Program.

- Roughly 77% of those who participated in either a restorative justice circle or a restorative conference complied with the terms of their resolution agreements, which could include verbal or written apologies, counselling, community service hours and even financial compensation to harmed parties.
- Nearly \$3015.00 in restitution was received.
- Also, in 2013 Surrey's RCMP RJ program coordinator was a finalist for Police Officer of the year award and the National Ron Wiebe Restorative Justice Award.

## Pacific Community Resources Society Youth Program (PCRS) and Restorative Justice

PCRS offers a Community Work Service Program for youth who have been referred from the court system to complete community work service hours as a means of restitution. Over 140 youth have gone through the program in 2013 and gained meaningful experiences in providing community service hours at not-for-profit agencies such as Surrey Urban Mission, Surrey Food Bank, Surrey Crime Prevention, Graffiti Removal and LAPS among others.

Over 95% successfully completed their hours and some youth have continued to stay on as volunteers because of their experience in the Community Work Service Program.

PCRS 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

## Substance Use Awareness Team (SUAT)

The Substance Use Awareness Team continued to collaborate and use best practice principles and strategies, highlighted concerns that exist within our committee and encouraged research about trends in the community, such as the emerging trend around the use of Doda and Afeem, throughout 2013. As well, the Team worked to create awareness around the safe use of legal substances, gambling and internet games by participating in community outreach events including Youth Fest, and more specifically during its third annual Substance Use Awareness Week held from May 26th to June 1st, 2013.



The City in partnership with Alcohol and Drug Education Services, the B.C. Responsible and Problem Gambling Program, DIVERSEcity Community Resources Society, the Fraser Health Authority, Keys: Housing and Health Solutions, Kwantlen Polytechnic University, Options Community Services Society, Pacific Community Resources Society, Servants Anonymous Society, Sources Community Resources Society and the Surrey School District, collectively organized activities and events for the Substance Use Awareness Week with a view to creating awareness and increase public knowledge about substance use, gambling and process addictions.

2013 Substance Use Awareness Week activities and events included:

- To launch the promotion of Substance Use Awareness Week, a delegation appeared before Surrey Council at its Council-in-Committee Meeting on Monday, May 6th.

- The Mayor proclaimed the week of May 26th, 2013 as Substance Use Awareness Week during the Regular Council Meeting on May 6th;
- An event tool kit and fact sheets were distributed to the public and partners that address some common Substance Use topics. The “Host your Own Event Tool Kit” encouraged agencies, businesses and groups in the community to host their own Substance Use Awareness Week events;
- From Sunday, May 26th to Saturday June 1st, the themed fact sheets were posted daily on the City of Surrey’s Crime Reduction Strategy Website, distributed through the City’s Facebook and Twitter accounts as well as through partner agencies.
- A City of Surrey staff Lunch and Learn session was held that included a presentation by staff from the B.C. Responsible and Problem Gambling Program and was designed for staff with children to gather information around current trends in gambling (including online gambling), ways to protect children and other family members and where to find supports and services if a problem is discovered;
- An information booth was set up at Central City Mall on May 30, 2013 between 3:00 pm and 6:00 pm to disseminate information to the public about the harms of substance use, the issues around process addictions and gambling, and how to find help; and
- The City’s “Community Response to Synthetic Drug Labs” brochure and the “Recognizing Grow Ops” brochure were promoted as part of Substance Use Awareness Week.

The themes of the daily fact sheets for Substance Use Awareness Week 2013 included prescription medications, substance use and body image, a closer look at process addictions, parenting, cool refusal skills, information on Doda and Afeem, as well as substance use and the older adult - available on-line at: [www.surrey.ca/community/10106.aspx](http://www.surrey.ca/community/10106.aspx)

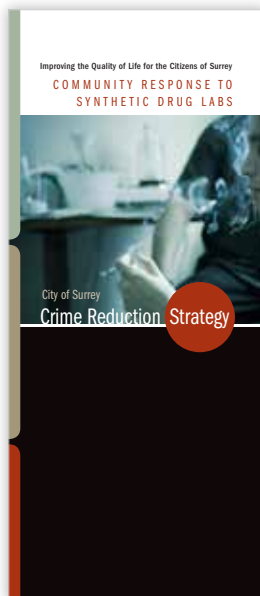
The Substance Use Awareness Team was nominated in the Best Practices, General category for the UBCM Community Excellence Awards.

# “SURREY FIRE SERVICE DISTRIBUTES OVER 3851 CRIME REDUCTION PAMPHLETS...”

## Expanded 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 distributed over 3851 crime reduction pamphlets during inspections and targeted visits with city merchants annually.
- The Crime Reduction Strategy has produced an educational pamphlet titled “Community Response to Synthetic Drug Labs”



## Surrey Crime Prevention Society (SCPS)

Surrey Crime Prevention Society is committed to supporting community safety and public awareness programs through their dedicated and qualified volunteers while aligning with the goals of their community partners

Surrey Crime Prevention Society is a committed partner in the enhancement of community safety in the City of Surrey. Highlights of 2013 include:

- 112,204 vehicles were monitored by SCPS trained volunteers through the Speed Watch Program
- Over 240 trained volunteers delivered services through the programs, enhancing safety in the City of Surrey
- 18,109 volunteer hours supported the enhancement of community safety in the City of Surrey
- 21 students from Surrey Schools participated in the SCPS Work Experience Program
- 1406 Community Safety tours took place in the City of Surrey. SCPS volunteers tour Downtown Surrey, Guildford, Fleetwood Newton and Crescent Beach
- 8016 volunteer hours were contributed to the Community Safety Volunteer Tour Program in the City of Surrey
- SCPS are actively working with the RCMP and other community partners to address concerns in Port Kells, Cloverdale and Clayton Heights and Panorama Ridge.
- SCPS participated in two SWOOP initiatives in partnership with the RCMP, Integrated Police Agencies, ICBC and other community partners.
- 28,360 vehicles were checked in the last twelve months under the Locking Out Auto Crime Program. SCPS partnered with community stakeholders on two successful projects to raise public awareness about Locking out Auto Crime.
- 342 volunteer hours supported the Keep it Campaign initiative checking 16803 vehicles.



- 50 SCPS volunteers which are trained by the City of Surrey, Surrey Fire Department, RCMP and Cobra Electric to deliver public education relating to Wire and Metal Theft, conducted public education at events throughout the City of Surrey including Fusion Festival in 2013.
- 70 volunteers have been trained to participate in the Bike Tours in the City of Surrey.
- 16 volunteers attended professional traffic control training – partial funding received from DSBI.A.
- 4201 incidences of graffiti were removed from sites throughout communities in the City of Surrey. SCPS has partnered with the City of Surrey to report all graffiti to the graffiti hotline.
- 1037 volunteer hours supported the Anti-Graffiti Program. In addition, SCPS has partnered with Community Corrections to have their clients participate in the graffiti removal program and fulfill the court appointed community service hours.
- 20 volunteers have been trained for first ever Community Safety Youth Leadership and Mentorship Program to support youth at risk. These youth will experience SCPS programs and be mentored by the top volunteers who have cleared enhanced security and participate in a full one day Mentorship and Leadership Program.
- 69 special events were supported by Surrey Crime Prevention Society volunteers.

Surrey Crime Prevention Society was the recipient of the Canadian Criminal Justice Association Crime Prevention Award for 2013.



## Auto Crime Prevention

In August 2013, Surrey launched its Summer Auto Crime Prevention Campaign in partnership with the Surrey RCMP, Transit Police, Surrey Crime Prevention Society and ICBC. The project served to remind residents and businesses of the importance of adopting auto crime prevention habits into their daily lives.

As a part of the ongoing “Lock Out Auto Crime” Program, the community was asked to keep their vehicles secure and free of all valuables and to use anti-theft devices to help prevent auto crime.

“Preventing and deterring crime is a key component of the City’s Crime Reduction Strategy. Working in collaboration with our community partners is key to reducing incidents of auto theft,” says Mayor Dianne Watts. “Reducing auto crime is a priority for the Surrey RCMP” said C/Supt Bill Fordy. “We have a comprehensive approach and we are focused on identifying, targeting and apprehending prolific offenders.” Key steps to preventing and deterring auto-crime include:

- removing valuables such as laptops, smartphones, garage door openers and loose change;
- using an immobilizer, steering wheel lock or other anti-theft device.

Following these tips will significantly the risk of being a victim of auto crime.

**“PREVENTING AND DETERRING CRIME IS A KEY COMPONENT OF THE CITY’S CRIME REDUCTION STRATEGY”**



## Surrey's "Keep It" Campaign - Lock Out Auto Crime

The Surrey RCMP, City of Surrey, ICBC and Surrey Crime Prevention Society (SCPS) partnered on the KEEP IT Campaign - "Protect IT. Lock IT. Keep IT" which ran from October 1 - December 2, 2013. The prevention campaign, led by the Surrey RCMP, was designed to enhance community safety by educating the public on ways we can collectively reduce the incidence of theft from vehicles and theft of vehicles, as well as to raise awareness and make people more conscious about securing their vehicles and ensuring they protect, lock and keep their valuables. The two main components of the campaign included:

- An educational piece where vehicle owners were reminded to keep their vehicles safe, secure and free of all valuables. This message was communicated through educational events that were organized in parking lots around the City and also through the use of KEEP IT information cards.
- A steering wheel lock giveaway that was designed to help reduce the incidents of theft of older vehicles. Older model vehicles are more vulnerable to being stolen, and since they are not equipped with immobilizer systems due to their age, steering wheel locks are their best, most cost effective protection. The steering wheel locks were distributed through City Recreation Centres, RCMP

**“REDUCING  
AUTO CRIME  
IS A PRIORITY  
FOR THE  
SURREY RCMP”**

District Offices, ICBC Surrey Claim Centres and SCPS to those in the community that own the following older model, top stolen vehicles:

- » Honda Civic (1990-2000)
- » Honda Accord (1990-1997)
- » Ford F-Series (1998, 2004-2006)

Outputs of the campaign showed the numbers of vehicles checked as (Crime prevention volunteers from the Surrey RCMP and Surrey Crime Prevention Society checked) approximately 4,000 vehicles each week for valuables left in plain sight. In addition, 1,600 notices a week were distributed to drivers to let them know what a thief might find attractive in their vehicles. The most common items found left in vehicles were bags, backpacks or purses, followed by sunglasses, and electronic devices. The most surprising item left were two sets of keys in the ignition at one particular location.

## 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 unwanted debris and graffiti) has helped deter and/or eliminate problem activities in several areas.

### ACHIEVEMENTS

#### Enhanced Street Lighting

The City has developed the Neighborhood 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 2013, 24 requests were received of which 8 were approved as meeting the criteria and completed.

More information, and an application form, can be found at: [www.surrey.ca/city-services/4615.aspx](http://www.surrey.ca/city-services/4615.aspx) or [www.surrey.ca/city-services/9896.aspx](http://www.surrey.ca/city-services/9896.aspx)

#### 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.

- A total of 1031 businesses received support through this partnership in 2013.

#### Crime Free Multi Housing (CFMH)

The City of Surrey RCMP Crime Free Multi-Housing Program continues to contribute to the Crime Reduction Strategy. In 2013, the program was proactive in sending warning letters to tenants who did not adhere to the Crime Free policy and Residential Tenancy Act. At the same time, the program praised those who make legitimate reports to the RCMP through a "Thank-You" letter.

The Crime Free Multi-Housing Program achieved all of the following goals as had been set for the year:

- Increase communication between tenants and the RCMP
- Increase Police patrols
- Decrease Police calls for service

December 17, 2013 was the annual Crime Free Multi-Housing Program celebration.

- In 2013, building managers at Fraserview Court were awarded Building Managers of the Year.
  - » **BACKGROUND:** In year 2007, Fraserview Court was the first rental property in Surrey to receive the Crime Free Multi-Housing certification. To this day, their police calls for service remains extremely low, averaging six police calls a year for a total of 154 suites. The two property managers at Fraserview Court, without a doubt, exemplify what it means to be excellent building managers.

## 1.5 CLOSED CIRCUIT TELEVISION

### ACHIEVEMENTS

#### Scott Road CCTV Project and City Traffic Management

In 2013, ongoing upgrades were made to the CCTV cameras in the Scott Road SkyTrain parking lot.

The City also continued its expansion of intersection cameras to new locations and began the planning process for an updated Control Centre to be located at the new City hall location. The use of traffic cameras and their footage has proven to be very beneficial in assisting in police investigations. Throughout 2013, the City continued to explore CCTV expansion projects and options in an effort to make optimal use of this technology.

#### 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. Research shows these programs work – over 70 per cent of drivers travelling 10km/h over the speed limit slow down when they see a speed-reader board.

- 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.
- Speed Watch checked 455,014 vehicles in 2013 and volunteered 4470 hours.



#### Project Swoop

Facilitated by ICBC for the first time in Surrey, multiple agencies participated in Project Swoop in the City of Surrey in both June and November.

Community Policing volunteers from all 5 District offices, as well as the Surrey Crime Prevention Society Speed Watch, hit the streets with Surrey RCMP Traffic members, Auxiliaries, the Fraser Valley Integrated Road Safety Unit, ICBC Road Safety team and City staff in 12 locations across Surrey, to drive home the fact that speeding and high risk driving behaviours are dangerous and they increase your risk of crashing.





## 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 2013, over 104,000 vehicles in Surrey were checked by volunteers as a potential target for auto crime.
- In 2013, Lock Out Auto Crime and Stolen Auto Recovery program volunteers audited and distributed over 32,000 Crime Prevention notices, scanned over 43,000 vehicles through the Stolen Auto Recovery and volunteered over 11,000 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.

**“...NOTICES  
OFFER COMMON  
SENSE TIPS TO  
DRIVERS TO  
HELP PROTECT  
THEM FROM  
BECOMING  
A VICTIM OF  
AUTO CRIME”**

## 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.

## ACHIEVEMENTS

### Youth Leadership Development (Grades 5 to 12)

Research has found that youths' involvement in organized community activities is associated with a wide range of positive outcomes, including enhanced self-esteem and life satisfaction (Gilman, 2001) as well as reduced rates of delinquent behaviour, criminal arrests, substance use, and mental health problems (Mahoney, 2000; Palen & Coatsworth, 2007).

In British Columbia, high school students who reported higher levels of youth engagement—including feeling that the activities they were involved in were meaningful or that their ideas were often listened to or acted upon in the activities they took part in—were more likely to report better health, higher self-esteem and greater educational aspirations, and were less likely to report extreme levels of stress or despair, suicidal ideation, self-harm, and substance use (McCreary Centre Society, 2009).

In response to this research, The City of Surrey has collaborated with The YMCA to design and deliver the Youth Leadership Development (YLD) Program in city recreation facilities.

YLD is a leadership development program focused on building the self-efficacy of youth and is an expression of the YMCA Healthy Adolescent Development Principles. The aim of the program is to:

- Connect youth with other youth of similar interests, and positive adult role models
- Provide opportunities for self-expression and contribution to their community

- Weave peacemaking into everyday activities, and creates a safe environment for youth.

Activities include team building games, fundraisers, social events, volunteer opportunities, youth lead activities, special guests, trainings, special events and a Youth Conference weekend.

YLD will be offered at 4 locations throughout the city – 3 new locations: Guildford Rec, South Surrey Rec, and Clayton Heights Secondary School; and support existing site at Tong Louie YMCA.

### Other Groups

#### JUNIOR LEADERS GRADES 5-7

An introduction to the YLD program; activities are designed to teach fundamental leadership skills through teamwork, communication and self-awareness.

#### LEADERS IN TRAINING GRADES 8-10

Continuing the journey of leadership development, participants will have the opportunity to develop leadership skills through workshops and activities. Through the course of the year the youth will take responsibility for planning and leading sessions.

#### LEADERS GRADES 10-12

At this stage of the YLD program participants will evaluate their personal values, determine and develop their talents and leadership skills. Participants will be leaders in the community through special events, volunteer opportunities, service projects and mentorship.

# “MEANINGFUL ENGAGEMENT OF CHILDREN DURING THE AFTERSCHOOL TIME SUPPORTS CRIME REDUCTION”

## Myzone (Middle Years) and Critical Hour Programming

Myzone is a drop-in program provided during the critical hours (Monday – Friday, 3:00pm to 6:00pm) to create safe, affordable and high quality programming for the middle years children (ages 6-12).

- Myzone provides active play and recreation, homework support, social-emotional skill development, leadership building, peer and staff relationship development, and facilitates civic engagement.

Launched in September 2013, the City of Surrey – Community and Recreation Services (CRS) Division – created the Myzone program to ensure children have access to high quality afterschool programming that is open to all, safe, nurturing and supports the principles of healthy child development.

- This program is part of a broader focus on critical hours, built on research that indicates that meaningful engagement of children during the afterschool time supports crime reduction, increase in positive behaviour, increase in self-confidence, increase in academic related outcomes and support healthy child development.
- The program is inclusive of children’s voices and built on research, best practices, and ongoing quality assurance.
- Children do have a voice! Not only are they participants in the program, they actively help guide, inform and evaluate the activities. Their contributions are important and are seen as assets in their community. Myzone is a unique learning environment aimed to captures children’s interests in program design and evaluation, while supporting children to be healthy, happy and resilient.

Myzone currently operates at 4 sites (3 recreation centres and 1 elementary school) and serves 30-45 children per site. Staff are trained and certified through BCRPA High Five®, I AM Game and Equitas – International Centre for Human Rights Education and are committed to ensure expertise in inclusive play and sport readiness/physical literacy, while ensuring quality assurance in a recreation setting for program design, relationship development, and monitoring.

For more information please see: [www.surrey.ca/3464.aspx](http://www.surrey.ca/3464.aspx)

|                                       |  |
|---------------------------------------|--|
| Number of sites                       | 4  |
| Number of sessions                    | 407  |
| Number of children’s memberships sold | 348  |
| Program partners                      | Simon Fraser University-Friends of Simon Program<br>Equitas – International Centre for Human Rights Education<br>First Steps’ Sports & Me Program<br>I AM Game |



- Myzone has partnered with Children's Foundation, Options Community Services and the Children Partnership of Surrey-White Rock to launch Myzone Family Nights at Guilford Recreation Centre.
- Through funding received from the Vancouver Foundation, this pilot will create opportunity for parents to informally engage with each other, mingle, share experiences and acquire parenting skills while spending time with their children after work and school.
- Parents are supported during these workshops by Outreach Workers (with diverse linguistic backgrounds) and an experienced Parent Educator to facilitate discussions.

The program builds on existing strengths, resources and relationships to create the opportunity and maximize efforts. The Community Recreation Services Division is committed to work in supportive ways that builds capacity – for the City to provide services, create opportunity for agencies, and supports community engagement, while ensuring that the work is informed by research and data, that creates the environment for action, advocacy, and evaluation.



## VIPP Moving Ahead Program

Moving Ahead is a collaborative, case-managed service model for the delivery of comprehensive, holistic and client-centred programming available through a partnership with DIVERSEcity, Options, PCRS and LCSS. The program chiefly utilizes outreach and in-home consultation and support as a foundation for service delivery to the most vulnerable refugees and immigrants in British Columbia.

The Moving Ahead program supports vulnerable newcomer youth, adults and families in their goal to achieve successful settlement and integration and to create pathways to personal goals.

Between October 2011 to December 2013, Moving Ahead provided service to 487 vulnerable individuals (adults and youth) from over 10 diverse ethno-cultural backgrounds to achieve success for themselves and within their new communities. The Program provides:

- Service in first language, In-Home Assessment, Case management of your individual needs, transition and follow up support services, Settlement Information and Counselling
- Practical Assistance, Supported Access to Services & Accompaniment
- Peer Support and Mentoring
- Life Skills and Information Workshops
- Community Kitchen and Nutrition Workshops
- Social and Emotional Support Groups with qualified counselling clinicians
- Life Skills, Literacy and Essential Skills Courses
- Field Trips and events

Program Eligibility is determined through a Settlement Eligibility Assessment process, along with a review of immigration status in Canada. More information is available from the Moving Ahead Contract Coordinator who can be reached at [movingaheadreferrals@dcrs.ca](mailto:movingaheadreferrals@dcrs.ca)

In 2013, DIVERSEcity celebrated its 35th anniversary (established in 1978).





## DIVERSEcity's Youth Projects

### Young Integration Program (YIP) - DIVERSEcity

DIVERSEcity's 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 2013, the program worked with three local secondary schools and supported over 165 newcomer youth in their transition to life in Canada.

**“MATCHES BUILD POSITIVE RELATIONSHIPS AND FRIENDSHIPS, DEVELOP ENGLISH AND CONVERSATION SKILLS, AS WELL AS PROVIDE OPPORTUNITIES”**

### Children Programs

DIVERSEcity's Outreach Multicultural 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 438 clients in 2013.

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 2013, 584 clients were served in the ECD refugee settlement project.

### Young Adults Towards Success (YATS)

DIVERSEcity's 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 April 2013 and December 2013, YATS has served a total of 60 young adults.
- 42% 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.



**“YOUTH ARE PROVIDED WITH RESOURCES, REFERRALS AND SUPPORT TO MAKE POSITIVE CONNECTIONS AND CHOICES”**

## 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 introducing them to safe housing and pro-social activities.

### 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 and connecting youth to services where needed.
- 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 2013, the number of youth served by IRAYL was 7720.

Also see section 3 pages for more specific youth outreach projects including:

- Keys: Housing and Health Solutions Youth Projects - Surrey Street Youth Services (SSYS)
- Pacific Community Resources Society (SEY, LINKS, etc...)
- School District Substance use prevention, Settlement Workers in Schools (SWIS), etc...
- Options Surrey Youth Independent Housing Programs (SYIH)

## 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

#### My Neighbourhood, My Future— United Way of the Lower Mainland

The United Way of the Lower Mainland (UWLM) is committed to achieving social change through a series of interconnected strategies and priorities. As a part of their commitment to Early Childhood Development, UWLM (in partnership with a team of research experts) has selected the Guilford West neighbourhood as one of two pilot sites in the Lower Mainland for the MNMF initiative.

- The MNMF is a five year investment that is designed to focus on change at the level of individuals and on barrier reduction through neighbourhood-based engagement of families, service providers and stakeholders and service delivery to children, parents, and caregivers.

This work will include the Early Years Smarter Cities (EYSC) tasks and action plan as a core element. The initiative will be focused on Guildford West as a pilot site. This area was chosen by the United Way after a careful study of Surrey in relation to its needs and demographics. It is expected that the initiative will provide valuable information that will allow for the replication of the positive outcomes of the initiative across the other communities in the City.

#### Integrated Initiative

Both the Early Years Smarter Cities and My Neighbourhood, My Future initiatives are innovative approaches to addressing childhood vulnerability. Both of these initiatives focus on new and cutting edge approaches for enhancing the success of children, families, and the neighbourhoods in which they live.

Also see IBM Smarter Cities section 4 page 105.



## The Children's Partnership of Surrey-White Rock

The Children's Partnership represents a multi sectoral collaboration between the City of Surrey, Surrey Libraries, Surrey School District, MCFD-Surrey, Fraser Health and United Way of the Lower Mainland 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 2013, the Children's Partnership supported three major initiatives:

- The Children's Partnership maintained promotional activities such as an updated website and production of an updated resource guide for families with young children in Surrey and White Rock; participation in Early Years Festivals and Kids Conferences
- In the third 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, follow up projects were developed in response to the survey that was conducted with Surrey-White Rock service providers and parents in 2012.
  - » Four (4) neighbourhoods were selected – Whalley, South Surrey, Cloverdale and Newton, to pilot "Pop Up Family Resource Programs", in sites such as vacant retail venues, social housing developments, religious institutions, community recreation centres and Surrey Libraries. The concept was developed to address the barriers that were identified by families and service providers and is designed to go to families where they are at.
- We maintained our collaboration with the Surrey Board of Trade and supported the Family Friendly Workplace Award presented at the June Surrey Board of Trade AGM.

- We were significantly involved in planning and convening the provincial Cities Fit for Children Summit in November 2013. The two day event was held at the Sheraton Guildford and brought together more than 300 participants from cities, school districts, health, libraries and agency staff province wide. City of Surrey hosted this major event and Mayor Watts opened the Summit.
- A one day cross sectoral professional development training workshop was held in June 2013 focused on social and emotional health for early childhood. More than 120 participants attended the workshop that was held at Chuck Bailey Community Recreation Centre.

### 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 2013, the EDI revealed that 34% of children under 6 are entering school with vulnerabilities that affect their school readiness. (In 2011 the EDI depicted that about 32% of children were vulnerable). These results will be assessed by the Children's Partnership and considered in the current strategic planning process where strategic priorities will be developed for 2013 – 2015.



## 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 2013, the Committee continued its work on the development of a child development tool kit for distribution to parents and service providers. A Surrey- White Rock tool kit was produced and distributed to over 200 organizations in 2013-14.
- The MCM committee supported the 2013 Kids Conference and Cities Fit for Children Summit in November 2013.
- Following up on results of a survey conducted in early Spring of 2013, a special forum focused on gaps in supports for parents of children aged 6 – 12 was held in June 2013. School, City, MCFD, Libraries and agencies developed potential solutions to improving supports for parents of 6 – 12 year olds. HELP at UBC researchers presented on the latest research and best practices supporting parents of children aged 6 – 12.
- We applied for and were successful in obtaining a Vancouver Foundation grant for “Family Dinner Nights” with the agency collaboration of The Children’s Foundation, Options Community Services and The Children’s Partnership. Beginning in September 2013, this initiative will pilot informal opportunities for parents and caregivers of children enrolled in the “Guildford Myzone” to connect with other families and to acquire parenting education, skill building and resource information. One a month, Family Dinners will provide an opportunity for parents to stay and have dinner with their and other families, supplemented by informal parenting supports and information about community resources or issues of interest, such as bullying, technology, etc.

## South Asian Early Childhood Task Force

The South Asian ECD Task Group focusses on raising awareness about ECD and parenting in the South Asian community since 2006, and has focused on promotional activities such as production of:

- An Early Childhood Development (ECD) annual calendar in Punjabi and Urdu.
- Early childhood resources 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 was held in 2012. These Ambassadors champion the importance of early childhood through informal community networks. Plans are being made for a follow up to this successful event.

A webpage was launched in 2013. The webpage is located on the Children’s Partnership Surrey-White Rock website. This webpage includes a list of local resources as well as link to numerous resources for South Asian communities in various South Asian languages.

**“...THIS INITIATIVE  
WILL PILOT  
INFORMAL  
OPPORTUNITIES  
FOR PARENTS AND  
CAREGIVERS OF  
CHILDREN...”**



A research project on multigenerational parenting in South Asian families was conducted, and the results were published in a peer-reviewed academic journal. Development of new relationship with the Dalai Lama Center for Peace and Education to raise awareness of new Heart-Mind Index and resource development.

- The South Asian Early Childhood Task Force has focused on promotional activities such as the production of an Early Childhood Development (ECD) annual calendar in Punjabi, Urdu and Hindi;
- Early childhood tool kits for parents in multiple languages; and speaking engagements on South Asian radio, TV and print media about parenting and the value of the early years.
- In 2013, 2250 Punjabi language calendars and 750 Urdu calendars were produced and distributed.
- Also in 2013, a research project on multigenerational parenting in South Asian families was conducted, and the results were published in a peer-reviewed academic journal. The Task Group organized a highly successful Ambassador Dinner in 2012; these Ambassadors champion the importance of early childhood through informal community networks. Plans are being made for a follow up to this successful event.

## Enhance Literacy Programs

### ACHIEVEMENTS

#### Surrey Libraries

In 2013, 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.

- 101,027 children enrolled in the library's Summer Reading Club and other literacy programs in Surrey in 2013.
- Early childhood digital literacy was improved with the launch of iPads in the children's area at Newton Library.
- Childhood nutrition was promoted in our 'Give a kid a muffin' storytimes which offer parents and kids a healthy snack in addition to a story.

#### Teens & Middle Years

- The library hosted many programs targeted at teens and middle years such as the annual Young Adult Writing Contest, Writers' circles, CosPlay, games nights, and Teen Advisory Groups (TAGS). TAGS at 4 branches helped teens build skills to become valuable and contributing members of the community.
- Teens in North Surrey interviewed senior residents of Whalley to recollect and record their memories of the area. This fostered intergenerational bonding and helped break stereotypes of teens by seniors.
- After-school homework help was offered to newcomers and at-risk youth at City Centre in a partnership with SFU and Friends of Simon.



## Families & Newcomers

In 2013, 14,890 adults engaged in the community and improved their skills by attending programs such as computer classes, technology training, career & job search assistance, newcomer orientations, English conversation circles and many more.

- Worked with with NewtoBC and Surrey Welcoming Communities to create safe and welcoming spaces. 49 library 'champions' were recruited to promote libraries and a display highlighting refugee awareness was hosted in partnership with Surrey Museum and Archives. Libraries also helped newcomers settle and integrate through programs such as 'Opening Doors to Employment' and 'Settlement Workers in Libraries' with Options Services to Community.
- Awarded 'Heroes of the Homelessness' by Surrey Homelessness and Housing Society for the many initiatives to promote equity and create an

understanding of housing issues; staff personally volunteered and conducted outreach to Food Banks, Keys Housing, Surrey Urban Mission and other agencies to create an awareness of library services to people struggling with poverty.

- Trained all library staff on the city's poverty reduction plan (Let's make THIS happen) and revised practices and procedures to support plan, e.g. reduced barriers to accessing the Internet and increased usage time limits, created Low Cost & Free brochures which were uploaded to City's website, hosted free financial literacy sessions, and participated in Surrey's first Poverty Reduction Forum.
- Created a sense of community and encouraged dialogue on social justice issues by hosting movies in partnership with Village Surrey.
- Promoted cross-cultural understanding and awareness through multicultural celebrations such as National Aboriginal Day, Diwali and Christmas programs.

- Educated community on safety by hosting forums such as Crime Prevention Conference and Community Services Expo.
- Partnered with Progressive Intercultural Community Services (PICS) and Kwantlen Polytechnic University to offer adult literacy tutoring and volunteer training for the “Learn With a Friend” project.
- Offered reduced cost or free meeting room space for community group, such as the Ministry of Social Development Family & Youth project which connects single parents with young children to community resources.

**“THIS EXPERIENCE DEMONSTRATES TO YOUTH THE VALUE OF CONTRIBUTING TO THEIR COMMUNITY...”**

## Enhance Social and Mentoring Programs

Also see the following pages: PCRS page 13, SCPS pages 16 & 31, DIVERSEcity page 33, City of Surrey page 34, MoYO page 38, Girls Group page 39, Future Leaders page 40, AS-iR3 page 44, Wrap page 48, Yo Bro page 49, Sources Peer Support page 74.

## ACHIEVEMENTS

### Surrey Crime Prevention Society Mentoring Project

In 2013, Surrey Crime Prevention Society (SCPS) introduced the Community Safety Youth Mentorship and Leadership program to focus on supporting youth-at-risk between the ages of 12 and 18 by teaming them up with mentors to deliver our programs in the city.

An additional component to the program also includes an opportunity for leadership students in high school to participate in our program and learn about the importance of being part of the enhancement of community safety.

Real life experience with the support of a trained mentor provides mentees with the unique opportunity to give back to their community by participating in the community safety programs in Surrey. Youth participate one on one with their mentor and within a team environment. This experience demonstrates to youth the value of contributing to their community, making a difference and being part of a team.

### Mentors

Mentors participate in a selection process and attend a comprehensive one day training course on mentorship.

Many of the volunteers are students attending post-secondary institutions studying in a variety of different programs including Criminology and Political Science. The post-secondary institutions attended by these student volunteers include Simon Fraser University, Kwantlen Polytechnic University, Douglas College, Trinity Western University and the Justice Institute of BC.

The demographics of the volunteers include:

- 70% South Asian Male
- 10% South Asian Female
- 15% Caucasian
- 5% Asian

The ages of the volunteers range from:

- 12% 16 – 19
- 78% 19 – 25
- 10 % over 30

The driving force behind this program is a result from a young offender who participated in the Anti-Graffiti program while fulfilling his court appointed community service hours.

Mentees participate in Community Safety Tours in the Newton and Downtown Surrey area. They also participate in the Traffic Safety Speed Watch | Cell Program learning valuable skills and life lessons on the importance of slowing down and understanding the impact of distracted driving and speeding. They participate also in the Anti-Graffiti Program and learn the impact graffiti has on a neighbourhood.





“...after working with the individuals at Surrey Crime Prevention Society and experiencing what the volunteers go through day to day to keep our community a safer place, I have a much greater respect for them. I would say that it was a great opportunity and I hope I get the chance to work with them again, but under different circumstances.”

– *Student mentee*

“The Surrey School District’s Safe Schools Department met with the Surrey Crime Prevention Society (SCPS) leadership team in the summer of 2013 to learn more about the Mentorship and Leadership program and agreed it would be a great opportunity to present to at-risk students in the school district.

The feedback from students who have been volunteering with SCPS since then has been positive, with students telling us they find the program and working with SCPS mentors to be very rewarding. Students have primarily been volunteering in programs such as Speed Watch/Cell Watch and the evening Community Safety Tours which are conducted throughout the city of Surrey.

The Safe Schools department looks forward to continuing its partnership with Surrey Crime Prevention Society in order to provide students of all backgrounds the opportunity to make their community a safe place to live.”

– *Safe Schools worker*

## 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 463 clients in 2013 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 Spring and Summer 2013, CYEC accepted 156 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.



## 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 75 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.

2 Mentorship Sessions were held in 2013 as follows:

- In February/ March 2013, seven (7) students and five (5) mentors participated in the program.
- In November/ December 2013, six (6) students and six (6) 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.



*"The City of Surrey Mentorship program was an amazing opportunity for me! I got to work in over 10 different positions within Roads and Drainage South. The program gave me great perspective in terms of understanding how our City is run, what my future job may be, and how it feels to be out and working full time."*

*– Aaron, Student*



## 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 2013, more than 140 elementary school classes and high school clubs contributed over 67,728 hours in the City of Surrey, assisting 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. Thirteen 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 2013.

- 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. Ninety-one SYSS volunteers contributed 210 volunteer hours in 2013.
- More than 160 members of Environmental Clubs at eight 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. Thirty youth in the Early Psychosis Intervention program participated weekly and 15 youth in the Adolescent Day Treatment Program for adolescents with acute psychiatric illnesses participated monthly in environmental stewardship activities.

## Community Engagement

The City of Surrey organizes a number of large-scale, community festivals which are free, family-friendly events that allow residents to feel a sense of civic pride, and help build a strong, vibrant community. Events include:

- Party for the Planet – The City of Surrey is a leader in Sustainability and hosts an annual event to inspire awareness for the Earth’s natural environment every year.
- Canada Day – The City of Surrey hosts one of Canada’s largest birthday celebrations. The event has something for all ages to enjoy and allows the community to come out and celebrate national pride together.
- Fusion Festival – The City’s award winning Fusion Festival is the ultimate celebration of music, food and culture. Over 40 cultures are represented at the festival, which proves that Surrey is one of the most diverse City’s in Canada.
- Tree Lighting Festival – The Tree Lighting Festival is an annual community event that allows for residents to come out and celebrate the anticipation of the holiday season together through the lighting of BC’s largest holiday tree.

### Park Play

In the summer of 2013 more than 10,239 children participated in free activities, sports, games and crafts in 42 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.

### Community Picnics

Parks Operations held community picnics at 16 parks in the summer of 2013 with more than 2,270 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.

### Story Time

The summer program offers free crafts and stories in unique park locations. The program was offered in the Bear’s Den at Bear Creek Park and the Tree House at Redwood Park in 2013.

- A total of 252 children participated in this program over 9 weeks.

### Seniors in the Park

Seniors in the Park provides Surrey’s aging population with a friendly, active environment where new friendships are formed.

- In 2013, 107 seniors played participated at Francis Park in bocce, horse shoes, washer toss, cribbage and many more activities. Partnerships were made with the seniors at Fleetwood Recreation Centre, Carelife Fleetwood and Fleetwood Place.

### Park Hosts

The Park Host program ran out of Bear Creek Park and Crescent Beach on Saturdays and Sundays in 2013.

- 17 volunteers contributed 90 hours and acted as roving information booths that provide direction and assistance to park patrons.

### 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-two Eco Rangers contributed 300 volunteer hours in 2013.

## KEY ACHIEVEMENTS

- 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





## “...AN OPPORTUNITY TO BEAUTIFY NEIGHBOURHOOD PARKS”

### Neighbourhood Beautification

#### Friends of the Forest and Nature Works Parties 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 386 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 2013 they contributed an estimated 1,441 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.

- 285 volunteers planted over 8,000 bulbs in the fall of 2013.

#### Clean Sweep

In 2013, the Parks Division and Engineering Department partnered together in a city-wide initiative of clean-ups of neighbourhood parks and streets.

- There were 6 scheduled community clean-ups with 17 schools involved. In total approximately 2,237 city residents participated in this initiative.
- Also see section 1.9 page 50.

#### Corporate Partners

In 2013, 538 corporate volunteers contributed over 2,152 hours. These volunteers picked up litter, painted structures and edged pathways in City of Surrey parks.

#### 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 2013, 63 volunteers were actively involved in removing graffiti in parks.

# “...TO CONNECT WITH AND EMPOWER YOUTH WHILE PROVIDING RESOURCES AND BUILDING RELATIONSHIPS.”

## Bin Keepers

Volunteers adopt garbage or recycling bins in their neighbourhood park to ensure that trash and recyclables are disposed of properly. In 2013, 83 active Bin Keepers contributed in decreasing litter in their neighbourhood parks.

## Park Care

The Partners in Parks Program currently has over 500 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 2013, over 2000 volunteers planted 219 shade trees in parks and along boulevards, and 3,731 native trees and shrubs in natural areas.

## 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 North Surrey with 170 youth, followed by South Surrey with 121 youth.
- 71.3% of the youth were male and 28.7% were female.
- Wednesdays and Fridays were the days of the week with the highest amount of youth encountered





### 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 provides another positive female role model and positive relationship for the participants.

### Youth Fest 2013

The City of Surrey's annual Youth Fest event was held on Saturday Sept.21,2013 at the Cloverdale Recreation attracting over 2,500 youth from across the City.

There is something for everyone at this high energy, positive youth event.

- Youth Fest 2013 had over 50 youth focused resource tables, a Rock-climbing wall, Sumo Suits, Airbrush Tattoo artists, Velcro Olympics, Skate Zone, Surrey Crime Prevention Go-Karts and more. Local youth bands competed in the Battle of the Bands contest on the indoor stage and local youth talent was featured on the outdoor stage.

Many local businesses and organizations supported the event including the Surrey Firefighters Charitable Association Cloverdale Coast Capital, Hillcrest Shopping Centre, Clayton Crossing Shopping Centre, Coastal Riders, Concord Security, Long and McQuade, Turtle Recording & Blue Frog Studios, PartyWorks Interactive, Sonic Radio, 99.3 The Fox Shaw's Close Look Productions, YACME Radio, Cloverdale Rodeo, Grimm's Fine Foods, Miss604, Surrey604 and The Surrey Now.

Youth Fest Webpage [www.surrey.ca/youthfest](http://www.surrey.ca/youthfest)



## Youth Week 2013

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 2013 celebration week, City wide events, including a City-wide Basketball Tournament were held.
- Surrey's Youth Week celebrations in 2013 were coordinated by the City's Community & Recreation Services Division.

For a complete list of events held in Surrey during youth week visit [www.surrey.ca/youthweek](http://www.surrey.ca/youthweek)

## 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 2010, fifteen (15) 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.

## I Am Game – Special Events

I AM Game is the City of Surrey's unique sport development philosophy and framework and supports the City ongoing crime prevention strategy by facilitating positive social development and promoting healthy lifestyle choices.

- By offering I AM Game programs and summer camps, Surrey aims to provide coaching and social supports to a diverse population of young people, recognizing that the rapid population growth Surrey is undergoing can be a trigger for increased youth crime.
- While offering a safe and supporting environment, I AM Game programs will also facilitate movement and sport skill development and promote long-term participation in sport. Child and youth involvement in sport has been well documented as an effective crime reduction strategy as highlighted in the following statistics from Sport BC [www.sportbc.com/sport-and-crime-reduction/](http://www.sportbc.com/sport-and-crime-reduction/)





### Healthy Distractions

- Organized sport programs contribute to reducing youth crime by giving young people a positive identity, feelings of empowerment and by helping youth acquire leadership, teamwork and self-governance skills under adult supervision. (Youth Sport vs. Youth Crime, 2008)

Sports help prevent drug and alcohol abuse, and children that participate in sports are less likely to use drugs, engage in sexual activity, start smoking and, if they do smoke, are more likely to quit (Promoting the Benefits of Sport: A Collection of Peer-Reviewed Journal Articles and Reports, 2005)

Sport is also used as a rehabilitation tool for offenders, as there exists a widespread belief in the therapeutic value of sport. (A Case for Sport: A research summary highlighting the personal and societal benefits of sport participation in Canada, 2008)

### Healthier Futures

Communities with higher levels of youth involvement in sport have shown lower incidences of crime—in some cases, seeing a decrease in youth arrests by up to 71% and an increase in post-secondary attendance by 26% (Sport BC, 2011)

- 90% of Canadian adults agree that sport provides skills that people can transfer into the workforce. 93% of active sport participants agree with this statement. (A Case for Sport: A research summary highlighting the personal and societal benefits of sport participation in Canada, 2008)

Quick Stats:

- In 2013, 4 IAG programs and 11 IAG camps were delivered city-wide for over 100 participants
- IAG was represented at 7 community events to promote sport participation

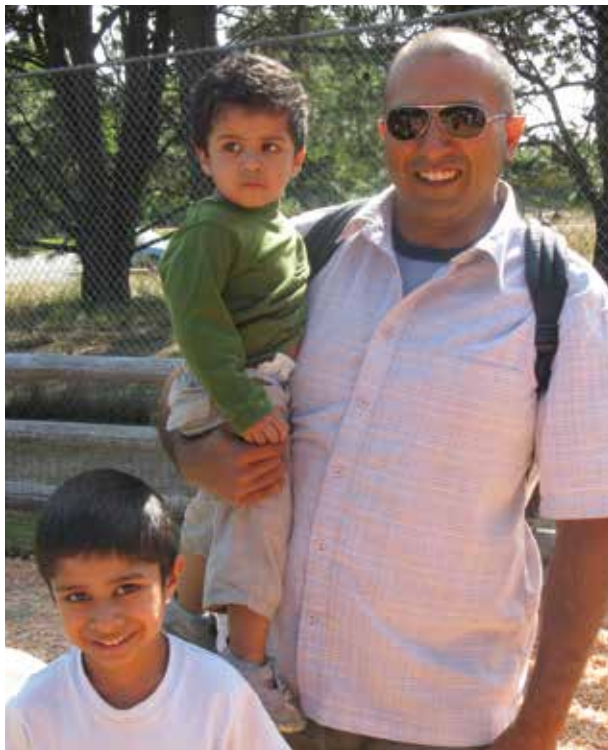
**“ORGANIZED SPORT PROGRAMS  
CONTRIBUTE TO REDUCING  
YOUTH CRIME BY GIVING YOUNG  
PEOPLE A POSITIVE IDENTITY...”**



## Genesis Family Empowerment Society Achievements

Genesis Family Empowerment came into existence in mid-2013 and is hopeful that it will be providing many years of prevention and intervention services to the diverse communities of Surrey.

- The agency was formed by counsellors / social workers who have a shared passion in working with the diverse communities of Metro Vancouver and the Fraser Valley.
- The agency's mission is to address gaps that exist in current services, develop innovative programs to meet clients where they are at rather than having them come to us, and to partner with like-minded organizations to address such gaps.
- Genesis has developed a unique community-university partnership to address community needs. In this model, there are several Masters-level Counselling Psychology and Social Work practicum students providing free counselling and support services to clients, while receiving extensive clinical supervision by the agency's counsellors and social workers.



- This collaboration between universities, university students and experienced supervisors with several years of experience is a low-cost yet high quality way of providing services to clients in need. We also keep costs at a minimum by working with partners who contribute space free-of-charge in exchange for providing services to the communities they serve.
- Genesis initially partnered with a medical clinic (All Care Medical), to provide counselling services to patients who were experiencing emotional health issues. This holistic model of service (treating the medical and emotional health needs of Surrey residents) has been highly successful and plans are underway to expand to other medical clinics.
- Another innovative approach is their work with Harmony House – a second stage transition house for women escaping violent relationships. Counsellors are providing counselling and support services to residents. Genesis next partnered with Progressive Intercultural Community Services to provide counselling services to that agency's clients.
- A future project will see the agency working with an elementary school to connect parents to support services, in order to provide education and support via workshops to the parents, and ideally increase the connectedness they feel with the school. These are all innovative approaches in connecting with client groups who otherwise would not access counselling and support services.

Other projects include:

- Counselling and support programs for South Asian male and female survivors of sexual abuse,
- A CHANGEWAYS depression and anxiety education/support group for immigrants, a pre-marital education program (for couples about to marry)
- A Tween Leadership Club (TLC).

Additionally, Genesis team members participate in numerous committees and task groups focused on improving the lives of Surrey's most vulnerable communities.

# Youth Intervention and Supervision

## ACHIEVEMENTS

### Pacific Community Resources (PCRS)

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. Our other community partners who deliver or are involved in services are DIVERSEcity, Immigrant Services Society, Surrey School District, Fraser Health, Mennonite Central Committee, Langley Community Services, Boys and Girls Club and the City of Surrey.

In 2013, the numbers of youth served in the Surrey Youth Resource Centres was:

- Newton (1232)
- Guildford (3567)

PCRS also employed a part time outreach youth housing worker in 2013, The funding for this worker was provided by the Surrey Homelessness and Housing Foundation. The following statistics demonstrate the great for connections with street youth that this project is making.

The program started in July and these stats are from July - December 31. 2013.

- 471 general contacts
- 311 were between the ages of 13-18
- 3 were under the age of 12
- 157 were over the age of 19
- 253 were male
- 218 were female

In the Guildford area the outreach worker connected with 161 youth, in the Whalley area 255 youth and in the Newton area 55 youth. PCRS hopes to continue to focus on the Newton, Fleetwood and Cloverdale area's as they move forward into 2014.



## School Suspension Programs

### ACHIEVEMENTS

#### Alternative Suspension™-iR3 Program (AS-iR3)

The Alternative Suspension™-iR3 (Intervention, Rethink, Refocus, Reintegrate) or AS-iR3 Program is operated in partnership by Surrey Schools & the YMCA of Greater Vancouver, and combines the expertise of both iR3 (formerly operated by the City of Surrey & Surrey Schools) and the national YMCA Alternative Suspension program

The Alternative Suspension™-iR3 (AS-iR3) program is designed to provide immediate intervention for students who are experiencing academic and behavioural challenges and who may be identified as being at risk of academic failure or eventually withdrawing from the school system.

The AS-iR3 Program mentors students temporarily removed from their home schools through structured programming aimed at increasing their personal growth, motivation, self-awareness, academic performance and social consciousness.

Alternative Suspension™-iR3 welcomes referrals based on five different approaches:

- Prevention - When a student has shown worrisome signs and the school wants to take action before his/her behaviour escalates
- Intervention - When a student engages in problematic behaviour
- Suspension- When a student has been suspended due to undesirable behaviour

- Secondary Prevention- When other disciplinary measures have failed to have an impact on student behaviour or performance
- School Transfer Support- When a student will be transferring to another school and would benefit from intervention/assessment prior to the transfer

#### RISK FACTORS/CRITERIA FOR REFERRAL:

Students in **Grades 6-9** may be referred to the AS-iR3 Program to address the following risk/behaviour factors:

- Substance use
- Violence (fighting , bullying, possession of weapons)
- Non-compliance or defiance
- Inappropriate use of the internet/technology
- Truancy
- School transience
- Lack of educational/academic engagement
- Illegal activity
- Poor academic performance

Alternative Suspension™-iR3 is...

#### FOR THE STUDENT:

- An opportunity to reflect on choices and behaviour and set goals for improvement
- Dedicated time to catch up on academic work in a supported setting
- Individual assessment and group workshops
- Social-emotional learning and self-assessment
- Supported reintegration back into school

**“...INCREASING THEIR PERSONAL GROWTH, MOTIVATION, SELF-AWARENESS, ACADEMIC PERFORMANCE AND SOCIAL CONSCIOUSNESS”**

**FOR THE SCHOOL:**

- A resource for students displaying undesirable behaviour
- Supported homework facilitation and a continuation of academic work
- Social/behavioural interventions and assessment
- Personalized support and reintegration into school

**FOR THE PARENT:**

- Collaborative problem-solving with professional AS-iR3 staff
- Referrals to school-based and community resources and programs
- Supervised, structured absence for their child

**DURATION:**

Students attend the program for a minimum of 3 days and up to 5 days (longer stays can be arranged for students transferring to a new school)

**KEY COMPONENTS:**

Student Transportation – Transportation is provided for students to and from their home schools

Nutritional Support – Lunch and healthy snacks are available for students while at the program.

Academic Support – Mornings are dedicated to school work. This key component to the program provides students with the opportunity to catch up on missed assignments and/or keep up to date while away from the classroom.

Physical Activity – The program helps students understand and learn about the benefits of physical fitness and encourage involvement in healthy recreational activities by accessing the YMCA fitness facilities during break times.

Individual Meetings - Individual meetings combined with group workshops allow for an effective intervention. Students meet with AS-iR3 program staff to discuss barriers to success and to begin developing a plan to address them.

Group Workshops – Afternoon workshops are tailored to address the needs of each member of the group. Topics include (but are not limited to) personal organization, responsibility, self-esteem, violence and bullying, gangs, substance use, conflict resolution and anger management. Students have the opportunity to express their opinions on a variety of issues and situations, to assess the impact of their choices and to consider other more positive options.

Parent Collaboration – AS-iR3 staff maintain regular communication with parents/guardians throughout the student’s participation in the program, reintegration process and student follow-up. The goal is to convey a consistent message that all parties have a vested interest in the student’s success at school.

Reintegration Meeting – The student participates in a reintegration meeting prior to their return to school. Accompanied by AS-iR3 Program staff, the student reports on the program and the strategies learned to assist them with a successful return to school. The student’s parents/guardians, school administrator and other key school-based or community-based staff are present at the meeting to contribute to the student’s success plan

Follow Up Support – Four to six weeks following participation, AS-iR3 Program staff will contact the school and parents to learn their perspective on the student’s attitudes and behaviours before meeting with the student at the school. The goal is to remind the student of the commitments they made at the reintegration meeting. AS program staff will continue to follow-up with each participant and to work with school staff to support their success during the school year.

**2012/2013 SCHOOL YEAR**

|   |     |
|---|-----|
| Total number of participants (Sept 2012-June 2013):   | 111 |
| Number of students who displayed a decrease in their problematic behaviour after attending: | 67  |
| Number of students with no further suspension that school year:                             | 58  |

# Education and Awareness Programs

## ACHIEVEMENTS

### School District First Step Program

What started as the First Step program focusing on gang behaviors developed into a program called SAME for the 2011/2012 and 2012/2013 school years.

- The SAME program served 5 secondary schools and all of their elementary feeder schools with programming covering a 12 week period and facilitation twice a week covering a broader range of topics.

This is now operating as an eight week program with once per week facilitation. The following is a summary of what is now the Transition Program:

- Surrey School District's Safe Schools & Community-Schools Partnership departments have collaborated to create and implement programming designed to address the anxieties that grade 7 elementary students face around transitioning from elementary school into secondary school.
- As part of this program, elementary students will experience opportunities to discuss their values, making healthy choices with substances and peer groups, self-esteem, social responsibility, human rights, discrimination and apprehensions of transitioning into secondary school.
- In addition, a selected group of secondary students will meet with an Outreach Worker each week at their school to participate in leadership training so that they are ready and able to facilitate activities, and answer questions with, the grade 7 students at one or more of their feeder elementary schools.

### 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.

### Youth Opportunities Update Newsletter

A Youth Opportunity Update e-newsletter is distributed monthly to approximately 150 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.

### Surrey Leadership Action Conference

The first ever Surrey Leadership Action Conference (SLAC) took place October 25-27th at the Cloverdale Recreation Centre.

- SLAC was an opportunity for youth in Surrey to network, build connections, and build capacity to get active as leaders in their community.
- Youth participants took part in skill building workshops, and had the opportunity to design their own follow-up action project on an issue that they felt passionate about.
- Over 100 youth took part in this inaugural event. SLAC was organized by a team of youth from across Surrey, and was supported by a collaboration between the City and 18 local youth serving organizations.
- A key goal of SLAC was to provide an opportunity to build the capacity of youth and youth serving organizations to work collaboratively to affect positive change for young people in Surrey.





## CityU

The CityU pilot project took place in the spring of 2013.

- CityU is a civic engagement and education initiative for high school students. It engaged participants in dialogue about their communities, and educated about the roles and responsibilities of the City of Surrey.
- Through a workshop series that culminated in a visit to City Hall, students explored their community through a municipal lens.
- Students learned about the tools cities are able to employ in building vibrant communities, and the challenges the City faces when balancing priorities.
- The goal of CityU was to equip students with the knowledge to help them be better engaged citizens and community leaders.

## Youth Speak Up! Clayton

The Surrey Leadership Youth Council (SLYC), organized their annual “Youth Speak Up!” forum on May 3rd at Clayton Secondary School.

- Approximately 35 students from the school youth took part in the opportunity for youth to have dialogue with their peers and a voice in their community.
- 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.

## Substance Use Liaison Program (Surrey Schools-Safe Schools)

Substance Use Liaisons (SULs) are available to all students within the school district. SULs provide general education and prevention information to all students, but also specifically support students who are actively using substances, are at risk of using substances, or are impacted by the substance use of someone in their lives. SULs work with the parents of substance-using youth to assist them in responding to drug use, as well as providing general prevention strategies to all parents. SULs deliver professional development workshops to school and community-based staff as well as the public, and work closely with school communities to establish a continuum of services for these vulnerable youth.

The majority of referrals made to the SUL program are for students who have engaged in substance use or been in possession of substances at school. The program also accepts and encourages self-referrals.

### Program Areas of Focus:

**Prevention & Education:** Providing learning opportunities for students between grades 6-12 on decision-making, risks of use, myths versus facts, the role of media, refusal skills, and facts on current drugs of choice. (this includes giving classroom presentations and workshops)

**Early Intervention:** Responding immediately to experimental or recreational substance use through individualized support for both students and their families, and liaising with school/community teams to strengthen student protective factors and minimize risk factors.

Intervention: Collaborating with school, family and community teams to determine the appropriate response to problematic substance use, including case management and referrals to community-based treatment/recovery services.

### Program Functions:

Annually, SULs provide the following services (averages) to school communities across the district:

|                              |      |
|------------------------------|------|
| Individual support referrals | 450+ |
| Classroom presentations      | 350+ |
| Parent presentations         | 12+  |
| Support groups               | 10+  |
| Parks Patrol                 | 33   |

## Wrap Program

The RCMP, the Surrey School District and the City of Surrey continued to partner in the Wrap Program in 2013. 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 2013 the Wrap team worked with hundreds of youth, maintaining 53 individuals as 'active' in the intensive program.
- Over 70 new referrals were gained and 25 went on to become fully involved in the program and 25 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.

- 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 100) . 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 CSC2 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.

## Surrey School District – Yo Bro Program

The Surrey School District’s ‘Yo-Bro’ Youth Program was initiated to create an environment of respect, self-esteem and meaningful purpose for at-risk youth.

- The Yo Bro Program assists students who may be experiencing a feeling of disconnect from school, showing a diminishing interest and effort in academics, or possibly engaging in self-destructive behaviors.

Surrey School District students participate in weekly Martial Arts strength-based after school sessions with a focus on physical fitness, personal safety, and healthy life style choices. These activities are designed to strengthen relationships and improve confidence and self-esteem as well as forging trust and respect within themselves and their training partners.

- Demonstrated improvements with school attachment, attendance, and achievement have been seen, as students feel they are a part of something bigger than themselves.

A mentorship component also exists with the program and students are invited back a year after graduation to participate as a mentor for new participants; this allows students to continually build their own resiliency against the lure of at-risk activities and to stay connected with pro-social staff and peers. This is also a great opportunity for youth to give back to a program that has helped them improve their lives.

- SD36 utilizes and depends on the peer to peer model as a ‘best practice’ training method based on current literature.
- School staff, parents, and community members are invited to participate in the program in a variety of capacities (e.g. presenters, assistant coaches, food preparation, etc.), giving youth the opportunity to connect with mentors/role models inside and outside of the program.
- The intent is to increase connectedness and a sense of community belonging. This includes the utilization of the local community centers, as well as field trips and outings that are embedded within the program.
- The program has been in existence for 5 years expanding yearly from one to a current total of 5 mainstream high schools as well as one Learning Center.



## 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

In 2013, By-law & Licensing Services employed several strategies to improve the quality of life for City of Surrey residents. Emphasis was placed on community involvement and educating residents about by-law enforcement services

#### Focus on Port Kells

Working in conjunction with the Surrey RCMP and the Port Kells Ratepayers Association, By-law & Licensing Services identified problem residential properties within the Port Kells area and worked with property owners to bring them into compliance. Efforts such as this have a direct relationship to a reduction in the calls for service of other agencies, such as the police or fire departments.

#### City Centre Beautification

By-law & Licensing Services concentrated on vacant properties, graffiti and property maintenance issues in the City Centre. By-law Enforcement Officers worked with property owners, engineering department staff and the Surrey Crime Prevention Society to enhance development in the area.

#### High Risk Properties

After several years of ongoing communication with property owners, By-law & Licensing Services successfully undertook the clean-up of 4 high profile properties in the City of Surrey. These properties had a major impact on neighbourhood livability and were a draw on city services, including Surrey Fire Services and the Surrey RCMP.

Demolition of inhabitable buildings and general clean-up of the properties has reduced the number of calls for service at each location.

- Beladean Motel
- Bollywood Motel
- Old Curio Shop
- Lloyd Properties

#### Property Maintenance / Unsightly Premises By-law

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

#### INVESTIGATIONS

|                      | Intake | Concluded |
|----------------------|--------|-----------|
| Unsightly            | 1634   | 1578      |
| Graffiti             | 302    | 294       |
| Controlled Substance | 70     | 63        |
| Dumping              | 219    | 230       |
| Parks Patrol         | 33     | 33        |



## Mayor's Task Force on Crime

The Mayor's Task Force on crime was struck on November 18, 2013 to address the issues relating to the city's homicides. Since that time Task Force partners have been actively disrupting criminal activity in the city's most high risk locations. The Task Force's "High Risk Location" initiative is a partnership between Surrey RCMP, Surrey Fire Services and Surrey Bylaws. Together, they have created a seamless database and rapid deployment initiative to more seamlessly address locations that pose the highest risk to public safety. Recognizing that the vast majority of Surrey's homicides stemmed from lifestyles involving drugs and other criminal activity, the Task Force has increased enforcement efforts at these high risk locations in the city where drug trafficking and other crime occur. All of the stakeholders involved in this Task Force are focused on increasing public safety and reducing crime in Surrey. Further results will be included in the 2014 Crime Reduction Strategy Annual Report.

## Surrey Fire Services

Over a two-week period in 2013, Surrey Fire Service visited the Surrey Food Bank and demonstrated to their clients how to properly test a fire alarm, as well as gave them a preview of Surrey Fire Services new Public Service Announcement. Surrey Food Bank clients were asked to complete a survey about their own smoke alarm functionality, which included prize incentives for completion.

Questions included on the survey:

- Do you have a smoke alarm?
- Does your smoke alarm work?
- What is your resident address?

This survey was completed by 800 Surrey Food Bank clients. The results were:

- 67% of respondents had working smoke alarms
- 12% had no smoke alarms
- 8% had non-functioning smoke alarms
- 13% gave incomplete responses



## Safe Mobility Plan (SMP)

Surrey is developing a Safe Mobility Plan (SMP) to tackle collisions on our streets involving injury through a combination of engineering, enforcement and education initiatives.

The SMP will support crime reduction with the inclusion of a pilot project in 2014 to integrate location based crime and collision data to establish an enhanced method for law enforcement deployment.

Jurisdictions elsewhere in North America who have adopted this data-led approach have shown that:

- Crime and collisions occur in close proximity to each other
- Crime often involves the use of motor vehicles
- Vehicle stops for traffic safety violations can yield valuable enforcement intelligence

This coordinated crime and traffic data model is based on:

- Integrating the activities and resources of the partner agencies including the City, RCMP, Fire Department,

Ambulance Service, ICBC and Fraser Health

- Providing 'added value' in terms of reducing crime to existing traffic enforcement activities
- Maximizing the efficiency and effectiveness of finite law enforcement resources within the context of increasing demands for services.





# “METAL THEFT POSES A SIGNIFICANT THREAT TO PUBLIC SAFETY AND INFRASTRUCTURE...”

## Metal and Wire Theft

Metal Theft poses a significant threat to public safety and infrastructure due to:

1. Compromised emergency response systems (including but is not limited to 9-1-1 service interruptions or failures, disruption and resultant danger from impacted traffic signals, downed power lines)
2. Compromised infrastructure (i.e. missing manhole covers, safety systems and railings, as well as the increased risk of electrocution.)

Copper wire theft from street lighting systems is a significant infrastructure maintenance problem not only for the City of Surrey but also for many cities within Greater Vancouver and across North America.

- Between 2005 and 2007, the City of Surrey experienced a dramatic increase in copper wire theft due to quickly rising copper commodity values in world-wide trading markets and directly related recycled copper wire values. In 2007, Copper prices stabilized at \$3.00/lb. or above, resulting in persistent wire theft occurrences throughout the City between 2007 and 2013. The average annual copper wire theft repair costs to street lighting systems have averaged \$1.5m annually since 2007, with year 2013 annual repair costs of \$1.4m.
- Ongoing difficulties protecting copper street lighting wire assets prompted the City to adopt the use of aluminum wire starting in late 2011 as an alternative to copper wire for both new projects and retro-fitting existing street lighting systems where theft had occurred. Aluminum wire has approximately 10% of the recycled value of copper, making it inherently theft resistant. The City has been successfully replacing stolen copper wire with “Property of City of Surrey” labelled aluminum wire since late 2011.

- In 2013, the City successfully completed a copper wire replacement pilot project. This pilot project consisted of the removal and replacement of existing copper wire with aluminum wire, and recycling of the removed copper wire. The success achieved through this program has prompted the City to complete a City-wide project to replace theft susceptible copper wire with aluminum wire. This City-wide project is expected to start in April of 2014, with completion expected during 2015.

### Metal and Wire Theft – Multi-Agency Response

The City of Surrey Crime Reduction Strategy Manager continued to act as Chair for the multi-agency metal theft committee. The group is comprised of representatives from BC Hydro, Telus, Cobra Electric, Ministry of Transportation, Ministry of Justice, City department representatives from Fire Services, Engineering and the Bylaw Division as well as Surrey Crime Prevention Society.

The following key achievements are highlights of the work completed in 2013:

- Industry feedback to the Ministry of Justice on the legislative changes. Gaps identified included issues surrounding the lack of regulations on mobile dealers, and uncoordinated reporting and alert mechanisms. The next step decided on is to include the scrap metal dealers in our dialogue. As a result a broader meeting was held in August 2013.
  - » A very successful metal recyclers / scrap metal dealers stakeholder meeting was held with 31 people in attendance. Achievements resulting from this expanded partnership included:
    - » The collaborative sign-up of both dealers and agencies to [www.scraptheftalert.com](http://www.scraptheftalert.com) as a centralized reporting and alert mechanism.
    - » Distribution of education and prevention materials through the metal recyclers / scrap metal dealers.
- The Ministry of Justice enforcement officers created a 'be on the look out' fan out mechanism for agencies to report thefts to which is then circulated to all dealers.
- A re-design of the Metal theft education flyer was completed in the Spring of 2013 resulting in the inclusion of more specific pictures to demonstrate what the theft actually looks like (including pre and post theft), as well as clearer instructions on how to report (be a good witness section).
- In February 2013, MLA Stephanie Cadieaux formally recognized the committee for the leadership demonstrated in follow up to the group's input that assisted in the development of the legislations changes, as well the receipt of the Arnold Siltzer Community Policing and Innovation award.
- A representative from Coast Mountain Bus Company was added to the committee, resulting in expanded stakeholder outreach.
- In Surrey's continued efforts to raise awareness and educate the public on the issue of metal theft, a feature on metal theft from lamp standards along with educational tips, was created as a "crime of the week" on the Metro Vancouver Crime Stoppers website in the month of March 2013. As well the information was featured in both the Province Newspaper and on the Corus Radio Station.
- Education of the issue and distribution of a Provincial RCMP pamphlet to attendees at the Crime Stoppers conference to over 250 attendees.
- Training of Ministry of Justice vehicle inspectors combined with the City Bylaw officers was held in June 2013 with 53 enforcement officers attending.
- The following formal motion was made to the BC Fire Chiefs Association:
  - » "The FCABC request the Canadian Association of Fire Chiefs lobby the federal government to create mandatory minimum sentencing where the theft of metal is proven to affect communications or critical infrastructure or life safety systems."

## 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 June of 2013, a workshop was held on Youth, Crime and Gangs. Police, probation, Crown, community service agencies working with youth, restorative justice agencies, students and ex-gang members attended which made it a very diverse group of 76 participants. Networking among community, government and police was achieved in these workshops. There were also 8 speakers including Crown, police, probation and ex-gang members.

- Participants also learned about the changes to the YCJA and how those will affect youth, police and Crown moving forward. The differences between extrajudicial measures and extrajudicial sanctions were clearly defined and a lot of work was done to come up with options for police. The workshop was planned and implemented with the help of the RCMP.
- The gang component was very important and drew a lot of interest and accolades from the participants. The video created for the workshops was very well received and the participants were given a link to that and to the Youth Criminal Justice Act training course that JES has online. Many participants were eager to use the resources in their work.

## 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 and Corporate Workshops is to raise awareness about the dangers of distracted driving and distracted walking.

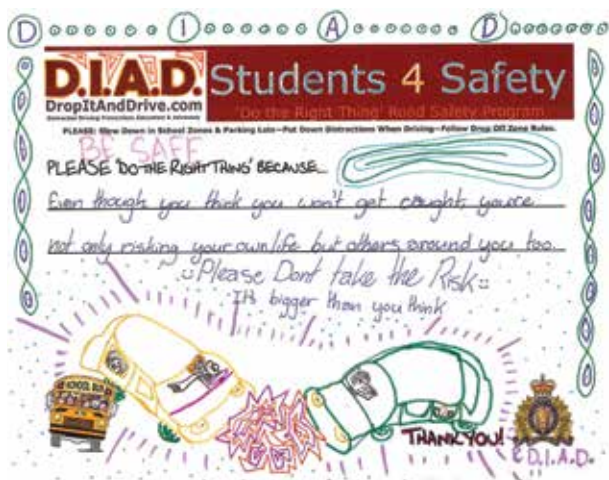
The primary goal is to help reduce injuries and fatalities caused by preventable road crashes.

- Since its launch, D.I.A.D. has reached more than 20,000 students, faculty & corporations throughout British Columbia, Alberta and Ontario with their effective reality-based workshops.
- In 2013, D.I.A.D. delivered their no-fee workshops to more than 4,000 students in Surrey.
- The D.I.A.D. school education program was featured in a U.S. documentary, NO TIME TO THINK How Technology is Shaping Human Behaviour.

**“...TO RAISE AWARENESS ABOUT THE DANGERS OF DISTRACTED DRIVING AND DISTRACTED WALKING.”**

# “...TO EDUCATE DRIVERS ABOUT ROAD SAFETY ISSUES IN SCHOOL ZONES”

- D.I.A.D. was the focus of media coverage at least 41 times locally and nationally across print, radio and television helping to raise awareness about distracted driving.
- D.I.A.D. launched their first Students 4 Safety ‘Do the Right Thing’ Road Safety Program providing elementary school children with the opportunity to create posters for their communities and to work in partnership with the RCMP as student ambassadors to educate drivers about road safety issues in school zones.
- D.I.A.D. has been invited to represent Surrey in Canada’s capital as keynote speakers for Hydro Ottawa’s 2014 Day of Mourning event to recognize and honor workers who have lost their lives or have been injured while on the job.
- Working in partnership with the Traffic Injury Research Foundation, the Canadian Automobile Association and other contributing partners D.I.A.D. expects to release the results of a nationwide environmental scan on distracted driving in Summer 2014.



## Neighbourhood Beautification

### ACHIEVEMENTS

#### Community Enhancement Partnership Grants (CEP) 2013 Highlights

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 are also included. To qualify for these grants, groups must match the City’s grant money with contributions of volunteer labour and services, donated materials and/or cash.

There were 12 projects funded in 2013. Several are complete with others still in progress to be completed in 2014.

- West Panorama Ratepayers Association planting project in Delta View Park
- Fun Fun Playground fundraiser and community celebration project
- Hall’s Prairie Elementary School Earth Day “Stream of Dream” fence art project
- Hillcrest Elementary Boulevard Landscape planting project
- Alexandra Neighbourhood House Community Garden enhancement project
- Blockwatch 3-230 Chimney Hill block Party
- Port Kells Farmer’s Market boulevard planting and sign project
- Middleglenn Place Block Clean-up and Celebration
- Panorama Neighbourhood Association community picnic
- Surrey Urban Mission “Whalleywood” community celebration
- Sources – “Food For Thought” boulevard landscape project
- Fleetwood Community Association “Swank Road” historical signage project



## Facade Enhancement Program Development

A new grant program was established with unallocated funding from the CEP grant program. The Facade Enhancement Grant enables businesses in targeted areas to apply for up to \$3000 in funding to upgrade their facades. Work may include painting, power-washing, new signage, landscaping work, improving accessibility etc. In 2013/2014 the target area includes small businesses along King George Blvd between 107 Ave and Bentley Rd. The intent is to create a visually appealing and contemporary pedestrian shopping experience with local character. The Beautification Planner is working with local businesses to develop concepts for facade upgrades.

## Wraps/Screens

Over 20 wraps were installed covering utility boxes around the City in 2013. The selected boxes were frequently tagged and graffiti has been reduced since the boxes were wrapped. The north wall of the North Surrey Recreation Centre has been painted to reflect the more contemporary look of the Civic Precinct. Work will be completed upon completion of the Civic Plaza.

## Seasonal Lighting

New seasonal lighting pole features have been installed in Newton and Semiahmoo Town Centres. The lighting creates a brighter and safer pedestrian environment encouraging people to enjoy the winter holiday season while visiting town centre businesses. Seasonal lighting has been also planned for New City Hall, the Library and Civic Plaza.

## Banners

New banners have been installed in Newton, Fleetwood and City Centre. The new designs reflect the character and identity of these town centres.

## Community Engagement

A number of initiatives have been developed to encourage public engagement and street activity in Town Centres. PARKit, for example, was a popular temporary “pop-up” park established through a “design challenge” contest. The winning design team created “Take Out” a unique seating area based on the idea of Chinese take-out boxes. The large table, planters and creative seating area created a well-used gathering space. This well used space created a unique location for a food cart pilot project. The temporary installation was well used by passersby and was a popular destination in City Centre.

## 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/community/544.aspx](http://www.surrey.ca/community/544.aspx)





## 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

##### Recovery Homes

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

- In 2013, 71 inspections at 56 different properties were conducted. The Province is now registering homes based on recommendations from Fire Services

##### 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.

The results of the Homesafe program continue to demonstrate the effectiveness of demographic based education.

- The rate of death and injury as a result of residential fires is .40 per 10,000 residents.
- A 71% decline in rate of death and injury since 2006, during a time where the number of residents in the city has increased by 15%.

- Residential fires are at a rate of 1.10 per 1000 residences. This translates to a 47% reduction in the rate of residential fires (per 1,000 dwellings) during a period where the number of houses in the city has increased by 17%.

#### Work with Academics

The City has focused 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.

In Surrey in 2013 the following key achievements specific to academic partnerships were completed:

- J. Armstrong, D. Plecas, and I. Cohen. "The Value of Resources in Solving Homicides: The Difference Between Gang-Related and Non Gang-Related Cases as a Case in Point". In submission to Police Practice and Research: An International Journal, March, 2013.
- J. Diplock, D. Plecas, and L. Garis. "An Updated Review of the Research on the Risks and Harms Associated to the Use of Marijuana" The Journal of Global Drug Policy and Practice, Vol. 6, Issue 3, Fall, [www.globaldrugpolicy.org](http://www.globaldrugpolicy.org), 2012.
- K. Pauls, I.M. Cohen, and T. Haarhoff. The Nature and Extent of Marijuana Possession in British Columbia. Centre for Public Safety and Criminal Justice Research, September 2013.
- D. Plecas, I. Cohen, J. Rolleman, and K. Teindl. Characteristics of Offenders Arrested On Outstanding Warrants By BC Transit Police Officers. University of the Fraser Valley, Abbotsford, February, 2013.

- D. Plecas, I. Cohen, and J. Rolleman. Exploratory Review of Block Watch in BC. A report prepared for Crime Prevention and Program Support Services, RCMP “E” Division, January, 2013

### Practicum Student Placements

In 2013, partnerships with the University of the Fraser Valley (UFV) and the British Columbia Institute of Technology (BCIT) resulted in;

- Two full-time student placements in 2013, who contributed a total of 400 hours to the Crime Reduction office.

## Sharing Best Practices National and Provincial Outreach

### National Municipal Network on Crime Prevention (NMN)

Surrey is an active member of the National Municipal Network on Crime Prevention. The Network, established in 2006, is a unique forum and community of practice that brings together senior municipal managers, community safety coordinators, police and coalition leaders from 16 cities across Canada.

- The NMN mission is to build municipal and community capacity to reduce and prevent crime and foster community safety through sharing and developing knowledge, expertise and vision.
- The Network strives for a balanced and integrated approach to sustainably reducing and preventing crime and enhancing security.
- Through regular conference calls, members have access to up-to-date information on best practices and learn from each other.
- In 2013, the annual face-to-face meeting of the Network took place in Vancouver. This was an opportunity to review municipal initiatives and programmes such as neighbourhood crime based crime prevention, hate crime awareness campaign, street gang prevention, prevention for women at risk, and safety in business and industrial parks. Issues including prostitution and trade of persons, drugs, mental health, immigrant refugees and aboriginal populations were also discussed.

The Network is keen on developing an ongoing dialogue with the Federation of Canadian Municipalities (FCM). For this purpose, Network representatives have made workshop presentations at FCM annual conferences and joint working meetings with FCM members have been organized.

- Such a meeting was held in May 2013 at the time of the FCM Annual Conference and provided an opportunity to share views on different challenges related to community safety and crime prevention.

Between 2006 and 2009, the Network benefited from the financial support of the National Crime Prevention Centre (NCPC) through a programme of the Institute for the Prevention of Crime of the University of Ottawa.

- In 2013, the Network received confirmation that the NCPC will support a second phase of an inter-municipal cooperation programme. This will allow to launch, in 2014, direct exchanges of expertise, coaching and mentoring between municipalities, to organize regional sensitization workshops (including one in British Columbia), to support the mobilization of local stakeholders in new municipalities and to train key municipal managers and practitioners.

Surrey will continue to play a key role in the development and future activities of the National Municipal Network with the aim of continuing to foster safer communities as well as the sharing of best practices.

### Expansion of Crime Reduction Model Provincial – Prince George

As follow up to the visit by Prince George decision makers in 2012 to Surrey, a small delegation from Surrey was invited to Prince George in June 2013 to assist them in the development of their new Crime Reduction Strategy. As a result, Prince George created seven specific recommendations that they began to roll out in September of 2013. For more on this please refer to the CBC news coverage of this activity found at: [www.cbc.ca/news/canada/british-columbia/prince-george-seeks-crime-reductions-tips-from-surrey-1.1394507](http://www.cbc.ca/news/canada/british-columbia/prince-george-seeks-crime-reductions-tips-from-surrey-1.1394507)

## 2.2 DETECTING CRIMES AND APPREHENDING OFFENDERS

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

### ACHIEVEMENTS

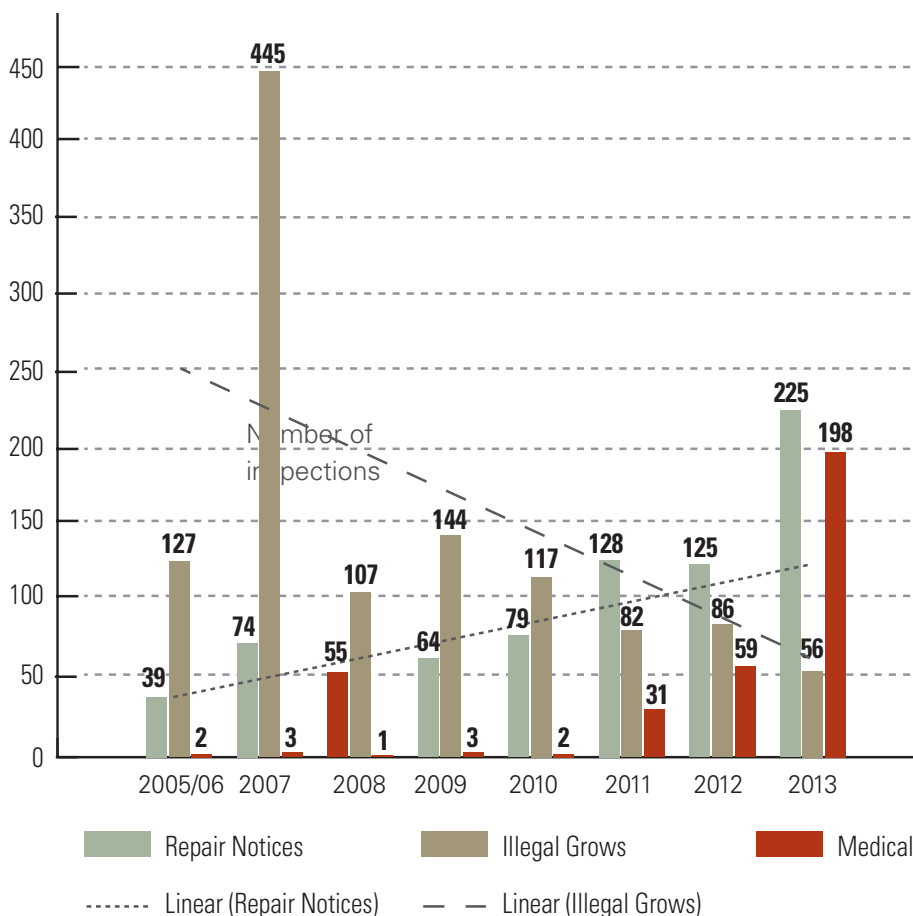
#### Driving Out Marijuana Grow Ops

Between March 2005 and December 2013, the Electrical Fire Safety Inspection (EFSI) Program has:

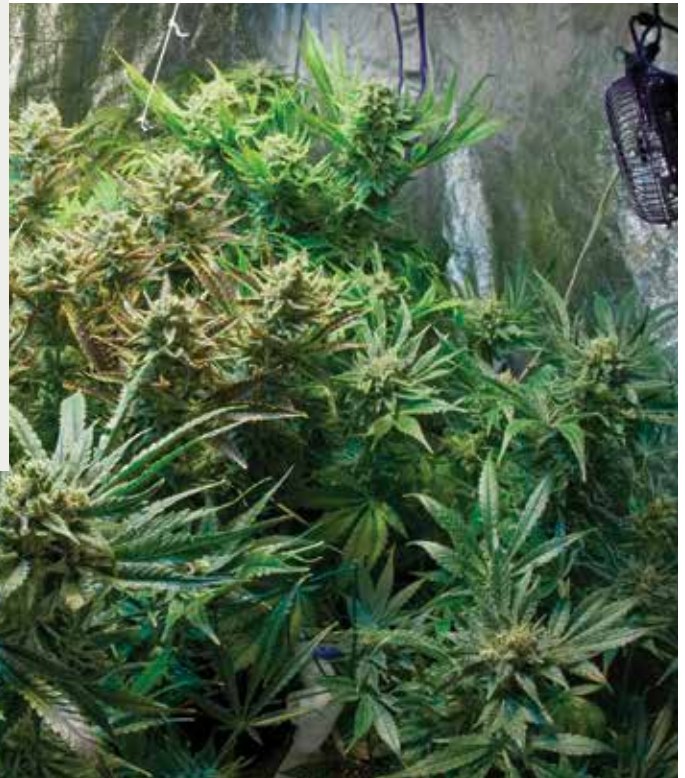
- Rendered safe 1,855 locations with respect to electrical safety issues.
- Had the power terminated at 1,034 locations.
- Served electrical repair notices at 789 locations.
- 87% reduction in illegal “grow ops” in 2013, compared to 2007.

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



# “87% REDUCTION IN ILLEGAL “GROW OPS” IN 2013...”



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

- An FOI request by the City to Health Canada, May, 2013 revealed;
  - » 1159 Medical Marijuana licenses issued in Surrey.
  - » 981 registered properties producing Medical Marijuana within the City.
  - » Current processes have only identified 299 of these – (30%).

Nationally, 25,600 licenses have been approved to grow medical marijuana (Sept. 2013)

- » 13,000 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 March 31, 2014.
- The City of Surrey has submitted a white paper to Health Canada, as well as a formal complaint letter to the Office of Information Commissioner of Canada, advocating for the full disclosure and remediation of all existing licensed Medical Marijuana Grow sites.

[www.surrey.ca/files/CleaningUpFormerDrugOperationsinourResidentialNeighbourhoods.pdf](http://www.surrey.ca/files/CleaningUpFormerDrugOperationsinourResidentialNeighbourhoods.pdf)

## 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.

### 38 Languages/Dialects

As of December 2013, Surrey RCMP detachment members can communicate in the following 38 languages/dialects:

- Afrikaans, Arabic, Armenian, Belarussian, Bosnian, Cantonese, Creole, Croatian, Czech, Dari, Dutch, Farsi, Fijian, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Korean, Lebanese, Mandarin, Pashtun, Polish, Portuguese, Punjabi, Russian, Skill, Slovak, Slovenian, Somali, Tagalog, Turkish, Ukrainian, Urdu, Vietnamese, Yugoslavian.





## 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 2013, the Crime Reduction Office developed a "REPORT IT" card and distributed 10,000 copies through Parks Recreation and Culture facilities, Bylaws, Libraries, Fire Services, as well as each RCMP district office.

## COMMUNITY SAFETY REPORTING



The City also began work on developing its own mobile phone App designed to make it easier for residents and businesses to submit service requests and report issues. The new Surrey specific App is scheduled to be released in 2014.

- The App will allow people to take photos and report concerns such as potholes, illegal dumping, localized flooding, graffiti and other issues from their mobile device.

### 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. As well, please refer to page 10 for an update on Surrey RCMP's on-line reporting project.

### 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.

## Stop Bullying Contest

What Can U Do? was the theme of Surrey's second annual Stop Bullying Film Contest. The film contest was designed to engage youth in the discussion about raising awareness about bullying, and developing solutions around changing behaviours.

The contest was launched at Johnston Heights Secondary School in Surrey in November 2012, where the previous year's winner was showcased. The initiative was a partnership between the Surrey RCMP, City of Surrey, CUPE 402, and the Surrey School District.

Students from grades 6 to 12 were invited to submit a 30-second or 60-second film that identified different types of bullying, the impact that bullying has on people, and solutions to the problem. There were three categories for submission:

- Junior (Grades 6 & 7)
- Intermediate (Grades 8, 9 & 10)
- Senior (Grades 11 & 12)

Entries were evaluated by a panel of independent judges and prizes were awarded for the best three videos in each of the categories, all of which were posted on the City of Surrey website for viewing by the public. The best film from each category was announced at a formal event on Pink Shirt Day, February 27, 2013, at the Surrey RCMP Main Detachment, as well as shown on Shaw TV and at the "Project Change BC" film festival.

Find out more at [www.surrey.ca/city-government/10406.aspx](http://www.surrey.ca/city-government/10406.aspx).

\*Note: "Hidden Wounds Never Heal", the film winner of the senior category was also selected by Crimestoppers to be adapted by JoyTV for a public service campaign to raise awareness for domestic violence.



## 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. There are a variety of ways to reach Crime Stoppers:

- 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 OFFERS  
TRANSLATION SERVICE  
IN 115 LANGUAGES”**



## Crime Stoppers 2013 Highlights

In 2013, Surrey RCMP and the Surrey Drug section received 596 tips from Crime Stoppers (MVCS) resulting in:

- 57 arrests were made as a result of these anonymous tips, with 90 charges being laid.
- Total Drugs and Property seized valued at almost \$900,000

**“LAST YEAR THROUGHOUT METRO VANCOUVER ALMOST 4,200 TIPS WERE RECEIVED”**

Of the total 545 tips received, particularly noteworthy numbers include:

- 292 tips were drug related.
- 39 tips for fraud.
- 13 tips for hit and run.
- 9 tips for assault.
- 30 tips for sexual offenses.
- 34 for warrants outstanding.

Crime knows no borders and often occurs multi-jurisdictional throughout Metro Vancouver. Last year throughout Metro Vancouver almost 4,200 tips were received resulting in:

- 157 arrests and 281 charges.
- Total Drugs and Property seized \$9.3 million.

Of the total almost 4,200 tips received, particularly noteworthy numbers include:

- 2,196 were probably gang crime tips.
- 269 tips for fraud.
- 16 tips for human trafficking.
- 340 tips for sexual offenses.
- 263 for warrants outstanding.
- 67 for robbery

## Education on Crime Reporting

On May 3, 2013, Surrey’s Community Safety Committee chair, Councillor Rasode presented at the Provincial Crime Stoppers conference. The topic of the session was, “How Crime Stoppers Can Be Effective Within New Immigrant and Ethnic Communities” and was very well received by the 125 person audience.

- As a result of this success, the workshop was repeated and co-presented with Linda Annis, Metro Vancouver Crime Stoppers Executive Director at the BC Crime Prevention Conference on November 1, 2013.
- These successes demonstrate that Surrey continues to be a provincial leader in the area of crime reduction and community safety.

## 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.



### Establish a Model for Community Court

Throughout 2013, dialogue with the Provincial Government continued, as Surrey worked to achieve its goal of establishing a model community court.

### BC's Community Corrections

The four Community Corrections offices located in Surrey East, North and South, and Delta West/South, supervises approximately 3000 offenders on probation or conditional sentence orders, recognizances or bail orders. They also offer and partner on a number of prevention and intervention programs.

BC Corrections continues to provide cognitive-behavioural interventions for offenders in the areas of violence prevention, substance abuse, domestic violence, sex offender intervention, as well as the Strategic Training Initiative in Community Supervision (STICS). 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. These evidence based initiatives are a model looked at worldwide as a best practice. For more information please refer to [www.pssg.gov.bc.ca/corrections/research](http://www.pssg.gov.bc.ca/corrections/research) Additional information regarding STICS: [www.pssg.gov.bc.ca/corrections/programs/stics.htm](http://www.pssg.gov.bc.ca/corrections/programs/stics.htm)

- BC 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.
- BC 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.
- BC 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.
- Community Corrections, Surrey RCMP and the other partner agencies continue to meet regularly and work collaboratively to manage Surrey's highest personal harm and property offenders.



## BC Corrections Central Monitoring Unit

The Central Monitoring Unit (CMU) is a 24/7 operation with a team of secondary case managers/ PO15's referred to as CMU POs. CMU monitors court-imposed curfews of sentenced offenders who are to be monitored by electronic monitoring.



Personal Identity Device (PID)



Site Monitoring Unit (SMU)

## Prolific Offender Management Pilot Project (POM)

### History

The Prolific Offender Management Program was an official pilot program in conjunction with the Provincial government starting on June 1, 2008 consisting of six sites, including Surrey.

The POM in Surrey was unique in that it represented an initiative between BC Corrections, the Criminal Justice Branch (CJB) and the Surrey Detachment wherein Surrey RCMP funded a specific Crown Counsel to liaise with police and maintain conduct of files relating to prolific offenders and chronic offenders, as well as the Combined Forces identity Theft Team (CFITT) and Target Teams. The cost of funding the prosecutor was \$150,000/year.

This arrangement was formalized in an MOU on August 7, 2008 and September 23, 2010, in two year periods each, while the Provincial government assessed the overall effectiveness of the POM program at the Provincial level.

In its present form, the Surrey RCMP continues to operate its POM program as it did before, however there is no longer a dedicated crown counsel.

## Typical POM Offender Profile

The typical POM offender is a youth or early adult male with a history of property based offences as well as some links to high risk lifestyle. They are typically involved in break and enters as well as auto theft or theft from vehicles. They usually have a significant amount of experience with law enforcement and have a large number of convictions. Their criminal lifestyles are generally non violent in nature which speaks to how they can be responsible for a significant amount of crime without ever receiving long, federal jail sentences.

## Local Responsibility

- 31 current candidates being monitored on Surrey POM program. This number fluctuates based on the overall monitoring capacity of the units involved.
- Currently the group meets monthly, with the RCMP leading the High Risk Target Team.

**“...LIAISE WITH POLICE AND MAINTAIN CONDUCT OF FILES RELATING TO PROLIFIC OFFENDERS AND CHRONIC OFFENDERS...”**



## 2.4 CUSTODY AND PAROLE SERVICES

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

Also see page 13 for RESTORATIVE JUSTICE

### Correctional Services of Canada

In August of 2012, CSC opened a Parole Office in Surrey at King George Blvd and 74th Avenue which falls under the Metro Vancouver East Community Corrections (MVECC) area. The Surrey Parole office provides supervision to half of the supervised clients in the MVECC Area.

- The presence of the office in Surrey enhances the supervision and monitoring of Surrey based offenders, improves public safety and provides easier access to the necessary supports for parolees in the community.
- Among the staff complement are 15 peace officers (2 Supervisors and 13 Parole Officers), an Aboriginal Community Liaison Officer, a Community Security Intelligence Officer, a Community Corrections Liaison Officer (RCMP Police Officer), 3 Program Officers, 3 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) and other partners dedicated to working with offenders with mental health issues. Surrey's CSC Community Mental Health Team is comprised of psychologists, social worker psychiatric nurse and part-time contracted forensic psychiatrist. The team provides robust mental health services to both female and male offenders on conditional release through an array of services, including services that range from individual counselling in the areas of risk management, assisting with development a variety of coping/self-management skills, addressing identified areas for treatment and crisis counselling.

### Aboriginal

CSC continues to engage with Aboriginal Communities regarding offender support and access to their lands, and how best to collaborate on offender reintegration.

- To ensure a continuity of care is offered to Aboriginal Offenders, the Aboriginal Community Maintenance Program (CMP) is facilitated at the Surrey Community Parole Office.
- Program Officers regularly hold Aboriginal Sharing/Progress Circles with Parole Officers to inform the Case Management Team how the Aboriginal Offender is progressing.
- Aboriginal, Inuit, and Métis Offenders, who are transitioning from Institutions to the Community work closely with an Aboriginal Community Liaison Officer to assist and recommend a variety of programs and services.
- CSC is also geared towards enhancing capacities to provide effective interventions for First Nations, Metis, and Inuit Offenders via creation of an Aboriginal Supervision Team that includes specialized parole officers, Aboriginal Correctional Liaison Officer, Aboriginal Correctional Development Officer, and Elders working specifically with Aboriginal offenders in Surrey.

## Safe Transition

CSC continued to work very closely with the Surrey RCMP and other community partners over the past year. CSC works with the High Risk target team to establish a more integrated approach to monitoring and supervising high risk offenders.

- Community Parole Officers in Surrey attended RCMP shift briefings to discuss and answer questions in relation to CSC's supervision of offenders.
- CSC was also a partner on the Surrey Coalition Against Domestic Abuse (SCADA) Conference Planning Committee for the 2013 service providers conference.
- The Community Corrections Liaison Officer (CCLO) in Surrey, who is an RCMP member, works closely with criminal justice partners to enhance information sharing and the better management of higher risk offenders in the community. The CCLO also assists with the tracking and apprehension of offenders who are unlawfully at large (UAL).
- Weekly meetings at the Community Corrections Intervention Board (CCIB) with members of the Community Advisory Committee, Mental Health Team members, Community Residential Facility partners, and Parole Officers/Supervisors contribute to an all inclusive development of individually-based risk management strategies.

## 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.
- CSC is continuing to work with Community Partners in Surrey to diversify housing options for women offenders and has funded enhancements for reuniting mothers and children.

## Prolific Offender Management:

Since 2007, MVECC 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

- CSC Volunteers contribute to a variety of community-based programs and play an important role in the successful reintegration of offenders back into the community.
- The Metro Vancouver East Community Corrections Volunteer Program currently has 66 active volunteers. The volunteers run a variety of programs in the Surrey area, providing practical support and mentorship in the following areas: employment, nutrition, housing, and education.
- The volunteers have also continued and expanded 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", the Orphaned Wild Life Rehabilitation Center, the Surrey Food Bank, and the Second Chance Horse Rescue.
- The volunteer program also provides an inreach 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-one mentorships and support, social and recreational activities, as well as assistance with daily living skills and needs, such as taxes, identification, and transportation.
- As a major priority, the volunteer program also continues to provide resources and extensive support to the mental health clients.

## Citizen Advisory Committee

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

- The Metro Vancouver East Community Corrections has a 6 member Citizen's Advisory Committee who represent the local communities and provide advice on local and national issues and are involved in community education.

## Employment

- Approximately 65% of CSC offender's are employed, with approximately 55% employed full time and 10% employed part-time.
- The Surrey Parole Office has a Community Employment Counsellor whose main objective is job placement. The Service also has an active Volunteer Program that provides employment readiness services.

## Correctional Programs

- CSC programs are designed to address the criminogenic needs of offenders. There is solid evidence that programs based on sound research significantly contribute to the safe reintegration of offenders, as they target risk factors related to re-offending.
- CSC has entered a new generation of correctional programming, and has relied on the organization's most experienced program developers, as well as the contributions of program facilitators, managers and other internal and external stakeholders, to create a stronger, more effective program model for offenders.
- This new Integrated Correctional Program Model (ICPM) was designed by combining the most effective aspects of existing interventions with the most promising innovations in the area of correctional programming.
- The Integrated Correctional Program Model (ICPM) is currently being delivered in the Surrey Parole Office. This includes all 3 branches of the Community Maintenance Program (CMP) - Multi-Target, Aboriginal, and Sex Offender, as well as the Community Program for untreated offenders.
- Other programs include Urinalysis testing, Methadone Maintenance, Psychological Counseling and Employment Counseling services.

**“THERE IS SOLID EVIDENCE THAT PROGRAMS BASED ON SOUND RESEARCH SIGNIFICANTLY CONTRIBUTE TO THE SAFE REINTEGRATION OF OFFENDERS, AS THEY TARGET RISK FACTORS RELATED TO RE-OFFENDING.”**

## BC Corrections - Surrey Pretrial Services Centre

### Surrey Pretrial Service Centre (SPSC):

The year 2013 saw significant changes at the Surrey Pretrial Services Centre (SPSC), with the completion of the \$90 million dollar expansion, making it the largest provincial correctional centre in BC.

The construction of 216 new cells in this state-of-the-art facility are contained within six living units, each containing 36 cells.

This expansion more than doubled capacity of the facility, bringing it from 149 cells to a total of 365 to help address current capacity pressures in the Lower Mainland.

In addition, SPSC is in the process of hiring up to 130 new correctional personnel to staff the new centre. With this expansion the centre will gradually move inmates into the new correctional environment.

In addition to the new cells, renovations were also made to the existing facility, including new administration offices, a muster room for staff, a new healthcare unit and additional inmate program space.

Numerous innovations in design and surveillance mean the facility will provide a safer operating environment for staff and inmates.

For example:



All work stations are fully equipped with digital cameras and electronic security controls to assist in the safe daily running of the units. In addition, all staff will have new mobile devices that will allow them to communicate with inmates directly in their cells.

All of the new units are directly monitored by two dedicated control centres that have a birds-eye view, providing another set of eyes for the officers that are working in the living units.

As well, living unit desks are equipped with advanced video monitoring equipment so the officer can simultaneously monitor multiple locations in the unit that are not in their direct sight from their desk.

Officers are also equipped with devices that allow them to control the opening and closing of doors from wherever they are, versus having to walk to their desk each time.

The SPSC expansion project was procured as a public-private partnership (P3) with Brookfield Infrastructure Partnerships Surrey to design, construct, partially-finance and provide maintenance for the building over a 30-year period. SPSC is also environmentally friendly, built to attain Leadership in Energy and Environmental Design (LEED) Gold certification – the highest level of sustainability ever for a B.C. correctional facility.

This project is part of Phase 1 of correctional centre expansion approvals totalling \$185 million – the largest capital investment in BC Corrections' history, adding 340 cells across the province.

Other Phase 1 projects included:

20 cell women's unit in Prince George which opened in 2010; and

104-cell secure facility at the Alouette Correctional Centre for Women in Maple Ridge which opened in 2012

Starting in the Spring of 2014, Phase 2 of BC Corrections capital expansion plan starts with breaking ground on a new secure 378 cell correctional centre in the Okanagan that will be completed in 2016.



## 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

#### Quibble Creek Sobering and Assessment Centre (SAC)

The Fraser Health operated Quibble Creek Sobering and Assessment Centre (SAC) is a 24/7 client-centered program that addresses the immediate need for a safe and supportive environment for individuals under the influence of alcohol/drugs to sober up from their intoxication.

Located across the street from the Surrey Memorial Hospital, the Sobering & Assessment Centre helps to divert intoxicated individuals from the emergency room as well as jail holding cells.

- The QC SAC has the capacity to hold up to 25 clients at any given time and may be accessed by both male and female adults, as well as youth, on a case to case basis.
- Upon intake a nurse will assess each client for suitability and then the individual will be monitored to ensure the client's safety.
- A counsellor is available to assist clients in connecting with other relevant resources including withdrawal management support and substance use treatment.

The Sobering & Assessment Centre has consistently seen an increase in admissions since opening in September 2012.

- The monthly average for client intake has risen from 172 to 430 in the second fiscal year.
- Self-referral clients have increased annually from 41% to 59% indicating that client's are returning on their own to access this service.

Alcohol is the primary substance used by clients accessing the SAC comprising a monthly average of 68% of clients while stimulants average 10% and depressants (excluding alcohol) 9%. The remaining clients use some combination of the above or other substances such as prescriptions or hallucinogens.



**“...A SAFE AND SUPPORTIVE ENVIRONMENT FOR INDIVIDUALS UNDER THE INFLUENCE...”**

## DIVERSEcity Community Services

### Addictions/Substance Abuse

- In 2013, DIVERSEcity South Asian and Spanish speaking addictions counsellors provided over 711 one-hour counselling sessions to Spanish, Punjabi, and Hindi speaking clients in one-to-one counselling.
- They also provided 111 psycho-educational group sessions through (10 groups). This program served 178 clients in 2013.

Throughout 2013, the counsellors also appeared frequently on ethnic radio and television, and held several workshops, to educate South Asian and Spanish communities about substance use.

### 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.

- This program has served 164 clients in last year (2013).

### Domestic Violence Programs

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

- In 2013, six groups were completed; each group is held weekly for 17 sessions and 95 participants completed the program.

DIVERSEcity's "Stopping the Violence" Counselling Program provided services to immigrant and refugee victims of domestic violence throughout 2013. 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.

**“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.”**

## Addiction Prevention Initiatives (SOURCES):

Highlights 2013:

- SOURCES ' Addiction Services had 315 new admissions for individual counselling in its last annual reporting period, 35 of which were youth.
- A girl's empowerment group was delivered for female youth engaging in high risk behaviours which served 26 girls over two group series.
  - » The second series boasted a nearly perfect attendance record over 8 weeks for all 14 girls who participated.

### School substance use liaison

School Substance Use Liaisons refer students warranting longer term service, to the SOURCES program. SOURCES staff attend the school to provide initial services to the student. Protocols have been established regarding appropriate information sharing while respecting privacy concerns.

### 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.

In the spring of 2013, the program focused on its second elementary school, pairing students from Earl Marriot secondary to provide mentorship to students from Jessie Lee 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 2013, approximately 90 students participated through 8 sessions.

The project will continue in 2014 with the goal of reaching 150-180 students and expanding to other elementary schools. A formal facilitator's manual for the group has now been developed in order to support expansion of the project to other South Surrey schools.

## Peninsula Homeless To Housing Task Force (PH2H)

The Peninsula Homeless to Housing Task Force assists with the Surrey crime prevention strategy by supporting and facilitating community integration, connections, education and supports. We have been active over the last year in South Surrey White Rock.

### Homeless Action in the Community

PH2H continued to support the Options/First United Church Extreme Weather Shelter this winter; which was open for 29 nights this year. This community response meets the most basic needs for shelter; it operates through a partnership between First United Church, Options Hyland House and BC Housing.

The volunteer and staff effort to support this community response is enormous; the church hall opens in the late evening, providing mats, blankets and a hot meal. In the morning coffee, muffin and a gift card for breakfast at McDonald's is provided. A thank you goes to the White Rock Business Improvement Association for publicizing the need for volunteers and donations of mitts, hats and new socks.

This winter (2013 and into 2014) there has been an increasing number of people using the shelter – from an average of 5 people per night in October/ November to an average of 7+ people during December. On December 8th the church was near capacity with 13 people sheltered.

There are a number of shelters with a high percentage of women staying – Surrey Urban Mission and First Baptist Church in Vancouver are two. Continuing the trend from last year, First United Church shelters the highest percentage of women in Metro Vancouver at over 20% of guests.

## Greater Vancouver Shelter Strategy

PH2H member Linda Doig continues to Chair the Community of Practice project of the GVSS (umbrella organization of all shelter and outreach services in Metro Vancouver). The project focusses on learning and advocating for the needs of older adults in the shelter sector – shelters like the rest of society is seeing an aging population which brings with it new and complex demands that must be acknowledged and addressed by service providers, funding agencies and government.

## Newsletter

Produced and circulated 10 newsletters promoting community events and awareness, updates on community actions and needs, and volunteer call outs to 120 agencies, congregations and individuals.

## Triage Service Chart

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.

## Food Security Fund

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

A community with food security ensures nutritious food and support for community members in need, raises awareness about poverty, and involves the community in 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

## 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 introducing them to safe housing and pro-social activities.

## Nightshift Street Ministries

Now in its tenth year, NightShift continues to offer community and street outreach programs in Surrey's City Centre.



Photo: Ingrid Roeske Good



## Community Evening Outreach

NightShift church groups and 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, a change of 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 around 62,000 episodes of assistance to individuals and families annually made possible through volunteer hours.

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, groups of young adults and teenagers (aged 16+) from local universities and schools walk around the Whalley area to offer encouragement and – depending on the season – hand out iced tea or hot chocolate. People in crisis are referred to partnering social agencies, NightShift's outreach services, the Care Bus and The Care Centre.

## YAYA - Youth Outreach

Evening youth teams (aged 12-15) help set up and clean up, and serve food or clothes as part of the outreach teams. Daytime groups help with warehouse sorting. All groups are under the supervision of their teacher and parent chaperones (ratio: one adult for every six youth).



## The Care Bus

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

The Care Bus provided 360 nursing and 78 counselling consultations in 2013. In addition, 160 individuals have visited the library and 292 books have been loaned since the library launched in May 2013.

## 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.

Over 500 counselling consultations took place at The Care Centre in 2013.

## Social Enterprises

NightShift accepts clothing donations through a clothing bin program and at the ministry location. Clothes are sorted with a priority of giving out to people in need, free of charge. High-end fashion is re-sold in support of NightShift's programs through the ministry's thrift store. Sisters Thrift Boutique is an online and store front reseller of quality women's wear and offers retail and work experience for people seeking to re-enter the workplace.

## 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

#### Master Plan for Housing the Homeless in Surrey

In July 2013, the City of Surrey adopted the Master Plan for Housing the Homeless in Surrey. The Plan aims to identify and respond to the need for long-term housing and support services for people who are homeless or at risk of becoming homeless. It also focuses on the need for emergency shelters and related services.

The Master Plan was developed in partnership with BC Housing and Fraser Health. Other government and non-profit agencies, the business community, and homelessness task forces and committees in Surrey all contributed their knowledge and perspectives to the Plan.

The project partners initiated the project as a way to ensure future actions to address homelessness in Surrey are coordinated and strategic such that available resources respond to identified priorities and are used to maximum effect. The Plan is also intended to assist the City of Surrey and local non-profit organizations to proactively respond to partnership opportunities with the Province and other funders.

#### The Priorities

The Master Plan for Housing the Homeless in Surrey is focused on the provision of additional supportive housing units as a response to the homeless situation. However it also highlights the need for improvements to the emergency shelters in Surrey.

The Plan identifies population groups that are in particular need of supportive housing and improved emergency shelter services. These include:

- Individuals with mental health and/or substance abuse issues;
- Women and women with children;
- Youth; and
- Aboriginal people.

The Plan outlines the following priorities:

- Creation of an additional 450 units of transitional and supported housing for people who are homeless or at-risk of homelessness;
- Replacement of the Gateway emergency shelter in Whalley with a new purpose built facility that also incorporates transitional housing units;
- Enhancement of supportive housing, shelter and drop-in services that focus on vulnerable population groups with unique needs; and
- Continuing to strengthen partnerships and collaboration with BC Housing, Fraser Health Authority, Surrey Homelessness and Housing Society, and other government funders and foundations.

## Procurement of Supportive Housing

The Plan includes an implementation program to generate 450 new units of supported housing over a five year period through new construction, acquisitions and rent supplements.

- 340 studio units to be created through new construction and acquisition (renovation, re-purposing of existing buildings). These facilities would be operated by non-market housing providers. The capital cost of the 340 units is estimated at \$45,750,000 and assumes local partnership contributions of 10%, reducing the net capital cost to \$41,175,000. By year 5, the annual operating cost is an estimated \$5,435,484, assuming the units are 100% debt serviced and including operating and support costs.
- 110 rent supplemented units to be made available through market rental housing, with outreach workers providing supports to these tenants. By Year 5 of implementation, the rent subsidy and support costs are estimated to be \$748,000 annually.

The Master Plan for Housing the Homeless in Surrey will require the commitment and effort of all partners in order to implement its recommendations and create a Surrey in which everyone has a home.

## Homelessness Outreach Workers

BC Housing introduced its Homelessness Outreach Program to Surrey in late 2006. Surrey currently has outreach workers working out of the following agencies: Keys: Housing and Health Solutions, Options Community Services, Pacific Community Resources Society and the Friendship Centre.

## Housing People Suffering from Health, Addiction or other Issues

### Options Community Services Society - Hyland House January 1 to December 31, 2013

Options Hyland House Outreach and Shelter Services works with men and women who are homeless or deemed 'at risk' of becoming homeless. There are five Programs under the Options Hyland House umbrella these are:

- Hyland House Newton
- Hyland House Cloverdale
- Mobile Outreach Services
- Transitional Housing Program
- Housing Registry - Housing First Support Worker Program

Hyland House provides rent supplements through the Mobile Outreach Program and Housing First Support Services. Housing First Support Workers also provide services for Option's Housing Registry Program.

**“NEW UNITS OF SUPPORTED HOUSING OVER A FIVE YEAR PERIOD THROUGH NEW CONSTRUCTION, ACQUISITIONS AND RENT SUPPLEMENTS.”**

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
- rent supplement program

Personal development services:

- 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

From January 1, 2013 to December 31, 2013:

- 1022 clients used Hyland House's Shelter and Outreach services
- 290 people were housed using Hyland's Housing Services
- 156 people made use of Rent Supplement Program
- 20 people housed in the supported transitional apartments
- The shelters had 5000 calls for service
- Outreach dealt with 3056 calls for service
- The shelter services operated at 104% capacity for the year
- Average length of stay at the shelters was 45 days
- 77% of the people using Mobile Outreach services were new clients
- 66% of the people using Shelter services were new to the program
- 50,000 meals were served in house at the shelters
- Community partner donations by Starbucks, Save on Foods and Choices provided 33,000 snacks for people at the shelters
- 68% of the clients at Hyland House were 46 years or older

# SURREY SURVIVAL GUIDE



## A Guide to Free and Low Cost Goods and Services



**ADMINISTRATION OFFICE**  
**CAROLE WAHL BUILDING**  
9815 - 140 St., Surrey, B.C. V3T 4M4  
T: 604-584-5811, F: 604-584-7628  
Website: [www.options.bc.ca](http://www.options.bc.ca)

**NEWTON OFFICE**  
13520 - 78th Ave., Surrey, B.C. V3W 8J6  
T: 604-596-4321, F: 604-572-7413  
Website: [www.options.bc.ca](http://www.options.bc.ca)

**PLEASE NOTE:** Telephone numbers are subject to change without notice.

*Revised: November 2013*



## Servants Anonymous Society (SAS)

Servants Anonymous Society has had 511 individual women and youth access safe homes and education since July of 2001. SAS has done more than 1265 intakes over the last 13 years; accounting for returning participants.

- Between July 2012 and June 2013 there have been 54 women and youth accessing SAS programs and services for the first time.
- Twenty two (22) women returned to SAS to continue in safe supportive living, and a program that confirms each and every one as a whole and complete woman of value.
- Over the past year, the average length of stay for those who stay in residence for 30 or more days is 166 days, or 5.6 months. For those who leave within the first month, the average length of stay is 11 days.
- SAS is experiencing a steady increase in the number of women requesting service and in 2012/13 had the highest number of residents to date.

On average, in the past year there were 16 women residing in the two safe homes every night.

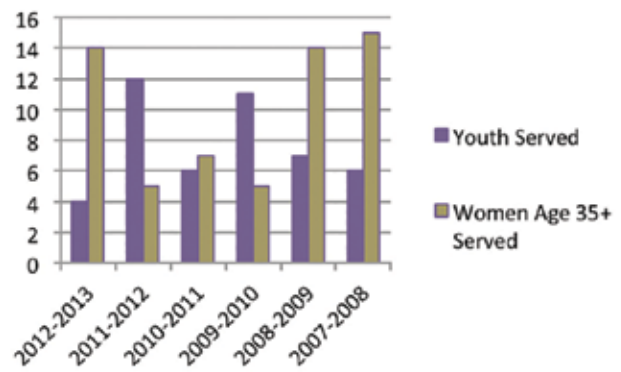
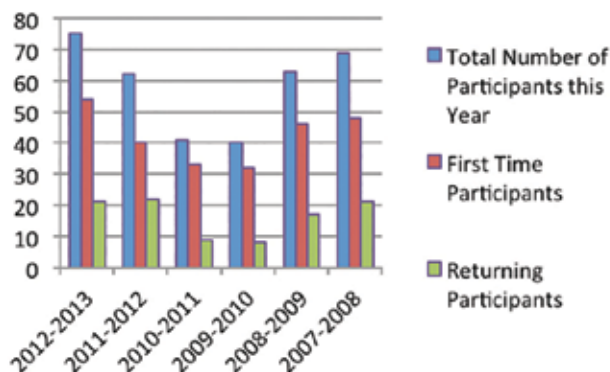
SAS also continues to offer immediate shelter to girls between the ages of 16-18, and housed four young women in 2013. One of these youth came to SAS in early pregnancy and SAS was able to support her in accessing health and community resources in preparation for the baby's arrival. She is now successfully parenting on her own.

- This past year SAS has had a number of women leave the safe home with great success,



4 are now parenting, 3 re-united and living with parents, 6 living independently, and 2 getting ready to be mothers. For others, their success has been acknowledging that the life they were living was not working, and returning to SAS a second or third time for continued support reinforcing what they need to do to maintain what they have learned about sustaining foundations of healthy living - SAS staff have no doubt they will also go on to live independently with economic freedom as well.

As in years past, there is an ever increasing need for services for women ages 35+.



- This past year SAS housed and provided education for 14 women over 35 years. This is a substantial increase over years past. The needs of street entrenched and chronic homeless women over 35 are complex, involve complicated, time involved health problems and often severe mental health challenges.
- SAS is working closely with the Surrey Homeless and Housing Task Force to bring the need for housing and services to women over 35, to the attention of the City of Surrey Planners. These women demand a great deal of time from the staff, yet there is virtually nowhere else for them to live.

One of the women who came to SAS this past year came as a refugee and survivor of international human trafficking.



Experiencing the ordinary days of “living life” drug, alcohol and gambling free. Summer gardening and Christmas day present opening.

As is always the case for women rescued from international trafficking she had no financial resources and they do not qualify for any government social services. She stayed with SAS for over nine months improving her English and parenting skills. She gained permanent residency in Spring of 2013 and is now living independently with her 8 year old son.

Five SAS participants have been pregnant while in the safe homes and ASK Learning Centre program in the past 12 months. All of them were connected with prenatal care, and planning for suitable housing for themselves and their babies. As mentioned above, one young woman is now parenting. Two of the other

women that we are still in contact with are expecting to give birth in the next couple months.

SAS has a goal of opening a second stage home with the intent of offering a place where program participants can move forward into semi-independent living while attending school full time, or working. The home would house 5 single women, and a separate suite could accommodate a mother with children. After many years of planning, SAS is proud to say, that Victory House opened November 1 of 2013!

## Keys: Housing & Health Solutions

Keys: Housing & Health Solutions (Keys) is an accredited non-profit, charity organization, located in North Surrey which provides social services to disadvantaged populations throughout Metro Vancouver.

### Barnston Island Community Garden and Farm

In 2013 the farm produced approximately 9360 pounds of beef and 80 pounds of produce to help address food security concerns in Surrey.

### The Bread4Life Program

Keys’ food program served 10,012 meals per month thanks to BC Housing, various community and faith-based groups who augment this service by donating their time to prepare and serve meals on a regular basis.

The hot lunch program launched in March of 2013 increased meals provided by 69 per day from 2012. As a result there was 120,114 total meals served in 2013, (an average of 329 meals per day) and over 360,000 cups of coffee.

### 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.

- » In 2013 the Dental clinic opened and had 2234 patient visits and 38 denture cases.

## 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

In December 2013, Keys worked with Legacy Church of the Nazarene to open a 20 bed Extreme Weather shelter in the Fleetwood area.

- Additionally Keys has the capability to offer 10 mats in case of extreme weather at the Positive Haven site and will only open as a last resort if all the other local extreme weather shelters are at capacity. In winter 2013, the Keys EWS opened 21 nights sheltering individuals.

## Foundation House- Second Stage Supportive Recovery House Program

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

Foundation House highlights for 2013:

- 18 men housed for over 3500 sheltered nights
- 67% men remained consistently clean and sober
- 44% men went back to work full time
- 33% men returned to school
- 50% men actively involved in volunteer work
- 83% men consistently out of the criminal justice system
- 50% men reconnected with family/ children/social network
- men completed Pipe Fitting apprentice program at BCIT and are currently looking for work
- 1 man completed a Keys funded Fork Lift Operator course and found gainful employment as a result
- 3 men completed Keys funded Food Safe level 1 and WMHIS courses to add to their resumes

## The Front Room Resource Centre

Drop-in services are offered 24/7, 365 days a year and can see up to 350 individuals daily.

- Approximately 162,600 client contacts recorded in 2013.
- The Resource Centre provides showers, laundry, telephone, activities, referrals, and brings in professionals to serve clients including: MSDSI Employment and Assistance Workers, Fraser Health Addiction and Mental Health Workers, Surrey ACT Team, other community support workers, social services agencies, etc.

The Front Room supplies an average of 30 bus passes monthly for housing and medical appointments.

This program also facilitates; Street Visions: the Homeless Art Program, Mens' day, Womens' day, Substance Use Awareness Week, World AIDS Day, hand washing clinics, foot care and wound care, Toque Tuesday, Homeless Action Week events and also produces a monthly calendar of guest speakers, multiple educational or vocational sessions as well as the agency's newsletter "The Whalley Street Journal."

January 2013 Keys began offering long-term storage units for clients with a large amount of belongings that are preventing them from accessing shelter services, medical and housing appointments, etc. Clients of Keys now have a short-term solution to safely store their belongings while working towards a healthier life.

Keys Pet Kennels opened August 2013 with funding from VanCity Community Foundation. Since opening, the Keys Pet Kennels has provided 23 shelter stays for the pets of their clients who have been accessing our services.

**“KEYS PET KENNELS HAS PROVIDED 23 SHELTER STAYS FOR THE PETS OF THEIR CLIENTS...”**

# “THE OUTREACH PROGRAM ALSO WORKS WITH THE SURREY BOARD OF TRADE’S LINK LINE, SURREY MEMORIAL HOSPITAL AND SURREY PRE-TRIAL SERVICES CENTRE...”

## Gateway Shelter

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

- Occupancy in 2013 was 87%, providing Surrey with an annual 10,560 male sleeps and 2,040 female sleeps.

Keys offers 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 Gateway Shelter on a night to night basis.

## Homeless Outreach Program (HOP)

HOP Program housed 53 clients in 2013.

- 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 continues to host the ‘Surrey North Hard Target’ meeting (since 2009) brings 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 2013, Keys Outreach Team continued to partner 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 571 people since the fall of 2008.

## The Housing Program

Housed 211 people in 2013 and has housed 1110 people since it started in October 2008.

- The Housing Team works to house people who stay at Keys’ Gateway Shelter.
- Provides help clients with the support, necessary referrals, transportation and paperwork assistance to gain apply for 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 62 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 2013, this project remained full and had a waitlist.

## 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 weekly drop-ins held on Mondays 2pm-4pm and Tuesdays 2pm-4pm, 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. In July 2013, the OWL Project hosted their second annual, "Runway to Hope" fashion show.

In 2013 the project has served approximately 1000 women.

## Positive Haven

This support lounge provides advocacy, pre and post test counseling, regular support groups and community referrals to over 472 individuals, with an average of 5 to 10 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.

## Positive Point Needle Distribution

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

- In 2013 the program distributed an average of 42,557 syringes monthly. The program collected an average of 28,622 monthly. The 2013 average return rate was 67.26%.
- In July 2013, 51,659 syringes were distributed, making this the greatest number in one month.
- Overall, the Positive Point have collected 343,470 and distributed 510,684 syringes in 2013. The majority of individuals utilizing the services are steroid users, intravenous drug users and street workers.

## Street Sweepers Social Club (SSSC)

SSSC is a program, that cleans the streets around Surrey Centre, (north of 104th) to enhance community beautification. SSSC's average participation is 10-15 clients cleaning a week who are cleaning five times a week for approximately 1-2 hours a day. SSSC is also deployed 2-5 times monthly on a sporadic basis to maintain other Whalley locations through referrals.

- In 2013, SSSC contribute to a cleaner, healthier environment and community
- Provided clients a sense of personal satisfaction, pre-employment references and achievement to participants of the program
- Collected 691 large bags of garbage
- Hosted 332 members with 73 being unique individuals
- Collected 712 sharps

## Surrey North Community Health Centre

This free medical clinic in partnership with the Fraser Health Authority, provides confidential general health services to over 5000 disadvantaged individuals.

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



## The Surrey (Sources) Rent Bank (SRB)

Operating since March 2010, the SRB is a micro lending program that offers short term funding for low income earners in a housing crisis. The SRB provides micro loans for rental and/or utility arrears first month are rent and /or damage deposit. In addition we provide borrowers with the tools to better manage their limited financial resources.

- As of May 2013 the program has provided 176 loans securing the housing stability of over 400 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.

- 1,300+ 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. New changes to Income Assistance have made the wait for assistance longer leading to more housing emergencies.

### STORY OF A HOUSING CRISIS

Marlene had been living in the same home for four years. Six months prior to contacting the Sources Rent Bank she had been placed on a medication which was expensive and had caused her to be forgetful and confused. She forgot to pay her rent and received an eviction notice; she then tried to pay her rental arrears but found there was no money to do that with.

“I’m in a position that I have to choose between my health, eating or rent, I have no one I can borrow from. I would have done that first. It is difficult to ask for help from complete strangers”

Marlene is on long term disability from her previous employment. Her loan was \$800 of which she has paid \$600 and now owes only \$200, she pays \$38/ month but it is still a struggle.

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)

## Housing 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 112 monthly self or community 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 tracked 1348 youth contacts in 2013.

Additionally in 2013 SSYS offered an array of tours, diversion hours and volunteer opportunities for local Youth.

In 2012 The CKNW Orphans' Fund Counselling Initiative was moved under the keys' umbrella of services. This project has evolved over the last six years of service delivery, to include several aspects of service to better meet the holistic needs of referred clients with counseling, advocacy, pet therapy, adventure therapy as well as child and family supports.

**“SSYS OFFERS A SAFE PLACE AND ASSISTANCE FOR STREET YOUTH, AND IS FUNDED PRIMARILY THROUGH THE CITY OF SURREY.”**

## Options Surrey Youth Independent Housing Programs (SYIH)

SYIH is a support program designed for homeless youth that are at risk of becoming homeless. A youth worker provides 1-1 intensive support to youth between the ages of 16- 24 and assist youth in maintaining stable housing while allowing them the opportunity to achieve their educational or vocational goals. Ultimately, the importance of the SYIH program is that it helps to strengthen the community safety net and begins to rebuild the ability of youth to overcome difficult circumstances.

- In 2013, 14 youth received intensive 1-1 support services in the program. Two of the three youth who graduated from high school received scholarships to pursue their post-secondary education.
- 70% of youth participants reported that they had “good” or “excellent” ability to live independently in the community and had a basic understanding of necessary life skills.
- 70% of youth participants described their housing situation as either “good” or “excellent”.

### Options Youth Transitioning Program (Formerly known as Independent Living Program)

The Options Youth Transitioning Program is a 1-1 life skills support program for youth (that are connected to the Ministry of Children and Families) between the ages of 15 - 19 that require assistance in the area of budgeting, sustaining housing, education, career exploration, health, and creating a community support network.

- In 2013, 125 youth received 1-1 support and 83% of youth in the program reported an increase in the ability to live independently.

Staff provided Summer Boot Camp, an 8 week athletic program offered through the Surrey Youth Resource Centres, where youth were given the opportunity to participate in endurance training activities such as hiking, biking, cardio training and kayaking.

# “STAFF SUPPORT WOMEN IN A SAFE AND SUPPORTIVE ENVIRONMENT WHILE PROVIDING RESOURCE INFORMATION...”

## Options Generation Why? – Youth Television Programing

This longest running television program on Shaw Cable had another successful year. The purpose of this program is to allow teens to produce television features that will assist their peers to make positive life choices, highlight youth in the community, and to guide the adult viewers in understanding youth culture and issues. Some features this year included bullying, autism, and teen anxiety.

## Essential Support

Options Intensive Support and Supervision Program (ISSP) is for young people (13-18) who are in conflict with the law.

Youth are referred to the program by their probation officer for one-to-one intensive support, curfew monitoring services, or 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 2013, 76 youth received one-to-one intensive support and 109 youth received supervision in the community.

## Options Men’s Owing My Anger Program

Options Men’s Owing My Anger Program is a 10 week course where men learn skill such as, understanding the cycle of anger, non-violent communication skills, empathetic listening, self-defeating behaviours, accountability and coping strategies.

- This program has been in operation since 2011 and since its inception the participants in the program grew by 20%.
- This year the program extended the length of its series from 8 to 10 weeks.
- Based on community feedback, a monthly support alumni drop-in was added to the program in 2013.

## Threshold Multicultural Outreach Services

This program is designed for women who have experienced or is at risk of experiencing abuse, threats, or violence. Staff support women in a safe and supportive environment while providing resource information to help women explore options and assist them in defining goals. Services are provided to women who have left an abusive environment and also to those women who choose to remain with their abuser.

- This year there was a 10% increase of women who made the decision to access services with their ages ranging from 18 to 65.
- Program participants reported that they felt “understood, respected, and safe” while receiving services and would “tell others about the program”.

## 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. In 2013, 135 citizens participated in this program.

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. All residents are referred to this program for employment assistance.

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. This program supported 52 residents at risk of homelessness in the past year. 34 residents were employed, 9 accessed educational upgrading to improve their employability and 19 graduated to market housing.

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 Fest, Quattro Street Fair, Surrey Marathon, Movies Under the Stars, Surrey Christmas Bureau, Playground Installation at Whalley Athletic Park, the Eat, Play, Live Well Street Fair, and Surrey's Adopt-a-Street program.

Raven Healing Grounds: First Nations' Elders offer traditional Sweat Lodge Ceremonies each week on Sunday mornings. The Elders report that during the past year, over 1100 citizens from all nations participated in the Sweat Lodge Ceremonies.

**“...ASSISTS MEN AND WOMEN IN RECOVERY WITH EDUCATIONAL UPGRADING TO IMPROVE EMPLOYABILITY”**

The table below shows the complexity of participants' challenges on admission and the successes achieved in the Phoenix Centre's integrated services model in 2013.

| Participant Challenges   | Participant Successes   |
|--|---|
| <p><b>Substance Misuse</b></p> <ul style="list-style-type: none"> <li>82% self-reported poly-drug use</li> <li>38% self-reported entering treatment 6 to 10 times</li> </ul>                         | <p><b>Reduced Substance Misuse</b></p> <ul style="list-style-type: none"> <li>82% 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>35% diagnosed with one or more concurrent disorders</li> </ul>   | <p><b>Improved Psychological Health</b></p> <ul style="list-style-type: none"> <li>95% reported improvement in psychological functioning</li> </ul>   |
| <p><b>Homelessness</b></p> <ul style="list-style-type: none"> <li>37% self-reported being homeless for 6 months or longer</li> <li>74% self-reported insecure housing</li> </ul>                     | <p><b>Reduced Homelessness</b></p> <ul style="list-style-type: none"> <li>87% achieved housing stability for 3 months</li> <li>88% 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>42% 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>79% self-reported social and family problems</li> </ul>  | <p><b>Improved Social and Family Functioning</b></p> <ul style="list-style-type: none"> <li>100% reported improvement in social supports</li> </ul>   |
| <p><b>Employability Barriers</b></p> <ul style="list-style-type: none"> <li>97% were assessed as not ready for employment</li> <li>79% were assessed as needing help with literacy skills</li> </ul> | <p><b>Improved Employability</b></p> <ul style="list-style-type: none"> <li>53% achieved full time employment</li> <li>35% enrolled in training to improve their employability</li> </ul>       |
| <p><b>Criminal Justice Involvement</b></p> <ul style="list-style-type: none"> <li>57% were on probation, conditional sentences</li> </ul>  | <p><b>Reduced Criminal Justice Involvement</b></p> <ul style="list-style-type: none"> <li>1 individual 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 program (STAR) connecting adult men who are homeless or at risk of homelessness to the treatment continuum. In addition, a 52-bed, long-term, post-treatment supportive transition housing program for men and women connects residents with the employment assistance and educational upgrading services and supports at the Phoenix Centre.

In 2013, the STAR program welcomed 155 citizens who were homeless or at risk of homelessness. STAR connected 97 residents with the treatment continuum and 31 to the long term, post-treatment supportive transitional housing program.

Phoenix Transition Housing Program at Quibble Creek housed 76 men and women at risk of homelessness helping them progress toward employment, education and long term housing action plan goals. This past year 45 residents were employed, 36 accessed educational upgrading to improve their employability and 17 residents graduated to market housing.



## Other Specialized Interventions and Resources

### ACHIEVEMENTS

## 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. Over 80 children between 5 years and 13 years of age participate in exciting theme.

### Surrey Urban Mission Junior Leadership Program

Young people from 11 years of age to 14 years of age participate in a leadership training program each summer to develop relevant job related skills and abilities. The youth 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 youth at risk from 12 to 18 years of age the opportunity to participate in weekly activities including homework help, supper, and activities ranging from arts and crafts, music and dance, martial arts, community service activities, field trips along with appearances from special guests.

### 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 neighborhood 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 neighborhood.

Placements for youth requiring community service hours are referred from PCRS to the Mission to fulfill their obligation to the community.

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

## Whalley Women's Group

This is an opportunity for women of all ages who are currently 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 day provides people in the community with resources and connections to local service providers.

Health care, flu shots, eye checkup, 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 throughout the day.

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.

# “...INTRODUCING THEM TO SAFE HOUSING AND PRO-SOCIAL ACTIVITIES”

## 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 introducing them to safe housing and pro-social activities.

## The Surrey Youth Resource Centres

Surrey Youth Resource Centres (administered by PCRS in partnership with Options Community Services) offer our 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.

- The centres saw over 5000 youth and families in 2013.
- 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

## 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 2013, the number of youth served in Reconnect was: 162 one to one services, 2676 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 2013, the number of youth served in the SEY program was 29 Clients = 27 Females, 2 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 disconnected from school, family and/or services, exploited and/or missing, or involved in criminal activity. 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, Surrey School District, Transit Police, City of Surrey and other youth service providers in the community. The team liaises with youth-serving professionals from other communities including New Westminster and Vancouver.
- In 2013 Surrey Youth Hard Target discussed action and safety plans for 133 youth.



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

LINKS provides academic, social, and work experience 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 2013 LINKS supported 27 youth (5 female, 22 male).

**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 and connecting youth to services where needed.
- 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 2013, the number of youth served by IRAYL was 7720.

**Surrey Youth Integrated Housing Program**

Offered by Pacific Community Resources through the Surrey Youth Resource Centres. See pages 92 & 103

**“...PARTICIPATE IN PRO-SOCIAL ACTIVITIES AND SKILL DEVELOPMENT”**



## Semiahmoo 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.

### 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. Our goal is to break the generational cycle of violence in our community.

In 2013, 5 groups of children attended the farm program from Maxinne Wright, Koomseh, Children Who Witness Abuse program, Surrey Social Development class, and SOS Children's Village. The children attend for one hour, once a week for 8 weeks. Each child is paired with their very own volunteer who is with them for 8 weeks. The program includes miniature donkeys, chickens, rooster, barn cats, wild birds, ducks, frogs, and our rescue horse Badger. SALI's Farm is part of the recognized Animal Assisted Intervention (AAI) in mental health. The program at the farm works in four specific areas of intervention;

- restorative touch using plants and animals
- cycle of life
- attachment formation and the child/animal bond
- healing power of nature

SALI's Farm is a non-barrier program. We provide the transportation, water proof clothing, farm boots, supplies, and snack. There is no cost for the children to attend. SALI has developed and implemented the only Animal Assisted Activities (AAA) training offered in Canada. Our volunteers in the children's program attend a two-day training weekend every year. SALI has 12 dedicated volunteers that take care of our rescue horse Badger every day of the year.

### 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 incalculably to their quality of life, but all the pleasures and benefits can be completely neutralized by intense anxiety regarding the health and welfare of their pet. SALI has determined that because of their isolation and marginalization, women & children fleeing violence, seniors and people living in poverty and 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.

In 2013, we extended our Guardian Program to the Semiahmoo First Nation. The companion animals and community cats on this reserve are well loved, but assistance is needed for vet care and pet food. We provided vet care to 2 dogs, one who needed his back leg amputated, and to 14 cats. We also provide free spay & neuter to control the community cat population.

For the fourth year, SALI participated in Connect Day at Surrey Urban Mission. We provided free pet food, pet supplies, and warm water dog wash. Free vet care was donated by Peace Arch Vet Hospital. We saw 40 dogs and 1 cat. 12 of the animals had medical issues that required follow up vet care which was arranged and paid for by SALI.

A large animal welfare problem in Surrey is the lack of low cost spay & neuter. SALI paid for 24 spay and neuters for at-risk pets. Preventing litters of puppies and kittens in low income groups is a sustainable solution to the unwanted cat and dog population in Surrey. SALI is helping to reduce the number of animals that will enter the Surrey Animal Resource Centre and Surrey animal rescue organizations.



Photo: 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.

### Overview Employment Services in Surrey

The five Employment Service Centres under the WorkBC Program continue to serve the Surrey community. The centres are funded by the Ministry of Social Development and Innovation and serve each of the following distinct catchments: Whalley, Guildford/Fleetwood, Newton, Cloverdale and South Surrey/White Rock.

The centres deliver employment services using the new model that emphasizes a “one stop shop” delivery system, where the contractor is responsible for providing employment services to all the residents in their catchment. This allows people with disabilities, women who are survivors of violence, youth, new Canadians, people with English as a Second Language, Aboriginals, and people with multiple barriers a way to access employment services at the same place and along with the typical population.

- Case Managers can meet Job Seekers one on one to provide supports tailored to the individuals needs or residents can self-refer and receive self-serve supports.
- Staffed resource rooms are available for anyone to use and have computers, phones, faxes, and printers.
- The resource rooms have information on web resources, on-line job banks, hiring fairs, job boards, training opportunities and institutions.
- Workshops are available on a number of topics like; Resume Development, Interviewing Skills, Job Search, Job Maintenance, Career Planning, Skills Development, Steps to becoming an Apprentice others deal with the lifeskills necessary to move to the next level of social engagement, volunteering or work experience.

Employers can access any or all of the centres to hire suitable candidates, have their job vacancies posted to the job board or get further assistance with hiring or using a Wage Subsidy. Surrey and Metro Regional employers have been using the catchment centres to hold hiring fairs and as a place to interview perspective Job Seekers.

- The Newton centre has had employers come from as far away as McKenzie to hire Job Seekers and the Cloverdale centre is working closely with a national telecommunications provider who has hired and trained more than 35 Job Seekers to work on contracts they have recently been awarded.

All of the Surrey Employment Service Centres have been working together to host Employer Forums where Job Seekers can meet and talk to employers, get to know the employer’s needs and apply for positions with those companies.

Back in Motion which has the contract for the Newton Employment Service Centre under Avia Employment Services the Surrey Skills Connect program for Immigrants and a Customized Employment for People with Disabilities saw 5,186 Job Seekers and helped 1524 people find jobs during 2013.

Surrey residents are using the WorkBC Employment Service Centres to find meaningful employment or get the training and skills necessary to retool for a new and better future.

## 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 April 2013 and March 2014, YATS has served a total of 70 young adults.
- 42% 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.

### Options Community Services

Options Community Services (OCS) is an accredited non-profit agency and a registered charity. Options has been providing services in Surrey since 1968. OCS is a multi service agency with over 412 employees and approximately 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.

### Elizabeth Fry Society Of Greater Vancouver (Efry)

The Elizabeth Fry Society of Greater Vancouver (EFry) provides programs and services aimed at reducing the number of women and girls coming into conflict with the law, as well as supporting those in and leaving prison to successfully transition to community life. Working throughout the Lower Mainland, 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 women re-entering the community after incarceration. 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.



**“...DEVELOP SKILLS, SET PERSONAL, EDUCATIONAL AND CAREER GOALS WHILE GAINING KNOWLEDGE...”**



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 13;
- 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 program designed to reduce the number of inmates who find themselves homeless and at risk to re-offend after incarceration. 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. Funded through the Federal Homelessness Initiative, this two-year project entered its second year in 2013.



Surrey Homelessness and Housing Society Grant Recipient Elizabeth Fry Society

### 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. In 2013, it operated at 99 per cent capacity, supporting 190 women.
- Sheena's Place accepts both single women and those with children. In 2013, it ran at 100 per cent capacity, helping 126 women and 50 children.

The Elizabeth Fry Society, Options Community Service Society and Keys: Housing and Health Solutions formed a partnership towards a continuum of care for the homeless in Surrey. The collaboration of the three shelter providers in Surrey and the development of systemic linkages to share information and link clients to services, provide an opportunity for enhanced outcomes.

### Ellendale

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

- In 2013, Ellendale supported 60 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.

- Thirteen women and 13 babies were supported by the Transitions to New Beginnings program during EFry's 2013 fiscal year.

## Surrey Women's Centre (SWC)

Surrey Women's Centre is a crisis centre for abused women and children. Core services include: 24-hour crisis line, individual and group counselling, hospital, police and court accompaniment as well as a drop-in resource centre. This year, Surrey Women's Centre served just over 4,000 women and children escaping domestic violence, sexual assault and child abuse. Key highlights include:

- 2763 crisis calls
- 339 hospital accompaniments
- 405 police and court accompaniments
- 923 individual and group counselling sessions
- 3,015 drop-in centre visits

Surrey Women's Centre is committed to strengthening the network of support for women and children in the community. We collaborated with the Ministry of Children & Family Development to support women and children escaping domestic violence with special focus on South Asian families.

Our most recent initiative, the Surrey Mobile Assault Response Team (SMART), partners with Fraserhealth to support women and girls who need emergency medical treatment, including the collection of forensic evidence after an assault.



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 second annual conference entitled, When Love Hurts: The Deadly Link between Sexual Violence and Domestic Homicide.

Most recently, Surrey Women's Centre launched a 2-year project working with key medical, legal and social service providers to build a stronger safety network for women and children throughout the Fraser region, from Burnaby to Boston Bar.

**“SURREY WOMEN'S  
CENTRE IS COMMITTED  
TO STRENGTHENING THE  
NETWORK OF SUPPORT FOR  
WOMEN AND CHILDREN  
IN THE COMMUNITY”**

## 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.

### 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-centered 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. The team was built to support 80-100 individuals. Currently there are 100 individuals who are ACT clients.

The ACT team has on its current caseload a varied group of mental health clients. As noted below they are often high users of the 'system'. With the support of the ACT team there have been some outstanding results. There are examples like a client that spent 265 days out of the 2 years prior to joining ACT in a hospital in-patient bed. Since being followed by ACT for almost 2 years he has had 0 in-patient bed days and 2 presentations to the hospital ER –both for medical issues.



With the help of community partners The ACT Team has also been able to identify and work with a number of Surrey's homeless population. A couple of clients in particular had been living on the street for many years with undiagnosed, untreated mental illness. Both of these clients are now housed in subsidized apartments within the ACT program. One is now employed, and will soon graduate to a less intense program than ACT. The other no longer spends his days talking to himself and wandering the streets aimlessly. He is functioning at a reasonable level and, like all ACT clients that have seen much improved presentation, he is experiencing a vastly improved quality of life. The Team works hard to establish rapport with newly admitted clients. The success of this relationship building is what has led to the great success of the Team. The benefits are recognizable both within our heavily taxed mental health system and in the client's everyday improvement in quality of life.

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 of KPU

“Acting Together”: Community-University Research Alliance (AT-CURA) 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 project has brought together academic researchers from 4 BC post secondary institutions and 11 community partners including the City of Surrey. It has three major domains; Research, Training/Education, and Knowledge Dissemination.

### AT-CURA Research

**The Powerful Teens** study tracking character strengths, social connections and beliefs about crimes among 421 high school students has been completed with data gathered twice, six months apart.

#### PRELIMINARY FINDINGS SUGGEST:

- Youth with high levels of character strengths, notably Gratitude, Authenticity (being true to self and resisting external influences), Forgiveness, Trust, and Humility reported less violence over time
- The top seven character strengths of youth are Humor, Love, Kindness, Teamwork, Honesty, Thankfulness, and Creativity.
- Strong family connections are associated with less offending and fewer pro-gang attitudes
- Ethnic and linguistic minority youth who are comfortable with both their home culture and the mainstream community (“integrated”) report low level of violence over time
- Youth reporting high levels of parental monitoring (an adult at home knew where the youth was, what he/she was doing, and who he/she was with) reported high levels of life –satisfaction
- When youth participated in leisure activities that involved active involvement of parents/ caretaker, their levels of violence remained low

- 90% of the youth are aware of the costs/ dangers of joining gangs. 10% of youth buy into the myths of the benefits of gang membership; e.g., “I would make money”.
- Youth at-risk tend to perceive high benefits of gang membership

**The Youth Power Project** examining the At-Risk youth for their character strengths, Social connections and Cognitive beliefs about crimes is underway.

#### PRELIMINARY FINDINGS BASED ON 75 AT-RISK YOUTH SUGGEST:

- A higher degree of family attachment is associated with less offending and fewer pro-gang attitudes
- Offending and weak school attachment is associated with more pro-gang attitudes

**The Youth-to-Youth Violence** study in collaboration with the Surrey Memorial Hospital, Fraser Health Authority, and KPU’s Health Sciences department included focus groups and interviews of emergency room social workers and youth clinic nurses. The report based on 57 participants provides recommendations on how best to ensure the follow-up care and resources to clients and families affected by youth-to-youth violence.

Youth Alienation study and Gang Exit Strategies study are currently underway.

### AT-CURA Specific Training & Knowledge Dissemination

- “Strengths in Adversity”: Two Digital Storytelling Training Workshops (Nov-Dec, 2013): Hosted at KPU Journalism lab in collaboration with the PCRS for 11 youth who learned to create, edit, and post their personal digital stories. These are now available through the social media.
- “Voyages: We all have a role”: (May 04, 2013) A youth educational event hosted at KPU in collaboration with the MOSAIC on the impact of bullying and youth empowerment.

- Summer 2013 Community Garden Project: The 4th summer Garden Project involved 41 youth from the Surrey School District WRAP program. They learned valuable skills pertaining to growing food which was then donated to the Surrey Food Bank.
- “Sikh Leadership & Law Enforcement Summit on Gang Violence: A Step towards Action and Results” (June 25-26, 2013). Two-day residential summit at PRTC, Chilliwack was hosted in collaboration with the RCMP, CFSEU-BC, MOSAIC, and SACCAYV. The presidents of 11 Sikh temples across the Lower Mainland along with a youth and a board member attended this summit. A follow-up of the summit was hosted at KPU with the larger community on July 29, 2013.
- Surrey Leadership Action Conference (Oct 25-27, 2013): AT-CURA Student Assistants provided the organizational support.
- “Choices: The Good, the Bad and the Wise”: (Nov, 19, 2013). A workshop for 220 Abbotsford high school youth on gang-prevention was held in collaboration with the Abby PD
- “Somali Community Forum Pathways to Empowerment”: (Nov 23, 2013). The event was hosted in collaboration with MOSAIC in which Somali youth leaders engaged 200 Somali participants in an interactive session to understand issues and concerns of the community.

Twitter: Over 7,700 tweets to date. 1008 followers  
 Website: [www.actingttogether.ca](http://www.actingttogether.ca)

## Cross-Functional Outreach Teams for Vulnerable Populations

### DIVERSEcity Seniors Programs

Senior Support Services program for the South Asian community has served 249 clients in 2013.

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 2013, 300 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 artifacts, 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 2013, the program helped over 350 immigrant seniors become active in the community.

## 3.6 LEISURE, SOCIAL AND RECREATIONAL SUPPORTS

Employment, volunteering, 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 2014 and also outlines the 2013 key accomplishments.

Through the Build Surrey Program, the department was 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 2013. The award designations included the following:

- Fusion Festival was the Special Event Gala Award for the best international festival; Fusion is a two—day celebration of Surrey's diverse cultures.

- Surrey's Kensington Prairie Community Centre received a Gold Award in the municipal category of the Institute of Public Administration of Canada/Deloitte Public Leadership Award for this facility which provides a wide-range of early childhood development programming and resources.
- The UBCM's 2013 Community Excellence Award for Best Practices in Social Media for its programs that inform and engage the residents of the City.

Throughout 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 Sustainability 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.







## Pacific Community Resources Society (PCRS)

### Surrey Youth Resource Centres

Surrey Youth Resource Centres (administered by PCRS in partnership with Options Community Services) offer our 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.

- The centres saw over 5000 youth and families in 2013.
- 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

## 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.

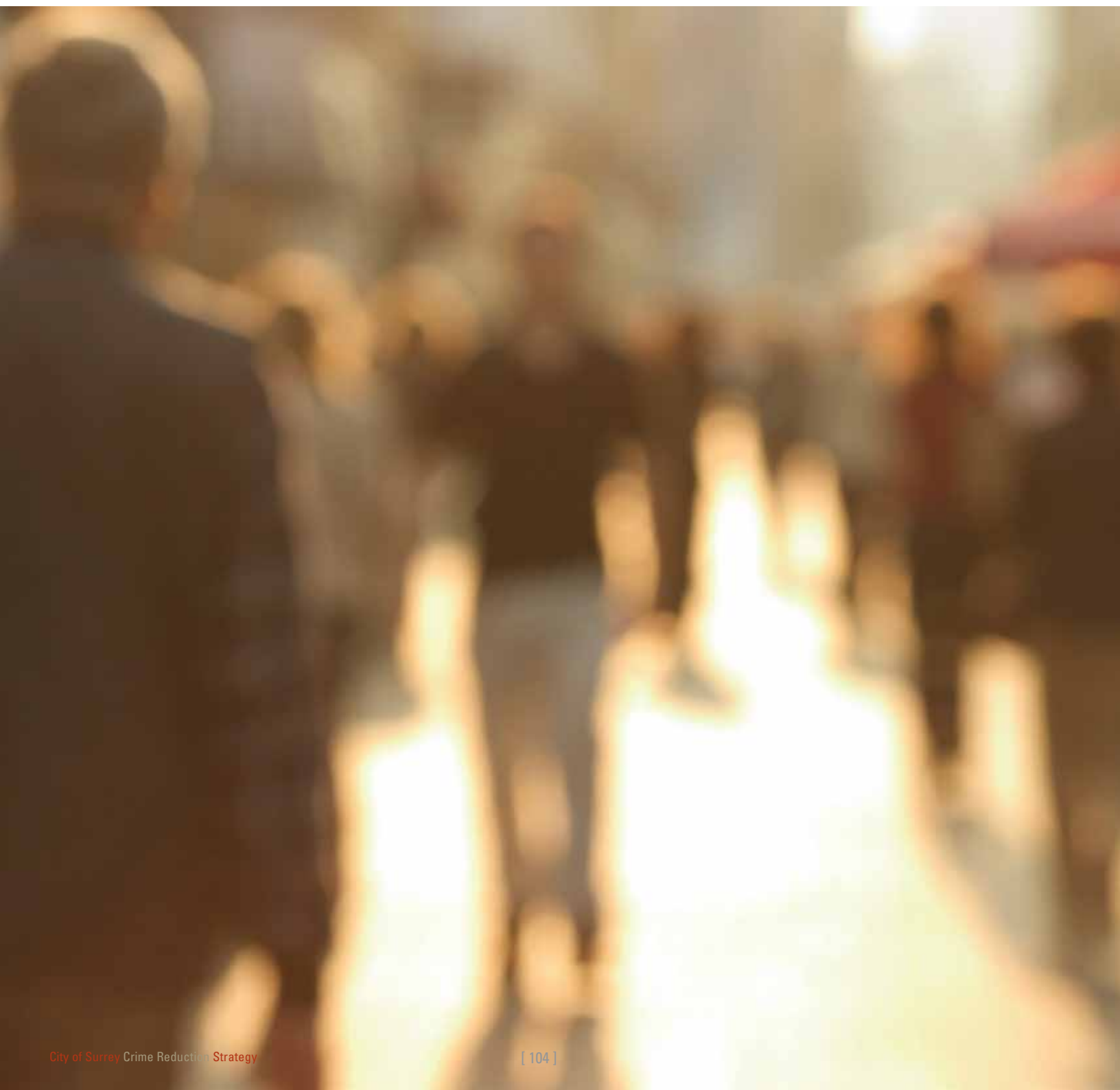
One of their most innovative programs that utilize volunteers is the Better at Home Program.

- Better at Home program 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.

## 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 the only BC community to have won the \$400,000 IBM Smarter Cities Challenge grant, and one of only five Canadian cities selected since the program's inception in 2010.

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.

IBM defines a 'smarter city' as one that: does more with less, bridges silos in information and operations, uses civic engagement to drive better, and invests in infrastructure for better management.

For more info on the IBM Smarter Cities Challenge grants, visit [www.smartercitieschallenge.org](http://www.smartercitieschallenge.org)

### IBM Meeting of the Minds Conference

At the invitation of IBM, the City of Surrey was present at the annual Meeting of the Minds Conference in Toronto, September 2013. The meeting is an international event that brings together 350 opinion-shapers, policy-makers, leading thinkers and innovators for discussion on creating more sustainable cities using smarter design tools, sound environmental practices, and cleaner energy systems. Surrey Councillor Bruce Hayne was presenting on Surrey's behalf.

The City of Surrey has begun implementing the IBM Smarter Cities recommendations which support best sustainable practices for investment in children and families in our city. To achieve desired outcomes the City has formed strategic partnerships including those with UBC, the Ministry of Children and Family Development and the United Way.

One initiative born from the Smarter Cities Challenge is Early Years Smarter Cities.

### Early Years Smarter Cities

The City of Surrey, along with many community partners, is committed to actions that will enhance the potential for children to thrive in Surrey. As a part of that commitment, the City is leading the Early Years Smarter Cities initiative that emanated from an IBM-led study in Surrey. Key focus areas of this initiative include: Leadership Development (internal & external), Investment Management (data, decisions & monitoring), and Communication & Engagement (reporting & social media).

The Early Years Smarter Cities initiative including the following elements:

- Leadership Development – relationship management and leveraging resources with external stakeholders (e.g. Fraser Health, School District, MCFD, etc.) and internal stakeholders (e.g. Early Years Smarter Cities Task Force, Smarter Cities Initiative, etc.);
- Investment Management – mapping community assets (including infrastructure) and all partnerships/join use agreements; and
- Communications & Engagement – facilitating linkages throughout the community through a City of Surrey Open Data Framework, social media, and citizen engagement strategies.

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 Forum 2013 - Let's Make "This" Happen

The Surrey Poverty Reduction Coalition hosted its second annual community forum in November 2013. Entitled "Let's Make THIS Happen," the goal of the forum was to inspire and mobilize the community of Surrey to take action on the recommendations of the Surrey Poverty Reduction Plan. THIS refers to the four policy areas highlighted in the Plan – Transportation, Housing, Income and Supports.

James Hughes, former Deputy Minister of Social Development in New Brunswick, was the keynote speaker. He shared his experience mobilizing New Brunswick's non-profit, business and government sectors to collaborate on poverty reduction initiatives.

Using the engaging Pecha Kucha format, nine presenters told inspiring stories about local work that is happening to tackle poverty in Surrey. Presentations included:

- What's health got to do with it?  
– Fraser Health Authority
- Community based food systems  
- Food Action Coalition
- Youth building wealth - Pacific Community Resources Society
- Poverty reduction initiatives at Surrey Libraries - Surrey Public Library



- A personal and intimate story about immigrating to Canada, and the refugee loan program - Welcome Centre, Surrey School District
- Clothes on Wheels.
- Neighbourhood Small Grants - Oak Avenue Neighbourhood Hub Society
- Harmony House: A Place to Call Home - Progressive Intercultural Community Services
- My neighbourhood, my future: A place-based solution to chronic vulnerability. United Way of the Lower Mainland.

The afternoon session featured a design jam that allowed participants to discuss and develop innovative and actionable solutions to reducing poverty in Surrey.

The forum provided participants with an opportunity to brainstorm, present and witness a range of solutions to the often intractable problem of poverty, and to grasp a more holistic picture of the entire suite of potential resolutions. We also asked the participants to go one step further and ground their ideas with some specific goals, objectives and strategy. The hope was to plot a course to create real change.

According to the evaluation forms that were turned in at the end of the event, participants found the day to be useful to their work and clearly expressed interest in getting involved.

**“PLOT A COURSE  
TO CREATE REAL  
CHANGE”**

## 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 - Education and Awareness

##### Crime Reduction Strategy Brochures

The Crime Reduction Strategy developed a number of new brochures in 2013, including the Neighbourhood Enhancement brochure, Gang Prevention – A Parent’s Quick Reference handbill, Community Reporting flyer and Community Safety Reporting wallet card. As well, the Taking Action on Metal Theft brochure was updated. These brochures, as well as others previous created by the Crime Reduction Strategy Office were disseminated through partner agencies in 2013, as well as at public and special events.

- See page 52 for updates on Metal theft prevention, education and awareness.

##### Surrey Rcmp Block Watch Program

Block Watch is a program where neighbours watch out for neighbours. Block Watch 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.

- Block Watch Program in Surrey currently has 665 active Block Watches. In 2013, 57 new Block Watches were established across the City.

“...AIMS TO GET CITIZENS INVOLVED IN DISCOURAGING AND PREVENTING CRIME AT THE LOCAL LEVEL”



Photo: Ingrid Roeske Good

## 4.3 PRIORITIZING ACTIONS TO ADDRESS THE MOST VULNERABLE FIRST

### ACHIEVEMENTS

#### Supporting Individuals with Developmental Disability (SIDD) – “Reducing Involvement with the Justice System”- Formerly Developmentally Disabled Youth (DDY) Committee

In 2013, the Developmentally Disabled Youth (DDY) Committee, through thoughtful discussion, changed its name to “Supporting Individuals with Developmental Disability” (SIDD) to better capture the essences of the committee and the work it undertakes.

On October 3, 2013 after a meeting that included the Minister of Social Development and Social Innovation, Community Living British Columbia (BC) representatives and other community delegates, Community Living BC confirmed plans at a City organized media event, held the same day, to support a community crime reduction partnership developed by the SIDD Committee as a part of the City of Surrey’s Crime Reduction Strategy. The community partnership focuses on addressing unique needs of youth and young adults with developmental disabilities in efforts to reduce their involvement in the Criminal Justice System, and to facilitate the communication among partners if and when an individual with disabilities becomes involved in the system.

Plans to support the partnership include:

- developing a proactive information sharing agreement amongst community partners that supports early identification of youth involved in the criminal justice system;
- coordination and cross training of justice teams and CLBC;



- outreach to identify individuals with developmental disabilities who are appearing before the courts;
- assistance with submission of a federal grant application for a pilot that would create a full-time justice advocacy position in Surrey; and
- continued support from a liaison facilitator for the Foundations Program with the Surrey school district.

A proclamation about Canadian Living Month was also made at the event and presented to Mayor Dianne Watts.

Studies show that people with intellectual disabilities are more likely to confess to crimes they did not commit, plead guilty and-or say what they think a police officer wants to hear. Their crimes are often unplanned and if arrested individuals with intellectual disabilities may not understand their rights when accused of a crime and typically attempt to mask their disability.



## Sophie's Place - Child Advocacy Centre

In 2013, Sophie's Place received \$350,000 in federal funding.

The Federal Minister of Justice and Attorney General of Canada, the Honourable Peter MacKay, made a \$350,000 funding announcement July 24 towards Surrey-based child advocacy centre, Sophie's Place.

The Surrey Fire Fighters' Charitable Society also made a \$16,320 donation. "Navigating the justice system can be a significant challenge, especially for vulnerable victims of crime such as children and youth," said Minister MacKay.

"The establishment of Sophie's Place will help lessen the potential for trauma or re-victimization of young victims of crime and their families."

"The continued dedication and support of the Surrey

RCMP and community partners is vital to what makes Sophie's Place such a safe and welcoming environment for children," said City of Surrey Mayor Dianne Watts. "I commend Minister MacKay for his strong commitment to victims of crime especially vulnerable children."

The first Child Advocacy Centre (CAC) in British Columbia, Sophie's Place provides an integrated program where children who have been abused can receive the necessary services in a child-centred environment with a multi-disciplinary team including the Surrey RCMP, Ministry of Child and Family Services, the Department of Justice, medical and trauma screening professionals, and volunteer advocates. The centre has been in operation since February 2012.

The centre is located within the Centre for Child Development building in Surrey, a facility which currently provides programs and services for over 2000 children with developmental disabilities.





## Welcoming Communities Program (WCP)

Successful settlement and integration of new immigrants and refugees project.

### Dialogues Inspired By Cooking & Food

First of its kind in Surrey, the Dialogues Inspired by Cooking and Food project offered six free, interactive cooking classes led by culinary experts. The sessions featured Korean, Indian, Filipino, Chinese, African and Middle Eastern cuisine.

Participants created delicious, nutritious, international foods, while learning about the origins of ingredients, recipes, preparation traditions and the histories of the people who created them.

- Through sharing of food from around the world and group dialogue, participants explored their role in creating neighbourhoods, workplaces and communities that are truly welcoming and inclusive and raised awareness of the barriers and challenges faced by newcomers to Surrey.
- The dialogue sessions were guided by Alden Habacon, noted diversity and inclusion specialist and the Director, Intercultural Understanding Strategy Development at UBC.

This initiative was developed by the Surrey Welcoming Communities Committee and led by the

City of Surrey in partnership with Options Community Services Society, PICS: Progressive Intercultural Community Services, S.U.C.C.E.S.S, DIVERSEcity, UMOJA Newcomers Family Service Centre and Pacific Community Resources Society.

- The sessions were held in the evening at the Guildford Park Secondary School. All 6 sessions were free and 30-40 participants attended each session.

For more information about this project or other Surrey Welcoming Communities Community initiatives visit [www.wicsurrey.org](http://www.wicsurrey.org) and videos of this project can be viewed at [www.glenchua.com/wic/](http://www.glenchua.com/wic/)



**“PARTICIPANTS  
EXPLORED THEIR  
ROLE IN CREATING  
NEIGHBOURHOODS,  
WORKPLACES AND  
COMMUNITIES”**

## Surrey's Doors Open Event

The City of Surrey held the 2nd annual Surrey Doors Open event on June 22, 2013 from 11am-4pm. Doors Open provides a unique opportunity to be a tourist in your own city.

- 28 sites in the City Centre, Bear Creek and Newton area opened their doors and provided a behind the scenes look at Surrey's rich culture, history, art and architecture.
- Sites offered free activities including guided tours, presentations, children's activities, entertainment and more. Free hop-on hop-off trolleys were provided during the event.
- The inspiration for Surrey Doors Open stems from Doors Open events that have been held in cities around the world. Its origins are in France, where the first Doors Open event (La Journee Portes Ouvertes) took place in 1984.

To find out more visit [www.surrey.ca/doorsopen](http://www.surrey.ca/doorsopen)

For an overview of Surrey's Welcoming and Inclusive Communities (WIC) work please see page 116.

## 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

The City of Surrey Seniors Advisory and Accessibility Committee is chaired by City Councillor Barbara Steele, includes approximately 30 members representing City departments, community resource agencies, provincial government agencies, safety services (police and fire) and related community groups.

## Focus on Seniors Forum(s)

Since 2008 the City has held 24 Focus on Seniors Forums on elder abuse and neglect. The forums provide 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.

In 2013, six Forums were hosted at various Surrey locations in either Punjabi, Korean or English with attendance of approximately 100-200 participants per session.

## BC Securities Commission Sponsorship

In 2013, BC Securities Commission continued to provide financial and resource support for the Focus On Seniors Forums. In response to the feedback we have received from seniors over the year, the Seniors Advisory and Accessibility Committee have developed a new format that will focus more on financial abuse and awareness. This new format will cover in more details the financial aspects such as banking and pensions and will be implemented in early 2014.

## Aging In Place Conference

The Seniors' Conference is made possible through various in kind support of the Seniors Advisory and Accessibility Committee partners.

Dr. Irving Rootman a Professor in the School of Public Health and Social Policy at the University of Victoria and a leading expert in healthy active aging for seniors provided the keynote presentation to open the Conference.

The Conference workshops focus on the 3 key areas,

- Healthy Lifestyles
- Education & Advocacy
- Safety

The 2013 workshop registrations increased from just over 600 in 2012 to over 950 for 2013. Workshop themes included;

- How to become More Health Literate
- Be Fraud Aware
- Power of Attorney /Wills and Estates
- The Old Age Security Program and Benefits
- Canada Pensions Plan Program and Benefits
- Travel Smart for Seniors
- Back Yard Birding Basics
- Urban Wildlife
- Remaining Healthy and Successful While Caring For Another
- Frauds and Scams
- Transportation Working for Everyone
- Community Kitchens
- Understanding Dementia
- Fall Prevention

Various community partners were engaged in the Conference to provide an opportunity for seniors and their families to gain resource information to help support and enhance their quality of life. They include:

- Seniors Come share Society
- Alzheimer Society of BC
- PCCN – Surrey Cancer support group
- UVIC Centre on Aging
- Seniors Services Society
- Surrey Hearing Care
- Service Canada
- Surrey Libraries
- Fraser Health, Community Ready Program
- Fraser Health Lifeline
- Travel Smart
- BC Securities Commission
- OPTIONS
- DIVERSEcity
- Surrey Seniors Planning Group
- RCMP – Crime Prevention
- BC Responsible Gambling



## Workshops – Caregiver and A Roof Over My Head

In 2013, four Caregiver workshops were introduced into various locations in Surrey as well as two 'A Roof Over My Head' workshops.

The Caregiver workshops provided a safe comfortable environment where those who are looking after their spouse, or other family member can gain support resources and share their experiences with a trained facilitator.

A Roof Over My Head workshop provides information on 'Home is Best' by Fraser Health, long term care process and other related topics. These workshops are planned to continue in 2014.



## Mobile Outreach Program

In 2013, 14 mobile outreach sessions were provided at locations that included,

- Residential Independent living complexes;
- local community halls; and
- community rooms in local parks.

The 'mini mobile information session's provided information to seniors about resources and services available within various neighbourhoods in Surrey, which helped prevent isolation and abuse.

Each session consists of one or more Seniors Advisory and Accessibility Committee member presentations, totaling 45 minutes to 2 hours in length. Subjects included, but are not limited to, elder abuse, finances, and housing and transportation, to name a few.

Each participant received an information package outlining key concepts from each Seniors Advisory and Accessibility Committee partner and other resources. Plans are to continue to expand the Mobile Outreach program in 2014

## New Horizons Grant

In 2013, the Seniors Advisory and Accessibility Committee we were successful in receiving a \$25,000 grant from New Horizons. The grant will be used for a visual and hearing impaired accessibility communication tool to support City wide Seniors Services to access forums, workshops, events. Further research and resource work in progress to determine the best equipment to meet the needs

## Seniors Services Connector - Resources and Referral for Seniors' and Families

This program is dedicated to helping seniors remain as independent as their circumstances allow, while remembering that everyone needs a little help sometimes. Volunteers are trained to help connect seniors and/or their caregivers with available information and services in the community including;

- Recreation programs
- Personal Safety prevention
- Counselling services
- Housing options
- Health Services
- Meal Programs
- Legal Services
- Financial Services
- Transportation options

## Training – Education and Awareness Initiative

Planning commenced for a training education and awareness initiative that will be implemented in April 2014.

Why a training education and awareness program?

- Educate and build more awareness of the importance of the prevention of elder abuse.
- Education/training will help with all our efforts to educate and make our staff and volunteers aware of the importance of the prevention of elder abuse...what to look for, who to contact if needed and where resources and support systems can be found

## City of Surrey – Age Friendly Strategy for Seniors

Throughout 2013 the Age Friendly Strategy for Seniors initial draft was developed.

- The document is presently being reviewed and final amendments made in preparation for presenting to Mayor and Council in early 2014.

The Surrey Age Friendly Strategy provides the key strategies and outcomes for developing an age-friendly community. They were created through a multi-faceted consultation process and build upon a suite of planning documents that together incorporate an integrated approach to addressing the needs of seniors throughout the city.

## Surrey Coalition Against Domestic Abuse (SCADA)

The City of Surrey has been a leader in the area of stakeholder development on the issue of domestic abuse. A highlight of the City's actions has been the formation of the Surrey Coalition Against Domestic Abuse (SCADA).

### SCADA'S 3 PRIORITY GOALS ARE:

- Education specific to prevention of domestic abuse;
- Improved networking and collaborative working relationships among service agencies and stakeholders; and
- Continued dialogue between partners with a view to developing common goals.

A SCADA conference has been held annually since 2009 and a conference planning committee has been established, which serves a two-year term. The committee is comprised of representatives from a variety of community partner organizations. Each conference is planned to provide up-to-date research and training opportunities for service providers, to broaden networks and to facilitate the sharing of resources and tools to assist service providers in their day to day work. The conference typically attracts in the order of 150 participants, specifically focusing on domestic abuse.

The 4th annual conference (2013) was titled, "Change the Lens: Looking at the Offender" and offered service providers a different perspective on domestic abuse. The day long conference included a morning panel, two afternoon workshops and closing remarks from the BC Lion's "Be more than a bystander" initiative and Ending Violence Association of BC (EVABC).

The panel, which held the same name as the event, was an interactive discussion that provided an opportunity for participants to learn from professionals who work with domestic abuse offenders. The panel members described their roles specific to their agency and then answer questions posed by participants. Panel members include representatives from:

- Police Services
- Crown Counsel
- Behavioural Psychology
- Program Specialist
- Parole Officer/Corrections
- An Offender

### AFTERNOON WORKSHOPS INCLUDED:

- Relationship Violence Prevention Program: Understanding relationship violence and the strategies and tools that can assist in improving relationship skills and end violence.
- Behaviourally Based Risk Assessment and Management: Perspectives from a Psychologist and Criminal Profiler.

## The Rakhi Project– A Public Education Focus on Domestic Abuse

In 2010, the concept of the "Rakhi Project" emerged as a new way to engage and educate the public on this important issue of domestic violence while also serving to raise funds in support of the Surrey Coalition Against Domestic Abuse.

Rakhi is a traditional Indian ceremony honouring the relationship between brothers and sisters and involves the tying of a Rakhi bracelet by a sister on her brother's wrist as a symbol of love and respect. The Rakhi Project combines this message and takes it a step further in creating awareness around the issue of domestic abuse.



The goal of the Project is to give the community an avenue to take a visible and unified approach to raising awareness around the issue of domestic abuse and to help break the cycle of abuse for women and their children, who often directly witness domestic abuse. The men who wear the purple Rakhi bracelets vow to stand against domestic abuse.

The 2013 Rakhi project included new partners, including Ending Violence Association BC (EVA BC), The BC Lions Football Club, Surrey Neighbouring Faiths and the City of Surrey's Welcome and Inclusive Communities (WIC) Youth Team. These new partners served to broaden the campaign to a wider range of citizens (e.g., youth and multi-faith).

### 2013 Project Sponsors and Partners

The following partner organizations provided support to the 2013 project:

- Surrey RCMP
- DIVERSEcity Community Resources Society
- OMNI Television
- Fruiticana
- Save On Foods Group
- Ending Violence Association of British Columbia (EVA BC)
- BC Lions Football Club
- The Province Newspaper
- Karen Lipsett-Kidd (bracelet designer)
- Sambhali Trust (bracelet production)
- City of Surrey, Crime Reduction Strategy

For the 2013 Rakhi Project, local artist Karen Lipsett-Kidd, created a new bracelet design to reflect the meaning of the project as well as sourced and confirmed a partnership with an organization called

the Sambhali Trust. The Sambhali Trust, founded in 2007, works with women and girls in the Rajasthan region of India to help break the cycle of poverty and dependence that exists as a reality for far too many. The Rakhi Project bracelets were handcrafted and assembled by the Trust creating employment opportunities and income for women and girls while also providing educational, vocational, and social skills development so that eventually they become financially independent.

The 2013 Project was conducted between June 25 and August 21, 2013. The braided purple Rakhi bracelets were sold for \$5 each through businesses in Surrey, including the following:

- Fruiticana
- Save On Foods Group
- Surrey RCMP
- RCMP UBC Campus Police
- Surrey City Hall
- DIVERSEcity Community Resources Society
- OMNI Television
- The NOW Newspaper
- Kwantlen Polytechnic University Bookstores
- Keys: Housing and Health Solutions
- Surrey Women's Centre
- Crystalworks Vancouver
- Granville Island

### Rakhi Project Wrap Up

The 2013 Rakhi Project wrapped up on August 21, 2013, the official Rakhi Day. To conclude the campaign and create a final buzz about the Project, an impactful video was released that captured the essence of the Rakhi Project; the love and respect between brothers and sisters. The video was distributed to the public through social media with positive feedback.



## Network to Eliminate Violence in Relationships (NEVR)

The Network to Eliminate Violence in Relationships (NEVR) is a community engagement, education and research team that was established in 2011. The group utilizes the best available evidence to take actions to improve the system in dealing with violence in relationships. The purpose of NEVR is to work toward reducing and eliminating violence in relationships in Surrey, North Delta, and White Rock, through coordinated, open and seamless service delivery, collaboration, sharing of resources among service providers, community leaders, educators and government bodies.

In 2013, NEVR organized the following key initiatives:

- On January 22, 2013, NEVR and Kwantlen Polytechnic University's Surrey campus hosted Community Consultations with seven B.C. Cabinet Ministers who sat down with representatives from 46 key partner organizations to follow-up on discussions that began Nov. 6, 2012 with a community partners' forum led by the Provincial Office of Domestic Violence. Participating in the event were Children and Family Development Minister Stephanie Cadieux, Justice Minister and Attorney General Shirley Bond, Health Minister Dr. Margaret MacDiarmid, Education Minister Don McRae, Aboriginal Relations and Reconciliation Minister Ida Chong, Social Development Minister Dr. Moira Stilwell and Minister of Energy and Mines and Minister Responsible for Housing Rich Coleman. [www.policymonitor.ca/social-policy/b-c-consultations-on-domestic-violence/](http://www.policymonitor.ca/social-policy/b-c-consultations-on-domestic-violence/)
- On February 14, 2013, NEVR organized the One Billion Rising event at Surrey's Holland Park where they joined one billion people in 207 countries rise and danced to demand an end to violence against women.
- On February 28, 2013, the "When Love Hurts: The Deadly Link Between Sexual Violence and Domestic Homicide" conference was held and focused on the importance of training frontline personnel at all key intervention points to screen for gender-based violence.
- On October 17th, 2013, NEVR hosted their second forum of the year entitled "Breaking Down Barriers: Addressing Violence in Relationships with Vulnerable Populations" at Kwantlen Polytechnic University's Surrey campus. The forum focused on breaking down barriers that prevent organizations from working together on the societal issue of violence in relationships.
- In 2013, NEVR also released their study titled "Understanding Violence Against Women In Relationships From Multiple Perspectives".

## Cross-Functional Outreach Teams for Vulnerable Populations

### Welcoming Communities Program (WCP)

Beginning in late December 2012 the Surrey Welcoming Communities Committee (SWCC) assessed the current barriers experienced by new immigrants in Surrey in relation to them feeling welcomed and included. A plan was then developed focused on addressing these issues. The City submitted to the Province Surrey's WCAP on behalf of the SWCC on February 15, 2013. The WCAP was formally approved by the Province on March 1, 2013.

Surrey's WCAP outlines a series of projects that will be undertaken over the next year (i.e., to be completed by the end of March 2014). It includes activities that will engage youth, the business and education sectors, service providers, and the community-at-large.

## Current Barriers for New Immigrants in Relation to Feeling Welcomed and Included

The SWCC worked collaboratively to assess Surrey's needs and identify the barriers for new immigrants and refugees in relation to feeling welcomed and included in Surrey. These are:

- Access to Employment
- Intercultural Understanding, Relationships and Trust
- Creating Welcoming Spaces and Services
- Limited Understanding of Refugees.

## Surrey's Welcoming Communities Program Action Plan

The goal of the Surrey Welcoming Communities Program Action Plan is to build Surrey's capacity to welcome and include new immigrants and refugees.

The Welcoming Communities Program is a program of Welcome BC – the Province's strategic framework for settlement services and welcoming communities' initiatives. In December 2012, the City of Surrey signed a Memorandum of Understanding with the Province of BC as the sponsoring organization for the Welcoming Communities Project in Surrey. As the lead agency, the City's role was to establish a Welcoming Communities Committee and, by means of the Committee, to develop and implement a Welcoming Communities Action Plan.

The Surrey Welcoming Communities Committee includes 25 members representing diverse sectors of the community including the: City, School District, business community, education sector, and non-profit agencies.

The Surrey Welcoming Communities Committee developed an action plan that focusses on four key desired outcomes.

- To increase newcomers' access to employment
- To promote intercultural understanding, relationships & trust
- To create welcoming spaces & services
- To address the community's limited understanding of refugees

The Surrey Welcoming Communities Action Plan includes a range of activities and projects that have engaged youth, the business and education sectors, service providers, and the community-at-large. Projects include:

- Youth Conference
- Youth-led Social Media Project
- Public Exhibitions of Refugee Cultures
- A Surrey Education Sector Training Series
- Welcoming Spaces and Workplaces Reviews
- Employer and Business Presentations and Forums
- Service Provider Welcoming Communities Events
- Welcoming Communities Dialogues Inspired By Cooking and Food
- Web Resources - [www.wicsurrey.org](http://www.wicsurrey.org) and [www.getintheknow.ca](http://www.getintheknow.ca)
- The Welcoming Communities projects will all be completed by March 31, 2014.

## Web Resources

Two existing websites that were developed with funding from previous Welcoming and Inclusive Communities and Workplaces Program allocations will be utilized for the project. Both sites will be regularly updated with information on project activities as well as provide access to resources as they are developed. These sites are the:

- [www.wicsurrey.org](http://www.wicsurrey.org) website, which was developed by SurreyCares (formerly the Surrey Foundation). This site will serve as the home page and main website for the WCAP; and
- [www.getintheknow.ca](http://www.getintheknow.ca) website, which was developed by DIVERSEcity Community Resources Society. It focuses on information related to welcoming workplaces.

## Surrey School District Welcome Centre

Surrey Schools' English Language Learner (ELL) Welcome Centre (Welcome Centre) opened its doors in March 2008 and quickly became a lighthouse for ELL students new to the district, their families and school personnel.

The Welcome Centre's mission and vision were developed and aligned with the District's mission and vision. Welcome Centre staff deliver services and programs which aim to empower our diverse communities through increasing their understanding of Canadian culture and our school system, increasing involvement in the school and community, and fostering responsible citizenship.

The Welcome Centre offers a variety of programs for newcomers – for more information see [www.welcomecentre.sd36.bc.ca](http://www.welcomecentre.sd36.bc.ca)

## Pacific Community Resources Society (PCRS)

### Moving Ahead Program for Youth (MAP)

The MAP program is a partnership with DIVERSEcity, Options Community Services and Langley Community Services that provides services to vulnerable new comers 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 to prevent isolation, prevent involvement with gangs and criminal activity, access counselling for trauma and to maintain family unification. Youth are also connected to the Surrey Youth Resource Centre staff and resources.
- In 2013 over 56 youth were engaged in the program.

## Positive Neighbourhood Engagement

### Surrey's Inaugural Community Summit

On April 6, 2013, the City of Surrey held its inaugural Community Summit at Simon Fraser University's Surrey Campus. Keynote speakers included Gord Hume, one of Canada's leading voices on municipal government, and Matt Hern, a SFU and UBC professor with expertise in Urban Studies and Social Ecology who believes that an ecological future has to be an urban future: one where we learn to steward our land, resources and energy carefully. The day included 12 workshops on a variety of topics concerning Surrey's future, and an Open Space Networking session at the end of the day to give participants the opportunity to delve deeper into topics raised during the workshops.

Workshops Included:

- Municipal 101 – Getting to Know City Hall
- Community Gardens & Urban Gardening
- Where's the Family?
- Welcoming Community for New Canadians
- Surrey 2050 – The Vision
- Connecting with Youth Today
- Sustainability in Surrey – What's happening in your neighbourhood?
- Becoming a Community Leader
- Vibrant Neighbourhoods Block by Block
- Connecting Neighbours
- City Beautification
- Identifying Community Assets and Resources

The event came about as a result of feedback received during a series of Town Hall meetings held in 2012, where residents requested the City host a community forum. It is part of Surrey's new community consultation framework, which was established in 2011 by a committee comprised of representatives from 38 community associations. This framework is now used as a basis for communications between the City, community groups, residents and businesses.

## Crime Prevention Week November 1-7 2013 “Engaging & Empowering Communities”

November 1-7, 2013 was BC Crime Prevention Week and the City of Surrey participated in a number of activities that were planned to raise awareness of crime prevention in support of safe neighbourhoods.

This BC-wide campaign’s theme was “Prevention, Key to a Safer Future”. Highlights of Surrey’s contributions to BC’s Crime Prevention week include:

BC Crime Prevention Association Symposium – Friday, November 1, 2013

- Mayor Dianne Watts launched the Provincial Conference with a keynote address on Surrey’s award-winning Crime Reduction Strategy.
- Surrey Councillor Barinder Rasode and Metro Vancouver Crime Stoppers Executive Director, Linda Annis presented the workshop, “How Crime Stoppers Can Be Effective With New Immigrant & Ethnic Communities”.
- Surrey RCMP Sgt Marc Searle also conducted a workshop entitled: “Community Engagement: Getting from ‘we should’ to ‘we will’”.

Other activities included:

Gang Prevention – A Parent’s Quick Reference handbill was launched Friday, November 1, 2013

This new resource, created by the City of Surrey, Surrey RCMP and the AT-CURA Project at Surrey’s Kwantlen Polytechnic University, was developed through the use of research and best practices. Highlights of the guide include:

- Recognizing and preventing gang involvement
- Questions parents can ask themselves and what parents can do to reduce gang involvement
- Potential risk factors
- Resources and where to find support

Download the Quick Reference Guide, available in various languages, at [www.surrey.ca/crimereduction](http://www.surrey.ca/crimereduction).

Surrey RCMP’s “KEEP IT” Campaign was launched at Surrey’s Sport and Leisure Centre with a media event on Tuesday, November 5, 2013.

## 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.

**“...ACTIVITIES THAT WERE PLANNED TO RAISE AWARENESS OF CRIME PREVENTION IN SUPPORT OF SAFE NEIGHBOURHOODS”**



## Business Specific Partnerships And Networks

### ACHIEVEMENTS

#### Downtown Surrey BIA (DSBIA)

The DSBIA works closely with a number of stakeholder groups to provide crime prevention and safety initiatives for the businesses within the downtown core. For a detailed annual report and an overview of key achievements in 2013 visit the DSBIA website at: [downtownsurreybia.com](http://downtownsurreybia.com)

#### Surrey Board Of Trade (SBOT)

The Surrey Board of Trade is a voluntary not for profit organization established in 1918 to promote civic, commercial, industrial, and the agricultural progress of Surrey. Representing over 5000 business contacts. SBOT is set up to act as the economic engine of Surrey, advocate for sound legislation and efficient administration at the community and at all levels of government, dedicated to ensure Surrey is a great place to live, provide avenues for business in Surrey to create a positive business and economic environment through advocacy and specialized teams including: Crime and Justice, Environment, Finance & Tax, Innovation, International Trade, Social Policy (Skills Shortage, Poverty Reduction, Child Care and Health Care) and Transportation. SBOT also works to promote Surrey to the world, provide an opportunity for those people who create local jobs and drive the local economy to work with government and the public to build a better community, and speak for the business community at public hearings, to the media, and behind closed doors. We are the voice of business.

#### Justice and Business Dialogue

The first Justice and Business Dialogue, hosted by the Surrey Board of Trade, took place on March 19, 2013.

- The goal of the forum was to understand how our justice system functions through a panel of experts who spoke on the justice system's strengths and weaknesses and how a specialized or community courts might enhance the system.
- The panel explored how Community Courts could introduce restorative justice and how diversions from the traditional justice system could result in better outcomes for our society.
- Featured speakers included: Geoffrey Cowper, to review his report A Criminal Justice System for the 21st Century, Surrey City Councillor Barinder Rasode and Jordan Diplock, - Crime Prevention Analyst with E Division of the RCMP and instructor in the Criminology Department at the University of the Fraser Valley.

#### Crime Reduction Breakfasts

In 2013, SBOT hosted six (6) crime reduction breakfasts in each of the 5 RCMP districts. These events are designed as an opportunity for businesses to hear back from the RCMP on key objectives, as well as for dialogue on area specific crime or nuisance issues. The breakfasts focus on crime reduction solutions and are sponsored by Sonitrol Verified Electronic Security.

#### Fraud Awareness Dialogues – A Leadership Surrey

This program is in its 3rd year, this event continues as part of the Competition Bureau of Canada's Fraud Awareness month in March. The Surrey Board of Trade leads this dialogue to take leadership on reducing economic crime.

- In 2013, a Best Practice Code to reduce Fraud in the Workplace document was created and distributed.



## Police Officer of the Year Awards Dinner

2013 was the 17th annual Police Officer of the year awards event. The Surrey Board of Trade celebrates those involved in policing in Surrey with the Police Officer of the Year Awards. There are 8 awards highlighting Officers, Volunteers and Businesses that help make our city safer. Categories include:

- Police Officer of the Year as nominated by the members, employees & volunteers at Surrey Detachment.
- Police Officer of the Year, as nominated by the community
- Arnold Silzer Community Policing Initiative
- Police and Business Partnership
- Police Municipal and Civilian Employee of the Year
- Police Volunteer of the Year
- Auxiliary Constable of the Year
- Police Team Award

## Government Advocacy - Crime and Justice Team & Social Policy Team

Surrey Board of Trade's government advocacy from local, provincial to federal issues. In 2013, advocacy included;

- Domestic Abuse Position Paper
- Community Court and/or Specialized Court
- Metal Theft
- Medical Marijuana Policy position
- Identity Theft to prompt changes in the criminal code
- Counterfeit goods/intellectual property
- Judicial Accountability
- Crime Reduction Solution Breakfasts in Surrey
- Fraud Awareness
- CyberCrime
- Restaurant and Bar safety programs
- Poverty Reduction Position
- Families and Child Care Position

## Education

- Education to the business community through the distribution of the 'Business in Surrey' Newspaper sent to 12,000 businesses, emails to membership, social media as well as through Transit Police marketing channels.

## 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)

## Official Community Plan

The City of Surrey entered the final stage of completing its Official Community Plan (OCP) update when Council approved 1st and 2nd Reading of the By-law on December 16, 2013. The OCP is a comprehensive, high-level policy document largely focused on land use and development but also directs attention and consideration to the social needs of Surrey's residents in the following manner:

- Focusing on 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 2013, preparation of the OCP included consultation with specific community stakeholder groups, government and health agencies, City Staff and the RCMP. 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 is available at [www.surrey.ca/ocp](http://www.surrey.ca/ocp)



## Sustainability Charter: Measuring our Progress

### Sustainability Charter Implementation

The City continues to enhance its sustainability efforts through the implementation of the Sustainability Charter. Twenty of the Charter's actions are dedicated to improving socio-cultural dimensions of sustainability, such as social infrastructure and services, and public safety and security. Progress is tracked through the online Sustainability Dashboard which illustrates trends across dozens of indicators, including CPTED (Crime Prevention through Environmental Design) certified developments, high school graduation rates, availability of social housing, and the number of criminal code offenses.

- The Sustainability Dashboard is available at: [www.surrey.ca/dashboard](http://www.surrey.ca/dashboard)

### Community Garden Support

Community gardens are recognized as being important tools for fostering community cohesion and inclusion, skill building, and enhancing mental and physical health, as well as addressing issues related to food security.

In 2013, the Sustainability Office worked with Parks and other key departments to streamline the application process for new gardens on City land, making it an easier and more transparent process for community members to initiate. Other means to support community gardens are also being explored, including a review of zoning and by-law regulations, and partnership with an "umbrella organization" that could assist new and existing garden groups across Surrey.

## New City Hall

The Crime Reduction Strategy Office will be moving to the New City Hall in February 2014. The new address will be 13450 - 104th Avenue, Surrey; all other contact information for the office will stay the same.

## Innovation Boulevard

Innovation Boulevard (IB) is a network of health institutions, universities, companies and talented people located within one square mile in Surrey's City Centre between Simon Fraser University and Surrey Memorial Hospital. The members of Innovation Boulevard have four shared goals:

- Improve health care outcomes for patients.
- Implement intelligent solutions for the health care system.
- Attract talented clinicians and researchers.
- Grow companies in health care technology and services sectors.

IB will accomplish these objectives by focusing on health technology, specifically three areas that capitalize on existing strengths at the Surrey Memorial Hospital campus and SFU Surrey . IB helps accelerate innovation and technology commercialization by:

- Helping companies access the clinical environment. For example, talk to a doctor to find out what technology they need or test a new product in the hospital.
- Helping researchers connect to industry and the health providers to find where their research can be applied. For example, a company needs expertise to visually display data.

## Vulnerable Women and Girls Working Group

In 2013, the Vulnerable Women & Girls working group formed. The group is co-chaired by the Pacific Community Resources Society and the Surrey Women's Centre and includes representatives from a broad range of service agencies and the City, primarily focused on safety and support services for women and girls. In 2014 the group will set work and project priorities to collectively address the needs of this vulnerable sector.

# **“REPORTING BACK ON COMMUNITY SAFETY”**

