



Plan for the Social Well-Being of Surrey Residents

Prepared by
The Social Planning & Research Council
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A Introduction

Based on the Constitution of Canada, the Local Government Act and the Community Charter, the Federal and Provincial governments are responsible for the delivery of social programs and services to the citizens of Surrey. These services include health, welfare, social assistance, housing, etc. Local governments, including the City of Surrey, have very limited mandates for social service programs and services. This is also reflected in the significantly greater resources that are available to the senior levels of government in comparison to local government, both in terms of absolute amounts as well as on a per capita basis.

Areas where services have traditionally been delivered by municipalities, and where municipalities have taken on a strong role, have been in the delivery of parks, recreational, cultural and library services; and in the planning of communities and the regulation of development to foster a safe, clean, efficient and healthy living environment.

Despite this limited mandate, municipal governments are on the ‘front-lines’ of numerous social service issues and concerns. Not only does local government enjoy a physical proximity to its residents - its boundaries often reflect the catchment areas of the social service agencies, school boards and other organizations that work on issues of social well-being. For this reason, the roles and responsibilities of local government in dealing with social issues often seem blurred. Indeed, one of the major goals behind the present project was to clarify the various roles and responsibilities of different stakeholders (including municipal and senior levels of government) in addressing social issues.

About this Report

This report brings together all the components of the Plan for the Social Well-Being of Surrey Residents that were prepared and presented to Council in stages during 2004 and 2006, including:

- Stage 1 Action Plan – actions to address service and policy shortfalls for the priority issues for which the City has primary responsibility;
- Stage 2 Action Plan – actions to address service and policy shortfalls for the priority issues for which the City has secondary, limited or responsibility;
- Social Responsibility Matrices; and
- Social Service Inventories.

In the Stage 1 and Stage 2 Actions Plans, recommendations for each gap are presented ‘up front’ along with actions that could or should be taken by the City. Recommendations

are followed by supporting discussion that explains the rationale behind each of the proposed action steps.

The Stage 1 and 2 reports are formatted somewhat differently, reflecting the different degrees of responsibility that the City of Surrey has for each set of gaps. In the Stage 1 Action Plan, action steps are divided into short and medium term time frames and are focused on the following objectives:

- To establish the types and level of programs and services the City should be providing relative to community expectations and the City's mandate and resources; and
- To facilitate the delivery of the City's core services and programs in a manner that supports the social well being of Surrey's residents and the vision of the Official Community Plan.

Short term recommendations represent those initiatives that SPARC BC felt were logical beginning points, or that represented actions on which people could get started right away. Long-term initiatives might also be started in the first year, but could potentially take longer (i.e. 3 years) to complete.

The Stage 2 Action Plan focuses on gaps for which the City does not have primary responsibility. Therefore, the recommendations are formatted somewhat differently. Recommended actions are divided into the three primary activities which the City of Surrey could undertake relating to those gaps: Understanding, Advocating and Supporting.

In the process of consultation, respondents suggested a wide variety of potential actions that the City could take to address these gaps. Specific suggestions and ideas for approaches the City might take are listed in Appendices 1 and 2.

B Overview of Surrey Social Well-Being Plan Process

The development of the Action Plan component represents the final stage in a process that was initiated in July 2004. The process began with a review of documents and reports covering five main issue areas:

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

Over 150 potential social service elements (or sub-issues) were identified in the various documents that were reviewed, which SPARC BC researchers then clustered into approximately 90 distinct elements. Based on dialogue with the City regarding the resources available for the project and the complexity of the subject matter, it was agreed that the Plan would focus on the 30 elements that are considered to have the highest priority in the City of Surrey.

An initial stakeholder meeting was held in October 2004, where members of the community, social service agency representatives and City staff undertook an exercise to prioritize the approximately 90 elements and to select the key elements in each of the main issue areas. The purpose of limiting the Plan to priority elements was to be able to implement an achievable number of actions. At the end of the meeting, a total of 31¹ elements were selected.

A social responsibility matrix and inventory of existing services for each of the 31¹ elements was developed by SPARC BC. The matrix identified the degree of mandated responsibility each level of government (federal, provincial and municipal), as well as community agencies, held with regard to each element. The inventory identified existing services for each of the elements.

In February 2005, community workshops were held to discuss each of the elements, one workshop for each of the five main issue areas. At these workshops the public was invited to comment and suggest amendments to the documents and, most importantly, to help identify the type and scope of key gaps in service in each social service element. A youth workshop was also held to provide younger residents an opportunity to participate in the process.

¹ The 31 elements identified by stakeholders were later reduced to 30 elements by combining two social service elements, “Low Income Housing for the Homeless” and “Low Income Housing for Families and Singles”, into one element.

The completed Gap Analysis, along with the social services inventory and responsibility matrix, was presented to the public at a meeting in May 2005. At that meeting, the public was informed about the next phase of the project, which would be the development of an Action Plan.

To develop the Action Plan consultations were held with a variety of stakeholders in the community. Stakeholders include various community organizations, business groups, social service agencies, and staff from various Departments in the City of Surrey. Every effort was made to make the process as inclusive as possible. In addition to consultations, an advertisement was posted in the local newspaper and work-book/comment sheets were available on-line and in paper format for citizens who wished to provide written input on the gaps in each of the elements and/or possible opportunities for addressing the gaps.

In each case interviewees and respondents were asked a series of key questions pertaining to a given gap. These questions included:

- What can the City do to help address this gap, within its mandate and capacity?
- What is currently planned or in the works for this gap? (i.e. Are there short and long-term projects or funding processes of which you are aware that might help to address this gap?)
- Are there any opportunities on the horizon? (i.e. Are there any funding, planning or partnership opportunities that may be arising in the future that could help to address this gap?)
- Who in the community should be involved with addressing this gap?
- What Provincial or Federal Agencies/Ministries should be involved in addressing the gap?

What are the most important next steps for the City to take?

In June through August 2005, SPARC BC researchers conducted consultations focusing on those elements and gaps for which the City has primary responsibility – to allow the City to commence work in these areas as soon as possible. That work resulted in the Stage One Action Plan, which was initially presented to Council in September of 2005. The other, larger group of social service elements – those for which the City has secondary, limited or no responsibility – were the subject of consultations held between August and November 2005, and presented to Council in February of 2006.

C Stage 1 Action Plan: Priority Issues for which the City of Surrey has Primary Responsibility

❖ Overview

Five elements (out of the total of 30 social service elements) are linked directly to a primary level of municipal responsibility. Against these five elements are a set of seven key gaps that were identified through the research and public consultation process. The following table outlines each element and the key gaps related to that element:

Social Issue Element / Definition	Key Gap(s)
<p>Creating a Child and Youth-Friendly City: <i>Fostering aspects of healthy development for Youth and Children – including identity, sense of self-worth, education, recreation and a sense of inclusion.</i></p>	<ul style="list-style-type: none"> • Need for resources to identify the urban design, policies, community service and processes that help advance the development of a “child and youth friendly City”
<p>Programs and Recreation for Children and Youth: <i>Sufficient recreational and cultural programs and amenities for youths and children which are accessible and affordable.</i></p>	<ul style="list-style-type: none"> • Need to ensure equitable opportunities for program and recreation services for children and youth throughout the City, both in the geographic and economic sense. • Need for recreation and library programs and services responsive to the specific needs to Surrey’s diverse population, including ethno-specific programs for children, youth and families. • More free or low-cost recreational opportunities for youth (including ethno-specific youth services) as a means to foster positive activities.
<p>Initiatives to Encourage Citizen Engagement With Social Issues and Social Planning Activity: <i>Initiatives geared to encouraging citizen engagement with the Plan for the Social Well-Being of Surrey and involving citizens in their community and at all levels of government.</i></p>	<ul style="list-style-type: none"> • Need for more initiatives and processes to increase citizen participation in addressing social issues.

<p>City Clean-Up Programs and Civic Pride Initiatives: <i>Fostering a sense of ownership and pride in public spaces that encourages people to tend to them, to keep them tidy and to aid in beautification initiatives.</i></p>	<ul style="list-style-type: none"> • Need for enhanced public education and additional resources related to clean up issues, and civic pride.
<p>Ethno and Culturally Appropriate Services, Opportunities and Programming: <i>Services could include libraries, parks and other City services and programs.</i></p>	<ul style="list-style-type: none"> • Need for more culturally sensitive approaches to service delivery within municipal programs and services and greater promotion of the benefits of cultural and ethnic diversity

The action steps are presented for each of the social issue elements and the corresponding gaps. Recommendations to address the gaps in each element are presented as the short-term (to be undertaken within approximately a 1 year time frame) and longer term (to be undertaken within a 3 year time frame) action steps that the City should take. The findings supporting the proposed action steps are then provided.

❖ Issue Element: Creating a Child and Youth-Friendly City

Key Gap: Need for resources to identify urban design, policies, community services and processes that will advance the development of a “child and youth friendly City”

Recommendations – Short-term:

- **Prepare (a) terms of reference for and commence a process towards developing policies** that will assist in ensuring that child and youth friendliness is one of the key objectives pursued in the decisions about the continuing development and services delivered by the City. The process should:
 - Engage the community, City-based committees, and youth;
 - Build on processes that are currently underway in defining and implementing child and youth friendly objectives; and
 - Build awareness of existing practices that promote a child and youth friendly City.
- **Promote the Surrey “20% by 2010” Campaign** with a particular focus on children and youth.

Recommendations – Long-term:

- **Amend the Official Community Plan, other plans and appropriate City by-laws** to include “child and youth friendly” policies and provisions developed through the process identified in the short-term actions and as approved by Council.
- **Develop a communication strategy** to promote the enhanced child and youth policies and provisions being implemented by the City
- **Implement “child and youth friendly” features in civic facilities** and infrastructure and continue to enhance the delivery of child and youth friendly programs and services.

This gap originates from the Child and Youth Issue Area. Under this topic, the earlier Gap Analysis component of the research noted the following gaps:

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

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

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

Finally, participants in both the Children and Youth and Youth-specific workshops noted that in other communities the idea of Youth and child-friendly cities involved youth councils – which are designed to give young people greater representation and involvement in local decision-making. It was suggested that this would be one area of activity that the City could further explore. (Gap Analysis, Page 31).

Interview and Workshop Process

SPARC BC conducted a series of interviews and small workshops with key stakeholders to identify opportunities and action steps that the City of Surrey can take to address this gap. Interviews with city staff included representatives of the Planning Department, the Parks, Recreation and Culture Department, the Surrey Public Library, the Engineering Department, and the Staff Taskforce responsible for the Social Well-Being Plan. Interviews with community members included representatives of the Make Children First Learning Initiative, Progressive Intercultural Community Services, Surrey Delta Immigrant Services, Kla-How-Eya Aboriginal Centre, the Whalley and Cloverdale Business Improvement Associations, Community and Neighbourhood Associations, and the Child and Youth Friendly Staff Committee of the Parks, Recreation and Culture Department. The topics were also discussed at the youth workshop organized to explore possible actions to address the gaps identified in the Plan.

The following summarizes the comments from stakeholders and key informants.

Current and Existing Work

According to the participants, the City of Surrey is currently taking a number of steps to make Surrey more child and youth-friendly. A Parks, Recreation and Culture Department staff committee is currently working on strategies to increase the safety of community programming and developing positive messages for parents. As well, the Surrey/White Rock Make Children First (community partnership), has also undertaken to develop a draft set of guidelines to foster a ‘child and youth friendly’ lens for development and planning decisions. This committee is currently finalizing a draft checklist of questions for consideration when assessing design and planning issues. This work may ultimately be presented to the City for consideration.

The Official Community Plan recognizes that the City's population has a higher proportion of younger people in comparison to the provincial average. The City's Parks, Recreation and Culture Department programming includes a broad range of programs that are focused on children and youth. The City's policies for parkland acquisition and development focus on providing a relatively high standard of park accessibility for all age groups including youth across the City. In addition, the City has engaged in an active parkland acquisition program that has seen the inventory of designated City parkland double since the early 1990's.

Surrey Public Library is promoting early literacy as one of its four strategic priorities, and provides a wide range of programs for children and youths. Similarly, the Parks, Recreation and Culture Department works to provide a wide range of programs for children and youth, and helps to ensure access for residents that are economically disadvantaged through the Leisure Access program.

The City has developed programs such as traffic calming and pedestrian friendly design approaches to traffic planning and engineering, particularly near schools and other facilities that serve children and youths.

What Makes a Community 'Child and Youth Friendly'?

Discussion in the workshops focused on the aspects of a child and youth friendly community that the City of Surrey could address, within its mandate and capacities. 'Child and youth friendly' reflects a variety of considerations, which are summarized in the statement 'A child and youth friendly city is active, has places to play, and is safe, inclusive, walkable, and visually appealing to all ages.'

- Active, in this statement, means that there are numerous opportunities for physical recreation and activity;
- A friendly city has plenty of playgrounds and outdoor spaces for children and youth to enjoy themselves and their community;
- A safe community is designed in such a way that children both feel and are secure; play areas are safe, and people have a sense of personal safety;
- An inclusive community is accessible to all residents, regardless of economic status; it is physically accessible to people with strollers or mobility impairments;
- It is geographically accessible, meaning that facilities are available in each community throughout the City; and it is inclusive of all citizens and cultural groups;
- It ensures that children and youth are given opportunities in decision-making to provide their perspectives and to participate in community life;
- A walkable community has commercial and public services within walking distance of most residential areas that minimizes the need to use motor vehicles and the need for roads; and
- To create a visually appealing community, there needs to be an emphasis on aesthetic considerations in land-use and design decisions and public art and green spaces should be fundamental to the development of the community.

Opportunities That May Help Address Gaps

At present, there is a significant amount of discussion related to childcare and child-focused activities at the federal and provincial levels. According to some participants in the interviews, if the City is willing to provide some leadership and indicate interest to other governments, there is a significant chance of success in accessing funding and other supports. There is general consensus among the participants that other levels of government would be strongly interested in ‘being at the table’.

The Canadian Council on Learning has a Youth Engagement Knowledge Centre. One respondent suggested that there might be some research funds available from this Centre for a youth engagement project, if an interesting youth engagement project could be developed. It would be useful to explore this in partnership with a community agency or committee.

The 20% by 2010 Challenge, which is a provincial government initiative to increase physical activity in BC communities by 20% before 2010, may be an opportunity to leverage funds available from the Provincial government towards programs or facilities that would contribute to making Surrey more child and youth friendly. Partnering with a community agency, or possibly the Surrey/White Rock Make Children First (community partnership), could be a fruitful avenue to explore in this context.

Potential Collaborations

Respondents noted that the Surrey School District could be a very valuable partner in developing solutions to this gap. Linked to the School District is a District Student Council, which has connections in each of the high schools and the district student council could provide input and support to the development of a child and youth friendly City.

At the provincial and federal government levels, there may be opportunities to build networks with the Ministry of Children and Family Development (MCFD), the Ministry of Community Services (MCS, formerly MCAWS), the Ministry of Aboriginal Relations and Reconciliation (MARR), the Ministry of Education (MOE), Attorney General’s Office – Multiculturalism Branch (AG) and Canadian Heritage. If the City is engaged in community discussions regarding the issues, respondents suggested that other levels of government will have an incentive to be involved as well, and may provide input and support.

Surrey has a number of organizations and stakeholders already engaged with the issues of children and youths. These include the Surrey/White Rock Make Children First (community partnership), a ‘School Age Children’ committee, and a number of youth-serving community agencies.

Community agency representatives expressed that they and others are very willing to engage in partnerships with each other and government partners at all levels, particularly in community building processes such as working towards a child and youth friendly city. These include Options Services to Communities Society, Pacific Community Resources

Society, Kla-How-Eya Aboriginal Centre, and Metis Family Services. There are also a number of organized youth groups in the City, such as Scouts and Cadets, which could provide input and opportunities to engage with youths.

Action Steps to Address the Gap

Respondents suggested that the activities of the Surrey/White Rock Make Children First (community partnership) represents a strong opportunity for the City to engage with child and youth friendly issues by endorsing and encouraging its work. The other committees and agencies with an interest in children and youth could also be encouraged to participate in developing a child and youth friendly city. Appendix 1 includes a variety of possible action steps suggested by respondents as approaches the City could take to address this gap.

❖ **Issue Element: Programs and Recreation for Children and Youth**

Key Gap: Need to ensure equitable opportunities for programs and services for children and youth throughout the City, both in the geographic and economic sense.

Key Gap: Need for recreation programs, and library programs and services inclusive of the specific needs of Surrey's diverse population, including ethno-specific programs for children, youth and families.

Key Gap: More free or low-cost recreational opportunities activities for youth, (including ethno-specific youth services) to provide a range of engaging programs and services

Recommendations – Short-term:

- **Commence a process to identify cultural and ethnic, geographic, and socio-economic groups experiencing gaps** in recreation and library programs and services currently offered by the City, and
- **Commence development of a strategy to enhance programs and services** provided by Parks, Recreation and Culture Department and the Surrey Public Library to address the gaps identified in the aforementioned process. The strategy should build on existing, as well as new partnerships with the Surrey School District, community agencies, the private sector and senior governments to maximize the resources and benefits to the community.

Recommendations – Long-term:

- **Design recreation and library programs and services** to address gaps identified through the short-term actions.
- **Develop outreach and awareness building approaches that focus on the new opportunities in recreation and library services** where gaps have been identified and changes in programming have been made; and develop a process for community feedback and on-going monitoring.
- **Explore the potential for neighbourhood hubs/houses/family resource centres** based on community partnerships.
- **Continue to build partnership arrangements between the City and the Surrey School District around the use of all public facilities** to ensure effective use of all facilities and to maximize community benefits.

These gaps originated in both the Children and Youth Issue Area and the Crime and Public Safety Issue Area. The original text from the Gap Analysis Report noted the following shortfalls:

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

Currently, many programs are at capacity. Workshop participants noted that there is often a shortage of trained staff to run them. There is also the need to ensure that there are sufficient programs accessible to specific populations – for example, young children and parents, street youth, ethno-specific communities, the Gay, Lesbian, Bi-sexual, Transgendered and Queer (GLBTQ) communities and gender-specific programming. There was also a request for more youth-friendly facilities for skate-boarding, dances, playing music (with instruments available to be signed out). (Gap Analysis, Page 29-30).

The three gaps discussed in this section reflect very similar issues and are being addressed as a group. The social service element priorities reflected in these gaps include ‘Programs and Recreation for Youths and Children’, as well as the element titled ‘Initiatives Targeting Gangs, Gang Violence and Related Criminal Activity’.

It is important to note that recreation can encompass a range of activities. For the City of Surrey, one definition of recreation that is reflective of the variety of programs offered by Parks, Recreation and Culture comes from the Canadian Parks and Recreation Association (CPRA). It states:

The term “recreation” includes those activities in which an individual chooses to participate in their leisure time including sport, physical activity, arts and cultural activities.

Interview and Workshop Process

A series of interviews and discussions were completed with representatives of the Parks, Recreation and Culture Department, Surrey Public Library, the RCMP and the Planning Department. Community representatives included social service representatives such as Kla-How-Eya Aboriginal Centre, Progressive Intercultural Community Services, Surrey Delta Immigrant Services, the Surrey/White Rock Make Children First (community partnership), the Focus Group on Early Childhood Development, as well as a youth workshop. The interviews and workshops were focused on identifying existing

programs, current and potential opportunities, and potential collaborations that may help the City address these gaps.

Currently the City provides a wide range of programs relating to this gap, primarily through the Parks, Recreation and Culture Department and Surrey Public Library. The analysis is divided into these two categories.

Parks, Recreation and Culture

Current and Existing Work

The Parks, Recreation and Culture Department has a vast array of programs, services and facilities across the city, including recreation centres, hundreds of parks, sports fields, cultural destinations and other facilities. The Department delivers a wide range of services, including thousands of recreation programs, educational and artistic courses, cultural and heritage opportunities and sports programs for all ages.

The Department is currently working to expand a model of community leisure service program delivery that was initially tested in Whalley (as part of the Whalley Improvement Initiative – a revitalization project combining a number of capital projects, programming and community development initiatives). Here, the Parks, Recreation and Culture Department’s program delivery model includes innovative programming at satellite locations across the community. Interview respondents indicated that this approach has proven to be successful and accessible, particularly for new immigrant and refugee households. There appeared to be support for expanding this program delivery model to other areas of the City.

Some of the other programs the Department is currently involved with that relate to this gap include the United Way ‘Action for Neighbourhood Change’ project, the ‘Right from the Start’ parenting program (also with the United Way), the Mother Goose program (in partnership with Surrey Public Library and Options: Services to Communities Society), Family Place Resource Networks, and a variety of community festivals and special events – including the Children’s Festival, Youth Week and the Dhiwali festival. A complete list of current programs and facilities is available in the Surrey Leisure Guide, which is published by the Department and delivered to households throughout the City on a seasonal basis.

The Department is currently expanding its facilities in a number of neighbourhoods, and plans further expansions in the future to reflect on-going growth in the City’s population. New facilities currently under construction include the Fraser Heights Recreation Centre, a new South Surrey Recreation Centre, a Learning and Discovery Campus that includes a new Museum and City Archives in the 1912 municipal hall, an enhancement to the North Surrey Recreation Centre, and renovations to the Fleetwood Community Centre. Also presently under construction or planned are an outdoor track in South Surrey, three new synthetic turf fields, a youth park at Fraser Heights Community Park, and other developments outlined in the Parks, Recreation and Culture Master Plan.

The Parks, Recreation and Culture Department is currently developing a late night basketball program for youths, and operates several low-cost or free youth centres across the city. The Department is working with the community to set up family neighbourhood centres, such as Tom Binnie Family Place, and Whalley Family Place. The Department is also involved with the Oak Avenue Neighbourhood Hub Society to provide some neighbourhood based recreation and library programs in the 102 Avenue (Oak Avenue) and 128 Street area.

The primary program offered by the City to ensure equitable access to recreation facilities and programs is the Leisure Access Program which allows for economically disadvantaged persons to access services. People who are deemed eligible receive free or “lower than normal” cost access to recreational programs and facilities. Community respondents were supportive of this program as it was seen as helping to address disparities, though they suggested more outreach and awareness building would increase program utilization.

There are also several other low cost and no cost services and programs available. Programs through the Youth Centres foster leadership roles and offer a variety of low cost and no cost programs and services. The City Archives is a free service and has hours of operation geared to after-school use and weekend access. Heritage Services works with the School District to mentor youth in various short-term and career-development placements (both volunteer and seasonal jobs) in the Museum, Heritage Services and City Archives.

The Parks, Recreation and Culture Department is continuing to develop an intercultural marketing plan to build awareness of programs and facilities with members of the diverse communities in Surrey. This includes working to ensure communications are in the various languages that are prevalent within the community, as well as working to ensure that hiring practices result in a staffing composition that reflects the diversity of the City. The Department currently has a translation partnership with Options: Services to Communities Society.

Opportunities That May Help Address Gaps

The Parks, Recreation and Culture Department currently accesses a wide range of external funding sources to supplement City resources available for the operation of programs. These other sources include direct cash contributions, in-kind donations, gifts and services, capital donations, supplier relationships, bequests, fund-raising drives, naming rights and grants. These combine to support marketing of the Department and delivery of its programs, capital developments, and specific programs and recreational activities.

Opportunities for additional resources identified through the interviews and consultations include the Legacy 2010 program currently being developed and implemented by the Provincial government, which may provide some financial support for cultural or recreational programs. One Arts-based program, entitled ArtsNow, is a \$12 million Provincial fund to encourage arts programs and activities – due to wind down in 2007.

Other Legacy 2010 initiatives include ‘ActNow’ and the ‘BC Babies’ program, which encourage parents to do physical activities with their children. One respondent indicated that if Surrey were to show interest, it may have an opportunity to be a pilot site for the program. Sport BC has a range of *Kidsport* grants that could also be explored for potential funding support. The Federal government also has grant programs that support multi-cultural programs, hiring of culturally diverse populations and support for cultural initiatives that are inclusive of visible minorities.

Other funding opportunities the Department may be able to access, or other opportunities to build upon existing funding relationships, include the Bell Canada fund, the RCMP Surrey Crime Prevention Grant, the National Centre for Crime Prevention funding program, Vancouver Foundation funding and the Coast Capital youth funding program.

Potential Collaborations

A number of opportunities and potential collaborations could help the Parks, Recreation and Culture Department address this gap, as it applies to their services. Collaboration may be possible with Canadian Heritage to build and promote cultural events. Canadian Heritage also operates the Urban Multipurpose Aboriginal Youth Centres program, which might be an interesting potential opportunity for the department to explore, perhaps in collaboration with a community organization such as Kla-how-eya Aboriginal Centre or other aboriginal service agencies in the City. The federal department, Canadian Heritage operates Young Canada Works summer job initiatives through the Canadian Museums Association, Canadian Heritage Foundation and the Archives Council of Canada. It also operates the Museum’s Assistance Program that funds projects related to technology, access and programs. Several other grant programs that encourage youth support and access exist through Veterans Affairs and Multiculturalism Canada. Also at the federal level, Health Canada could be a valuable partner in promoting and developing recreational programs – particularly given their wealth of information resources.

The provincial Ministry of Community Services and/or the Ministry of Aboriginal Relations and Reconciliation may be potential partners for the development of aboriginal youth programs, particularly if local aboriginal agencies could be engaged in the process. The Ministry of Children and Family Development may also be a partner for some recreational programs, particularly as many of the children and youths most in need of support and recreational opportunities are involved with that Ministry. At the provincial level, the Ministry of Health and the Fraser Health Authority may be partners for some program development and implementation.

Several respondents suggested working with the Ministry of Employment and Income Assistance (formerly the Ministry of Human Resources) to expand utilization of the City’s Leisure Access Program. Suggestions included training of employment assistance workers about the availability of the program, and developing tools to broaden access to the program, particularly for families and individuals who, according to respondents, may be uncomfortable revealing personal financial information.

Several respondents suggested engaging with the Surrey School District to develop and implement programs in schools throughout the community, particularly in neighbourhoods where existing recreation facilities are distant or less accessible. Existing partnerships with the School District could be expanded upon, to help ensure that all children and youths have full access to recreational programs and facilities.

Outreach into the school system from the arts, heritage and recreation offices already exists but may be expanded to increase contact and participation in leisure time opportunities.

Community agencies are another area where partnerships could help address the identified gap. To develop culturally appropriate recreation programs, respondents suggested that it could be productive to engage with organizations that work in different cultural communities, such as Kla-How-Eya Aboriginal Centre, Progressive Intercultural Community Services, Surrey-Delta Immigrant Services, and Metis Family Services. One respondent suggested building partnerships with private fitness clubs for lower-cost youth memberships in neighbourhoods where civic recreational facilities are limited.

Respondent suggestions about potential steps the City of Surrey Parks, Recreation and Culture department could take to address these gaps are outlined in Appendix 1.

Surrey Public Library

Current and Existing Work

Surrey Public Library has recently developed a new 'Facilities Master Plan 2006-2025', which is designed to address library services in the city. At present, there are nine libraries in the various town centres of Surrey, with services tailored to reflect the needs of each community.

The Library offers free story-times and literacy programs and a range of fee-based courses (such as genealogy and computer classes). It provides some low-cost classes for seniors, as well as children and youth. Many of the library branches provide free one-to-one computer assistance for people who need it. Surrey Public Library does not, at present, have a fee waiver program comparable to the Parks, Recreation and Culture Leisure Access Program. Most programs are free and the ones with fees are on a cost-recovery basis. In addition, in locations where economic challenges are more prevalent, the Library is offering drop-in story-times where children and caregivers receive a nutritious snack at each session and a free book when the series is complete (thanks to donations).

Surrey Public Library works to serve the diverse population that lives in Surrey, including ethnic minorities, persons with disabilities and others. There is presently a part-time librarian who focuses on multicultural collections. Currently the Library is focused on literacy, and particularly early literacy programs. The Library does not charge for children's programs, and works to ensure that it is accessible to all Surrey residents.

Opportunities That May Help Address Gaps

The provincial strategic plan for libraries focuses on literacy, and particularly on marginal reading groups. This focus will occur over the next three years, and it provides four dollars of Provincial funding for every dollar in matching funding for programs, including some funding earmarked to technology.

There may also be an opportunity to access federal-provincial infrastructure funding for future facilities (funded on a 1/3 matching formula between the municipality, the province and the federal government).

The Library currently operates an extensive fundraising campaign each year, and submits a large number of grant applications. These have been particularly successful with children's services. There may be opportunities to expand these sources of revenue by exploring the programs offered by senior levels of government such as Canadian Heritage, Human Resources and Services Development Canada, as well as the provincial Ministry of Multiculturalism. Respondents indicated that it might be particularly advantageous to seek out funding for resources that could help the print-disabled population access library services.

Potential Collaborations

A number of potential opportunities for collaboration exist for Surrey Public Library. There may be opportunities to work with community and cultural agencies, such as Klah-How-Eya Aboriginal Centre, Options: Services to Communities Society, Progressive Intercultural Community Services, and Surrey Delta Immigrant Services, Simon Fraser University and Kwantlen University College to develop programs and ensure that existing services are culturally appropriate and relevant.

Respondent suggestions about potential steps the Surrey Public Library could take to address these gaps are outlined in Appendix 1.

❖ **Issue Element: Initiatives to Encourage Citizen Engagement with Social Issues and Social Planning Activity**

Key Gap: Need for more initiatives and processes to increase citizen participation in addressing social issues

Recommendations – Short-term and Long-term:

- **Continue to support and enhance youth engagement processes** in which youth have a meaningful and on-going role in providing input to City services and programs and policy development of interest to youth.
- **Communicate current initiatives** in youth engagement
- **Maintain and expand consultation with the community** on issues related to the social well-being of Surrey residents, and in the development of social policies relevant to the City's mandate and resources.
- **Review the City's current approaches and staff resources** with respect to its ability to maintain and enhance its dialogue with social service organizations, social interest groups and processes.
- **Develop a communication strategy to share information with stakeholders and the general public** on issues and City responses affecting the well-being of Surrey residents, and on the City's efforts and involvement in these areas. Ensure that this communication strategy accounts for the diversity of languages spoken in Surrey.

This gap originates from the Community Development and Diversity Issue Area. Community consultations determined the following areas of shortfall and perceived gap:

There was general agreement that more initiatives to increase citizen participation with social issues would be good. Identifiable gaps were not that easy to identify. One participant felt that the Neighbourhood House model should be extended across Surrey. Another identified the need to engage local and ethnic media in a meaningful way. Finally, another individual suggested that there was a need to have a social planning process that was modeled after the official community planning process. (Gap Analysis, Page 41)

Interview and Workshop Process

A series of interviews and workshops were conducted with community stakeholders. These included interviews with representatives of the City Planning and Development

Department, Surrey Public Library, and the Parks, Recreation and Culture Department, and the Cultural Opportunities Working Group. Community interviews included representatives of the Surrey Association for Sustainable Communities, the Whalley and Cloverdale Business Improvement Associations, Progressive Intercultural Community Services Society, Surrey Delta Immigrant Services Society, and Kla-How-Eya Aboriginal Centre, and a workshop with youths from across the city. As one interview participant framed it, “the citizen engagement gap connects all the other primary issues – otherwise people will only ever get together when there is a problem.”

Current and Existing Work

According to respondents, there are citizen engagement processes underway within City of Surrey departments. One such example is the Citizens Advisory Committees that are established for each of the many planning processes taking place across the City. The Citizen Advisory Committees consist of neighbourhood representatives nominated by the area residents themselves. The committees typically meet monthly to discuss the planning process, plan options and community concerns and visions.

The Surrey Public Library has a board of trustees that consists of eight citizens and one councillor, which is a citizen’s council that provides strategic guidance to the Library. The Library also conducts a customer satisfaction survey every two years and holds open houses and focus groups as means to engage with the public. Other City departments hold community consultations, open houses, public meetings and forums when considering land-use or infrastructure implementation decisions or other changes to the urban environment. Public notices in the newspapers and or by mail are also used as a means to inform the public about issues or opportunities.

The Parks Recreation and Culture Department has several community processes in place to enable and encourage citizen input into decision-making. Facility planning and development processes regularly include community consultation. Heritage Services has a representative Heritage Advisory Commission that meets monthly to provide input into the identification and evaluation of annual programs and services. (There are many advisory committees set up to provide input, comment and guidance to the City: e.g. Parks and Community Services Committee of Council; and the Outdoor Sport Advisory Committee; Urban Forest Advisory Committee; and Partners in Park Advisory Committee; etc to the Parks, Recreation and Culture Department).

Several groups, committees and neighbourhood associations have formed as the result of on-going community building efforts of interested citizens. These include the Surrey Association for Sustainable Communities, which functions as an umbrella group for local community associations. They have conducted forums to encourage citizen participation, and are developing materials to explain ways that people and groups can engage with the City.

Opportunities That May Help Address Gaps

Interview respondents indicated that the City might have an opportunity to facilitate increased citizen engagement by promoting the creation and support of small community groups through the Cities and Communities agenda currently underway at the federal level.

Potential Collaborations

Respondents identified a potential for collaboration with the Surrey Association for Sustainable Communities, which can bring together community associations and groups to promote citizen engagement. There are also a large number of committees focused on different issues in Surrey that could be fertile partnerships, particularly as a way of focusing citizen engagement into productive avenues and towards the appropriate governments and agencies. Committees exist on a wide range of topics. Examples include the Surrey/White Rock Make Children First (community partnership), the Focus Group on Early Childhood Development, and the Homeless and Housing Task Force.

The City of Surrey may be able to act as a facilitator for community level groups dealing with higher levels of government. Through a partnership process, citizen engagement with public policy processes at all levels of government could be developed and encouraged. This process could also help to build understanding and awareness of the roles and responsibilities of each level of government. The interviews with community agency representatives indicated that they would also be interested in developing engagement through partnerships with the many committees that currently operate in Surrey.

Respondents indicated that the Surrey School District could also be a potential partner, particularly in the area of youth engagement. Collaboration with the School District to encourage youth involvement in policy processes and community events could be valuable.

Respondent suggestions of possible actions the City of Surrey could take to address this gap are in Appendix 1.

❖ **Issue Element: City Clean-Up Programs and Civic Pride Initiatives**

Key Gap: Need for enhanced public education and additional resources for clean-up initiatives and civic pride.

Recommendations – Short-term:

Study options and possible community partnerships for expanding and/or promoting programs such as:

- City Clean-up Program
 - Adopt-a-Street Program
 - Anti-Graffiti / Spirit of Youth Program
 - Partners in Parks Program
 - SHaRP Program
- **Continue to include and enhance standards** in by-laws and plans for street and median beautification.
 - **Use the new City of Surrey ‘Green City Reserve Fund’** to enhance the aesthetics of the City and civic pride

Recommendations – Long-term:

- **Expand the City clean-up programs** based on the evaluation of the options identified under short-term actions.
- **Communicate with citizens** around existing and enhanced clean-up programs and opportunities for disposal of unwanted materials, recyclables and garbage.
- **Explore additional ways to foster citizen engagement** in maintaining and enhancing the ambience of neighbourhoods throughout the City.
- **Develop a “civic pride” program.**

This gap originates from the Crime and Public Safety Issue Area. There was consensus that this element was a topic of concern that needed addressing; however, the specific gaps that were identified were fewer in number than with other elements. The Gap Analysis contains the following reference:

Participants noted that existing programs such as Adopt-a-Street and the Surrey Crime Prevention Society graffiti program have too few resources to take on

significant clean-up initiatives. Another identified gap was around public education on clean-up issues and in programs to encourage the value of civic beautification. (Gap Analysis, Page 47)

Interview and Workshop Process

Civic beautification and civic pride were seen by respondents as very broad issues. Interviewees expressed a desire for Surrey to be a City that would be a source of pride. Encouraging this sense of Surrey connects to very specific acts – ranging from the urban design process to garbage pick-up to by-law enforcement.

Civic pride is also something that exists at multiple levels. Surrey is a very large community, and as a result, respondents see civic pride as more diffuse than it would be in smaller communities. One respondent suggested that many people desire a sense of local neighbourhood pride in addition to a sense of City pride.

The workshop and interview process to identify action steps for this gap included a youth workshop, interviews with the Whalley and Cloverdale Business Improvement Associations (BIAs), Surrey Association for Sustainable Communities, the Fleetwood Community Association, and the Safe and Clean City Campaign.

Current and Existing Work

The City is engaged in various waste-removal and recycling programs for its residents. It is also responsible for enforcing by-laws related to commercial waste removal, the clean up of unsightly properties and other related areas. The City is also responsible for the maintenance of municipal properties, infrastructure and facilities. Most recently, the City created a Green City Reserve Fund as a means of allocating monies for future environmental and beautification initiatives.

A number of interviewees suggested that existing gaps in service – around waste removal – have been getting worse. There was a general sense among interviewees that garbage and litter-pick-up had not kept pace with increases in street-waste. The Business Improvement Associations (BIAs) and a number of community groups and service organizations are working on clean-up programs. One respondent suggested that “the business community is taking up the slack in local clean-up efforts.” Elsewhere in Surrey, the City hires members of the Surrey Association for Community Living to assist with the clean up of the Town Centre area. This once-a-week service is considered “good but not sufficient.”

Surrey Crime Prevention Society supports the anti-graffiti project, provides support for clean-up, and has initiated an award-winning Spirit of Youth Mural project on public buildings to encourage the positive outlet for artistic expression in youth. BIA’s are also working on graffiti clean-up programs – including the hiring of anti-graffiti services and community patrols.

The City formerly had a Clean-Up/Re-Use day where residents could put out whatever they liked on one day or weekend each year for collection. Although seen as a good initiative, it was reported that the annual event had a number of logistical problems. A new program enabling residents to place a request with the City to pick up large unwanted items up to four times a year has replaced the Clean-up/Re-use program.

The Parks, Recreation and Culture Department currently undertakes several initiatives to beautify and enhance City spaces including a public art and community art initiative that seeks to encourage the development of various installation pieces throughout the City. As well, Heritage Services works with the Heritage Advisory Commission and community partners to foster civic pride - primarily through the identification and promotion of significant heritage sites through signage and through walking tour pamphlets. Designated heritage properties are also eligible for grants for maintenance and repair.

The City's Partners in Parks Program, is an extensive municipal, community-based volunteer program, which covers a wide range of opportunities for public involvement through Park Operations and Urban Forestry and Environmental Services. This umbrella program is supported by different kinds of partnerships and volunteer activities. The program is designed to foster and encourage community initiatives in the City's parks and open spaces and to offer the opportunity for groups and individuals to take on a more active role in enhancing their environment. The following lists the range of volunteer opportunities related to City parks:

- Park Care
- Park Cleanups
- Environmental Programs
- Let's Stop Graffiti
- School Partnerships
- Regular Park Clean-Up
- ReLeaf Tree Planting
- Park Education Workshop
- Guide and Scout Partnerships
- Binkeepers
- Bulbs for Beauty

Finally, the City has now launched their 10th consecutive summer of environmental stewardship and public education through 2005 Salmon Habitat Restoration Program (SHaRP). Over its 10-year history, SHaRP has evolved into a comprehensive and multi-faceted program that addresses watershed, agricultural, and industrial issues in the environment. SHaRP's legacy is perpetuated by offering career-oriented employment and training to local post-secondary and high school students, raising environmental awareness in the school system and providing hands-on experience in the environmental field. The City of Surrey continues to provide core funding for SHaRP, with financial partnerships developed with organizations including Human Resources Development Canada, the BC Ministry of Environment and the Surrey School District.

Opportunities That May Help Address Gaps

One interviewee felt that the City should advocate for an additional tax or levy to be put on fast-food containers that could then be channeled into municipal waste-reduction and anti-littering programs.

One local BIA noted that they were currently working on getting funding from the Federal government for clean-up work, and further noted the possibility of a partnership with the federal Ministry of Human Resources and Skills Development to do a job-creation project based around clean-up and beautification work.

Potential Collaborations

It was reported that a number of organizations had, in the past, expressed willingness to work on matters of civic engagement, clean-up and pride. These include Community Associations and the Surrey Association for Sustainable Communities, BIAs, and local media – who could be engaged with to promote clean-up initiatives.

Other potential partners could include ‘*StreamKeepers*’, which is an organization whose work focuses on stream and waterway rehabilitation, existing Strata Councils and condominium associations, school Parent Advisory Committees, and existing Adopt-A-Street partners (it was reported that “over 30,000 people are already involved in this program”). Some respondents indicated that the city should partner with groups where possible, but not ‘rely on volunteers to do its job’.

Respondent suggestions about possible actions the City of Surrey could take to address this gap are in Appendix 1.

❖ **Issue Element: Ethno and Culturally Appropriate Services, Opportunities and Programming**

Key Gap: Need for more culturally sensitive approaches to service delivery within municipal programs and greater promotion of the benefits of cultural and ethnic diversity

Recommendations – Short-term:

- **Expand the Terms of Reference for the Cultural Opportunities Working Group** (made up of staff representatives from each City department) to develop and assist in implementing culturally sensitive approaches to City services and work place practices, including but not limited to:
 - Establishing approaches and recruitment practices to foster a City workforce that is reflective of the diverse population of the community;
 - Ensuring the City’s communications are accessible and easily read and understood by those Surrey residents which are the intended audience of the communication;
 - Ensuring a welcoming environment for all residents regardless of ethnicity;
 - Celebrating religious/cultural events important to Surrey residents and staff;
 - Developing training initiatives to increase diversity awareness for staff
- **Ensure that the Cultural Opportunities Working Group** produces an annual report that details its activities and progress for Council
- **Improve outreach communications and networking** with ethnocultural communities and organizations

Recommendations – Long-term:

- **Develop and implement policies and budgeting practices** that would ensure that the City operates in a culturally sensitive manner.
- **Develop a strategic plan** to foster ethno-cultural inclusiveness in Surrey

This gap originates from the Community Development and Diversity Issue Area. The Gap Analysis report detailed the following observations based on community input:

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

In relation to this, participants suggested that there is a need to link cultural and ethnic programs to other types of diversity, including intergenerational programs, and programs that celebrate all populations that live in the City. In this regard, it was suggested that the City should consider creating a position of Diversity Coordinator – similar to the position in the City of Vancouver – and that this position might be the type of coordinating function that was required to fill the other gaps that were identified. It should be noted that the City recently struck a committee (the Cultural Opportunities Committee) that will be looking at a number of the issues covered by this element. (Gap Analysis, Page 39)

Interview and Workshop Process

Workshops and interviews were conducted with representatives of the City of Surrey's Planning and Development Department, Parks, Recreation and Culture Department, Surrey Public Library, Cultural Opportunities Working Group, and City Clean-up Campaign. Respondents from the community included a youth workshop, interviews with the Whalley and Cloverdale Business Improvement Associations (BIAs), the Surrey Association for Sustainable Communities, the Fleetwood Community Association, Surrey Delta Immigrant Services Society, Progressive Intercultural Community Services Society, and the K'la-How-Eya Aboriginal Centre.

Current and Existing Work

The City of Surrey has recently created the Cultural Opportunities Working Group, a staff group, with the mandate is to review the degree of ethnocultural awareness in the provision of municipal services, as well as look at the degree of cultural representation present in municipal staffing. Currently, this working group is establishing ways to increase the cultural awareness of City staff, and making City staff more reflective of the diverse community.

There are a number of specific programs that relate to this gap that are being offered by the Parks, Recreation and Culture Department and the Surrey Public Library. These include specific activities designed around principles of ethnocultural diversity – such as the women's only swim times at the North Surrey Recreation Centre, the children's art festival, and a number of library events and museum or gallery exhibits and programs with a cultural focus. Surrey's Leisure Guide includes contacts for Options: Services to Community Society that provides translation services to the community to interpret the Guide. The Parks, Recreation and Culture Department and the Surrey Public Library are currently developing outreach approaches to different communities using promotional posters that include different languages. Within the Library system, there is a designated part-time multicultural librarian who does outreach work with different ethnic communities, and is involved with local heritage/cultural festivals.

It is unclear if the activities of the Cultural Opportunities Working Group are well known in the community. Much of their work is in its early stages, and concrete

recommendations were not yet available at the time this report was prepared. It is not surprising, under these circumstances, that many interviewees and respondents were unaware of the activities of the working group, and this suggests that the City needs to be proactive around engaging with this gap and communicating its work. One interviewee stated that the City needed to better “acknowledge the gap” so that it could actually deal with it in a substantive fashion. Some respondents acknowledged that some City Departments seem to be ‘further ahead’ than others in incorporating the values of ethnocultural diversity, but were concerned that the City as a whole is not responsive to the implications of this gap.

Outside of municipal activities, it was noted that there is work being done by various agencies in the City, including Options: Services to Communities Society, Surrey Delta Immigrant Services Society (SDISS) and Progressive Intercultural Community Services Society (PICS) and Kla-How-Eya Aboriginal Centre. There are several distinctive cultural celebrations held in Surrey related to specific cultural groups and organizations. Aboriginal Days and Potlatch programs exist in the Schools and with the First Nations organizations. Dhiwali, Vashaki, Indo-Canadian Women’s Celebration, Ukrainian Festivals, Celtic Fairs, etc are seasonal community-wide attractions.

Opportunities That May Help Address Gaps

Interview participants identified a number of areas of opportunity for the City – suggesting that these provided a range of options that would respond to this gap.

In keeping with the work of the Cultural Opportunities Working Group, human resources and staffing was considered to be a key area for potential change by several respondents, though they recognized the limitations of a relatively slow turnover of staff. While acknowledging it was more difficult, some interviewees also commented on the need to foster a more diverse Council, so that the composition of elected officials also reflected the community.

Finally, the need for diversity in representation extends to the various community-related boards and committees that are established by the City (such as the Surrey Public Library Board). There is an opportunity to develop a selection process or outreach/recruitment activities that better promotes diversity amongst members.

Many respondents felt that there were opportunities for the City to explore ways to better engage with Asian, South Asian, Philipino and other ethnic communities. Respondents perceive there was limited consultation with ethno-cultural groups on community issues, and suggested that there needs to be a better consultation process in place to bring in different cultural groups.

The City may have an opportunity to engage in a networking venture with different settlement and immigrant-serving agencies. Currently, it was reported that these agencies “haven’t been able to get together well” – suggesting that there may be a role for the City to play in linking groups together to the common end of promoting intercultural

understanding and diversity. A challenge that comes with this idea of linking groups is the sense of flux that currently surrounds them owing to the uncertain nature of provincial funding. One interviewee noted that there is a “need to wait a bit until those concerns get sorted out.”

With regard to the provision of municipal programs and services, there are opportunities for additional and on-going cultural sensitivity training and education, particularly for front-line staff. One interviewee noted that there may be an opportunity to pursue funding from the Federal government in this regard.

There may also be a role for the City to play as a bridge between different groups. One interviewee noted that there is a “definite need to foster better intercultural understanding as a means to avoid bigotry.” In this regard, they suggested that there was an opportunity for the City to position itself as a facilitator of understanding between cultures and groups. Respondents noted real problems with racism and bigotry, and reported that some communities (particularly black and aboriginal populations) are experiencing significant racism in their communities.

Other Existing Programs and Other Levels of Government

Interviewees noted a number of programs that are potential areas for collaboration – and suggested the possibility of dialogue with various federal departments, including Canadian Heritage and Immigration Canada because of their role in developing multicultural programming, as well as current immigration and settlement policies. The Urban Aboriginal Strategy, another federal level initiative, has provided funding for different programming areas related to fostering awareness of aboriginal cultures and may represent an opportunity for potential collaboration. Western Economic Diversification has a number of “matching fund” programs that might be accessible for ethno-cultural initiatives.

At the provincial level, the Ministry of Community Services and the Minister Responsible for Multiculturalism, as well as the Ministry of Children and Families Development, could be potential sources of funding for ethno-cultural diversity initiatives. The Arts Council may also be an opportunity to access funding, particularly for cultural activities.

Potential Collaborations

A number of potential collaborations were identified, including social service agencies and groups such as Options: Services to Communities Society, Surrey Delta Immigrant Services, Progressive Intercultural Communities Society and Kla-How-Eya Aboriginal Centre. Many of the cultural groups represented in Surrey have organizations that actively represent them in various issues. These should be included in any dialogue on ethno-cultural issues. The community associations in each of the town centres could be partners in promoting diversity and awareness. Various service clubs such as the Rotary Club and the Lions Club have participated in funding programs in the past, and might be

partners in helping to address this gap, as well as business associations like the BIA's and the Chamber of Commerce.

Respondents suggested that the Surrey School District could be a partner, because that organization is engaged with various ethno-cultural communities through the education system.

Respondent ideas about possible specific action steps that the City of Surrey could take to address this gap are in Appendix 1.

D Stage 2 Action Plan: Priority Issues for which the City of Surrey has Secondary, Limited or No Responsibility

❖ Overview

Twenty-five social service elements (out of the total of 30 social service elements) are in areas for which the City does not have primary responsibility. The City does have some involvement and responsibilities in each of the elements discussed, and can opt to take on a variety of potential roles in seeking to have the identified gaps addressed. Against these twenty-five elements are a set of key gaps that were identified through the research and public consultation process. The following table outlines each element and the key gaps related to that element:

Housing and Homelessness	
Social Issue Element / Definition	Key Gap(s)
<p>Emergency Shelter Services for Youth; also for Aboriginal Youth: <i>Low Barrier Shelter for Youths up to 30 days. Aboriginal shelter for aboriginal youths is operated and designed by aboriginal people, also up to 30 days.²</i></p>	<ul style="list-style-type: none"> • No readily accessible shelter beds for youth, approximate amount needed: 25 – 50 beds • Need for temporary shelter for youth that is accessible without Ministry referral, as well as other forms of assistance for teens considered too old for Ministry support
<p>Emergency Shelter Services for Adults (year round); also for Aboriginal Adults: <i>An emergency shelter provides short-term housing for people who are homeless. Clients can usually access a shelter for up to thirty days, beyond which they will move into longer-term housing. In the case of shelters serving aboriginal homeless persons, cultural awareness is necessary, and shelters operated and staffed by aboriginal people are preferred.</i></p>	<ul style="list-style-type: none"> • Estimated need for 100 additional year-round shelter beds for adults

² While many adult shelters are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for youths to access. Therefore, a youth shelter must have an upper age limit, and target programming and services specifically to youths in some capacity.

Social Issue Element / Definition	Key Gap(s)
<p>Transitional Housing Services: <i>Housing services for people reintegrating into mainstream society (30 days – 2 years). Some support provided. Also includes second stage housing for women and children fleeing abuse.</i></p>	<ul style="list-style-type: none"> • Need for 300 additional transitional housing units, including approximately 25 units for aboriginal families, 50 – 100 units for young women leaving the sex trade, and 40-50 units for adult men and women. The need for units for youths and culturally appropriate/specific units were also identified
<p>Supported Housing Programs: <i>Supported housing programs for people dealing with addiction, abuse, mental illness and AIDS. No limits on length of stay.</i></p>	<ul style="list-style-type: none"> • Approximately 200 supportive housing units were required for persons with concurrent disorders (mental illness and addiction)
<p>Low Income Housing for the Homeless; also Families and Singles³: <i>Housing affordability initiative for low income families (including single parents) and singles, also for the homeless and street involved. Also affordable housing development and planning.</i></p>	<ul style="list-style-type: none"> • Gap in purpose-built affordable housing, Approximately 5,000 additional units are needed
<p>Service Coordination Responsibilities (one-stop service): <i>Service coordination responsibilities /contact centre for homeless and low income (one-stop service).</i></p>	<ul style="list-style-type: none"> • Need for one-stop service/information resource including outreach services to build awareness of available programs for person on low-income, at risk of losing shelter
<p>Outreach Programs to the Homeless, Drop-in Centres, Youths: <i>Outreach programs to identify and support homeless individuals in escaping the street. Drop-in centres to engage with homeless individuals and provide information and access to services. Youth drop-ins and outreach specifically focused on youths.</i></p>	<ul style="list-style-type: none"> • Participants reported a lack of programs specific to homeless men and women experiencing personal and health related challenges • Shortfall exists with after-hours services, and particular for after-hours youth drop-in centre and outreach services
<p>Employment Programs as a Means to Prevent Homelessness: <i>Employment programs provide a continuum of services, including resume support, job search training, career planning and pre-employment training. In many cases, employment programs are privately operated, with funding from either the provincial or federal governments.</i></p>	<ul style="list-style-type: none"> • Pre-employment programs require additional capacity to reduce current long wait lists; there is also a need to increase awareness and education about available programs

³ This gap analysis combines the two Affordable Housing Social Service Elements (Homeless, Families and Singles), as the issues and solutions are essentially the same.

Substance Abuse and Addiction	
Social Issue Element / Definition	Key Gap(s)
<p>Residential Addiction Treatment for Youths: <i>Services and facilities for residential based addiction and substance misuse treatment - 30 days or longer.⁴</i></p>	<ul style="list-style-type: none"> • Need for approximately 140 substance abuse youth beds in Surrey and approximately 500 for the Fraser Health Region
<p>Recovery Treatment Services: <i>Recovery beds and recovery houses for those dealing with addictions and substance misuse concerns. Long-term recovery housing.</i></p>	<ul style="list-style-type: none"> • Absence of regulations, capital and operating funding for recovery houses • More treatment and recovery services are needed for women and families. Also, more public education is required
<p>Outreach and Support for At-risk and Substance Users: <i>Outreach programs to identify and connect with adults at-risk of addiction, or currently suffering from addiction. Support programs to help at-risk and substance users deal with addiction.</i></p>	<ul style="list-style-type: none"> • Need outreach and support programs for at-risk and substance users that work a) with women and men in the sex trade in Surrey, and b) assist gambling addicts
<p>Alcohol and Drug Treatment for Youths (non-residential): <i>Programs to help with substance misuse and addictions for youths (in-school, drop-in, support groups). Includes culturally sensitive alcohol and drug treatment for immigrant and aboriginal youths.</i></p>	<ul style="list-style-type: none"> • More services needed for substance abuse counseling, services/treatment linked with education, and drug abuse prevention programs designed and implemented with a youth perspective
<p>Prenatal Education and Support Programs re: Drug Use: <i>Parental education and support programs about drug-misuse and the effects of fetal alcohol spectrum disorder (FASD).</i></p>	<ul style="list-style-type: none"> • Need to provide supportive housing for pregnant women with substance abuse concerns • Need to address current wait lists (six weeks to two months) for existing prenatal education and support programs, as well as a need to extend the postnatal support period, and to provide supportive housing for pregnant women

⁴ This gap analysis defines youths as between the ages of 16-24, as found in the Regional Homelessness Plan Update (2003). However, while many services are open to people nineteen and over, unless they have an upper age limit, they may not be appropriate for some youths. Therefore, a youth service must have an upper age limit, and target programming and services to youths.

Children and Youth	
Social Issue Element / Definition	Key Gap(s)
<p>Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs: <i>Initiatives to ensure that there are sufficient culturally appropriate ECE and ECD programs (excluding kindergarten), that these programs are ethno-culturally sensitive and have the capacity to deal with children with special needs.</i></p>	<ul style="list-style-type: none"> • Lack of awareness by many residents, especially new immigrant families, of existing childcare and early childhood development programs • There is a specific gap in childcare and early childhood development for families with seasonal workers
<p>Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming: <i>Moving from a fee-based towards publicly funded, affordable child-care programs and services.</i></p>	<ul style="list-style-type: none"> • Shortfall in senior government funding for affordable and accessible childcare, early childhood development and education services. Need for extended hours, ethno-specific and ESL childcare programs and services
<p>Child Poverty Alleviation: <i>Initiatives to reduce the incidence and depth of child poverty and assisting families to help combat the effects of poverty on children.</i></p>	<ul style="list-style-type: none"> • Advocacy by municipal government to champion the issues/problems related to child poverty and the long-term impact on child/adult development
<p>Counseling and Support Services for Families and Children with Behavioral and Mental Health and Attachment Issues: <i>Counseling services for families and children to help address and deal with behavioural and mental health issues. Also, counseling and support services to help families deal with attachment issues in children.</i></p>	<ul style="list-style-type: none"> • Shortage of in-patient beds for youth with mental health issues, an estimated 20 additional beds required. • Gaps in early intervention and family counseling services

Crime and Public Safety	
Social Issue Element / Definition	Key Gap(s)
<p>Initiatives Dealing with Seniors Abuse: <i>Developing materials and initiatives to foster security and safety for the elderly – whether living on their own, as part of an extended family, or in a senior’s care facility.</i></p>	<ul style="list-style-type: none"> • Need for focused outreach and dissemination of materials on elder abuse, especially to immigrant and ethnic communities
<p>Initiatives Dealing with Family Violence: <i>Developing materials and initiatives to foster security for family members in abusive situations – to discourage abusive situations, to mitigate the sense of isolation that it fosters, and to create safe spaces where abusive situations can be reported and action can be taken.</i></p>	<ul style="list-style-type: none"> • Need for additional/renewed funding to women’s centers and legal aid societies
<p>Peer Support Programs to Deter Crime: <i>Creating support programs and other prevention-based initiatives, particularly for youth, that creates safe pathways for growth and development. Stopping crime before it starts.</i></p>	<ul style="list-style-type: none"> • More free or low-cost recreational opportunities activities for youth, (including ethno-specific youth services) to provide a range of engaging programs and services⁵
<p>Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity: <i>Initiatives to target gang-related components of organized crime, including ethnic and youth gang activity.</i></p>	<ul style="list-style-type: none"> • Better use of existing community resources (i.e. BlockWatch) and better coordination and information exchange between community organizations and agencies dealing with CRIME (including gang activity) and crime prevention

⁵ This gap was addressed in the earlier report ‘Plan for the Social Well Being of Surrey Residents: Stage 1 Action Plan’ on pages 12-18, as Programs and Recreation for Children and Youths are primarily the responsibility of the City of Surrey.

Community Development and Diversity

Social Issue Element / Definition	Key Gap(s)
<p>Public Transportation and Access: <i>Transportation services sufficient to allow access to community services and the city at large – not only for low-income citizens but also the whole community.</i></p>	<ul style="list-style-type: none"> • Insufficient public transit services, including lack of services and intercommunity connections and poor coordination with services outside of Surrey • Lack of sufficient HandiDart services result in limited options for persons with disabilities • Other transportation gaps include taxis equipped with baby car seats, more park-and-ride services, and better signage for the municipal roadways
<p>Life Skills and Educational Training: <i>Training opportunities for adults that have not completed high-school.</i></p>	<ul style="list-style-type: none"> • Need for life skills programs, supported education and employment, particularly for persons with learning disabilities and mental health concerns
<p>Community Economic Development Initiatives: <i>Initiatives to stimulate local economic development including grants, lending and leasing programs.</i></p>	<ul style="list-style-type: none"> • Lack of municipal support and networks for home-based businesses and lack of support for entrepreneurialism • Need for banking services for low income persons
<p>Nutrition and Food Programs: <i>Information services, community kitchens, community gardens, and food banks to assist with food security.</i></p>	<ul style="list-style-type: none"> • There is a need to ensure sufficient capacity of food banks and food/nutrition programs, the need for affordable meal programs and for ethno-specific food service options

❖ City Roles in Facilitating Solutions for Stage 2 Action Plan

The Stage 2 Action Plan focuses on actions related to social service elements for which the City has limited or no direct mandate or legislative responsibility. Recommended actions are divided into the three primary roles that the City could play in facilitating solutions to the identified issues/opportunities.

A – Understanding

The City should play a role in understanding (i.e. acquiring and maintaining current knowledge) the issues affecting the City in each of the social service issue areas by:

1. **Organizing forums, where necessary**, with social service providers, other key stake holders and other orders of government to facilitate dialogue;
2. **Participating on local and regional roundtables, taskforces and other information sharing processes** involving social service providers, other orders of government and other key stakeholders; and
3. **Reviewing studies, bulletins and reports as they become available** to stay abreast of emerging trends and opportunities in relation to needs, capacities, potential solutions, and funding opportunities relative to the social service issues in the City of Surrey.

B – Advocating

The City should play a role in seeking resolution to issues in the City of Surrey by:

1. **Sharing information, discussing needs, assisting in developing solutions and establishing priorities** with other orders of government, potential funders, and key community stakeholders through means such as organizing, where necessary, and by participating in appropriate forums; and using other means to share information.

C – Supporting

The City should play a role in implementing solutions to social service issues through actions that are within the City's mandated responsibilities, including such actions as:

1. **Providing planning support** to ensure solutions are effective in addressing the gap and in meeting broader community expectations.
2. **Developing locational guidelines** for different types of social service facilities;
3. **Establishing suitable zoning provisions** to accommodate needed facilities;
4. **Facilitating the implementation of needed programs and projects** through the development and building approval permit application review and approval processes, and business licensing application process;
5. **Providing some seed money/other resources, under certain circumstances**, towards the start-up, design, and/or implementation of a program or project focused on addressing a social service gap.

Participants were clear during the consultations that they want the City of Surrey to take a more active role in collaboration with the community to promote the Social Well Being of Surrey residents. The general roles noted above were frequently raised during the consultations on many of the gaps discussed below. In addition, more specific recommend actions were identified during the consultation.

In order to avoid duplication, some elements and their gaps have been grouped together where there are common actions steps. As noted earlier, the recommend actions are presented "up-front" using the numbering framework from **A1** through to **C5**, which correspond to the various roles that the City can play as documented above. The findings supporting the proposed action steps are provided following the recommendations.

❖ Housing and Homelessness Action Steps

- Issue Element: Emergency Shelter Services for Youth

Key Gap: No readily accessible shelter beds for youth, approximate amount needed: 25-50 beds. Need for a temporary shelter for youth that is accessible without Ministry referral, as well as other forms of assistance for teens considered too old for Ministry support.

- Issue Element: Emergency Shelter Services for Adults (Year-Round); also for Aboriginal Adults

Key Gap: Estimated need for 100 additional year-round shelter beds for adults.

- Issue Element: Transitional Housing Services

Key Gap: Need for 300 additional transitional housing units, including approximately 25 units for aboriginal families, 50 – 100 units for young women leaving the sex trade, and 40-50 units for adult men and women. The need for units for youths and culturally appropriate/specific units were also identified.

- Issue Element: Supported Housing Programs

Key Gap: Approximately 200 supportive housing units were required for persons with mental health and other issues, including a particular need for units serving people with concurrent disorders (mental illness and addiction)

- Issue Element: Low Income Housing for the Homeless, Families and Singles

Key Gap: Gap in purpose build affordable housing. Approximately 5000 additional units are needed in Surrey.

Action Plan: City Roles in the Development of Shelter and Housing

The following action plan identifies the common key roles that the City of Surrey could undertake concerning the development of physical structures to address housing and homelessness in Surrey.

A2 Continue to participate on the:

- Surrey Homelessness and Housing Taskforce;
- Regional Steering Committee on Homelessness; and
- Other related forums (i.e. the Mayor's Taskforce on Homelessness)

A2 Encourage public education around homelessness and solutions to homelessness.

- A2 Encourage the establishment of a Housing and Homelessness Foundation.
- A3 Monitor funding opportunities and policy directions by other levels of government and others in relation to the identified gaps (i.e. the proposed New Canadian Housing Framework) and inform appropriate taskforces and roundtables.
- B1 Facilitate the establishment of an intergovernmental roundtable to address, among other issues, the social service gaps related to housing and homelessness.
- C2 Develop locational guidelines for shelters and transitional housing projects.
- C3 Review zoning provisions in order to accommodate and integrate needed facilities in the City.
- C3 Identify opportunities to further encourage affordable housing development and preserve affordable housing stock, including secondary suites, and maintaining stock preservation initiatives and zoning support.
- C4 When locational guidelines are developed, include them in the terms of reference for the Neighbourhood Concept Plan (NCP) planning process.
- C6 Develop a policy and program to provide some seed money towards the implementation of solutions for housing gaps (e.g., Phoenix House), possibly using the Affordable Housing Reserve Fund as a source of funding.

Interview and Workshop Process

SPARC BC conducted a series of interviews and a focus group with key stakeholders to identify opportunities and action steps that the City of Surrey can take to address the above four elements and gaps.

Participants included representatives from the Surrey Homelessness and Housing Task Force, Service Canada, Phoenix Drug and Alcohol Recovery Society, Kla-How-Eya Aboriginal Centre, Atira Women's Services, Servants Anonymous Society Surrey, Pacific Community Resources, The Newton Advocacy Group Society, Options Services to Communities Society, Peace Arch Community Services and the City of Surrey.

The stakeholders identified a number of common opportunities that may help address these gaps.

Opportunities That May Help Address Gaps

The federal government is currently holding consultations regarding a new federal housing framework. They have been taking place since the fall, 2004 and are nearing their conclusion. The consultations are national in scope, and include discussions with Provinces and preparations for new project funding. Communities with plans in place may benefit from any funding announcements. The National Homelessness Initiative: Supporting Communities Partnership Initiative (SCPI) and Urban Aboriginal

Homelessness Initiative programs were extended for another year on November 22nd, 2005, which means that further funds will be provided by the federal government for homelessness oriented projects.

The 2010 Olympics and the upcoming World Urban Forum may provide some opportunities for community projects and funding. Failing that, the events are likely to increase the profile of the region, and provide opportunities to advocate for funding and capital projects in Surrey.

Canadian Business for Social Responsibility (CBSR) has reportedly identified Surrey as a pilot community for their 'Seeing is Believing' program, and there may be opportunities to leverage that into some affordable housing projects.

The stakeholders also identified current and existing work and potential collaborators for each of the gaps. A more detailed description of each the gaps, particular populations of concern, and current work and potential collaborators are discussed below.

Youth Shelters

Gaps

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

Populations

It was identified in previous research, and confirmed in the consultation process, that any beds created in Surrey will need to be focused on a variety of populations. In many cases, members of vulnerable populations do not feel safe accessing 'mainstream' services, and to effectively address the service gap it will be important to address those concerns. Beds for young men and women, GLBTQ (Gay, Lesbian, Bisexual, Transgendered and Questioning) youths, youths with mental health and dual diagnosis issues, and aboriginal specific youth beds need to be created to meet the needs of these populations. Also identified in previous research is a need for shelter beds appropriate for young women with children. (Gap Analysis, Pages 13-14).

Current and Existing Work

Kla-How-Eya Aboriginal Centre has recently received funding from the Ministry of Children and Families to open a six bed facility for 14-18 year olds in the Green Timbers

area, which was planned to open in December of 2005. Concurrently, Servants Anonymous Society has 2-3 new beds that are reserved for sexually exploited youths. Phoenix House is currently under construction, which will have 28 beds for people with addictions that may be available to youths over 18.

Focus group participants noted that a number of existing service providers have the potential to expand their services with relative ease, if the funding and licensing were to become available. The groups include Options Services to Communities Society, Phoenix Drug and Alcohol Recovery Society, Kla-How-Eya Aboriginal Centre and Atira Women's Services.

Potential Collaborations

Focus group and interview participants agreed that youth shelters are complex, difficult projects. To be successful, they need the involvement of all three levels of government, as well as representatives of the community sector, including faith groups, foundations and other funders, service providers and the business community.

Of particular importance are the provincial Ministries, including the Ministry of Children and Families, the Ministry of Community Services, the Fraser Health Authority, BC Housing, the Ministry of Employment and Income Assistance, and the Ministry of Education. At the federal level, the National Health Institute and Western Economic Diversification may be valuable partners, as well as Service Canada, Health Canada and Heritage Canada.

Adult Shelters

Issues

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

Gaps

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

Populations

The consultation process underlined a need for some shelter beds to serve specific populations, including low barrier shelter beds for crystal methamphetamine users, beds for homeless persons with mental health issues, and shelter beds for adults with children (families). (Gap Analysis, Page 14).

Current and Existing Work

Phoenix House is currently under construction, and it will include 28 beds for addiction treatment and 36 transitional housing suites. Options Services to Communities Society is currently working to develop a new shelter in the Cloverdale area.

Focus group participants noted that a number of existing service providers have the potential to expand their services with relative ease, if the funding and licensing were to become available. The groups include Options Services to Communities Society, Phoenix Drug and Alcohol Recovery Society, Kla-How-Eya Aboriginal Centre and Atira Women's Services.

Potential Collaborations

A number of community agencies are currently involved in providing shelter services in Surrey, and would be valuable partners in developing additional capacity. Faith groups would also be important partners in seeking to address the issue, as well as the business community, neighbourhood groups, and all three levels of government.

Provincial Ministries and agencies that should be involved in developing shelters include the Ministry of Community Services, the Ministry of Employment and Income Assistance, the Fraser Health Authority, and BC Housing. At the federal level, Service Canada, Western Economic Diversification, and Health Canada should be involved with developing solutions to the gap.

Transitional Housing

Gaps

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

Populations

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

(Gap Analysis, Page 17).

Current and Existing Work

Servants Anonymous Society Surrey has 2-3 new beds, reserved for sexually exploited youths. Phoenix House is currently under construction, and will include 36 transitional units (studio suites), with secondary withdrawal management capabilities and the ability to support individuals with concurrent disorders. Options Services to Communities Society is working to develop a new facility in Cloverdale that may provide some transitional housing. Atira Women's Services is planning to provide some transitional housing for women in a later stage of the Maxxine Wright place project.

Potential Collaborations

Existing service providers in Surrey may be able to expand the inventory of transitional housing in the city, given appropriate funding. Existing funders, as well as the business and faith communities would be valuable participants in finding solutions to this gap. BC Housing, the Ministry of Children and Family Development, the Ministry of Community Services, the Fraser Health Authority, Service Canada and Western Economic Diversification should all be engaged in seeking to address this gap.

Supported Housing

Gaps

Participants in the public consultation supported the creation of more supported housing units in Surrey. Estimates of the size of the gap varied, but most agreed that approximately 200 additional supported housing units are presently needed in Surrey, serving persons with mental health and other issues. A particular need for supported housing targeting people with concurrent disorders (mental illness and addiction) was identified. (Gap Analysis, Page 16).

Current and Existing Work

Community representatives who participated in the consultations were unaware of anything currently in development to help address this gap. Options Services to Communities Society is developing a facility in Cloverdale that is planned to have some supported housing for homeless clients. Phoenix House, currently under construction, will have some transitional facilities, but nothing specifically for persons with concurrent disorders. Stakeholders agreed that operating costs of supportive housing can be very high, which can function as a significant barrier to the creation of facilities.

Potential Collaborations

A number of community groups and agencies could be valuable partners in working to address this gap. These include, but are not limited to, Semiahmoo Community Services,

Atira Women's Services, Options Services to Communities Society, Kla-How-Eya, Hope Health and Housing, South Fraser Community Services Society, Phoenix Society, faith groups and the YMCA. In the provincial government, the Fraser Health Authority would be an essential partner in working to address this gap, as well as BC Housing, the Ministry of Children and Family Development, and the Ministry of Community Services. At the federal level, Health Canada, Service Canada and the Canadian Centre for Substance Abuse might be valuable partners.

Low Income Housing

Gaps

Consultation participants agreed that affordable housing is a significant gap in Surrey. In other research, Statistics Canada estimates that 4085 renter households are 'In core housing Need and spending At Least Half' of their household income for shelter in Surrey.⁶ Participants expressed strong support for the creation of additional affordable housing units in Surrey, and many cited excessively long wait-lists (of over 2 years) for existing housing as a significant service gap in the city.

Estimates of the scope of the gap ranged from 500-60,000 units, though most suggestions were closer to 5,000, which is very close to the INALHM number of households in core housing need. Any additional units created would need to serve a variety of populations, including homeless youths and adults, families, single adults and people with disabilities. Other comments identified a need to spread the affordable units across Surrey, and not to concentrate them in one area, creating a 'slum'. (Gap Analysis, Page 15).

Current and Existing Work

At present, consultation participants were aware of no new affordable housing units under development in Surrey. Hope, Health and Housing has developed some proposals for Affordable Dwelling Units (ADUs), which are like secondary suites, but have additional help with loans. These are specifically designed to help individuals with mental health concerns.

Potential Collaborations

Representatives of several community agencies expressed interest in participating in developing solutions to this gap, including, but not limited to, Options Services to Communities Society, faith groups, South Fraser Community Services Society, Kikano Native Housing, Kla-How-Eya, neighbourhood groups.

At the provincial government level, BC Housing needs to be involved in developing affordable housing solutions for Surrey. The Ministry of Children and Families, the Ministry of Employment and Income Assistance, the Ministry of Community Services

⁶ INALHM Data – Statistics Canada

could all have a role in bringing about increases in the affordable housing stock. Federally, the Canadian Mortgage and Housing Corporation, Industry Canada, Western Economic Diversification, and Service Canada could all be engaged to identify and contribute to solutions.

- **Issue Element: Service Coordination Responsibilities**

Key Gap: Need for one-stop service/information resource including outreach services to build awareness of available programs for persons with low-income and at-risk of homelessness

- **Issue Element: Outreach Programs to the Homeless, Drop-In Centres, Youth**

Key Gap: Participants reported a lack of programs specific to homeless men and women experiencing personal and health related challenges. There was also a shortfall for after-hours services, and particular for after-hours youth drop-in centre and outreach services

- **Issue Element: Employment Programs as a Means to Prevent Homelessness**

Key Gap: Pre-employment programs require additional capacity to reduce current long wait lists; there is also a need to increase awareness and education about available programs

Action Plan: City Roles in Support Services/Resources for Housing and Homelessness

The following action plan identifies the common key roles that the City of Surrey could undertake concerning support services and resources for housing and homelessness.

- | |
|--|
| <p>B1 Advocate to other levels of government the need to provide additional resources to:</p> <ul style="list-style-type: none">• Support the establishment of a one stop service/information resource for persons on low-income, at risk of losing shelter;• Provide adequate outreach programs and drop-in centres as an entry point for homeless persons seeking assistance;• Expand pre-employment programs by:<ul style="list-style-type: none">a) Involving the private sector, through projects such as Project Comeback, and a coordinating group such as a Housing and Homelessness Foundation; andb) Increased provincial program funding. |
|--|

Service Coordination

Interview and Workshop Process

SPARC BC conducted consultations on service coordination with representatives from the Information and Referral Taskgroup, the United Way, Options Services to Communities Society and Peace Arch Community Services.

Gaps

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

The public consultation on this topic confirmed the need for one-stop services and information provision in Surrey. This service would need to be available in every neighbourhood in Surrey, and have an outreach component to build awareness of available programs. (Gap Analysis, Page 18).

Current and Existing Work

The United Way of the Lower Mainland is currently working with a number of partners on the 'BC 211' Initiative, which is intended to provide an easy to remember telephone number which can connect people to services in their area. The BC 211 Initiative is expected to be in place within a year. In a parallel but more localized process, the Information and Referral Taskgroup is working to develop and distribute information and posters that provide people with information and contacts. The IRTG has also provided free training for service providers on information and referral, to lessen the 'run around' experience identified as a barrier by many Surrey residents.

Youth Services in Surrey (funded by the Ministry of Children and Family Development) are now provided through two youth resource centres with offer 'one stop shopping.' Surrey Community Services develops and maintains the 'Grey Book,' a listing of community services. In the past, Surrey Social Futures has developed neighbourhood resource guides for distribution, but that has since ended. Options Services to Communities Society operates a multilingual outreach line as well.

Opportunities That May Help Address Gaps

The Surrey Community Services Grey Book is a valuable tool in the community for information and referrals, and could benefit through expanded support. Fund Info Services Vancouver provides funding for a number of projects and grants, and may be a good source of funding for increased information referral services in Surrey. The United

Way provides grants to community agencies for particular projects, including information and referral programs. The Provincial government provides funding for Inquiry BC, which in turn funds some specific information lines and may be a valuable partner in developing information services in Surrey.

Potential Collaborations

Information services and referrals would necessarily involve as inclusive a list of community service providers as possible. At the provincial and federal levels, all agencies providing services to at-risk populations should be engaged with in developing service information and one-stop services. These include the BC Housing, the Ministry of Health, Ministry of Children and Family Development, Ministry of Community Services, Attorney General, Ministry of Employment and Income Assistance, and Fraser Health Authority. At the federal level, Service Canada and Health Canada would be particularly valuable, as well as Heritage Canada.

Outreach Programs

Interview and Workshop Process

SPARC BC conducted consultations on outreach programs with representatives from the Surrey Homelessness and Housing Task Force, Service Canada, Phoenix Drug and Alcohol Recovery Society, Kla-How-Eya Aboriginal Centre, Atira Women's Services, Servants Anonymous Society Surrey, Pacific Community Resources, The Newton Advocacy Group Society, Options Services to Communities Society, Peace Arch Community Services and the City of Surrey.

Issues

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

Gaps

Consultation participants identified a need for after-hours services, and particularly an after-hours youth drop-in centre and outreach services. (Gap Analysis, Page 19).

Current and Existing Work

A number of programs currently exist in the city that offer outreach and drop-in services for people in need. Most of these are outlined in the *Inventory of Existing Services*. New programs include a project that Servants Anonymous Society Surrey (SASS) is working to develop with Service Canada relating to employment, two new employment related

outreach programs at Kla-How-Eya, and an outreach component to the new facility that Options Services to Communities Society is developing in Cloverdale. The Pacific Community Resource Society is adding two social workers on a 2-10 evening shift to work with sexually exploited youths.

Opportunities That May Help Address Gaps

SASS is working on a proposal to add some outreach workers to their programs. If successful they will start in January 2006. There has been some development towards an after hours emergency services number (see the BC 211 project described on page 22 under *Service Coordination*), which would indirectly help address the gap.

Potential Collaborations

Addressing the gap in outreach and drop-in programs, particularly for homeless and at-risk individuals experiencing personal or health related problems, requires the participation of community agencies across Surrey. These include Options, SASS, Kla-How-Eya, Progressive Intercultural Community Services (PICS), Pacific Community Resource Society, Surrey Delta Immigrant Services (SDIS), Peace Arch Community Services (PACS), and South Fraser Community Services (SFCSS). The local business community could also be a valuable partner in developing solutions to this gap.

Government involvement in developing solutions to this gap should include the provincial Ministry of Children and Family Development (MCFD), the Ministry of Employment and Income Assistance (MEIA), the Ministry of Community Services, BC Housing, and the Attorney General's office. Surrey School Board, the Fraser Health Authority (particularly the street nurses program), and the RCMP could also bring valuable information and resources to developing solutions to this gap, as could federal ministries, particularly Health Canada and Service Canada.

Employment Programs

Interview and Workshop Process

SPARC BC conducted consultations on employment programs with representatives from the Whalley and Cloverdale Business Improvement Associations, the Surrey Homelessness and Housing Task Force, Service Canada, Phoenix Drug and Alcohol Recovery Society, Kla-How-Eya Aboriginal Centre, Atira Women's Services, Servants Anonymous Society Surrey, Pacific Community Resources, The Newton Advocacy Group Society, Options Services to Communities Society, Peace Arch Community Services and the City of Surrey.

Issues

A large number of programs exist to help people move into employment. These include referral-based and self referral programs. Location of programs and transportation

availability are a factor in the accessibility of the programs. Several programs are open to anyone legally allowed to work in Canada, but homeless and at-risk persons may not be aware of them.

Gaps

Consultation participants identified specific gaps in employment services around the provision of pre-employment programs. One service provider noted a 200 person waitlist for their pre-employment program. Participants noted a particular need for multi-barriered homeless men and women (those facing a combination of challenges, such as low-income, low-education, mental-health or disability concerns, addiction issues and other barriers). Some service providers suggested that programs are defined by the goals of the funders, which preclude the service providers from directly meeting some of the specific needs of some clients. Participants also identified a need for more awareness of the currently available programs. (Gap Analysis, Pages 17-18).

Current and Existing Work

The Newton Advocacy Group Society (NAGS) has recently begun *Project Comeback*, in partnership with the Surrey business community. The project provides pre-employment programming, housing and support for the working homeless. The project provides individuals with enough to pay their damage deposit and rent, which then helps people get past the initial barriers to escaping homelessness and keeping paid employment.

A particular challenge with pre-employment programming is that the specific barriers to employment for individuals can be widely varied. As a result, it can be difficult to access funding for these programs.

Opportunities That May Help Address Gaps

Participants were not aware of any significant opportunities that might help address this gap in the near future. There may be an opportunity for organizations to access funds through the new national housing strategy, or the recently announced Supporting Communities Partnership Initiative (SCPI) funds.

Potential Collaborations

Employment and pre-employment programs could benefit from a broad partnership in the community. Of particular importance are the business community and employment service providers such as Peace Arch Community Services, Landell and Associates, NAGS, Phoenix Society, Options Services to Communities Society, Progressive Intercultural Community Services, Pacific Community Resources Society, and Surrey Delta Immigrant Services. Cloverdale has an Integrated Community Services Group that is organized by the local RCMP, which could provide a valuable contribution to efforts seeking to address this gap. Consultation participants also strongly encouraged participation by members of the community at-large.

At the provincial government, it would be essential to engage with the Ministry of Employment and Income Assistance. Participants noted some challenges that arise with current funding models for employment programs, and partnering with the Ministry to identify constructive approaches to pre-employment programs would be very valuable. Federally, Service Canada could provide some valuable input and support for identifying solutions as well. Relating to advocacy, participants recommended engaging with the local MLAs and MPs to push for improved funding for pre-employment programs.

Action Steps to Address these Gaps

Appendix 2 includes a variety of possible action steps suggested by respondents as approaches the City could take to address the gaps in the issue area of housing and homelessness.

❖ **Substance Abuse and Addictions Action Steps**

- **Issue Element: Residential Addiction Treatment for Youths**

Key Gap: Need for approximately 140 substance abuse youth beds in Surrey and approximately 500 for the Fraser Health Region

- **Issue Element: Recovery Treatment Services**

Key Gap: Absence of regulations, capital and operating funding for recovery houses. More treatment and recovery services are needed for women and families. More public education is also required

- **Issue Element: Outreach and Support Programs for At-Risk and Substance Users**

Key Gap: Need outreach and support programs for at-risk and substance users that work a) with women and men in the sex trade in Surrey, and b) assist gambling addicts.

- **Issue Element: Alcohol and Drug Treatment for Youths**

Key Gap: More services needed for substance abuse counseling, services/treatment linked with education and drug abuse prevention programs designed and implemented with a youth perspective.

- **Issue Element: Prenatal Education and Support Programs re: Drug Use**

Key Gap: Need to address current wait lists (six weeks to two months) for existing prenatal education and support programs, as well as a need to extend the postnatal support period and to provide supportive housing for pregnant women

Action Plan: City Roles In Substance Abuse and Addictions

The following action plan identifies the common key roles that the City of Surrey could undertake concerning substance abuse and addictions in Surrey.

A1, A2, B1

Facilitate the establishment of a Roundtable that includes Fraser Health, the Ministry to Health and other government and community stakeholders to facilitate a proactive dialogue towards understanding and determining a continuum of programs and services:

- (a) For youth - addiction treatment and reintegration of affected individuals as productive members of the community so that all gaps are addressed;
- (b) For adults - effective programs and regulations for support recovery houses to assist affected

- adults in achieving recovery and reintegration as productive members of the community;
- (c) Pre-natal education and support programs for at-risk women; and
 - (d) Outreach and support programs for adults at risk of addiction or currently suffering from addiction.

C1, C2, C3, C4, C5

Provide support as required based on the results of the round table discussions.

Interview and Workshop Process

SPARC BC conducted a series of consultations with key stakeholders to identify opportunities and action steps that the City of Surrey can take to address the five elements and related gaps concerning substance abuse and addictions. Consultation participants included representatives from Progressive Intercultural Community Services (PICS), Phoenix Drug and Alcohol Recovery Society, the Community Action Network, Atira Women’s Resources, the Ministry of Children and Family Development (MCFD), the City of Surrey, Servants Anonymous Society Surrey (SASS), and the Elizabeth Fry Society. Representatives from the Fraser Health Authority, the Early Years and Healthiest Babies programs at Options Services to Communities Society, the Make Children First Learning Initiatives Group and the STARR program at Surrey Community Services were also consulted to discuss the element concerning prenatal education.

Residential Addiction Treatment - Youth

Issues

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

Gaps

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

Populations

Of the beds created, a small number would need to serve young parents with children. Residential treatment would need to serve young men and young women, likely in separate facilities. (Gap Analysis, Page 22).

Current and Existing Work

Pacific Community Resources Society (PCRS) and BC Housing are currently involved with the Portage project, which is being built near Langley, and will serve the region with upwards of sixty youth treatment beds. MCFD is also funding three new clinical detox beds to get sexually exploited youths between sixteen and eighteen off the streets in Surrey through the Servants Anonymous Society. Also, Elizabeth Fry Society recently opened a new facility that outside Surrey with six youth beds. These facilities will serve the region. Also in the region, consultation participants suggested that the Sto:lo nation is in the process of licensing a facility for youth addiction treatment.

Opportunities That May Help Address Gaps

Consultation participants suggested that the provincial government has expressed a willingness to support programs targeting youths. Also the federal Supporting Communities Partnership Initiatives (SCPI) was recently extended for another year, and there may be opportunities to access funding through that program.

Potential Collaborations

Addictions are a complex issue, and require a careful collaboration between government and community groups to address effectively. Consultation participants recommended that all the community service providers in the addictions field be involved in identifying solutions, as well as MCFD, the Ministry of Employment and Income Assistance (MEIA), the Surrey School Board, the Ministry of Health and the Fraser Health Authority (FHA). Other potentially valuable partners include the RCMP, the native bands in the area, and youth representatives from the community.

Recovery Houses

Issues

The consultation process identified significant issues relating to the regulation and operation of recovery houses. Since many of them operate ‘under the radar’ and unlicensed, it is difficult to enforce any safety or operating standards. However, the cost of meeting licensing standards mean that many existing recovery houses would be unable to operate. In many cases, this would create a significant gap in services, more so than already exists. Consultation participants noted that a workable, licensed model requires at least 10 residents, while bylaws and regulations prevent operating at that level.

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

Gaps

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

Populations

Consultation participants identified a specific need for recovery treatment facilities for women and families. (Gap Analysis, Page 23).

Current and Existing Work

Currently, many recovery houses are unregulated and unlicensed facilities, and operate outside of official knowledge. Consultation participants attribute the current situation to a combination of strict zoning bylaws and difficulty accessing the funding required to acquire an operating license. Participants also underlined a tension that exists in this area, pointing out that should existing recovery houses be shut down, many of their residents would have nowhere to go and become homeless. Opinions were mixed in the consultations as to the best direction the City could take on this issue. The City of Surrey has made significant efforts in the past to address these concerns in policies and bylaws, but has had some difficulty in coordinating with other levels of government – specifically the need for provincial licensing and regulation.

There are a small number of licensed recovery facilities in development. Atira Women's Resources has entered into a partnership with the Phoenix Society to open eleven stabilization beds. Phoenix has also offered to give Atira their old facility when the new Phoenix project is completed, which will mean that the twelve beds that are currently there will remain in operation.

Opportunities That May Help Address Gaps

Consultation participants did not know of any opportunities on the horizon to help address this issue. One participant suggested that many of the residents of recovery homes are receiving Income Assistance, and there may be an opportunity for regulation through the shelter allowances that are paid to the facilities. The National Centre for Crime Prevention has regular funding processes that may be of some use in helping to address this gap.

Potential Collaborations

Participants suggested that existing recovery homes should be involved in helping to address this gap. BC Housing, the Ministry of Employment and Income Assistance, the City of Surrey and the many community agencies who provide residential addiction recovery services could all be engaged in developing solutions to the existing gap.

Participants also suggested engaging with the business community in developing treatment and recovery services for women and families.

Outreach for Substance Users

Issues

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

Gaps

Consultation participants identified a need for outreach programs that work with women and men in the sex trade in Surrey. Participants also identified a gap in outreach programs for gambling addicts. (Gap Analysis, Page25).

Current and Existing Work

New programs include a project that Servants Anonymous Society Surrey (SASS) is working to develop with Service Canada relating to employment, two new employment-related outreach programs at Kla-How-Eya, and an outreach component to the new facility that Options Services to Communities Society is developing in Cloverdale. The Pacific Community Resource Society is adding two social workers on a 2-10 evening shift to work with sexually exploited youths. This social service element has significant overlap with the issue element *Outreach Programs to the Homeless, Drop In Centres, Youth*.

Opportunities That May Help Address Gaps

At the time of the consultation, SASS was working on a proposal to add some outreach workers to their programs. If successful they will start in January 2006.

Potential Collaborations

Potential partners is working to address this gap include Options Services to Communities Society, SASS, Kla-How-Eya, Progressive Intercultural Community Services (PICS), Pacific Community Resource Society, Surrey Delta Immigrant Services (SDIS), Peace Arch Community Services (PACS), South Fraser Community Services (SFCSS).

Government involvement in developing solutions to this gap should include the provincial Ministry of Children and Family Development (MCFD), the Ministry of Employment and Income Assistance (MEIA), the Ministry of Community Services, BC Housing, and the Attorney General's office. Surrey School Board, the Fraser Health Authority (particularly the street nurses program), and the RCMP could also bring

valuable information and resources to developing solutions to this gap, as could federal ministries, particularly Health Canada and Service Canada.

Alcohol and Drug Treatment - Youth

Issues

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

Gaps

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

Populations

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

Consultation participants stressed that any youth drug education programs should be designed and implemented with a youth perspective. Youth participants asserted that it is more effective to have people with real street experience giving talks and warnings about the hazards of substance use, rather than representatives of the police or other adult authorities. (Gap Analysis, Page 24).

Current and Existing Work

Pacific Community Resources Society is working to develop some new programs relating to substance abuse counselling and prevention. SASS is including counselling services and education in their new program that works with youths leaving the sex trade. A number of existing programs in Surrey are working to identify what barriers they are currently placing in the way of marginalized people, in the hopes of removing those barriers and making programs more accessible.

Opportunities That May Help Address Gaps

In working to address this gap in programming, the 2010 Olympics might offer a means for leveraging funding and programs. The National Centre for Crime Prevention also has a regular funding process that may support programs to address this gap.

Potential Collaborations

All of the community agencies listed above would be valuable partners in working to address this gap, through expanding existing programs or building on existing capacity by creating new programs. In discussion of youth addiction treatment and prevention education, the Surrey School Board was identified as a potential partner. The neighbourhood associations and business community could also be valuable partners in addressing this gap and helping to facilitate the development of new programs.

Provincially, MCFD, the Fraser Health Authority and the Ministry of Employment and Income Assistance have a role in working to address this gap. At the federal level, Health Canada and Service Canada are potentially valuable partners.

Prenatal Education

Gaps

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

Populations

Consultation participants identified a clear gap in prenatal education and support services around the effects of drug use for the Indo-Canadian community in Surrey. (Gap Analysis, Page 25).

Current and Existing Work

Atira Women's Resource Society is moving ahead with plans to complete the temporary housing for women at Maxxine Wright Place, though they note a need for long-term care to be created for women after they leave the program. A project in Vancouver, *The Genesis Program*, is being created that will have six beds for women and children, and will serve the region. The Elizabeth Fry Society offers priority access to pregnant women at their six bed resource for women on a methadone program.

The Fraser Health Authority has made a decision to focus on first-time mothers in prenatal education, and particularly immigrant first-time mothers. However, prenatal education is no longer free, and fees may be a barrier for some participants.

Opportunities That May Help Address Gaps

Aside from the ongoing plans for the Maxxine Wright Place facilities, consultation participants were unaware of any other opportunities that might help address this gap. The books for babies program, a partnership between Surrey Public Libraries, the School District, teachers and others was identified by consultation participants as a valuable program that relates to this gap.

Consultation participants reported that the federal government is currently negotiating with the Province to hand over responsibility and funding for prenatal programs and an opportunity may become available to advocate with the Province to help address this gap in Surrey.

Potential Collaborations

All of the community agencies that work in Surrey with people who have addictions could have a role in developing solutions to these gaps, and particularly Atira Women's Resource Society and the Elizabeth Fry Society. The Healthiest Babies Possible, Infant Development Programs and Emergency Daycare programs in Surrey would also be valuable partners. This gap could also benefit by partnering with the business community and faith groups in Surrey as well as medical professionals and the School District.

Provincially, MCFD has an important role to play in addressing these issues, as well as the Fraser Health Authority. Participants indicated that the Ministry of Health has responsibilities for early childhood and prenatal education, and will be holding the Health Authorities accountable for those program results. Federally, Health Canada has some resources that might be able to help address the gap, particularly in partnership with the Province and City.

Action Steps to Address these Gaps

Appendix 2 includes a variety of possible action steps suggested by respondents as approaches the City could take to address the gaps in the issue area of substance abuse and addictions.

❖ Children and Youth Action Steps

- **Issue Element: Culturally Appropriate Early Childhood Education/Development Programs**

Key Gap: Lack of awareness of existing childcare and early childhood development programs by many residents, especially new immigrant families. There is a specific gap in childcare and early childhood development for families with seasonal workers

- **Issue Element: Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming**

Key Gap: Shortfall in senior government funding for affordable and accessible childcare, early childhood development and education services. Need for extended hours, ethno-specific and ESL childcare programs and services

Action Plan: City Roles in Early Childhood Education and Childcare

The following action plan identifies the common key roles that the City of Surrey could undertake concerning early childhood education and childcare in Surrey.

A2

- Participate at the "Make Children First" community planning table.
- Support initiatives that address capacity deficiencies on a neighbourhood/community basis.
- Encourage community organizations; such as the Make First Children community planning table and others, to raise awareness about existing childcare resources and early childhood development programs and services, with a special focus on the needs of immigrant families.

B1

Encourage the other orders of governments to continue to support and expand, as a high priority, the development of childcare resources.

C1, C2, C3, C4

- Provide support as required based on the results of the discussions at the Make Children First community planning table, and provincial funding for additional childcare resources.
- Develop and review the zoning by-law and locational guidelines for childcare related facilities to support their development, proper distribution and effective integration in the City.
- Where locational guidelines are developed include them in the Terms of Reference for the NCP planning processes.

Interview and Workshop Process

SPARC BC conducted consultations on these two child care elements and gaps with community members and participants from Atira Women's Services, the Fraser Health Authority, the Early Years and Healthiest Babies programs at Options Services to Communities Society, the Make Children First Learning Initiatives Group, the STARR program at Surrey Community Services, and the Elizabeth Fry Society.

Early Childhood Education

Gaps

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

Participants also identified a strong need for childcare and ECD services for families with seasonal workers, who often work from 4 am – 9pm. An appropriate space and culturally appropriate staff training would help address this gap. (Gap Analysis, Page 28).

Current and Existing Work

Participants agreed that these gaps exist, but did not know of any specific work being done to address it outside ongoing childcare services.

Opportunities That May Help Address Gaps

Consultation participants noted the ongoing federal-provincial consultations on child care, and that a national child care plan is in development. If successful, there may be support available to focus on this gap in Surrey.

Potential Collaborations

Consultation participants asserted that all child care providers in Surrey work with the immigrant communities, and therefore would need to be involved in developing solutions to this gap. Community agencies that could provide valuable inputs and partnerships include Progressive Intercultural Community Services (PICS), Surrey Delta Immigrant Services (SDIS), and SUCCESS. The Make Children First Initiative is a community collaborative process that is already underway, and could provide some valuable insights and support to addressing this gap. Surrey Public Libraries, the Parks, Recreation and Culture Department and the Surrey School Board could also be valuable partners.

Provincially, the Ministry of Children and Family Development have a key role in

supporting child care programs. If the national child care plan is successfully implemented, the Ministry in charge of it will also be an important partner in addressing the specific needs of Surrey's population. In the case of seasonal workers, the Ministry of Agriculture could be a useful partner.

Childcare

Issues

Despite the number of providers, there is a considerable shortage of licensed childcare spaces in Surrey. Currently the ratio of children to spaces is roughly 1 to 15 (versus 1 to 7 nationally). For particular age groups, such as infants and toddlers, there is almost no licensed childcare available – and the only service available is through Family Care programs. Funding cuts in recent years have exacerbated this shortfall in childcare and ECE/ECD programming. In addition, ethno-specific and ESL childcare programs – though needed – are non-existent in Surrey.

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

Gaps

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

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

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

Finally, participants noted that Surrey could also benefit from a more integrated network of agencies and neighbourhood houses such as currently exists in Vancouver. (Gap Analysis, Pages 29-30).

Current and Existing Work

Participants were unaware of any specific day care or early childhood programs in development in Surrey. Members of the Surrey White Rock Make Children First Initiative have developed a proposed child care strategy for Surrey, which could inform the development of new facilities.

Opportunities That May Help Address Gaps

Consultation participants noted the September 29, 2005 federal/provincial 'agreement in principle' on a publicly funded child care program in British Columbia as a potential aid to addressing the shortage of adequate child care facilities in Surrey

Potential Collaborations

The Surrey White Rock Make Children First Initiative is an ongoing community based group that has put considerable work into developing and advocating for child care and other child related issues in Surrey. Existing day care providers would also be essential partners for developing solutions to this gap. Consultation participants also suggested that Translink could have a role in helping families to access childcare, as transportation is a particular challenge for many individuals.

Provincially, the Ministry of Children and Family Development, as well as any other Ministries involved with the implementation of the national child care plan, would be essential partners in addressing this gap.

- **Issue Element: Child Poverty Alleviation**

Key Gap: Advocacy by municipal government to champion the issues/problems related to child poverty and the long-term impact on child/adult development

- **Issue Element: Counselling and Support Services for Families and Children with Behavioural and Mental Health and Attachment Issues**

Key Gap: Shortage of in-patient beds for youth with mental health issues, an estimated 20 additional beds required. Other gaps were identified in early intervention and family counselling services

Action Plan: City Roles in Child Poverty and Counselling Services

The following action plan identifies the common key roles that the City of Surrey could undertake concerning child poverty and counselling in Surrey.

B1

Facilitate the establishment of an intergovernmental roundtable to address, among other issues, the social service gaps related to:

- Child poverty; and
- Additional in-patient beds for youth with mental health issues.

Child Poverty

Interview and Workshop Process

SPARC BC conducted consultations with key stakeholders to identify opportunities and action steps that the City of Surrey can take to address this gap. Participants included community members, Food for Kids, the Surrey School Board and School Meal Program, the Surrey Food Bank, the Surrey White Rock Food Bank, Atira Women's Services, the Fraser Health Authority, the Early Years and Healthiest Babies programs at Options Services to Communities Society, the Make Children First Learning Initiatives Group, the STARR program at Surrey Community Services, and the Elizabeth Fry Society.

Issues

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

Gaps

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

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

Participants felt that local government could be proactive in raising these issues with senior levels of government. They felt there was a gap in the advocacy role played by the City in championing the issues (and problems) associated with child-poverty, the lowering of the working age, and other related issues. (Gap Analysis, Page 33).

Current and Existing Work

Consultation participants noted that Campaign 2000 recently released a report identifying

British Columbia as having the highest rate of child poverty in Canada. Other reports are released on this issue regularly, and the City could use this ongoing research as a tool for advocating with higher levels of government to address the issue.

The City of Surrey Parks, Recreation and Culture department offers the Leisure Access Card, which provides access to recreational programming for members of low-income families.

The Make Children First Initiative has created a fold-out business card listing services for lower-income families, that will help improve awareness and accessing of programs. A number of other programs are in operation to help alleviate child poverty in Surrey, though participants emphasized that they were little more than a 'Band-Aid' solution to deeper problems, are stretched to their limits, and lack the capacity to deal with existing community needs. These projects include the Surrey and Surrey White Rock food banks, the school meal programs, and a few community kitchens in the City.

Opportunities That May Help Address Gaps

Participants were unaware of any specific opportunities that might help address the gap, aside from ongoing advocacy campaigns such as Campaign 2000.

Potential Collaborations

A number of existing community initiatives are working to address this issue, including the Surrey White Rock Make Children First Initiative, Campaign 2000, and Firstcall BC. Also important in this field are the food banks, community service agencies and the Surrey School Board. At the provincial level, participants recommended engaging with local MLAs and cabinet ministers to take action on the issue, and to push for programs to address child poverty.

Counselling and Support Services

Interview and Workshop Process

Consultation participants included representatives from Progressive Intercultural Community Services (PICS), Phoenix Drug and Alcohol Recovery Society, the Community Action Network, Atira Women's Resources, the Ministry of Children and Family Development (MCFD), the City of Surrey, Servants Anonymous Society Surrey (SASS), and the Elizabeth Fry Society.

Issues

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

Gaps

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

Populations

Consultation participants noted a need for counselling for South Asian Youths and families, and also noted a need for bicultural family counselling services to help address cross cultural issues. (Gap Analysis, Page 28).

Current and Existing Work

The Ministry of Children and Family Development has recently hired some additional staff and counselors for youths with mental health concerns. The Ministry is in the process of increasing funding for youths and their families where mental health is a concern. SASS is currently exploring the possibility of a third housing unit having a mental health component included, which is projected to open in the Spring of 2006 and focus on young women leaving the sex trade.

Consultation participants underlined the current absence of mental health in-patient beds for youths in Surrey as a source of desperation for service providers.

Opportunities That May Help Address Gaps

Participants noted increases in provincial funding for mental health programming, and an opportunity may exist to advocate for Surrey to receive its appropriate share of this funding.

Potential Collaborations

Consultation participants emphasized that the Fraser Health Authority and Ministry of Children and Family Development are essential to have as partners in any efforts to address this gap. Other recommended partners included the Surrey School Board, faith groups, social service agencies such as Deltassist and Surrey Community Services Society, Kla-How-Eya, Options Services to Communities Society, SASS, Atira Womens Resources, and Surrey Delta Immigrant Services Society.

Action Steps to Address the Gap

Appendix 2 includes a variety of possible action steps suggested by respondents as approaches the City could take to address the gaps in the issue area of children and youth.

❖ **Crime and Public Safety Action Steps**

• **Issue Element: Initiatives to Deal with Seniors Abuse**

Key Gap: Need for focused outreach and dissemination of materials on elder abuse, especially to immigrant and ethnic communities

Action Plan: City Roles in Addressing Safety for Seniors

B1, C1, C5

- Research available information on ways to foster safety and security for the elderly.
- Raise awareness on elder abuse including information on immigrant and ethnic communities by making information available on the City's website and at community facilities, particularly in the areas where seniors programs are provided.
- Continue providing opportunities for seniors' peer counselling through the Parks, Recreation and Culture Dept.

Interview and Workshop Process

Participants in the consultations included Seniors Support Services, the Newton Regency Come Share Adult Services, the RCMP, the BC Coalition to Eliminate the Abuse of Seniors (BC CEAS), and the Surrey Crime Prevention Society.

Issues

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

Gaps

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

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

addressing this gap. (Gap Analysis, Page 43).

Current and Existing Work

The Community Response Network in Surrey, a partnership of several community agencies, is working to deal with self-neglect and abuse of elders. They have just recently created a policy for the region, and have produced a brochure explaining the issue and key telephone numbers. The brochure has been created in English, and a Punjabi version is in development.

BC CEAS has an ongoing campaign to reduce seniors' abuse. They are currently working on partnerships in a new program that will focus on training the staff of community organizations on senior abuse and neglect issues, and to reach out to seniors through organizations that already work in the community. Partners include the Surrey Delta Immigrant Services Society.

The Surrey RCMP has a community policing constable that does some speaking on the issue of seniors' abuse, and the RCMP diversity section is in the process of getting some pamphlets translated and printed into various languages.

Opportunities That May Help Address Gaps

The National Centre for Crime Prevention has a regular funding process that could potentially be accessed to support filling this gap. The RCMP also has a small amount of granting capacity that could help, and consultation participants suggested that there may be small funding opportunities with the provincial Community Response Network.

The federal government provides funding for seniors programs through Heritage Canada, and may be a source of funding for programs to help address seniors abuse provincially, the Premier's Council on Aging is developing recommendations about what seniors in the province need, and may develop some programs or supports to help address this gap. The Fraser Health Authority does provide community grants for health related initiatives, and might be receptive to projects seeking to reduce seniors' abuse.

Potential Collaborations

In Surrey, the community agencies that work in the community would be important partners in helping to address this issue, including Deltassist, BC CEAS, Surrey Delta Immigrant Services Society (SDISS), the Community Response Network, the Seniors Housing Information Program, Seniors Support Services, the Newton Regency Come Share Adult Services, the RCMP, and the Surrey Crime Prevention Society.

Provincially, the Ministry of Community Services would be an important partner, as well as the Premier's Council on Aging and the Fraser Health Authority. Local funders such as the Vancouver Foundation and the Law Foundation would be valuable partners in seeking to address this gap. The Ministry of Justice and the Attorney General would also

be valuable partners.

Heritage Canada provides funding for seniors programs, and would be a valuable partner in addressing this gap. Health Canada would be another important partner, along with the Solicitor General.

- **Issue Element: Initiatives to Deal with Family Violence**

Key Gap: Need for additional/renewed funding to women’s centers and legal aid societies

Action Plan: City Roles in Dealing with Family Violence

B1

Prepare a UBCM resolution for Council consideration advocating that senior governments restore funding to support Women’s Centres and Legal Aid; and that senior governments complete the appropriate studies to understand the needs in this regard in the City of Surrey.

Interview and Workshop Process

SPARC BC conducted consultations on family violence with participants from the RCMP, the Surrey Crime Prevention Society, and the Atira Women’s Resources Centre.

Gaps

The main issue that participants at the workshop noted was the effect of cuts to family violence related programs. Provincial funding to women’s resource centres has been largely eliminated, and significant cuts were made to legal aid – both of which have had a considerable impact on the ways in which people can deal with family violence and its effects. The major gap identified was around the need for additional funding to women’s centres and legal aid services. (Gap Analysis, Page 44).

Current and Existing Work

The RCMP has a partnership with women's transition houses known as the Domestic Violence Emergency Response System, which uses an alarm system to improve responses to domestic violence issues. The RCMP also makes referrals to existing Womens Support Services when they encounter domestic violence.

At present there are few other projects underway to help address this gap. Participants in the current and past consultations on this topic agreed that the need exists, and identified cuts to funding for programs as a significant issue in dealing with family violence. Participants also agreed that cuts to Legal Aid have had a significant impact on family

violence and other situations for many people.

Opportunities That May Help Address Gaps

The National Centre for Crime Prevention has a regular funding process that may help to support Womens Centres in Surrey. The 2010 Olympics and upcoming World Urban Forum may also present opportunities to rebuild support of Womens Centres through advocacy.

Potential Collaborations

The RCMP would be a good partner in working to address this gap. Community agencies who work with persons experiencing family violence should also be involved, as well as the Ministry of Community Services.

- **Issue Element: Peer Support Programs to Deter Crime**

Key Gap: More free or low-cost recreational opportunities activities for youth, (including ethno-specific youth services) to provide a range of engaging programs and services

This gap originates from the Crime and Public Safety Issue Area. Because the City has primary responsibility for many youth recreational activities, the recommendations and suggestions for this social service element are listed in the report ‘*Plan for the Social Well-Being of Surrey Residents: Stage 1 Action Plan*’ (see pages 12-18).

- **Issue Element: Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity**

Key Gap: Better use of existing community resources (i.e. BlockWatch) and better coordination and information exchange between community organizations and agencies dealing with CRIME (including gang activity) and crime prevention

Action Plan: City Roles in Addressing Gang and Criminal Activity

A1, B1

- Approach the Surrey School District and Surrey RCMP to discuss and support initiatives that mitigate and prevent youth involvement in gang-related activities.
- Through the Parks, Recreation and Culture Dept and Public Library, provide programming and opportunities for healthy alternative activities for youth during a broad range of hours.
- Work with the RCMP, community organizations, and neighbourhoods to ensure reasonable coordination of crime prevention projects in Surrey.

Interview and Workshop Process

Participants in this issue element included community members, the RCMP, and the Surrey Crime Prevention Society.

Issues

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

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

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

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

Gaps

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

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

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

Finally, workshop attendees suggested that better coordination and information exchange between different community organizations and agencies would also be an effective way to tackle gang activity. (Gap Analysis, Page 45).

Current and Existing Work

The RCMP representative who participated in the consultation asserted that, counter to the previous gap report, Surrey's BlockWatch program is a very successful program. A number of committees exist in the community, and they coordinate regularly with the RCMP and crime prevention efforts.

Opportunities That May Help Address Gaps

The federal government has recently announced a large new funding program to address gang violence. Surrey may be well situated to access these funds. The National Centre for Crime Prevention has regular funding cycles, and may be a good source of funds to support programs helping to address this gap as well.

Potential Collaborations

In working to address this gap, the RCMP, Surrey Crime Prevention Society, and Surrey School District would be essential partners. Also important would be community service agencies that work with youths, and particularly Options Services to Communities Society, Kla-How-Eya, Surrey Delta Immigrant Services, Peace Arch Community Services, Progressive Intercultural Community Services, South Fraser Community Services Society, and Atira Womens Resource Society.

The RCMP is involved in a number of committees in Surrey, including the Crystal Meth Taskforce, an Auto theft strategy team, Crime Free Multihousing, an Adult Guardianship committee, and the Cold Wet Weather Strategy Committee. Each of these committees are ongoing and in a position to contribute to solutions to gang violence in Surrey.

Action Steps to Address the Gap

Appendix 2 includes a variety of possible action steps suggested by respondents as approaches the City could take to address the gaps in the issue area of crime and public safety.

❖ Community Development and Diversity Action Steps

• Issue Element: Public Transportation and Access

Key Gap: Insufficient public transit services, including lack of services and intercommunity connections and poor coordination with services outside of Surrey. A lack of sufficient HandiDart services resulting in limited options for persons with disabilities. There is also a need for taxis equipped with baby car seats, more park-and-ride services, and better signage for the municipal roadways

Action Plan: City Roles in Addressing Transportation and Access

A1, B1

- Work with TransLink as part of the South of Fraser TransLink Review to address the identified gaps.

C3, C4

- Review traffic engineering policies in partnership with TransLink to allow transit services to be implemented efficiently and effectively in all neighbourhoods in the City.
- Apply transit friendly policies in the NCP planning processes.

Interview and Workshop Process

SPARC BC consulted with representatives of Translink, Semiahmoo House, Seniors Support Services, and Newton Regency Come Share Adult Services specifically on the issue of public transportation. Informally, participants in most of the other consultations for this project also identified issues related to transportation and provided input into solutions to address these gaps.

Issues

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

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

streets were seen as a potential hazard for emergency vehicles.

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

Gaps

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

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

Other gaps include baby friendly taxis with car seats; park-and-ride services; and better signage throughout Surrey. (Gap Analysis, Pages 35-36).

Current and Existing Work

Translink has received funding through a Transport Canada initiative to implement the Surrey City Centre Transit Village Project, a demonstration project focusing on how to improve the walkability and transit accessibility of the community. Translink is working with the City of Surrey Engineering and Planning Department. There is a potential to expand it to other sites if the project is successful.

Seniors Support Services currently has a partnership with Peace Arch Community Services and a volunteer drivers program that helps increase the mobility of people in the community, as well as mitigating some of the high demand for Handi-Dart services.

Opportunities That May Help Address Gaps

Consultation participants did not know of any new opportunities, outside potential expansion of existing services.

Potential Collaborations

Translink is a necessary partner in addressing transportation needs in the region. At the provincial level, the Ministry of Transportation, as well as the Ministry of Community Services and the Ministry of Employment and Income Assistance could be valuable partners in working to address transportation barriers, particularly for people at-risk or in need of

extra supports. The Fraser Health Authority also has a role in helping to meet the needs of seniors and persons with disabilities.

Federally, Transport Canada has a role in addressing local transportation needs. Health Canada is another important Ministry that may have the capacity to support addressing the transportation needs of persons with disabilities.

Locally, the business community could have an important role to play in identifying and developing solutions to transportation barriers. Community representation from transportation advocates such as Better Environmentally Sound Transportation (BEST) could also help in developing innovative solutions.

- **Issue Element: Life Skills and Educational Training**

Key Gap: Need for life skills programs, supported education and employment, particularly for persons with learning disabilities and mental health concerns

Action Plan: City Roles in Addressing Life Skills and Educational Training

B1

- Request the School District and appropriate provincial ministries to complete studies to better understand the gaps in life skills training for adults that have not completed high school; and
- Request that the appropriate Provincial ministries implement the needed life skills programs, education and employment opportunities, particularly for persons with learning disabilities and mental health concerns.

Interview and Workshop Process

This element and gap is closely related to the ‘*Employment Programs as a Means to Prevent Homelessness*’, and much of the discussion was closely linked. Participants in the consultation included representatives from the Surrey Homelessness and Housing Task Force, Service Canada, Phoenix Drug and Alcohol Recovery Society, Kla-How-Eya Aboriginal Centre, Atira Women’s Services, Servants Anonymous Society Surrey, Pacific Community Resources, The Newton Advocacy Group Society, Options Services to Communities Society, Peace Arch Community Services, the Whalley and Cloverdale Business Improvement Associations, and the City of Surrey.

Issues

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

opportunities.

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

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

Gaps

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

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

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

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

Finally, participants felt that there was a gap in the amount of on-going training offered by employers in Surrey, and that such training was necessary to ensure that the local workforce was able to remain competitive. (Gap Analysis, Page 40).

Current and Existing Work

The Newton Advocacy Group Society (NAGS) has recently begun *Project Comeback*, in partnership with the Surrey business community. The project provides pre-employment programming, housing and support for the working homeless. The project provides individuals with enough to pay their damage deposit and rent, which then helps people get past the initial barriers to escaping homelessness and keeping paid employment.

Opportunities That May Help Address Gaps

Participants were not aware of any significant opportunities that might help address this gap in the near future. There may be an opportunity for organizations to access funds through the new national housing strategy, or the recently announced Supporting Communities Partnership Initiative (SCPI) funds.

There are funding processes in place that involve life skills training programs, and are often attached to employment placements. Consultation participants referred to these programs as available to some populations, particularly youths.

Consultation participants noted that as the economy and employment situations improve, they are working with an increased number of people with multiple barriers to employment. Some clients can take as many as two or three years before they are fully ready for employment and independent living.

Potential Collaborations

Life skills and pre-employment programs could benefit from a broad partnership in the community. Of particular importance is the business community, as well as employment service providers such as Peace Arch Community Services, Landell and Associates, NAGS, Phoenix Society, Options Services to Communities Society, Progressive Intercultural Community Services, Pacific Community Resources Society, and Surrey Delta Immigrant Services. Also important would be organizations that work directly with persons with disabilities or mental health issues. The Surrey School District is another important potential partner, particularly with youth related issues.

Cloverdale has an Integrated Community Services Group that is organized by the local RCMP, which could provide a valuable contribution to efforts seeking to address this gap. Consultation participants also strongly encouraged participation by members of the community at-large.

At the provincial government, it would be essential to engage with the Ministry of Employment and Income Assistance (MEIA), as well as the Ministry of Children and Family Development and Ministry of Community Services. The Fraser Health Authority would be an essential partner when working to find opportunities and life skills training for persons with mental health and disability issues. Participants noted some challenges that arise with current funding models for employment programs, and partnering with MEIA to identify constructive approaches to pre-employment programs would be very valuable.

Federally, Service Canada could provide some valuable input and support for identifying solutions as well. Relating to advocacy, participants recommended engaging with the local MLAs and MPs to push for improved funding for pre-employment and life skills programs.

- **Issue Element: Community Economic Development Initiatives**

Key Gap: Lack of municipal support and networks for home-based businesses and lack of support for entrepreneurialism; lack of banking services for low-income persons

Action Plan: City Roles in Addressing Economic Development

A 1, A2, B1

- Engage with the Surrey Chamber of Commerce and other interested individuals/entities in developing a ‘small business’ lens on city zoning and licensing regulations.

C1, C2, C3, C4, C5

- Undertake amendments to City By-laws and policies as required, within the City’s mandated responsibilities and resources, based on the results of the work with the Surrey Chamber of Commerce and interested individuals/entities.

Interview and Workshop Process

Participants in the consultation on these gaps included the Whalley and Cloverdale Business Improvement Associations and representatives of the Surrey Homelessness and Housing Task Force.

Issues

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

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

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

Gaps

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

Participants also expressed concern about the lack of banking services for the poor. Many low-income people have to rely on cheque-cashing facilities that charge a high interest rate. There is the need for a legitimate financial institute that low income can access for banking services. (Gap Analysis, Page38).

Current and Existing Work

The business improvement associations, North Fraser Community Resources, and the Chamber of Commerce in Surrey do work with home-based businesses, and provide some services for people seeking to start a business. Service Canada also provides support and funding for potential new business owners, including home-based businesses.

The Cloverdale business community is involved with a roundtable known as ‘Safety, Security and Crime Prevention.’ Through that group, some discussion has arisen about the possibility of developing banking services for low-income people, among other topics.

Opportunities That May Help Address Gaps

Participants were unaware of specific new opportunities that might help address this gap. They did indicate that the provincial and federal governments continue to express support for small businesses, and are potentially a good source of programs and funding.

Vancity Credit Union is currently operating ‘*Pigeon Park Savings*’, a low-income banking service in downtown Vancouver. It may be possible to work with Vancity to expand that program.

Potential Collaborations

The Safety, Security and Crime Prevention Roundtable, as well as the Whalley and Cloverdale Business Improvement Associations and the Surrey Chamber of Commerce would be important partners to help address this gap. Community service providers, and particularly those serving new immigrant communities, could also be valuable partners.

The Provincial Ministry of Economic Development also provides some supports for small businesses, and would be an important partner. Similarly, the federal Ministry of Industry, Western Economic Development and Service Canada both have important roles in fostering new enterprises.

- **Issue Element: Nutrition and Food Programs**

Key Gap: There is a need to ensure sufficient capacity of food banks and food/nutrition programs, the need for affordable meal programs and for ethno-specific food service options

Action Plan: City Roles in Nutrition and Food Programs

A2

- Participate in community planning process/networks such as the Surrey Food Policy Network to address the needs for adequate distribution of food resources to those in need.

C1, C2, C3, C4, C5

- Provide support as required, within the City's mandated responsibilities and resources, to implement the results of the recommendations from the Surrey Food Policy Network and other forums.

Interview and Workshop Process

Participants involved in the consultation on these gaps included community members and representatives from Food for Kidz, the Surrey School Board and School Meal Program, the Surrey Food Bank, the Surrey White Rock Food Bank, Atira Women's Services, the Fraser Health Authority, the Make Children First Learning Initiatives Group, and the STARR program at Surrey Community Services.

Issues

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

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

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

Gaps

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

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

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

Finally, there was some discussion about the need for ethno-specific and specialty-diet (e.g. diabetic) food service options, so that residents from different cultural backgrounds and health needs can access food that is familiar and/or required. (Gap Analysis, Page 37).

Current and Existing Work

The Surrey White Rock Food Bank has a ‘kids snack’ program that they offer in addition to their family basket, which provides an extra 5-6 items per week of nutritious, sugar free food. The Surrey Food Bank has expanded into two new satellite depots in Delta and Newton, so clients do not always have to go to Whalley to access help. The Surrey Food Bank also operates a small teaching kitchen program and a small number of community garden plots. They are planning a new satellite service in Guildford, and are looking at applying for funding to begin a delivery service for persons with disabilities.

Consultation participants had mixed views on the role of food banks in providing community services, emphasizing that they are emergency food services and not a solution to poverty in the short or long term.

The Surrey School Board ‘School Meal Program’ works to bring in healthy foods for children in Surrey, but at present it struggles with funding limitations.

Opportunities That May Help Address Gaps

Credit unions in British Columbia are reported to be looking for meaningful ways to invest in charitable causes. Participants suggested that the credit unions could be encouraged to embrace and support food security, particularly in the case of children in school.

The Dieticians Report, an annual report on the cost of eating in BC, was released on December 1, 2005. This report might be of use in advocating for effective food security policy and funding capacity in Surrey.

The Fraser Health Authority has decided to provide some grants for food and nutrition programs, but is still deciding how to dispense them. An opportunity could exist for the municipality to take part in the discussions on policy development for the grants.

Potential Collaborations

Consultation participants expressed interest in a roundtable of community and government representatives to develop a comprehensive food security policy. Partners could include the Surrey School Board, Food Banks, City of Surrey, the faith community, parents and teachers and the local farming and business community, Food For Kidz, neighbourhood associations.

Provincial Ministries could include the Ministry of Children and Family Development, Ministry of Employment and Income Assistance, Ministry of Health, Ministry of Education and Ministry of Community Services. Federally, Health Canada and the Ministry of Agriculture could be important partners, as well as Service Canada.

Action Steps to Address the Gap

Appendix 2 includes a variety of possible action steps suggested by respondents as approaches the City could take to address the gaps in the issue area of community development and diversity.

E Conclusion and General Recommendation

This report comprises both of the Action Plan components for the Plan for the Social Well-Being of Surrey residents. The Action Plan provides a range of options and steps that can be taken by the City to improve the social well-being of Surrey residents. In the case of gaps where the City has primary responsibility, it is important that the City articulate goals and address the identified gaps. In the case of gaps for which the City has secondary, limited or no responsibility, it is important for the City to articulate the needs of the community, and take a role in advocating and championing the needs of Surrey residents. It is also important for the City to review its internal policies for ways in which it can facilitate the creation of needed services.

This report implies a new direction for the City, and a renewed, clearly defined relationship with social issues. As such, it is important that the City also have a means of tracking its progress – so that achievements can be celebrated and areas of difficulty can be identified and revisited. To assist with a self-evaluation, the City should consider producing an annual report to Council on the actions taken in relation to the Social Well-Being Plan. Through this means the various action steps and benchmarks that have been identified can be clearly reviewed in terms of the progress in meeting them.

This higher-level recommendation is intended to span the entire Action Plan.

Action Plan: General Recommendation for the City

- **Develop an Annual Report to Council on the implementation of the Action Plan** in order to communicate what has been achieved and to seek Council endorsement or direction on specific future actions on the implementation of the Plan.

Appendix 1 - Potential Actions to Address Gaps for which the City Has Primary Responsibility

A number of specific items were named by interviewees and respondents through the consultation process as potential approaches the City could take to address the identified gaps. The following potential action steps are suggestions and options for consideration as the City moves to implement the Action Plan.

- **Issue Element: Creating a Child and Youth-Friendly City**

Key Gap: Need for resources to identify urban design, policies, community services and processes that will advance the development of a “child and youth friendly City”

The following examples represent specific activities suggested by respondents that the City might consider in engaging with this gap.

Examples of Potential Actions

- Examining options to make municipal buildings more welcoming to children – such as creating play areas for use while parents are visiting, or expanding technology access for youth in libraries, museums and art gallery settings;
- Engaging with the Planning and Development Department’s Development Advisory Committee to encourage child and youth friendly perspectives in land development;
- Initiating a youth engagement process and committee in which youths would have a meaningful role in developing child and youth friendly guidelines and policies;
- Working with youth to identify shortfalls in the appearance and upkeep of youth centres, and assign resources to address them;
- Reviewing space usage policies and practices to explore the possibilities of creating youth or child specific spaces, in order to create a sense of ownership in those who access them; and
- Further exploring opportunities to create more integrated pathways and bike lanes throughout the City to encourage active forms of transportation, particularly for youths.

- **Issue Element: Programs and Recreation for Children and Youth**

Key Gap: Need to ensure equitable opportunities for programs and services for children and youth throughout the City, both in the geographic and economic sense.

Key Gap: Need for recreation programs, and library programs and services inclusive of the specific needs of Surrey’s diverse population, including ethno-specific programs for children, youth and families.

Key Gap: More free or low-cost recreational opportunities activities for youth, (including ethno-specific youth services) to provide a range of engaging programs and services

Examples of Potential Actions – Parks, Recreation and Culture Department

The proposed action steps for the Parks, Recreation and Culture Department were identified by respondents in the workshop and interview process.

- Reviewing the geographic coverage of programs and facilities in the City to identify where ‘facility’ gaps exist and where satellite programs would be most needed. Conduct an inventory of *all* spaces that are available for potential programming opportunities, including public and private facilities.
- Developing and expanding a comprehensive outreach program to communities (geographic and cultural) that are not currently accessing Parks, Recreation and Culture Department facilities and programs.
- Identify and take action with respect to outreach and awareness building opportunities to increase usage of the Leisure Access Program, particularly with employment assistance workers of the Ministry of Human Resources.
- Expand the Whalley Improvement Initiative into other communities and include recreation, arts and heritage facilities.
- Study the potential for additional partnerships with non-profit associations that administer neighbourhood hubs (i.e. similar to the existing involvement with the Oak Avenue Neighbourhood Hub)
- Study options for providing transportation support to youths and adults who are unable to access programs outside their neighbourhoods and take actions in accordance with the findings of such a study.
- Develop a strategy to work with developers and the community to leverage the creation of community spaces, including parks and facilities. Encourage developers to provide voluntary contributions to the development of community recreation and leisure facilities.

Examples of Potential Actions – Surrey Public Library:

- Ensuring that residents are aware of the many initiatives that the City has planned through the development of a communications strategy to build awareness of the 20-year Facilities Master plan, and how it plans to meet the needs of Surrey residents
- Continuing to explore ways to make Surrey Public Library more inclusive and accessible – such as expanding hours of operation and increased diversity in programming and services
- Developing and expanding programs in literacy, particularly for newcomer Canadians
- Developing strategies and approaches to ‘get out of the facilities’ and into the community, like in the Oak Avenue Neighbourhood Hub, schools and community agencies

- Develop a long-term staffing strategy to help ensure that the diversity of Library staff reflects the diversity of the community

- **Issue Element: Initiatives to Encourage Citizen Engagement with Social Issues and Social Planning Activity**

Key Gap: Need for more initiatives and processes to increase citizen participation in addressing social issues

Examples of Potential Actions

The following represent some of the ways in which the City might consider working to address this gap. These ideas were generated during the research and community consultation process.

- Exploring possible community partnerships to encourage public engagement with civic issues, particularly through existing committees and community associations. With regard to planning issues, assign resources to engage with committees and resident associations early on in the process and allow for multiple opportunities for feedback. Ensure that the results of those committee activities are built back into city decision-making processes.
- Having departments, such as Parks, Recreation and Culture work with the School District to initiate a youth engagement process where youths will have a meaningful role in policy development and decision making regarding the implementation of new programs and services for youth in the area of parks and recreation.
- Expanding community processes with the Surrey Public Library – and exploring the possibility of developing advisory or consultation committees to reflect the different needs of the community. For example, a multicultural services advisory committee could potentially encourage citizen engagement, and help to ensure that the Library reflects the needs and wishes of the various larger ethnic groups represented in the City’s population.
- Reviewing the Community Grants program to identify options for supporting citizen engagement through committees and community groups
- Expanding the ‘neighbourhood hub’ approach to community facilities as a way of developing community engagement at the neighbourhood level
- Developing and implementing a strategy in relation to City staff participating on committees in the community and other community level processes in support of more direct informal dialogue occurring between City representatives and the citizens of the City.

- **Issue Element: City Clean-Up Programs and Civic Pride Initiatives**

Key Gap: Need for enhanced public education and additional resources for clean-up initiatives and civic pride.

Examples of Potential Actions

A number of examples of potential actions were identified as part of this process. These have been distilled into the recommendations contained above. The individual examples contained here showcase several possible ways that the City might consider working on the identified gaps.

- Exploring assigning additional funding to expand clean-up work done through the current partnership with the Community Living Association.
 - Expanding outreach and promotion around existing waste-removal options and clean-up issues.
 - Exploring the use of existing communications infrastructure (City web-site, e-mail bulletins, newspaper) to communicate with citizens around issues of civic pride and beautification.
 - Doing a waste or litter audit to determine where additional waste or recycling receptacles might be deployed; Audit the efficacy of existing waste-manage services to determine the scope of short-falls in pick-up and disposal services.
 - Developing a means to communicate the existing Public Art policy and public art installations so that more citizens are aware of the City's work in this regard.
 - Exploring the creation of designated 'Art-walls' and other means of encouraging murals through designated spaces where spray-paint artists can engage in the creation of quality art rather than destructive graffiti. As a means of doing this, consider supporting the expansion of the Surrey Crime Prevention Society's "Spirit of Youth" Initiative.
 - Hiring additional by-law enforcement officers to ensure clean-up related by-laws are being met.
 - Studying the potential merits of creating small community level transfer stations so they are more accessible to Surrey residents in all neighbourhoods.
- **Issue Element: Ethno and Culturally Appropriate Services, Opportunities and Programming**

Key Gap: Need for more culturally sensitive approaches to service delivery within municipal programs and greater promotion of the benefits of cultural and ethnic diversity

Examples of Potential Actions

A number of specific items were named by interviewees and respondents as potential items the City might consider in their work to address this gap.

- Developing a community inter-cultural consultation process that explores differences in communication styles/practices and reviewing the type of engagement opportunities that the City currently has available to members of

different communities.

- Initiate a dialogue with the RCMP and the School District about settlement issues and planning for settlement of new arrivals so that police and education services are sufficient to meet future needs.
- Ensuring a complete range of partnerships with different community organizations reflective of Surrey's ethnocultural mosaic. Establishing a dialogue with community agencies would create a framework for intercultural understanding that could make the City more culturally competent in its provision of services.
- Initiating analysis of the linguistic accessibility of broad-based publications such as the Surrey's Leisure Guide. Where translating the entire guide may not be cost-effective, it was noted that the publication should be in plain-language
- Partner with print media and local newspapers and publications (LINK, Indo-Canadian Times, etc.) for advertising and promotions geared to attract a more culturally diverse audience.
- Planning strategies and develop partnerships between the Parks, Recreation and Culture Department, Surrey Public Library, School District and community to enhance synergy around cultural experiences and to provide venues in schools, parks and leisure facilities for cultural sharing
- Developing a strategic plan to foster the celebration of ethno-cultural diversity in Surrey – and exploring the use of celebrations and events to promote intercultural awareness and understanding. The rich diversity in Surrey was seen by many to present an ideal opportunity for well thought-out celebrations that would increase the opportunity for different cultural groups to learn from one-another.

Appendix 2 - Potential Actions to Address Gaps for which the City Has Secondary, Limited or No Responsibility

A number of specific actions were suggested by consultation participants as potential approaches the City could take to address the identified gaps. The following potential action steps are suggestions and options for consideration as the City moves to implement the Action Plan.

❖ Housing and Homelessness: Action Steps

• Issue Element: Emergency Shelter Services for Youth

Key Gap: No readily accessible shelter beds for youth, approximate amount needed: 25-50 beds. Need for a temporary shelter for youth that is accessible without Ministry referral, as well as other forms of assistance for teens considered too old for Ministry support.

Examples of Potential Actions

- Explore options around developing a non-profit 'Housing Foundation Board' similar to the Calgary foundation.
- Explore opportunities to use the Surrey Affordable Housing Fund to leverage larger funding from senior levels of government for specific projects
- Explore making meeting spaces available at low to zero cost to facilitate meetings and collaboration between service providers
- Explore options of providing land or leases for use in shelter projects
- Ensure sufficient staff capacity to engage with the issue in the community, and advocate to senior levels of government about the needs of Surrey residents.
- Hire additional staff and designate an individual whose responsibility it would be to address homelessness and housing related issues in Surrey
- Ensure staff resources available to help service agencies navigate the development approval process, and build community support of new projects
- Explore the possibility of providing tax breaks for social developments
- Initiate and support roundtables in the City to build networks and collaboration
- Take a role in public education around homelessness and solutions to homelessness in Surrey

- **Issue Element: Emergency Shelter Services for Adults (year round); also for Aboriginal Adults**

Key Gap: Estimated need for 100 additional year round shelter beds for adults

Examples of Potential Actions

- Explore the possibility of providing tax breaks for social developments
- Initiate and support roundtables in the City to build networks and collaboration
- Explore options around developing a non-profit ‘Housing Foundation Board’ similar to the Calgary foundation.
- Explore opportunities to use the Surrey Affordable Housing Fund to leverage larger funding from senior levels of government for specific projects
- Explore making meeting spaces available at low to zero cost to facilitate meetings and collaboration between service providers
- Explore options of providing land or leases for use in shelter projects
- Ensure sufficient staff capacity to engage with the issue in the community, and advocate to senior levels of government about the needs of Surrey residents.
- Ensure staff resources available to help service agencies navigate the development approval process, and build community support of new projects
- Take a role in public education around homelessness and solutions to homelessness in Surrey
- Provide financial support to the Homelessness and Housing Taskforce to enable it to undertake and advisory, advocacy, capacity building, collaboration, education, planning and research activities
- Hire additional staff and designate an individual whose responsibility it would be to address homelessness and housing related issues in Surrey

- **Issue Element: Transitional Housing Services**

Key Gap: Need for 300 additional transitional housing units, including approximately 25 units for aboriginal families, 50 – 100 units for young women leaving the sex trade, and 40-50 units for adult men and women. The need for units for youths and culturally appropriate/specific units were also identified

Examples of Potential Actions

- Explore the possibility of providing tax breaks for social developments
- Initiate and support roundtables in the City to build networks and collaboration
- Explore options around developing a non-profit ‘Housing Foundation Board’ similar to the Calgary foundation.
- Explore opportunities to use the Surrey Affordable Housing Fund to leverage larger funding from senior levels of government for specific projects
- Explore making meeting spaces available at low to zero cost to facilitate meetings and collaboration between service providers

- Explore options of providing land or leases for use in shelter projects
 - Ensure sufficient staff capacity to engage with the issue in the community, and advocate to senior levels of government about the needs of Surrey residents.
 - Hire additional staff and designate an individual whose responsibility it would be to address homelessness and housing related issues in Surrey
 - Ensure staff resources available to help service agencies navigate the development approval process, and build community support of new projects
 - Explore the possibility of providing tax breaks for social developments
 - Take a role in public education around homelessness and solutions to homelessness in Surrey
 - Provide financial support to the Homelessness and Housing Taskforce to enable it to undertake and advisory, advocacy, capacity building, collaboration, education, planning and research activities
- **Issue Element: Supported Housing Programs**

Key Gap: Approximately 200 supportive housing units were required for persons with mental health and other issues, including a particular need for units serving people with concurrent disorders (mental illness and addiction)

Examples of Potential Actions

- Identify opportunities to reduce costs for development of facilities, using in-kind donations, property, loans, leasing or fee waivers
- Ensure sufficient staff capacity to advocate and support the community in developing solutions to this gap
- Hire additional staff and designate an individual whose responsibility it would be to address homelessness and housing related issues in Surrey
- Foster an ongoing community dialogue around social inclusion for individuals with mental illness and concurrent disorders
- Explore the possibility of providing tax breaks for social developments
- Explore options around developing a non-profit ‘Housing Foundation Board’ similar to the Calgary foundation.
- Provide financial support to the Homelessness and Housing Taskforce to enable it to undertake and advisory, advocacy, capacity building, collaboration, education, planning and research activities

- **Issue Element: Low Income Housing for the Homeless, Families and Singles**

Key Gap: Gap in purpose build affordable housing. Approximately 5000 additional units are needed in Surrey.

Examples of Potential Actions

- Engage with local post-secondary institutions to make Surrey a leader in developing innovative affordable housing solutions
- Engage with the school district to identify options for the use of City and School Board lands to facilitate affordable housing development
- Create and maintain an inventory of existing affordable and low-cost housing in Surrey, to track increases and losses over time
- Ensure that adequate staff are available to assist developers in navigating the zoning and licensing process for affordable housing
- Hire additional staff and designate an individual whose responsibility it would be to address homelessness and housing related issues in Surrey
- Repurpose some or all of the Surrey Affordable Housing Reserve Fund to leverage new affordable housing stock
- Play a role in public education around homelessness and solutions to homelessness in Surrey
- Explore options around developing a non-profit ‘Housing Foundation Board’ similar to the Calgary Foundation.
- Incorporate a certain percentage of affordable housing in new developments, purchase and renovate older homes for local individuals and families, and consider other models such as smaller housing units for single adults who are homeless or living in poverty
- Provide financial support to the Homelessness and Housing Taskforce to enable it to undertake and advisory, advocacy, capacity building, collaboration, education, planning and research activities
- Preserve and enhance the existing stock of affordable, market rental housing in Surrey.

- **Issue Element: Service Coordination Responsibilities**

Key Gap: Need for one-stop service/information resource including outreach services to build awareness of available programs for persons with low-income and at-risk of homelessness

Examples of Potential Actions

- Provide information distribution services through City publications (i.e. Leisure Access Guide)
- Initiate a round table of service providers and governmental agencies to build collaboration and improve information and referral services, as well as one-stop services for at-risk individuals
- Develop information and referral training for front-line City staff and facilities, including

- libraries and recreation centres
 - Consider support for community organizations providing information and referral services, through grants, space provision or other means
 - Consider a partnership with the Chamber of Commerce or other organizations to run information booths
 - Support the ongoing implementation of the Grey Book
 - Explore options around developing a non-profit ‘Housing Foundation Board’ similar to the Calgary foundation.
 - Provide financial support to the Homelessness and Housing Taskforce to enable it to undertake and advisory, advocacy, capacity building, collaboration, education, planning and research activities
- **Issue Element: Outreach Programs to the Homeless, Drop-In Centres, Youths**

Key Gap: A lack of programs specific to homeless men and women experiencing personal and health related challenges. Shortfall in after-hours services, particularly for an after-hours youth drop-in centre and outreach services

Examples of Potential Actions

- Explore the provision of space for programs and offices in City facilities at low or no cost
 - Work with business and residents associations to mitigate community concerns about new and existing programs
 - Facilitate consultation with service providers and the homeless population to develop a more integrated spectrum of programs in Surrey, and to identify and remove barriers to accessing programs for individuals
 - Take a role in public education around homelessness and solutions to homelessness in Surrey
 - Explore options around developing a non-profit ‘Housing Foundation Board’ similar to the Calgary foundation.
 - Provide financial support to the Homelessness and Housing Taskforce to enable it to undertake and advisory, advocacy, capacity building, collaboration, education, planning and research activities
- **Issue Element: Employment Programs as a Means to Prevent Homelessness**

Key Gap: Pre-employment programs require additional capacity to reduce current long wait lists; there is also a need to increase awareness and education about available programs

Examples of Potential Actions

- Work with service providers to help identify specific barriers to employment that the City could help address, such as transit tickets and program locations
- Consider repurposing the affordable housing fund to leverage money for programs and projects in Surrey
- Facilitate business license applications for shelters and other facilities that include pre-employment programming
- Provide links and contact information to employment and pre-employment programs on the City website and in City publications
- Explore options around developing a non-profit 'Housing Foundation Board' similar to the Calgary foundation.
- Provide financial support to the Homelessness and Housing Taskforce to enable it to undertake and advisory, advocacy, capacity building, collaboration, education, planning and research activities

❖ Substance Abuse and Addiction: Action Steps

• Issue Element: Residential Addiction Treatment for Youths

Key Gap: Need for approximately 140 substance abuse youth beds in Surrey and approximately 500 for the Fraser Health Region

Examples of Potential Actions

- Take a role in public education around homelessness and solutions to homelessness in Surrey
- Explore using City land for leases, gifts or grants to support the creation of facilities
- Engage with the community and service providers to address and mitigate 'Not-In-My-Back-Yard(NIMBY)' concerns for new facilities
- Explore using the Affordable Housing Fund to leverage funding from senior levels of government
- Ensure adequate staffing resources to support and participate in community development and capacity building processes and tables

• Issue Element: Recovery Treatment Services

Key Gap: Absence of regulations, capital and operating funding for recovery houses. More treatment and recovery services are needed for women and families. More public education is also required

Examples of Potential Actions

- No specific action steps were suggested in the consultations, aside from those outlined in the main body of the Action Plan.

- **Issue Element: Outreach and Support Programs for At-Risk and Substance Users**

Key Gap: Need outreach and support programs for at-risk and substance users that work a) with women and men in the sex trade in Surrey, and b) assist gambling addicts.

Examples of Potential Actions

- Explore the provision of space for programs and offices in City facilities at low or no cost
- Work with business and residents associations to mitigate community concerns about new and existing programs
- Facilitate consultation with service providers and the homeless population to develop a more integrated spectrum of programs in Surrey, and to identify and remove barriers to accessing programs for individuals
- Take a role in public education around homelessness and solutions to homelessness in Surrey

- **Issue Element: Alcohol and Drug Treatment for Youths**

Key Gap: More services needed for substance abuse counseling, services/ treatment linked with education and drug abuse prevention programs designed and implemented with a youth perspective.

Examples of Potential Actions

- Engage with the community to address resident concerns about new programs and facilities, and facilitate the smooth development of new services
- Make key contact numbers and information available in City facilities, as well as the City website
- Ensure adequate staff capacity to support development and licensing of new programs in Surrey

- **Issue Element: Pre-Natal Education and Support Programs re: Drug Use**

Key Gap: Need to address current wait lists (six weeks to two months) for existing prenatal education and support programs, as well as a need to extend the postnatal support period, and to provide supportive housing for pregnant women

Examples of Potential Actions

- Work with other partners to explore ways to build awareness and support for pregnant women with addictions. Work with the community to address the cultural and social stigmas related to pregnancy and addiction, to support women in trying to escape addiction
- Consider using tools such as density bonusing and levies to develop funds and facilities for programs to address this gap
- The Surrey Public Libraries and Parks, Recreation and Culture Departments could develop and provide programs relating to prenatal education programs

❖ Children and Youth: Action Steps

• Issue Element: Culturally Appropriate Childhood Education / Development Programs

Key Gap: Lack of awareness by many residents, especially new immigrant families, of existing childcare and early childhood development programs. There is a specific gap in childcare and early childhood development for families with seasonal workers

Examples of Potential Actions

- Explore the possibility of providing temporary child care spaces in City facilities in the summer months
- Hire a child care advocate to work with the community and senior levels of government to meet Surrey's needs
- Integrate the recommendations of the Make Children First Child Care Task Group into advocacy efforts for child care in Surrey
- Advocate to ensure that any new child care is affordable and accessible to families

• Issue Element: Affordable, Accessible, Quality Licensed Childcare, Pre-School and Family Programming

Key Gap: Shortfall in senior government funding for affordable and accessible childcare, early childhood development and education services. Need for extended hours, ethno-specific and ESL childcare programs and services

Examples of Potential Actions

- Explore the possibility of providing temporary child care spaces in City facilities in the summer months
- Hire a child care advocate to work with the community and senior levels of government to meet Surrey's needs
- Integrate the recommendations of the Make Children First Child Care Task Group into

- advocacy efforts for child care in Surrey
- Advocate to ensure that any new child care is affordable and accessible to families

- **Issue Element: Child Poverty Alleviation**

Key Gap: Advocacy by municipal government to champion the issues/problems related to child poverty and the long-term impact on child/adult development

Examples of Potential Actions

- Take steps to increase awareness and useage of the Leisure Access Program
- Engage with the Surrey School Board to find ways to expand the school meal programs
- Work with community groups to build awareness of child poverty in the community, as well as awareness of the impacts of child poverty
- Engage with provincial and federal elected officials to encourage them to address the issue

- **Issue Element: Counselling and Support Services for Families and Children with Behavioural, Mental Health and Attachment Issues**

Key Gap: Shortage of in-patient beds for youth with mental health issues, an estimated 20 additional beds required. Other gaps were identified in early intervention and family counseling services

Examples of Potential Actions

- Provide information and referral resources through City publications and website
- Train relevant staff in Parks, Recreation and Culture department, as well as Surrey Public Libraries, to assist with early intervention and referral services
- Explore the provision of space in City facilities for early intervention and family counselling services at low or no cost

❖ **Crime and Public Safety: Action Steps**

- **Issue Element: Initiatives to Deal with Seniors Abuse**

Key Gap: Need for focused outreach and dissemination of materials on elder abuse, especially to immigrant and ethnic communities

Examples of Potential Actions

- Provide space in City publications and facilities to awareness building and outreach efforts around seniors abuse

- Advocate with the Provincial government to restore funding to Legal Aid
- Work with the RCMP to improve training capacity regarding senior abuse and fraud
- Support and participate in the work of the Community Response Network in Surrey

- **Issue Element: Initiatives to Deal with Family Violence**

Key Gap: Need for additional/renewed funding to women’s centers and legal aid societies

Examples of Potential Actions

- Provide small amounts of seed money for grant applications
- Explore the possibility of providing in-kind space or donations to women’s centre programs
- Provide support letters to funding applications for women’s centres

- **Issue Element: Peer Support Programs to Deter Crime**

Key Gap: More free or low-cost recreational opportunities activities for youth, (including ethno-specific youth services) to provide a range of engaging programs and services

This gap originates from the Crime and Public Safety Issue Area. Because the City has primary responsibility for many youth recreational activities, the recommendations and suggestions for this social service element are listed in the report ‘*Plan for the Social Well-Being of Surrey Residents: Stage 1 Action Plan.*’

- **Issue Element: Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity**

Key Gap: Better use of existing community resources (i.e. BlockWatch) and better coordination and information exchange between community organizations and agencies dealing with crime (including gang activity) and crime prevention

Examples of Potential Actions

- Provide seed funding for specific projects
- Work with the RCMP to build community involvement in Blockwatch and other programs
- Use City publications and facilities to distribute information about existing programs and processes and build awareness of potential solutions

❖ **Community Development and Diversity: Action Steps**

• **Issue Element: Public Transportation and Access**

Key Gap: Insufficient public transit services, including lack of services and intercommunity connections and poor coordination with services outside of Surrey. Lack of sufficient HandiDart services result in limited options for persons with disabilities. Need taxis equipped with baby car seats, more park-and-ride services, and better signage for the municipal roadways

Examples of Potential Actions

- Advocate for funding to service providers, seniors groups and disability organizations so they can transport clients
- Review bylaws relating to taxi services to encourage an increased number of taxis equipped with car seats

• **Issue Element: Life Skills and Educational Training**

Key Gap: Need for life skills programs, supported education and employment, particularly for persons with learning disabilities and mental health concerns

Examples of Potential Actions

- Work to develop public education and awareness of life skills and barriers to employment
- Offer space for programs in City facilities at low or no cost
- Facilitate engagement between the business community and service providers in Surrey to develop supported employment options for people with multiple barriers to employment.

• **Issue Element: Community Economic Development Initiatives**

Key Gap: Lack of municipal support and networks for home-based businesses and lack of support for entrepreneurialism. Lack of banking services for low income persons

Examples of Potential Actions

- Engage with the Safety, Security and Crime Prevention roundtable in Cloverdale to help develop local solutions

- **Issue Element: Nutrition and Food Programs**

Key Gap: There is a need to ensure sufficient capacity of food banks and food/nutrition programs, the need for affordable meal programs and for ethno-specific food service options

Examples of Potential Actions

- Provide letters of support for nutrition and food security program funding applications
- Explore the potential of a ‘rebranding’ campaign based on food, as the ‘salad bowl’ of the province
- Utilize the 20% by 2010 Campaign to develop healthy nutrition and food policies in the City

Appendix 3 – Social Responsibility Matrices

The Social Responsibility Matrix outlines the varying scope of responsibility for each of the three levels of government, as well as the Community service sector and other potential interests (i.e. private foundations, business community etc.).

Responsibilities have been divided into three general categories:

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

Each general category is further subdivided into three responsibility categories:

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

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

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

The tables identify appropriate Ministries or agencies when that information is readily available. The overlapping nature of many social service responsibilities indicates potential for partnerships and collaboration to address social needs, though overlaps may also be contentious. The elements are not listed in order of priority.

IMPORTANT NOTE: The social responsibility matrices can collectively seem somewhat overwhelming. These matrices are meant to be dealt with individually. While there are some overlaps, a person or group that is active in one area may have no role in another. As such, each social responsibility matrix should be considered separately, as an individual matrix, which will serve as a reference tool for developing action plans to meet identified gaps in services.

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

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

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

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

Housing & Homelessness Issue Area

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

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authorities	Community Service Groups	Other
<i>Planning responsibility for Shelter Services</i>	<ul style="list-style-type: none"> Legislative - Limited responsibility – planning for funding of programs, especially youths >19 Financial - Secondary responsibility – Financial support for planning processes HRSD (SCPI), National Homelessness Initiative Implementation - Limited responsibility - support of local and regional planning. Participation in planning processes. (SCPI, Regional and Local Homelessness Plans and Committees) 	<ul style="list-style-type: none"> Legislative - Primary responsibility - coordination & planning of shelter services (MHR, MCFD for under 19). Financial - Primary responsibility - support for planning processes. Implementation - Primary responsibility- implementation of planning processes. 	<ul style="list-style-type: none"> Legislative - Secondary responsibility - Community Planning (OCP). Zoning & Land Use Planning, Homelessness planning. Also a limited role in coordinating community services. Financial - Limited responsibility- support of planning processes. Implementation - Secondary responsibility- tools to support implementation of planning processes. Participation in planning processes. 	<ul style="list-style-type: none"> Legislative – N/A Financial – Limited responsibility – support for planning of emergency shelters. Implementation – Limited responsibility – participation in planning processes, contribution of knowledge and expertise 	<ul style="list-style-type: none"> Legislative - N/A Financial - Limited responsibility - Fundraising, participation in planning processes. Implementation - Secondary responsibility - Participation in community plans, implementation of plans and coordination of planning with internal goals. 	<ul style="list-style-type: none"> Legislative - N/A Financial - Limited responsibility - community funding for planning processes (Foundations, donations) Implementation - Limited responsibility - Participation in planning processes. Volunteer support for community plans
<i>Construction & Siting responsibility</i>	<ul style="list-style-type: none"> Legislative - Limited responsibility- policymaking Financial – Secondary responsibility - Capital funding for some shelters - CMHC; HRSD (SCPI); National Homelessness Initiative; Urban Aboriginal Strategy Implementation - None 	<ul style="list-style-type: none"> Legislative -Primary responsibility - oversight and regulation, particularly for youths under 19. (MCFD, Safe Houses). BC Building Code. Community Care licensing. Financial - Primary funding responsibility - MCFD (under 19). MHR (shelters serving youths over 19) Implementation- Primary responsibility -construction of shelters, provision of shelter services. Often delegated to community groups. 	<ul style="list-style-type: none"> Legislative - Secondary responsibility - Zoning, Land Use policies Financial - Limited responsibility- possible provision of sites, Land use, Building code enforcement Implementation - None 	<ul style="list-style-type: none"> Legislative – N/A Financial – None Implementation – Limited responsibility – contribution of knowledge & expertise to design of shelters. Support for shelter creation and possible provision of facilities. Implement Community Care licensing. 	<ul style="list-style-type: none"> Legislative - N/A Financial - Limited responsibility -fundraising, Coordination of funding. Implementation - Secondary responsibility - Design of shelter, community outreach, building support (delegated by province) 	<ul style="list-style-type: none"> Legislative - N/A Financial - Limited responsibility - capital funding support for emergency shelters (Foundations etc.) Implementation - Limited responsibility - building community support for shelters, Volunteering

<p><i>Operational Responsibility</i></p>	<ul style="list-style-type: none"> • Legislative - Limited responsibility - regulation & policymaking • Financial - Limited responsibility - time-limited financing (SCPI, Urban Aboriginal Strategy, HRSB, NHI) • Implementation - None 	<ul style="list-style-type: none"> • Legislative - Primary responsibility -Oversight and regulation (under 19) MCFD, Safe Houses. Financial - Primary responsibility –Funding - MCFD (under 19). • Implementation- Primary responsibility- regulation of shelters (< 19), operation of some shelters. Often delegated to community groups. 	<ul style="list-style-type: none"> • Legislative - None. • Financial - Limited responsibility - indirect(zoning, various tools) • Implementation – Limited responsibility – Bylaw enforcement. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – enforcement of health regulations. Provision of health-related services. • Financial – Limited responsibility – coordination with shelters to provide health services to residents • Implementation – Limited responsibility –support of shelters through health services. Community care licensing. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility - some fundraising • Implementation- Secondary responsibility - Operation of youth shelters. Training of staff. Program operation, management of budgets, support & outreach. Often delegated by provincial government. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility -some financial support for capital and operational costs (Foundations, Donations, Capital campaigns) • Implementation - None
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*Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults
<30 day shelters for adults. Aboriginal <30 day shelters operated by aboriginal people.*

Housing & Homelessness Issue Area

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

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

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> • Legislative - Limited responsibility- Planning and partnership building for affordable housing development. • Financial - Secondary responsibility - supporting planning for new affordable housing, as well as planning maintenance of existing affordable housing. (e.g. CMHC) • Implementation – Secondary responsibility - supporting and participating in planning for affordable housing. 	<ul style="list-style-type: none"> • Legislative - Primary responsibility - development of affordable housing policies and regulations in BC Housing; Homes BC. Building standards and practices, regulation (BC Building Code). • Financial - Primary responsibility - supporting planning for affordable housing. Participating in affordable housing planning. • Implementation - Primary responsibility -developing planning for affordable housing, identifying and prioritizing needs and resources. 	<ul style="list-style-type: none"> • Legislative - Limited responsibility - Building standards and zoning for affordable housing. Planning for creation and land use re: affordable housing. • Financial - Limited responsibility - support planning for the creation and maintenance of affordable housing developments. • Implementation - primary responsibility - Support for implementation and development of planning processes at the local level. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – None <p>NOTE: See the social responsibility matrix under supportive and transitional housing.</p>	<ul style="list-style-type: none"> • Legislative - N/A • Financial - limited responsibility - some in-kind support to participate in planning processes. • Implementation - limited responsibility - participation in planning for affordable housing. Non-profit and co-op housing planning. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility • Implementation - Limited responsibility - participation by community in planning for affordable housing. Participation by the Greater Vancouver Housing Corporation in planning.
<i>Construction & Siting responsibility</i>	<ul style="list-style-type: none"> • Legislative - Limited responsibility -Maintenance of existing affordable housing developments and programs. Construction of new affordable housing developments. • Financial - Secondary responsibility - Development of new affordable housing. Financial support and subsidization of affordable housing, including non-profit and co-operative housing. • Implementation - Secondary responsibility - maintenance and operation of affordable housing (CMHC, Urban Aboriginal Strategy). 	<ul style="list-style-type: none"> • Legislative - Primary responsibility - Creation and development of new affordable housing (BC Housing, Homes BC). Maintenance and support of existing affordable housing developments. Also BC Building Code for safety and quality of affordable housing. • Financial - Primary responsibility - Creation and development of new affordable housing. Financial support and subsidization of affordable housing initiatives and programs. • Implementation: Primary responsibility - Construction of affordable housing (BC Housing). Support for construction of affordable housing developments (Woodwards, BC Housing, Homes BC). 	<ul style="list-style-type: none"> • Legislative - Limited responsibility - Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies. • Financial - Limited responsibility - Tools to support the creation of affordable housing (land provision). • Implementation - Limited responsibility -Support for affordable housing developments, encouraging the construction of affordable housing 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – None 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility - some capital fundraising and support of affordable housing developments. • Implementation - Limited responsibility - building community support for affordable housing developments. Non-profit and co-op housing. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility - Greater Vancouver Housing Corporation. Some construction and maintenance of low-income housing in the private sector. Some financial support through donations and foundations. • Implementation - Limited responsibility - operation of low-rent apartments and properties.

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational responsibility</i>	<ul style="list-style-type: none"> • Legislative - Secondary responsibility -Legislating for affordable housing programs. Creation and maintenance of affordable housing programs (CMHC) • Financial - Secondary responsibility -Operation and maintenance of affordable housing programs. Financial support and subsidization of affordable housing. • Implementation - Secondary responsibility - maintenance of affordable housing. 	<ul style="list-style-type: none"> • Legislative - Primary responsibility -Regulation and creation of affordable housing. • Financial - Primary responsibility - Funding for Subsidized Housing Units (BC Housing) Rent Supplement Assistance; Operation and Maintenance of affordable housing. • Implementation - Primary responsibility -Management of affordable housing programs in BC. Often delegated to community groups. 	<ul style="list-style-type: none"> • Legislative - Limited responsibility -Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies. • Financial - Limited responsibility -Tools to support the creation of affordable housing (land provision). • Implementation – Limited responsibility - bylaw enforcement, implementation of secondary suite policies. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation - None 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility -Some fundraising and creation of affordable housing (i.e. Habitat for Humanity). • Implementation - Secondary responsibility - operation of co-operative housing, possibly some affordable housing programs. Non-profit housing. Primary responsibility, if delegated by the provincial government. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility - private financial contributions through foundations and donations. Greater Vancouver Housing Corporation. • Implementation - Limited responsibility - Private operation of low-cost housing options (i.e. apartment buildings). Operation of secondary suites and co-operative housing units.

Low Income Housing for Families & Singles

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

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> • Legislative - Secondary responsibility- Planning and partnership building for affordable housing development. • Financial - Limited responsibility - supporting planning for new affordable housing, as well as planning maintenance of existing affordable housing. • Implementation - Limited responsibility -supporting and participating in planning for affordable housing. 	<ul style="list-style-type: none"> • Legislative - Primary responsibility - development of affordable housing policies and regulations in BC Housing; Homes BC. Building standards and practices, regulation (BC Building Code). • Financial - Primary responsibility - supporting planning for affordable housing. Participating in affordable housing planning. • Implementation - Primary responsibility -developing planning for affordable housing, identifying and prioritizing needs and resources. 	<ul style="list-style-type: none"> • Legislative - Limited responsibility - Building standards and zoning for affordable housing. Planning for creation and land use re: affordable housing. • Financial - Limited responsibility - some tools to support planning for the creation and maintenance of affordable housing developments. • Implementation - primary responsibility - Support for implementation and development of planning processes at the local level. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – None 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - limited responsibility - some financial support to participate in planning processes. • Implementation - Secondary responsibility - participation in planning for affordable housing, particularly the non-profit and co-operative sector. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility • Implementation - Limited responsibility - participation by community in planning for affordable housing. Greater Vancouver Housing Corporation participation in planning processes.
<i>Construction & Siting responsibility</i>	<ul style="list-style-type: none"> • Legislative - Secondary responsibility -Maintenance of existing affordable housing developments and programs. Construction of new affordable housing developments. • Financial - Secondary responsibility -Creation and development of new affordable housing. Financial support and subsidization of affordable housing, including co-operative housing. • Implementation - Secondary responsibility - maintenance and operation of affordable housing (CMHC, Urban Aboriginal Strategy). 	<ul style="list-style-type: none"> • Legislative - Primary responsibility - Creation and development of new affordable housing (BC Housing, Homes BC). Maintenance and support of existing affordable housing developments. Also BC Building Code for safety and quality of affordable housing. • Financial - Primary responsibility - Creation and development of new affordable housing. Financial support and subsidization of affordable housing initiatives and programs, including co-operative housing. • Implementation: Primary responsibility - Construction of affordable housing (BC Housing). Support for construction of affordable housing developments (Woodwards, BC Housing, Homes BC). 	<ul style="list-style-type: none"> • Legislative - Limited responsibility - Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies. • Financial - Limited responsibility - Some tools to support the creation of affordable housing (land provision). • Implementation - Limited responsibility -Support for affordable housing developments, encouraging the construction of affordable housing through various tools. Zoning and land-use support. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – None 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility - some capital fundraising and support of affordable housing developments. • Implementation - Limited responsibility - building community support for affordable housing developments. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility - Some financial support through donations and foundations. Some construction and maintenance of low-income housing in the private sector. • Implementation - Limited responsibility - operation of low-rent apartments and properties. GVHC identification of appropriate sites.

Responsibility	Federal Government	Provincial Government	Municipal Government		Community Service Groups	Other
<i>Operational responsibility</i>	<ul style="list-style-type: none"> • Legislative - Secondary responsibility -Legislating for affordable housing programs. Creation and maintenance of affordable housing programs (CMHC) • Financial - Secondary responsibility -Operation and maintenance of affordable housing programs. Financial support and subsidization of affordable housing. • Implementation - Secondary responsibility - maintenance of affordable housing. 	<ul style="list-style-type: none"> • Legislative - Primary responsibility -Regulation and creation of affordable housing. • Financial - Primary responsibility -Funding for Subsidized Housing Units (BC Housing); Subsidies to Non-Profit & Cooperative Housing; Rent Supplement Assistance; Operation and Maintenance of affordable housing. • Implementation - Primary responsibility -Management of affordable housing programs in BC. Health inspections etc. (Health Authority) 	<ul style="list-style-type: none"> • Legislative - Limited responsibility -Zoning for Affordable Housing; Density Bonusing; Secondary Suite Policies. • Financial - Limited responsibility -Some tools to support the creation of affordable housing (land provision). • Implementation – Limited responsibility – enforcement of bylaws and secondary suite policies. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – None 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility -Some fundraising and creation of affordable housing (i.e. Habitat for Humanity). • Implementation - Secondary responsibility - operation of co-operative housing, possibly some affordable housing programs. Primary responsibility when delegated by the provincial government. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - Limited responsibility - private financial contributions through foundations and donations. • Implementation - Secondary responsibility - Private operation of low-cost housing options (i.e. apartment buildings). Operation of secondary suites and co-operative housing units. GVHC operation of units.

Supported Housing Programs

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

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

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> • Legislative – Secondary responsibility - Support planning for supported housing. Support research into supported housing issues (CMHC)-SCPI, NHI • Financial – Secondary responsibility – financial support for planning processes, especially re: homeless • Implementation – Secondary responsibility – participation in planning for supported housing 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – provincial jurisdiction for health services, including supported housing services • Financial – Primary responsibility – Health related housing – financial support for planning of supported housing programs (MHR) • Implementation – Primary responsibility – support and participation in planning for supported housing initiatives. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – helping to identify local needs • Financial – Limited responsibility – participation in and support of local planning for supported housing initiatives • Implementation – Secondary responsibility – participation in planning processes and support of local needs identification. Zoning for group supported housing. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – planning for health treatment and services. Community Care Licensing. • Financial – Secondary responsibility – support and initiation of planning for health related services • Implementation – Secondary responsibility – initiation and participation in planning for health related services. Planning for community care licensing requirements. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – None • Implementation – Limited responsibility – advocacy and participation in planning for supported housing 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - None • Implementation – Limited responsibility- participation in planning for supported housing. Private sector may have a role in planning
<i>Construction & Siting responsibility</i>	<ul style="list-style-type: none"> • Legislative – Secondary responsibility – Participation in the development & construction of supported housing (SCPI, CMHC, others) • Financial – Secondary responsibility – capital funding for some supported housing initiatives (SCPI, others) • Implementation – Limited responsibility – federally funded construction 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – provincial health jurisdiction – creation of supported housing programs and initiatives, particularly those with health factors. • Financial – Primary responsibility – responsibility for the creation of health oriented supported housing programs and facilities • Implementation- Primary responsibility – construction of supported housing. Often delegated to community groups. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – Zoning, land use planning. Building inspections. Development permits and processes. • Financial – Limited responsibility – some tools to support construction or creation of supported housing. • Implementation – None 	<ul style="list-style-type: none"> • Legislative – Secondary responsibility – Creation and maintenance of assisted living units and programs • Financial – Secondary responsibility – Construction and development of assisted living facilities • Implementation – Secondary responsibility – Development, planning and construction of assisted living facilities and programs 	<ul style="list-style-type: none"> • Legislative – N/A • Financial - Limited responsibility – some capital fundraising for supported housing projects • Implementation – Secondary responsibility – participation and support of construction in some cases. When delegated by the provincial government. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – Limited responsibility – Private sector assistance with construction is possible.

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

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

Housing & Homelessness Issue Area

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

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

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

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

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

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> • Legislative – Limited responsibility – role in supporting planning processes, prioritizing planning options on a national scale • Financial – Limited responsibility – financial support for planning processes at all levels • Implementation – Limited responsibility – participation in planning processes 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – coordination of planning processes • Financial – Primary responsibility – financial support for planning & service coordination • Implementation – Primary responsibility – participation in and support of local planning processes 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – support of local efforts to plan for service coordination • Financial – Secondary responsibility – participation and support in planning for service coordination • Implementation – Secondary responsibility – planning for local service coordination & social planning. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – Limited responsibility – participation in planning for service coordination 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – Limited responsibility – staff participation and support of service coordination planning • Implementation – Secondary responsibility – participation in planning processes for service coordination. United Way, Homeless Task Force, Community service teams. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial - None • Implementation – Limited responsibility – support and participation by the community in service coordination planning. Business Improvement Associations.
<i>Construction & Siting responsibility</i>	<ul style="list-style-type: none"> • Legislative – None • Financial – Limited responsibility – support of service coordination, possible capital funding for some sites • Implementation – Limited responsibility – possible support and oversight if federal funds involved 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – coordination of social services, prioritization of needs and efforts • Financial – Primary responsibility – capital funding for services, support for siting of coordination services • Implementation- Primary responsibility – support for siting. 	<ul style="list-style-type: none"> • Legislative – Secondary responsibility – zoning, land-use in the case of construction. Business licensing in the case of rentals etc. Possible advocacy for construction or siting • Financial – Limited responsibility – support of service coordination efforts • Implementation – Limited responsibility – participation in support of siting or construction 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – coordination of health services • Financial – Limited responsibility – contribution to construction of service coordination facility/facilities where appropriate • Implementation – Limited responsibility – creation of health care aspects of service coordination facilities 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Limited responsibility – management of funds, some fundraising • Implementation – Secondary responsibility – identification and development of site for service coordination / one-stop services, when appropriate 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – Limited responsibility- donations, some volunteer support. • Implementation – None

<i>Operational responsibility</i>	<ul style="list-style-type: none"> • Legislative – None • Financial – Limited responsibility – possibility of financial support for service coordination and one-stop programs • Implementation – Limited responsibility – possible oversight if federal funds involved 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – option to run programs and coordination, or delegate services to community agencies. • Financial – Primary responsibility – social services- responsibility for provision of social services, supporting operating costs • Implementation – Primary responsibility – option to run or delegate service coordination and programs 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – building code inspections, zoning where applicable. • Financial – Limited responsibility – support for service coordination though zoning and bylaws. Possible provision of locations in community space. • Implementation – None – Surrey Public library Community Resources Connections website performs some of the roles identified. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – Health related service coordination • Financial – Limited responsibility – ongoing funding of health care related program coordination • Implementation – Limited responsibility – ongoing operation of health services, coordination of services 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Limited responsibility – some fundraising. Budget management etc. • Implementation – Secondary responsibility – one-stop program or service coordination can be delegated to community services 	<ul style="list-style-type: none"> • Legislative-N/A • Financial – Limited responsibility – donations, some volunteer support • Implementation - None
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Outreach programs to the homeless, drop-in centres, Youth

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

Housing & Homelessness Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> • Legislative – Limited responsibility – Planning for outreach services to youths (<30) and adults. • Financial – Limited responsibility – support for planning of outreach and drop-in programs • Implementation – Limited responsibility – participation in planning processes, support for local planning 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – planning social services, including outreach & drop-in centres • Financial – Primary responsibility – support for planning processes. Particular responsibility for youth drop-in and outreach (<18). • Implementation – Primary responsibility – participation in planning, support for local planning & needs identification 	<ul style="list-style-type: none"> • Legislative – Secondary responsibility – land use planning, zoning, community and social planning, OCP • Financial – Limited responsibility – support for local planning processes, helping to identify local needs • Implementation – Secondary responsibility – participation and hosting of planning processes. Parks and Recreation planning. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Limited responsibility – support for planning of outreach services • Implementation – Limited responsibility – participation in planning for outreach programs. Public health nurses etc. Contribution of expertise and knowledge. Planning for outreach to mental health. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Limited responsibility – support and promotion of community planning for outreach and drop-in services • Implementation – Limited responsibility – participation in planning processes 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – None • Implementation – Limited responsibility – support and participation in community planning for services
<i>Construction & Siting responsibility</i> NOTE: Siting & Construction a very minor aspect of this element	<ul style="list-style-type: none"> • Legislative – Limited responsibility – some support of siting/construction • Financial – Secondary responsibility – financial support of construction where appropriate, or siting • Implementation – Limited responsibility – indirect support through oversight of funding 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – social services responsibility, especially for youths < 18. • Financial – Primary responsibility, funding construction and maintenance of sites. Particular responsibility for youths <18. • Implementation – Primary responsibility – option to construct service locations, option to delegate to community groups 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – zoning & land use policies. Building code enforcement. • Financial – Limited responsibility – possible provision of facilities, some zoning and development options • Implementation – Limited responsibility – Building codes, zoning regulations. Parks & Rec. facilities. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – outreach for clinics and other services • Financial – Limited responsibility – construction and siting of health clinics, outreach programs for those clinics • Implementation – Limited responsibility – outreach facilities and sites for medical services 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Limited responsibility – Some fundraising • Implementation – Limited responsibility – support of construction, coordination of construction services 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Limited responsibility – private sector financial support (foundations, donations). • Implementation – Limited responsibility – possible private participation in construction etc.

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

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

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

Substance Abuse & Addiction Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> Legislative – Limited responsibility -Planning for funding of programs. Youths >19 Financial –Limited responsibility –Financial support for planning processes (SCPI) Implementation – Limited responsibility - Participation in planning processes, initiation of planning for funding priorities 	<ul style="list-style-type: none"> Legislative – Primary responsibility – planning of youth programs –(MCFD, Ministry for Mental Health and Addictions) Financial – Primary responsibility – support for planning processes, prioritization of services Implementation – Primary responsibility – implementation of planning processes for youth addiction treatment. 	<ul style="list-style-type: none"> Legislative – Limited responsibility –land-use planning and zoning. Financial - Limited responsibility – participation in planning processes Implementation – Limited responsibility – participation in planning processes 	<ul style="list-style-type: none"> Legislative – Secondary responsibility –Planning for health treatment and services Financial – Secondary responsibility –coordination of health services & treatment Implementation – Secondary responsibility – Participation in planning for treatment and health services 	<ul style="list-style-type: none"> Legislative – N/A Financial – None Implementation – Limited responsibility – participation in planning processes, advocacy for programs. Participation in design of appropriate facilities etc. 	<ul style="list-style-type: none"> Legislative - N/A Financial - None Implementation - None
<i>Construction & Siting responsibility</i>	<ul style="list-style-type: none"> Legislative – Limited responsibility –some oversight of funded developments Financial – Limited responsibility – financial support for creation of programs/construction of sites Implementation – Limited responsibility – oversight of federally funded developments. 	<ul style="list-style-type: none"> Legislative – Primary responsibility – creation and promotion of sites and treatment program/buildings. Option to delegate to community groups. Financial – Primary responsibility –capital support of construction/siting of programs, esp. youths <19 (MCFD). Implementation- Primary responsibility – coordination and development of facilities, construction of facilities. Especially for youths under 19. 	<ul style="list-style-type: none"> Legislative – Secondary responsibility – Zoning, land use policies. Building and bylaw regulations Financial – Limited responsibility – tools available to encourage development. Possible support through land or building provision. Implementation – Limited responsibility – bylaw/building inspections. Traffic planning etc. 	<ul style="list-style-type: none"> Legislative – Secondary responsibility – construction and provision of support for the creation of treatment facilities Financial – Secondary responsibility – funding for the creation and maintenance of treatment and services Implementation – Secondary responsibility – creation of treatment and health service facilities, including addiction treatment 	<ul style="list-style-type: none"> Legislative – N/A Financial – Limited responsibility – fundraising, donations. Supervision of construction if delegated by government. Implementation – Limited responsibility, unless delegated by government. Construction, support, coordination. 	<ul style="list-style-type: none"> Legislative - N/A Financial – Limited responsibility – financial support possible (foundations, BIAs etc). Donations. Implementation - None – possible support by business community for construction/development
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> Legislative – Limited responsibility – oversight of funded programs Financial – Limited responsibility – oversight of federally funded programs. Implementation – Limited responsibility – oversight of federally funded programs. 	<ul style="list-style-type: none"> Legislative – Primary responsibility – Operation of addiction treatment programs. Option to delegate to community services Financial – Primary responsibility – support and ongoing funding of addiction treatment services Implementation- Primary responsibility. MCFD. Operation youth residential treatment. Option to delegate to community groups. 	<ul style="list-style-type: none"> Legislative – Limited responsibility – Enforcement of bylaws, zoning regulation Financial – None – Option to use tools to encourage programs (property tax etc) Implementation – None 	<ul style="list-style-type: none"> Legislative – Secondary responsibility – provision of health and treatment services Financial – Secondary responsibility – funding of ongoing health and treatment programs. Provision of health services to programs Implementation – Secondary responsibility – Community care licensing. Enforcement of health regulations. 	<ul style="list-style-type: none"> Legislative – N/A Financial – Limited responsibility – fundraising, operation of programs and budgets Implementation- Secondary responsibility – When delegated to operate programs. Operation of programs/facilities 	<ul style="list-style-type: none"> Legislative - N/A Financial – Limited responsibility – funding through donations, foundations. Implementation - None – possible support from business community

Recovery Treatment Services

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

Substance Abuse & Addictions Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> • Legislative – None • Financial – Limited responsibility – support of local planning and consultation processes. Time limited SCPI funds. • Implementation – Limited responsibility – option to participate in planning for recovery houses. 	<ul style="list-style-type: none"> • Legislative - Primary responsibility – Planning and designing regulations/licensing of recovery houses. Setting licensing regulations. • Financial – Primary responsibility – coordinating planning of recovery houses where necessary. Support for planning processes. • Implementation – Primary responsibility – coordination of planning for recovery houses. Liaising with local governments and community agencies for planning. 	<ul style="list-style-type: none"> • Legislative – Secondary responsibility – land use planning and zoning • Financial - Limited responsibility – participation in planning for recovery houses. Land use planning and zoning. • Implementation – Secondary responsibility - Participation in planning regulation. Location guidelines, if appropriate. 	<ul style="list-style-type: none"> • Legislative – Secondary responsibility – participation in planning and regulation of recovery houses • Financial – Secondary responsibility – support for planning of recovery houses • Implementation – Secondary responsibility – Planning for the regulation of recovery houses. Community Care licensing implementation. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Secondary responsibility – coordination with provincial and municipal governments to develop appropriate guidelines and zoning. • Implementation – Secondary responsibility – participation into recovery house planning, zoning and land use guidelines, location guidelines. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – Limited responsibility – some private operators of recovery houses. Participation in planning processes. • Implementation - Limited responsibility – Participation by private operators and the public in planning zoning and location guidelines.
<i>Construction & Siting responsibility</i>	<ul style="list-style-type: none"> • Legislative - None • Financial – Limited responsibility – option to finance creation of recovery houses. • Implementation – Limited responsibility – supervision of federally funded recovery houses, if they are created. 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – Regulation and licensing of recovery houses. Health and safety inspections. • Financial – Primary responsibility – financing creation of recovery houses. • Implementation- Primary responsibility - Supporting, through regulations, the creation of houses. Option to build and operate recovery houses, alternatively to delegate to community groups, or create conditions for private operators. 	<ul style="list-style-type: none"> • Legislative – Secondary responsibility – zoning and land use of recovery houses. Possible development of location guidelines. • Financial – Limited responsibility – tools to support creation of recovery houses, such as zoning, bylaws etc. • Implementation – Limited responsibility – Bylaw enforcement. Zoning and land use guidelines. 	<ul style="list-style-type: none"> • Legislative – None • Financial – Limited responsibility – Financial support for recovery houses an option. • Implementation – Secondary responsibility – Option to create or support the creation of recovery houses. Community Care licensing. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Secondary responsibility – Acquisition of property for recovery homes. Fundraising. • Implementation – Secondary responsibility – ensuring recovery homes conform to guidelines and zoning. Development of recovery homes, if delegated by the provincial government. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – Secondary responsibility –Privately operated recovery homes are responsible for siting and acquisition of property. • Implementation- Secondary responsibility – privately operated recovery homes, responsible for ensuring homes meet licensing guidelines.
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> • Legislative - None • Financial – Limited responsibility – option to provide operational funding to recovery homes through time limited funding programs (minimal). • Implementation – Limited responsibility – oversight of any federally funded programs. 	<ul style="list-style-type: none"> • Legislative – Primary responsibility – regulation and licensing of recovery houses. • Financial – Primary responsibility – direct funding of recovery houses. Option to run directly, or delegate operations to community or private agencies. MHR, Ministry of Mental Health & Addictions. • Implementation- Primary responsibility –regulation of recovery houses. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – bylaw, zoning and land use regulation. Location guidelines enforcement. Business licensing. • Financial – None • Implementation – Limited responsibility – Enforcement of bylaws. Business license regulation. Addressing local concerns. 	<ul style="list-style-type: none"> • Legislative – Limited responsibility – health regulation and inspections. • Financial – Secondary responsibility – Support for recovery house operations • Implementation – Secondary responsibility – health inspections. Provision of health services to residents. Community care licensing. 	<ul style="list-style-type: none"> • Legislative – N/A • Financial – Secondary responsibility – management of recovery homes. Fundraising, fee for service. • Implementation- Secondary responsibility – operation of recovery homes, when delegated by provincial government. Ensuring conformity to bylaws and regulations. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – Secondary responsibility – privately operated recovery homes. Management and maintenance of recovery homes, within budgets. • Implementation – Secondary responsibility –Private recovery homes. Ensuring conformity to bylaws and regulations.

Alcohol & Drug Treatment for Youths (non-residential)

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

Substance Abuse & Addictions Issue Area

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

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

Pre-natal Education and Support Programs Re: Drug Use
 Parental education and support programs about drug-misuse and the effects of fetal alcohol spectrum disorder

Substance Abuse & Addiction Issue Area

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

Outreach and Support Programs for At-risk and Substance Users

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

Substance Abuse & Addiction Issue Area

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

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

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

Children and Youth Issue Area

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

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Operational Responsibility</i>	<ul style="list-style-type: none"> • Legislative – None – more involvement in programs for urban aboriginal or recent immigrants • Financial – Limited Responsibility – option to fund programs • Implementation – Limited Responsibility - Oversight of federally funded programs 	<ul style="list-style-type: none"> • Legislative – Primary Responsibility – health and social services. • Financial – Primary Responsibility – provision of operational funding for programs and services. Often delegated to community groups. • Implementation- Primary Responsibility – operation or delegation of programs and services. 	<ul style="list-style-type: none"> • Legislative – Limited Responsibility – business licensing, enforcement of zoning & bylaws. • Financial – None Responsibility – option to provide space or other supports to programs • Implementation – None – (option to co-sponsor programs) 	<ul style="list-style-type: none"> • Legislative – Secondary Responsibility – operation of mental health programs and services • Financial – Secondary Responsibility – ongoing funding and support for mental health programs • Implementation – Secondary Responsibility – operation and coordination of mental health services 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – Limited Responsibility – operational fundraising • Implementation- Secondary Responsibility – day to day operation of programs. 	<ul style="list-style-type: none"> • Legislative - N/A • Financial – Secondary Responsibility (school boards) – support and funding of in-school programs • Implementation – Secondary Responsibility (school boards) – ongoing operation and coordination of in-school programs

Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs

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

Children and Youth Issue Area

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

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

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

Children and Youth Issue Area

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

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

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

Children and Youth Issue Area

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

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

Creating a Child and Youth Friendly City

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

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

Children and Youth Issue Area

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

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

Child Poverty Alleviation

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

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

Children and Youth Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning Responsibility</i>	<ul style="list-style-type: none"> • Legislative – Secondary Responsibility – National Child Benefit (NCB) (federal/provincial agreement); Canada Revenue Agency (CRA) (Child Tax Benefit); Public Health Agency Canada (PHAC) Division of Childhood and Adolescence; HRSDC (Employment, benefits, Aboriginal Childcare); Status of Women Canada (SWC); Social Development Canada (Social development programs); Department of Justice (Child support guidelines) • Financial – Primary Responsibility – NCB; Canada Social Transfer (CST); CRA; PHAC; HRSDC (Benefits; Employment; Aboriginal Headstart Program Early Childhood Development) SDC; • Implementation – Secondary Responsibility - CRA; PHAC; HRSDC (Benefits; Employment; Aboriginal Headstart Program Early Childhood Development); SWC; SDC; Health Canada (HC) (Nutrition programs); Agriculture and Agrifood Canada (Nutrition programs); House of Commons pledge to eradicate Child Poverty; 	<ul style="list-style-type: none"> • Legislative – Primary Responsibility – Ministry of Human Resources (MHR) (income assistance, employment training); Ministry of Education (MOE) (Social Equity Branch – CommunityLINK program); Ministry of Children and Family Development (MCFD); Ministry of Community, Aboriginal and Women’s Services (MCAWS) (Women’s services) • Financial – Primary Responsibility - MHR; MOE Social Equity Branch) funding for School Meal programs; MCFD and MCAWS (• Implementation - Primary Responsibility – MHR (income assistance, employment training); MOE (Social Equity Branch – CommunityLINK program); MCFD; MCAWS; (Women’s services) 	<ul style="list-style-type: none"> • Legislative – Limited Responsibility –planning process – allowances for community gardens, and community kitchens, food banks • Financial – Limited Responsibility – information and referral services • Implementation – Limited Responsibility – information and referral services; possible use of community space via Parks Recreation and Culture Department and Library budget 	<ul style="list-style-type: none"> • Legislative – Secondary Responsibility – Fraser Health and related hospitals for health-related effects of poverty; inspection of school food preparation facilities • Financial – Limited Responsibility – via healthcare funding from Provincial Government • Implementation – Secondary Responsibility – inspection of food preparation facilities for school meal programs; healthcare services offered through hospitals; information on food security issues; 	<ul style="list-style-type: none"> • Legislative - None • Financial –Limited Responsibility – depending on program • Implementation - Secondary Responsibility– depending on program <p>Programs here may include clothing drives, fundraising food banks, budgeting assistance; food security initiatives (see food security Element), advocacy work on poverty issues and other initiatives</p>	<ul style="list-style-type: none"> • Legislative - Secondary Responsibility – School Board – School Meal programs • Financial – Secondary Responsibility – School Board - Meal Programs; Directorate of Agencies for School Health – Breakfast for Learning; Fundraising, food-drives and charitable initiatives within the Business community • Implementation – Secondary Responsibility – School Board meal programs; Fundraising, food-drives and charitable initiatives within the Business community

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

Public Transportation and Access

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

Community Development and Diversity Issue Area

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

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

Nutrition and Food Programs

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

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

Community Development and Diversity Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> Legislative – Primary Responsibility – Health Canada (HC); Agriculture and Agrifood Canada (AGAC) (food security and inspection; Nutritional and Food information) Financial – Limited – HC; AGAF – Financial support for federal programs; informational materials Implementation – Secondary Responsibility – HC; AGAF (food security and inspection; informational programs) 	<ul style="list-style-type: none"> Legislative - Primary Responsibility – Planning of various initiatives - Ministry of Human Resources (MHR) (income assistance); Ministry of Education (MOE) (Social Equity Branch – CommunityLINK program; school meals); Ministry of Agriculture, Food and Fisheries (MAFF) (informational programs); Ministry of Health Services (MHS) (health and nutrition information); Ministry of Children and Family Development (MCFD) (school meals; informational) Financial – Primary Responsibility - MHR; MOE; MAFF; MHS; MCFD & MOE Implementation – Primary Responsibility - MHR; MOE; MAFF; MHS; MCFD & MOE 	<ul style="list-style-type: none"> Legislative – Limited Responsibility – support for planning, land-use planning and zoning – allowances for community gardens, and community kitchens, food banks Financial – Limited Responsibility – mainly through information and referral services, helping to identify local needs; (option: funding of programs) Implementation – Limited - Responsibility - mainly through information and referral services; helping to identify local needs; possible use of community space via Parks and Recreation; (option: funding of programs – e.g. Kids Can Cook) 	<ul style="list-style-type: none"> Legislative – Limited Responsibility - inspection of school food preparation facilities, and restaurants Financial – Limited Responsibility – inspection of public and private food preparation facilities in schools, restaurants Implementation - Secondary Responsibility – inspection of inspection of public and private food preparation facilities in schools, restaurants; information on food security issues; partnership on nutrition and cooking program 	<ul style="list-style-type: none"> Legislative - None Financial – Primary Responsibility – depending on program Implementation – Primary Responsibility – depending on program <p>Programs here include food banks, community kitchens, community gardens, fundraising and food gathering drives, advocacy work on poverty issues and other initiatives.</p>	<ul style="list-style-type: none"> Legislative - Secondary – School Board – School Meal programs Financial – Secondary Responsibility – School Board - Meal Programs; Directorate of Agencies for School Health – Breakfast for Learning; Fundraising, food-drives and charitable initiatives within the Business community Implementation – Secondary Responsibility – School Board meal programs; School cooking and nutrition education for children; Fundraising, food-drives and charitable initiatives within the Business community
<i>Construction & Siting responsibility</i> Not applicable to this Element	<ul style="list-style-type: none"> Legislative - Financial - Implementation - 	<ul style="list-style-type: none"> Legislative - Financial - Implementation - 	<ul style="list-style-type: none"> Legislative - Financial - Implementation - 	<ul style="list-style-type: none"> Legislative - Financial - Implementation - 	<ul style="list-style-type: none"> Legislative - Financial - Implementation - 	<ul style="list-style-type: none"> Legislative - Financial - Implementation -

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

Community Economic Development Initiatives

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

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

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> Legislative – Primary Responsibility – Planning of various initiatives - HRSDC (job-search information, grants, CED project assistance); Industry Canada (IC) (grants); Western Economic Development (WED) (CED information and funding); Indian and Northern Affairs (INA) (CED initiatives and grants for First Nations); Fisheries and Oceans Canada (FAO) (CED – fisheries related) Financial – Primary Responsibility – HRSDC (grants & support); IC (grants & support); WED (grants & support); INA (grants & support); FAO (grants & support) Implementation - Primary Responsibility – HRSDC (job-search information, grants, CED project assistance); IC (grants); WED (CED information and funding); INA (CED initiatives and grants for First Nations); FAO (CED – fisheries related) 	<ul style="list-style-type: none"> Legislative - Secondary Responsibility – Planning of various initiatives - Ministry of Human Resources (MHR) (job-finding, employment information); Ministry of Small Business & Economic Development (MSBED) (entrepreneurialism, limited tax credits; business start-up information); Ministry of Community, Aboriginal and Women’s Services (MCAWS) (Aboriginal Employment); Ministry Responsible for Treaty Negotiations (MRTN) (Aboriginal Employment); Ministry of Advanced Education (MAE) (Apprenticeship programs) Financial - Secondary Responsibility – MHR (job-finding, employment information MSBED (entrepreneurial activation, limited tax credits; business start-up information); MCAWS (Aboriginal Employment); MRTN (Aboriginal Employment); MAE (Apprenticeship programs) Implementation – Secondary Responsibility – MHR (job-finding, employment information); MSBED (entrepreneurial activation, limited tax credits; business start-up information); MCAWS (Aboriginal Employment); MRTN (Aboriginal Employment); MAE (Apprenticeship programs) 	<ul style="list-style-type: none"> Legislative – Limited Responsibility – designation of BIA and related bylaws Financial – Limited Responsibility – BIA levy; Economic Development (ED) office; small Community grants program; sponsorship of community events and festivals Implementation – Limited Responsibility – BIA levy; information and outreach; ED Office; business licensing; small Community grants program; Parks and Recreation courses 	<ul style="list-style-type: none"> Legislative - None Financial - None Implementation - None 	<ul style="list-style-type: none"> Legislative - None Financial – Limited Responsibility – staff involvement of community groups in planning local CED initiatives Implementation – Secondary Responsibility – staff involvement of community groups in planning local CED initiatives (e.g. Vibrant Surrey); Development of social enterprise initiatives (e.g. Atira) 	<ul style="list-style-type: none"> Legislative - None – BIAs activities within designated areas Financial – Limited Responsibility – BIAs – activities within designated areas; Chamber(s) of Commerce; Business Community and Financial Services - sponsorship of local CED initiatives Implementation – Limited Responsibility – BIAs activities within designated areas; Chamber(s) of Commerce (business development and marketing initiatives)

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

Ethno and culturally appropriate services, opportunities and programming

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

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

Community Development and Diversity Issue Area

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

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

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

Community Development Diversity Issue Area

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

<p><i>Operational Responsibility</i></p>	<ul style="list-style-type: none"> • Legislative – Limited Responsibility – HRSDC (skills training and job-finding programs) • Financial – Limited Responsibility (skills training and job-finding programs) • Implementation – Limited Responsibility (skills training and job-finding programs) 	<ul style="list-style-type: none"> • Legislative - Primary Responsibility – Ministry of Education (MOE) (Adult Education; Adult Graduation Diploma; Distance Education) • Financial – Primary Responsibility – MOE (funding of local school boards and educational initiatives, funding of adults students in high school courses); Ministry of Higher Education (MHE) (Apprenticeship); Ministry of Community, Aboriginal and Women’s Services (MCAWS) – some funding of Adult Education and Life Skills programs; Ministry of Treaty Negotiations (MTN) (funding for First Nations vocational training programs) • Implementation - Primary Responsibility – various initiatives - MOE (Adult Education; Adult Graduation Diploma); MHE (Apprenticeship) 	<ul style="list-style-type: none"> • Legislative – None • Financial - Limited Responsibility – Planning process; assisting School District #36 in planning for school facilities • Implementation – None – (Option for programming) 	<ul style="list-style-type: none"> • Legislative - None • Financial - None • Implementation – None 	<ul style="list-style-type: none"> • Legislative - None • Financial – Secondary Responsibility – fundraising - depending on nature of life skills program (note distinction between high school accreditation and informal life skills) • Implementation – Secondary Responsibility – Life Skills training, as offered through community groups and local societies 	<ul style="list-style-type: none"> • Legislative - Secondary Responsibility – School Board (delegated from Provincial government) – Adult Education programs; local schools • Financial - Secondary Responsibility – School Board (delegated from Provincial government) • Implementation - Secondary Responsibility – School Board (delegated from Provincial government) – Adult Education programs and policies, external credit evaluation; local schools – life skills courses) review
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Initiatives to Encourage Citizen Engagement With Social Issues and Social Planning Activity

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

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

Community Development and Diversity Issue Area

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

Initiatives to Deal With Seniors Abuse

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

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

Crime and Public Safety Issue Area

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

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

Initiatives Dealing with Family Violence

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

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

Crime and Public safety Issue Area

Responsibility	Federal Government	Provincial Government	Municipal Government	Health Authority	Community Service Groups	Other
<i>Planning responsibility</i>	<ul style="list-style-type: none"> • Legislative – Primary Responsibility – Various initiatives - Department of Justice (DOJ) - (criminal code, Family Violence Initiative); – Health Canada (HC) / Public Health Agency Canada (PHAC); (lead agency, multiple partners, Family Violence Initiative); Department of Indian Affairs and Northern Development (DIAND) (First Nations family violence) • Financial – Primary Responsibility - DOJ - (criminal code, Family Violence Initiative); HC/PHAC; (lead agency, multiple partners, Family Violence Initiative); DIAND (First Nations family violence) • Implementation Primary Responsibility - DOJ - (criminal code, Family Violence Initiative); HC/PHAC; (lead agency, multiple partners, Family Violence Initiative); DIAND (First Nations family violence) 	<ul style="list-style-type: none"> • Legislative – Primary Responsibility – Various initiatives - Ministry of the Attorney General (MAG); Ministry of Public Safety and Solicitor General (MPSSG) (Provincial legislation); Ministry of Community, Aboriginal and Women’s Services (MCAWS); Ministry of Human Resources (MHR) (employment); BC Housing • Financial – Primary Responsibility – various initiatives funded via MPSSG, MCAWS; contracting of services via MAG; additional funding for employment assistance agencies through MHR, BC Housing • Implementation – Primary Responsibility - various initiatives funded via MPSSG, MCAWS, MAG and MHR informational initiatives and outreach activities; BC Housing (transition and Second Stage housing options) 	<ul style="list-style-type: none"> • Legislative – Limited Responsibility – planning process, zoning, and by-laws • Financial – Limited Responsibility - Community Grants Program • Implementation – None – (Option to act as an advocate and to participate in planning) 	<ul style="list-style-type: none"> • Legislative – None - planning for programs to deal with the effects of violence • Financial – Limited Responsibility – programs as part of provincial funding allotment • Implementation – Secondary Responsibility – planning for programs to deal with the effects of violence; some information and outreach 	<ul style="list-style-type: none"> • Legislative – None • Financial – Secondary Responsibility -as delegated by Provincial government; also limited funding from Federal government • Implementation – Secondary Responsibility -as delegated by Provincial government; also limited funding from Federal government 	<ul style="list-style-type: none"> • Legislative – None – RCMP; School Board (requirement to report suspected abuse) • Financial – Limited Responsibility - RCMP (involvement in family violence programs, prevention initiatives and enforcement of applicable federal and provincial laws); School Board (involvement via school counselors) • Implementation – Limited Responsibility - RCMP (involvement in family violence programs, prevention initiatives and enforcement of applicable federal and provincial laws); School Board (involvement via school counselors)

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

Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity
 Initiatives to target gang-related components of organized crime, including ethnic and youth gang activity

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

Crime and Public Safety Issue Area

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

<p><i>Operational responsibility</i></p>	<ul style="list-style-type: none"> • Legislative - Primary Responsibility – Various initiatives – Public Safety and Emergency Preparedness Canada (Public Safety) (organized crime initiatives); Department of Justice (DOJ) (Criminal Code); Correctional Service of Canada (CSC); Department of the Solicitor General (SG); Canada Customs And Revenue Agency (CCRA) • Financial - Primary Responsibility – Various initiatives – Public Safety (organized crime initiatives); DOJ (Criminal Code); CSC; SG; CCRA • Implementation -- Primary Responsibility – Various initiatives – Public Safety (organized crime initiatives); DOJ (Criminal Code); CSC; SG; CCRA 	<ul style="list-style-type: none"> • Legislative – Primary Responsibility – Ministry of the Attorney General (MAG); Ministry of Public Safety and Solicitor General (MPSSG) • Financial – Primary Responsibility – MAG: MPSSG; ; Additional grants via MPSSG’s Provincial Safe Streets and Schools Fund • Implementation–Primary Responsibility – MAG; MPSSG - Youth Against Violence program; Safe Communities Working Group; Provincial Safe Streets and Schools Fund 	<ul style="list-style-type: none"> • Legislative – Limited Responsibility – By-laws, zoning controls and design policies • Financial – Limited Responsibility - Drug and Crime Taskforce • Implementation Limited Responsibility – enforcement of by-laws and zoning controls; Drug and Crime Taskforce 	<ul style="list-style-type: none"> • Legislative - None • Financial - None • Implementation – Limited – health effects associated with gang violence 	<ul style="list-style-type: none"> • Legislative - None • Financial – Secondary Responsibility – Private security firms and prevention based programs operated by community organizations and nonprofits (e.g. BC Crime Prevention Society) • Implementation n – Secondary Responsibility – Private security firms and prevention based programs operated by community organizations and nonprofits (e.g. BC Crime Prevention Society; Surrey Crime Prevention Society) 	<ul style="list-style-type: none"> • Legislative – None • Financial – Primary Responsibility – RCMP (CIS; involvement in anti-gang programs, prevention initiatives and enforcement of applicable federal and provincial laws); • Implementation – Primary Responsibility – RCMP (CIS; involvement in anti-gang programs, prevention initiatives and enforcement of applicable federal and provincial laws); Public utilities - grow-op monitoring); also other Inter-municipal collaboration
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Peer Support Programs to Deter Crime

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

Crime and Public Safety Issue Area

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

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

City Clean-Up Programs (Parks, Buildings)

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

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

Crime and Public Safety Issue Area

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

<p><i>Operational responsibility</i></p>	<ul style="list-style-type: none"> • Legislative – None • Financial – Limited Responsibility – potential concerning federal lands and buildings in Surrey • Implementation – Limited Responsibility – potential concerning federal lands and buildings in Surrey 	<ul style="list-style-type: none"> • Legislative – None • Financial – Limited Responsibility – some sponsorship potential through Justice Institute of BC and British Columbia Crime Prevention Society • Implementation - Limited Responsibility – could develop program for provincial offices in Surrey 	<ul style="list-style-type: none"> • Legislative – Primary Responsibility – Parks and Recreation; local by-laws; (also potentially through Surrey Transportation Department re: public works – roads and sidewalks) • Financial – Primary Responsibility – Parks and Recreation budget; local Transportation Department) • Implementation – Primary Responsibility – Adopt-a-Street; Partners In Parks programs (Park Care; BinKeepers; Let’s Stop Graffiti; Park Clean-Ups; Environmental Programs; Friends of the Forest); School Board Transportation Department; Surrey Crime Prevention Society (anti-graffiti initiative) 	<ul style="list-style-type: none"> • Legislative - None • Financial - None • Implementation - None 	<ul style="list-style-type: none"> • Legislative – None • Financial – Secondary Responsibility – community and environmental groups, business community, BIA sponsorship and involvement with local clean-up, litter and beautification programs; programmatic funding from Surrey Crime Prevention Society • Implementation – Secondary Responsibility – community and environmental group, business community, BIA sponsorship and involvement with local clean-up, litter and beautification programs; programmatic funding from Surrey Crime Prevention Society 	<ul style="list-style-type: none"> • Legislative – None • Financial – Limited Responsibility – RCMP (Community policing initiatives); Business community sponsorship of local clear-up and litter programs, beautification initiatives; school board contributions and fundraising for the same • Implementation – Limited Responsibility – RCMP (Community policing initiatives); Business community initiatives re: clean-up and beautification; school board contributions and fundraising for the same
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Appendix 4 – Social Service Inventories

Social Services Inventory – Housing & Homelessness Issue Area

City of Surrey

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

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

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

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

Service/ Facility	Description	# Beds/ Units	Population	Contact Information
Option: Services to Communities Society - Hyland House	35 beds for adult men and women. Length of stay based on clients need. Also has 20 transitional housing units.	35	Adult men and women 19+	Phone: 604-599-8900 Surrey (Newton) 6595 King George Highway, Surrey BC.
Gateway Shelter- South Fraser Community Services Society	Cold-weather, 36-bed shelter for the homeless, open after 5 pm November to March. Low-barrier shelter where supper is provided and pets are welcome. Open referral. Not wheelchair accessible. Operated in partnership with the province of BC.	36 (cold-wet weather season) 28 men, 8 women	Adults 19+	10667 135A Street Mailing address: PO Box 500 Surrey Main Surrey, BC V3T 5B7 604-589-7777 Fax: 604-583-8848 E-mail: frontroom@sfcss.com
Sheena's Place – Elizabeth Fry Society	Residential program for single women and women with children who are homeless and/or without resources. Provides safe and comfortable shelter, basic necessities, crisis intervention, children's programming, and community liaison support. Residents may stay up to 30 days.	10	Women with children (boys up to 14 yrs). Also single women (no age limits)	604-581-1538 Fax: 604-581-9280

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

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

Low Income Housing for Families and Singles

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

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

Supported Housing Programs

Supported housing programs for people dealing with addiction, abuse, mental illness and AIDS.

No limits on length of stay.

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

Service/ Facility	Description	# Units	Population	Contact Information
Options: Services to Communities Society - Sandell House	Housing for people with mental health issues who can live independently - Shared accommodation with 2 people per suite (4 suites).	8	Mental health	Phone: 604-596-4321 North Surrey (address not provided)
Surrey Mental Health & Addiction Services	3 Congregate Care homes	12	Mental health	Station Tower 13401 108th Street Surrey, BC V3T 5T3 604-953-4900 Fax: 604-953-4901
White Rock South Surrey Mental Health Area	Supported Independent Living Units & Bridge Units	35 SIL units, 23 Bridge Units	Mental Health	2-15455 Vine Avenue White Rock, BC V4B 2T3 604-541-6844 Fax: 604-538-7464
Supported Independent Living Program (SILP) Units	Housing assistance for adults with mental illness.	Approximately 50	Mental health	N/A - various

Transitional Housing Services

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

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

Employment Programs as a Means to Prevent Homelessness

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

Service/ Facility	Description	Population	Contact Information
SRS Vocational Services Society	Offers employment and vocational services for adults in Delta, Langley, Surrey, and White Rock. Programs for persons with disabilities include employment preparation, career planning, employment placement, and follow-up. Hours are 8:30 am to 4:30 pm Monday to Friday. Also a prelude to employment program which offers pre-employment services to people with a permanent diagnosed disability and who are referred by MHR. Clients develop and initiate an action plan involving assessment, employment counselling, vocational counselling, job search, career planning, and employment placements.	Disabilities/Adults	10694 135th Street Surrey, BC V3T 4C7 604-588-9565 Fax: 604-588-5973 E-mail: croy@srsvocational.com Web: www.srsvocational.com
EDGE (Effective Direction to Gainful Employment) Program IAM CARES Society	Four-week job club for unemployed workers with disabilities and/or chronic illnesses, held in a resource centre that has adaptive equipment and special accommodations. Provides access to an opportunity fund wage subsidy, to offset the cost of hiring and to facilitate on-the-job training. Serves the lower mainland. Funded by HRSDC.	Disabilities	202-10070 King George Highway Surrey, BC V3T 2W4 604-580-2226 TTY: 604-580-2227 Fax: 604-580-2228
Lower Mainland Employment Resources	Comprehensive list of employment programs in Surrey	All	http://lmer.ca/
Surrey Aboriginal Cultural Society - Kla-how-eya Culinary Arts Program	The society hosts a culinary arts school, which is a full-time 6-month course. Teaches about traditional Aboriginal food, methods of preparation, and nutrition. Also covers basic culinary skills and techniques, and methods for building a career and finding employment in the food industry.	Adults/Youth	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850
Surrey Community Services Society - Supported Work and Therapeutic Volunteer Program	Provides opportunities for monitored volunteer placements in the community.	Mental health	Phone: 604-581-6177 10677 King George Hwy. Surrey V3T 2X3
Pacific Community Resource Society (Nisha) -SCOPE	One-to-one employment counselling for people with multi-barriers but considered employable. Work together with Employment Assistance Worker or Training Consultant to access employment and/or educational programs. Resources on abuse and mental health. Ministry of Human Resources referral only.	Multi-barriered adults	Phone: 604-951-1300 #1-10318 E Whalley Ring Rd. Surrey V3T 4H4
Phoenix Employment Program	Program for multi-barriered adults who are unemployed, eligible to work in Canada, and living in Delta, Surrey, or White Rock. Using an integrated case management	Multi-barriered adults	205-10114 King George Highway Surrey, BC V3T 2W4

Phoenix Drug and Alcohol Recovery and Education Society	approach, addresses barriers to employment such as mental health, addiction, dual diagnosis, and vocational rehabilitation needs. Funded by HRSDC.		604-581-6117 Fax: 604-581-6106 E-mail: pmep@phoenixsociety.com
Aware Society	Career planning and job search for men & women in Cloverdale and Newton.	Adults	Phone: 604-502-8355 403-7337 137th St Surrey V3W 1A4
SCCI Project Restart Ltd	3.5 week career exploration and planning program for all unemployed persons in Surrey, White Rock, Delta & Langley. Must be over 19. Priority to people on EI, but they accept everyone. Should be referred by an Employment Centre.	Adults	13771 72A Avenue Surrey, BC V3W 9C6 Tel: 604-599-0005
Progressive Intercultural Community Services Society (PICS)	Services include employment assistance, such as a resource centre, job finding club, counselling, and job search support, mentoring program (for Canadian experience).	New Canadians	Phone: 604-596-7722 Surrey
Surrey Delta Immigrant Services Society- Employment Program	Assistance to newcomers, including employment training. 3-4 week programs - one general and one professional. Also career planning.	New Canadians	Phone: 604-597-3448 Local 276 and 313 Unit 109 12414 82nd Avenue Surrey V3W 3E9
S.U.C.C.E.S.S. Surrey- Delta Services Centre	Delivers employment, language training and settlement services to residents in the area, and job search programs.	New Canadians	#206 10090 152 Street, Surrey, B.C. V3R 8X8 Tel: 604-588-6869 Fax: 604-588-6823
Pacific Community Resource Society (Nisha)- Barristas Program	Trains youth to work at Starbucks.	Youth	Phone: 604-951-1300 #1-10318 E Whalley Ring Rd. Surrey V3T 4H4
Surrey Employment Resource Centre – Newton	Provides employment counselling, information on education and training plans, internet access for job search and resumes writing, fax machines, and telephones. Resource room features job search tools, resume and interview tips, training institute calendars, job postings, photocopying, and many other self-help services. Also offers specialized services to youth, immigrants, and people with disabilities. Hours are 8:30 am to 4:30 pm Monday to Friday (Wednesdays 10:30 am to 4:30 pm). Free language interpretation available.	Adults, youths, immigrants and persons with disabilities	102-13771 72A Avenue Surrey, BC V3W 9C6 604-501-2224 Fax: 604-501-1356 E-mail: info@serc-n.com Web: www.serc-n.com
Whalley Employment Resource Centre	Provides assessment, employment counselling, and information and referral for the unemployed. Also determines eligibility for government-sponsored training. Offers a walk-in resource area with computers, telephones, faxes, and photocopiers. Maintains a library of current information on the labour market, career planning, job		1063 Central City Shopping Centre 10153 King George Highway Surrey, BC V3T 2W1 604-584-0003 Fax: 604-584-0002

	search, training, and other self-help information.		Web: www.scswerc.com
Canadian Career Moves – Newton – Surrey Community Services Society	Offers a full range of job search services for those seeking employment in the professional, managerial, or high tech areas. Features a three-week guided and active job search offering training, peer support, and motivation, which focuses on the hidden job market, networking, improving presentation, and designing an effective self-marketing plan including resumes and cover letters. Also covers essential job search skills such as resume and cover letter development, interviewing strategies, networking skills using technology, and other job search resources. All services include one-to-one coaching and follow-up support, and use of a resource centre.		260-7525 King George Highway Surrey, BC V3W 5A8 604-598-1400 Fax: 604-598-1410 Web: www.careermoves.ca

Service Coordination Responsibilities (1-stop Service)

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

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

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

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

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

Cloverdale Youth Centre (Surrey Parks, Recreation and Culture Dept.)	Drop-in centre for youth. Offers pool table and other indoor activities etc. Pre-teen drop-in as well.	Youth 13-18	Phone: 604-502-6420 6220 184th St. Surrey V3S 8E6
South Surrey Youth Centre	Drop-in recreation centre for youth ages 13 to 18. Offers pool and other indoor activities, outdoor basketball court, TV lounge, and concession.	Youth 13-18	Phone: 604-502-6240 Fax: 604-502-6241 14601 20th Avenue Surrey V4A 9P5
Whalley Youth Centre/Services Surrey Parks, Recreation and Culture Department	Drop-in centre provides young people with a safe place to enjoy time with their friends. Offers a variety of drop-in activities in the gymnasium, as well as pool and other indoor activities. Hosts special events nightly.	Youth	Phone: 604-502-6370 Tom Binnie Park Community Centre 10665 135th Street Surrey V3T 4B3
Newton Youth Centre	Offers pool table and other indoor activities, and rollerblade hockey. Big screen TV available.	Youth grades 5-12	Phone: 604-501-5533 Fax: 604-501-5599 13355 68th Avenue Surrey V3W 2E8
Guildford Recreation Centre, Youth Services	Drop-in recreation centre for pre-teens Thurs./Fri/Sat from 4-6pm. Offers a gymnasium for indoor activities as well as a lounge space to play foosball, pool, ping pong, and video games. Drop-in recreation centre for youth ages 13 to 18 Thurs 6-10pm/Fri 6-11pm/.Sat 6-9pm . Offers a gymnasium for indoor activities as well as a lounge space to play foosball, pool, ping pong, and video games.	Pre-teen (Gr.5-7) Youth (13-18yrs)	Phone: 604-502-6200 or 604-502-6362 Fax: 604-502-6361 15105 – 105 Avenue Surrey, B.C. V3R 7G8
Fleetwood Recreation Centre, Youth Services	Drop in recreation for pre-teen grades 5-7. Offers Movies, sports nights, games, cards and other indoor activities. Lounge and concession available.	Youth ages 13-18	Phone: 604-501-5030 or 604-501-5025 Fax: 604-501-5031 15996 – 84 Avenue Surrey, B.C. V3S 2N7
Surrey Sport & Leisure Centre	Drop-in recreation centre for youth ages 13-18. Offers fooze ball, cards, movies and other indoor activities. Lounge, Projection Screen available.	Youth ages 13-18	Phone: 604-501-5025 16555 Fraser Highway Surrey, B.C. V3S 2X3

Social Services Inventory – Substance Abuse & Addiction Issue Area

City of Surrey

Residential Addiction Treatment for Youths

Name of Agency	Program/Services	# Units/ Beds	Target Group	Municipality/Address
Pacific Legal Education Association (PLEA) - Daughters and Sisters Program	Multi-component residential program for young women 12 to 18 years of age. Participants reside in foster homes with families who are trained in detox, stabilization, and support recovery, while receiving day, evening, and weekend treatment at a separate facility. The six-month program includes individual and group counselling, parent-teen mediation, ongoing assessment, teacher-supervised education, and social and recreational activities. Tailored to each individual's needs, the program aims to increase self-esteem while decreasing substance abuse, criminal activity, and high-risk behaviour. Referrals accepted from probation officers or addiction counselors, 8:30 am to 4:30 pm Monday to Friday. Agency staff speak 19 different languages including ASL. Serves BC. Funded by MCFD.	7	Youth - females 12-18 years	Phone: 543-7892 Suite #100 8431 160th St Surrey V3S 3T9
Pacific Legal Education Association (PLEA) - Waypoint Substance Abuse Treatment	Four-month addiction treatment program for male youth ages 12 to 18, through foster home care, who are directed by a court order to attend. Participants reside in a PLEA family home with caregivers trained in detox, stabilization, and support recovery. At a separate facility, they receive day, evening, and weekend treatment, including counselling (individual, group, and family), support groups, parent-teen mediation, ongoing assessment, teacher-supervised education, and social and recreational activities. Accepts referrals from probation officers.	9	Youth - males 12-18	210-13711 72nd Avenue Surrey, BC V3W 2P2 Intake: 604-597-9002 Treatment Centre: 604-543-9411 Fax: 604-543-7322
Fraser Health Authority – Withdrawal Management Program (In Development)	<i>Detox Facility Planned</i> Zoning approval by the City of Surrey has opened the way for an expansion of Fraser Health's detox capacity. A new 30-bed (6 for youths) withdrawal management facility is to be constructed next to the Surrey Memorial Hospital, and is to be open by fall 2005. It will replace an interim 22-bed unit in Burnaby. The new Surrey facility will also have space for new community-based addictions programs.	6	Youths & Adults	Not known – Fall 2005

<p>Servant's Anonymous Society, Surrey (NOTE: This service is also listed under Transitional Housing in the Housing & Homelessness Issue Area)</p>	<p>2 safe homes for ex-street involved young women. Provide schooling and day programs. Length of stay as long as necessary. Provides long-term secure housing to female youth ages 16 to 29 who have experienced sexual exploitation (including sexual assault or sexual abuse), and who are exiting or at risk of entering the sex trade. Each safe house accommodates up to six residents. Cost of room and board is covered by MHR. Also offers short- and long-term support in dealing with recovery issues, including referral to addiction services. The ASK Learning Centre day program provides residents and women in the community with life skills training in the areas of academics, planning and goal setting, decision making, communication, parenting skills, budgeting, anger management, fitness, creative expression, and guidance with school re-entry, work experience, and job search.</p>	<p>12</p>	<p>Young women, 16-29</p>	<p>202-17720 57th Avenue Surrey, BC V3S 1H2 604-576-1141 Fax: 604-576-1147 E-mail: sasurrey@vcn.bc.ca Web: www.sasurrey.ca</p>
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Recovery Treatment Services

Name of Agency	Program/Services	# Units/ Beds	Target Group	Municipality/Address
Pacific Legal Education Association (PLEA) - Daughters and Sisters Program	Treatment program 6 months, provided in foster homes.	7	Youth - females 12-18 years	Phone: 543-7892 Suite #100 8431 160th St Surrey V3S 3T9
Cornerstone Counselling Services Inc - Cornerstone Manor	Supportive recovery homes. Seven homes for men. Open-ended stay. Independent residential program.	69	Adult men	Phone: 604-589-6060 10078 133rd St. Surrey V3T 3Y5
Cornerstone Counselling Services Inc - Cornerstone Manor	Supportive recovery homes. One home for women. Open-ended stay. Independent residential program.	10	Adult women	Phone: 604-589-6060 10078 133rd St. Surrey V3T 3Y5
Cwenengitel Aboriginal Society - Cwenengital Aboriginal Support Centre	Culturally oriented services. Sweat-lodge, medicine circles, A&D counseling, elders available. Residence not required for assistance. Referrals. Independent residential program.	6	Aboriginal men	Phone: 604-588-5561 13321 108th Avenue Surrey V3T 2J7
Elizabeth Fry Society of Greater Vancouver - Liz's House	For women 19 years of age and older under physician-supervised methadone treatment. Average length of stay is 3 months. Licensed facility. Provincially licensed residential program.	6	Adult women	Phone: 604-583-2502 Surrey (address not provided)
Finally Free Recovery House for Men	Recovery house for men with an addiction to drugs and/or alcohol. Length of stay depends on need. Independent residential program.	25	Adult men	Phone: 604-507-4244 6325 125A Street, Surrey V3X 3N1
Freedom House	Residential treatment and recovery house. Minimum 90 days. Based on 12 steps. Therapy groups and counselling. Independent residential program.	20	Adult men	Phone: 604-580-2783 13765 and 13767 105th Ave. Surrey V3T 2A1
Launching Pad	Recovery house for men with an addiction to drugs and/or alcohol. Length of stay depends on need. Average is about 8 months. Try to get men into the workforce. Independent residential program.	22	Adult men	Phone: 604-536-3022 984- 160th Street Surrey V4A 4W5
Mending our Spirits Recovery Society	Recovery house for men. Minimum stay 3 months. Independent residential program.	25	Adult men	103-10216 128th Street Surrey, BC V3T 2Z3 Cell: 604-313-1843 Fax: 604-543-7999 Surrey men's house: 604-543-7415
Path to Freedom Treatment Centre Ltd.	Residential treatment Centre. Program length generally a minimum of 90 days. Services Punjabi and Urdu as well as English. Licensed facility. Also accepts people on methadone. Provincially licensed residential program.	10	Adult men 18+	Phone: 604-576-6466 19030 #10 Highway Surrey V3S 8E5

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

Alcohol and Drug Treatment for Youths (non-residential)

Name of Agency	Program/Services	Target Group	Municipality/Address
Pacific Community Resources Astra Youth Addictions Outreach Program	Alcohol & Drug intervention, treatment and support program for youth ages 13-18. A&D education, counselling and training. Outreach focus. Currently being redeployed into two new Youth resource centres.	Youth 13-18	Phone: 604-592-6200 Current address (Newton). www.pcrs.ca. #114 - 13479 76th Avenue, Surrey BC. Second address undetermined as yet.
Pacific Community Resources Society - Community Based prevention program.	School based prevention program focusing on late elementary and secondary students.	Students - late elementary to secondary	Phone: 604-592-6200 #114 - 13479 76th Avenue, Surrey BC
Surrey Aboriginal Cultural Society	The society provides a platform for traditional dancing, drumming, language, arts, and cultural workshops. They also provide Early Child Development for children community kitchen, as well as provide a summer youth day camp program for children ages 6-12 yrs. The society also hosts a culinary arts school, which is a full-time 6-month course.	Families, Youth, Children	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850 E-mail: info@sacsbc.org Web: www.sacsbc.org
Surrey North Integrated Youth Services (GLD)	Provides services to youth ages 13 to 19, including probation monitoring, outreach to street youth, youth agreements, alternate school access, suicide prevention, foster placements, family mediation and counselling, and addiction services. Addiction services include screening and assessment; brief intervention; individual, family, and group counselling; referral; lifeskills training; and counselling for those affected by another person's substance misuse. Also offers a supported recovery group and services for dually-diagnosed youth. Prevention activities include outreach to youth, and public presentations to groups and schools. This office also provides guardianship services	Youth 13-18	200-13680 105A Avenue Surrey, BC V3T 2B3 604-951-5801 Fax: 604-951-5838
Surrey South Integrated Youth Services (GLC)	Provides services to youth ages 13 to 19, including probation monitoring, outreach to street youth, youth agreements, alternate school access, suicide prevention, foster placements, family mediation and counselling, and addiction services. Addiction services include screening and assessment; brief intervention; individual, family, and group counselling; referral; lifeskills training; and counselling for those affected by another person's substance misuse. Also offers a supported recovery group and services for dually-diagnosed youth. Prevention activities include outreach to youth, and public presentations to groups and schools. This office also provides guardianship services.	Youth 13-18	200-13680 72nd Avenue Surrey, BC V3W 3P3 604-501-3122 Fax: 604-501-3137

PICS (Progressive Intercultural Community Services Society)	Serves ethnocultural groups in Surrey and Delta through advocacy, outreach, direct services, and by providing access to existing community and government institutions. Offers settlement counselling, addiction counselling, language interpretation and translation, employment assistance services, help with completing documents, ESL for homebound women, youth programs, and drop-in and outreach programs for seniors. Conducts surveys and needs assessment research on issues affecting multicultural communities in their adaptation process. Services are also offered in Punjabi, Hindi, and Urdu. Nonprofit society.	Families, Youth, Children	109-12414 82nd Avenue Surrey, BC V3W 3E9 604-596-7722 Fax: 604-596-7721 E-mail: pics@pics.bc.ca
Surrey Delta Immigrant Services Society (SDISS)	Offers multilingual social services to newcomers in Surrey, Delta, and surrounding areas, including substance abuse & addictions counselling.		1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 F:604-597-4299 Web: www.sdiiss.org
Jackson-Murray Consultants Inc. C.H.A.N.G.E. PROGRAM	The C.H.A.N.G.E. Program is a standardized education and prevention program funded by the Ministry of Attorney General or Ministry of Children & Families (youth), which targets a broad base of juvenile and adult offenders. It emphasizes the impact of substance abuse on the offender, their family and the community at large.	Juvenile & adult offenders	Offices in Surrey, Abbotsford and Chilliwack. Phone: (604) 589-7080 Toll Free: 1-800-668-3205 Fax: (604) 589-4876 Email: info@jacksonmurray.com
Fraser Health Authority Mental Health & Addiction Services	Outpatient clinic provides assessment, treatment, and referral services to anyone adversely affected by substance misuse. Services are available to youth, adults, seniors, persons with a coexisting psychiatric condition, and those with a physical disability. Topics covered include the effects of alcoholism on the family, process of dependency, and teens and addiction.	Youths & others	Station Tower 13401 108th Street Surrey, BC V3T 5T3 604-953-4900 Fax: 604-953-4901

Prenatal Education and Support Programs Re: Drug Use

Name of Agency	Program/Services	Target Group	Address
OPTIONS: Services to Communities Society: Healthiest Babies Possible	Provides pregnancy support services for high-risk pregnant women. Through prenatal nutrition and lifestyle counselling, aims to decrease incidence of low birth weight and FAS/FAE/NAS babies. Services include assessment, individual health counselling, referral, peer support, nutritional education, food supplements, and support groups for women who are pregnant or up to six months post-partum. Services are available in Cantonese, Hindi, Mandarin, Punjabi, and Spanish.	Pregnant Women	10256 154th Street Surrey, BC V3R 5Y7 604-583-1017 Fax: 604-583-1056 E-mail: hbp@options.bc.ca
Surrey Food Bank Society : Tiny Bundles Program	Tiny Bundles is a special food bank program for pregnant women and families with babies up to one year old. Formula, dairy diapers and baby food also available. Available every Wednesday. First Wednesday of each month a baby supplies day - clothes etc.	Pregnant Women	10732 135th Street, Surrey, BC, V3T 4C7 604-581-5443 Fax: 604-588-8697
Crisis Pregnancy Centre of Surrey	Centres provide information and peer counselling for women with unplanned or problem pregnancies. Information is available regarding pregnancy, abortion techniques, and abortion alternatives. Centres also offer pregnancy tests, prenatal instruction and lay counselling, accommodation search assistance, maternity and baby clothes, referrals, advocacy, and post-abortion grief support. All services are free and confidential. Crisis pregnancy centres are a consortium of nonprofit community agencies.	Pregnant Women	306-7337 137th Street Surrey, BC V3W 1A4 604-596-3611 Fax: 604-596-3922 E-mail: cpsurrey@telus.net
Atira Women's Resource Society – Maxxine Wright Project (High Risk Pregnancy & Early Parenting program)	(In Development). This project will serve "at risk" women/girls who may also put their fetuses/ young children at risk due to their struggles with substance use, mental health diagnoses, experiences of violence/abuse, and reluctance in seeking medical attention/support services.	At-risk women	604-531-0316 - Project not yet operating.
Parents & Children Together – Delta youth Services	Surrey-Delta catchment area. Parents and Children Together (PACT) is a program for pregnant women living in the Surrey or North Delta area. DYS family support workers visit client homes offering holistic support based on individual family strengths and needs and connecting the soon-to-be moms to existing community services.	Pregnant women	North Delta Office: Unit 301 11861 88th Avenue Delta, BC V4C 3C6 Tel: (604) 591-9262 Fax: (604) 591-8971

Outreach and Support for At-risk and Substance Users

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

Social Services Inventory – Children and Youth Issue Area

City of Surrey

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

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

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

Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs

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

Service	Description	Population	Contact Information
Federal Government – Canada Social Transfer	Funding for early childhood development and early learning and child care is transferred to provinces and territories through the CST starting in 2004-05. <i>See Social Development Canada.</i>		N/A
Social Development Canada	Benefits; research; support programs and various federal initiatives.		Surrey Human Resource Centre 7404 King George Highway, Surrey, V3W 0L4 www.sdc.gc.ca
Surrey Public Library	Literacy programs, storytimes in languages, cultural events, collections	Children, Youth and parents	
Growing Together Education Program Surrey School Board	Educational program for pregnant and parenting teenagers. Has an educational component as well as skill development in the areas of parenting, health, family management, and consumer education. Daycare facilities provided on the school grounds for parenting teens. Operates 8:30 am to 2:35 pm Monday to Friday.	Teen parents	Guildford Park Secondary School 10707 146th Street Surrey, BC V3R 1T5 604-588-7601 Fax: 604-588-7762
Early Child Development Centre: Kla-how-eya Aboriginal Centre of SACS	Drop-in centre offers support, workshops, and facilitated parent and child groups for families with children ages birth to six. Also offers infant development support, child care, and a weekly community kitchen		13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850
Options: Services to Communities Society: Growing Together Daycare	Provides daycare for infants and toddlers (birth to three years) of teen mothers who want to return to school to complete their education. Offers an educational program for pregnant and parenting teens. Located at Guildford Park Secondary School in Surrey.	Teen parents	10707 146th Street Surrey, BC V3R 1T5 604-584-1181 Fax: 604-584-1194 E-mail: growingtogether@options.bc.ca

Options: Services to Communities Society	Links families and child care providers in the communities of Delta, Surrey, and White Rock by offering free consultation, support, and referral services to parents seeking child care		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Options SCS: Guildford Family Place	Guildford Family Place is a community neighborhood house that provides services for parents, caregivers and children from all cultures. Our comfortable home environment allows for socializing, and a chance to share experiences, information and ideas. Guildford Family Place values diversity in our community. (Partially funded by MCFD and via donations)		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Options: Nobody's Perfect Parenting Program	A free educational/support program for parents with children aged 0-5. Self referral. Funded by the Ministries for Children and Families Development and the Fraser Health Authority. .		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Options: Supports for Parents of Young Children Program	A variety of services are available to parents with children under the age of six, including one-to-one support work, a support and education group and referrals to community services. The focus of the program is on parenting and life skills. Referrals through Ministry of Children and Family Development and by self referral. Funded by the Ministry of Children and Family Development.		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Options: Growing Together Education and Daycare Program	Surrey, as a community, recognized that pregnant and parenting teens have specialized needs and responded with the Growing Together Education and Daycare Program. The Growing Together program's aim is to promote a positive approach to parenting, self, employment, and community. Both the education and daycare components are located at Guildford Park School. While the education component is funded by the Surrey School District, the daycare is funded by the Ministry of Community, Aboriginal and Women's Services, and is a program of OPTIONS: Services to Communities Society .		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Family support Outreach Services – Surrey Community Services Society	An in-home, community-based service for families with children ages 13 and under, that enhances existing family strengths through support and education. Parents are encouraged to develop a positive plan for change to address issues impacting parenting. Weekly workshops available to those in the program.		9815 140th Street Surrey, BC V3T 4M4 604-584-5811 Fax: 604-584-7628

Programs and Recreation for Youths and Children

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

Service	Description	Population	Contact Information
Ministry of Water, Land, and Air Protection (MWLAP)	BC Parks – outdoor recreation and conservation areas	Children and youth	www.gov.bc.ca
Ministry of Forests	Provincial Forests – recreation resources	Children and youth	www.gov.bc.ca
City of Surrey – Parks and Recreation Department	Various recreational programs – See Recreational guide and List from P&R Department	Children and youth	14245 – 56 th Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca www.city.surrey.bc.ca
City of Surrey – Parks and Rec Department	Surrey Children’s Festival	Children and youth	14245 – 56 th Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca www.city.surrey.bc.ca
City of Surrey – Parks and Rec Department	Surrey Arts Centre Surrey Art Gallery	Children and youth	14245 – 56 th Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca www.city.surrey.bc.ca
City of Surrey - Skate Parks	Skate Board Parks	Children and youth	Kwantlen Youth Park - 12900 block of 104 th Avenue Bear Creek Youth Park - 84th Avenue and King George Highway Cloverdale Youth Park - 17800 - 64 Avenue South Surrey Skate Park - 14601 - 20th Avenue Fleetwood Youth Park - 16555 - Fraser Highway
City of Surrey – Youth Centres	Youth Centres, programming, recreation	Children and youth	Cloverdale Youth Centre - 6228-184 St. Tel: (604) 502-6420 Fleetwood Youth Lounge - 15996 - 84th Ave. / Tel: (604) 501-5030 Guildford Youth Lounge- 15105-105 Ave. /

			<p>Tel: (604) 501-6061 Newton Youth Centre - 13355-68 Ave. / Tel: (604) 501-5103 South Surrey Youth Services- Various Locations / Tel: (604) 502-6240 Whalley Youth Centre - 10665-135 St. / Tel: (604) 502-6370</p>
City of Surrey- Surrey Public Library	Variety of Literacy Programs. Various other programs for children. Age-specific collections; internet access	Children & Youth	www.spl.surrey.bc.ca
City of Surrey – Museum	Information and programming on local history. Museum is temporarily closed, pending the construction of a new facility.		6022 - 176 Street, Surrey, B.C. (next to the Cloverdale Fairgrounds) Telephone: (604) 502-6456
City of Surrey Arts Centre	Visual and performing arts works in two galleries; various programming opportunities.		13750 - 88 Avenue (in Bear Creek Park) Information: 604-501-5566
Surrey School Board -	Various programs and recreation opportunities for youth – both curricular and extra-curricular in nature. Also use of schools for extra-curricular opportunities. Community specific courses such as the Community Leadership Programs that are part of Grade 12 portfolio		School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733

Army Cadets, Navy League and Air Cadets	Navy Cadets – (307 Mariner Corps); Army Cadets (2812 Seaforth of Canada Corps; 2822 Royal Westminster Regiment) and Air Cadets (746 Lightning Hawk RCACS Corps; 767 Dearborn Corps)		307 Navy Corps Green Timbers - 140 ST, Surrey, BC 307sea@cadets.net ; 604-930-0380 2812 – Army Cadets 12771 – 88th Ave, Surrey, BC; 2812army@cadets.net 2822 – Army Cadets 13525 106th Ave, Surrey, BC 2822army@cadets.net 746 Air Cadets CFS Aldergrove, 3900 - 272nd Street, Surrey, BC, 604-857-9246 746air@cadets.net 767 Air Cadets Whalley Legion Annex, 13525 - 106th Ave, Surrey, BC 767air@cadets.net
Scouts and cubs, Girl Guides, etc.	Various programming activities for boys and girls.		BC Council Girl Guides of Canada 1476 West 8th Avenue Vancouver, BC V6H 1E1 Toll Free:*1-800-565-8111 Telephone: (604) 714-6636 Fax: (604) 714-6645 E-mail: info@bc-girlguides.org Scouts Canada BCY Operations Centre 664 West Broadway Vancouver, BC V5Z 1G1 bcy@scouts.ca 604-879-5721
Big Brothers / Big Sisters of Greater Vancouver	Organization devoted to promoting the healthy development of children through a variety of quality mentoring programs which match children with positive adult role models, and to work collaboratively with other youth-serving agencies to ensure a high standard of mentoring programs.		Big Brothers and Big Sisters 1193 Kingsway Vancouver, BC (604) 876-2447
ReConnect Program	Programs for street-involved youth.		Surrey Reconnect - Services for Street Youth Box 500 Surrey Main Surrey, BC V3T 5B7, 604-589-4746 Fax: 604-583-8550
STARR – Services To Access Resources and Recreation – Surrey	School-based service provides social and life skills programming for children attending designated inner-city elementary schools. Also offers two-week summer day camp sessions for children ages	Children and youth	9815 140th Street Surrey, BC V3T 4M4

Community Resources Society	five to ten.		604-584-5811 Fax: 604-584-7628
Metis Family Services La Societe de Les Enfants Michif	Provides a variety of support services for Metis children and families, including advocacy, counselling, guardianship, supervised access, information and referral, and transportation (to food bank, etc). A family night is offered every second Tuesday, and various workshops and cultural activities are ongoing.	Children and youth	13639 108th Avenue Surrey, BC V3T 2K4 604-584-6621 Fax: 604-582-4820
Urban Multipurpose Aboriginal Youth Project: Surrey Aboriginal Culture Society	Offers recreational, educational, social, and cultural activities that enable youth to have a link to First Nations culture, languages, and history		13629 108th Avenue Surrey, BC V3T 2K4
Buddy / Youth Program: Surrey Delta Immigrant Services Society	Matches new immigrant youth with host youth who volunteer three or four hours a week to provide friendship, English conversation, peer support networks, information about Canada, and a bridge to local community resources. Also provides workshops, field trips and picnics, cultural events, and other group activities. Services are available in English, Punjabi, and Urdu. Funded by MCAWS.		1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Tong Louie Surrey Family YMCA	Variety of program opportunities. www.city.surrey.bc.ca	Children & Youth	YMCA 14988 57 Ave Surrey V3S 7S6 Tel: (604) 575- YMCA (9622)

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

Service/ Facility	Description	Population	Contact Information
Province of BC – Child and Youth Officer	BC’s Child & Youth Officer has a legislated mandate to comment publicly on issues affecting children and youth without interference from any ministry or from the premier and cabinet.		www.gov.bc.ca
City of Surrey	Information and referral on childcare services; some option to provide space or programming or reduced rent in city facilities		14245 – 56 th Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca
Options: Services to Communities Society	We link families and child care providers in the communities of Delta, Surrey, and White Rock by offering free consultation, support, and referral services to parents seeking child care		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca www.childcareoptions.ca
Options SCS: Guildford Family Place	Guildford Family Place is a community neighborhood house that provides services for parents, caregivers and children from all cultures. Our comfortable home environment allows for socializing, and a chance to share experiences, information and ideas. Guildford Family Place values diversity in our community. (Partially funded by MCFD and via donations)		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Options: Nobody’s Perfect Parenting Program	A free educational/support program for parents with children aged 0-5. Self referral. Funded by the Ministries for Children and Families Development and the Fraser Health Authority. .		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Options: Family Advancement Program	Professional staff provide Counselling Services to families and family members around a wide variety of issues. The focus of the program is on working with the family system. Referrals through the Ministry of Children and Family Development and by self-referral. Funded by the Ministry of Children and Family Development.		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
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P.E.A.P.S/ Parent Education and Peer Support Program: Surrey Community Services Society	For parents with children six and under (Part of Surrey Community Services?) – mentioned at the Workshop; also family mentoring program between families that have “been there”; also Family Development – courses and workshops on parenting and other topics		9815 - 140th Street Surrey, BC V3T 4M4 Telephone: 604-584-5811 Fax: 604-584-7628
Private Child Care services	Variety of Locations, variety in level of service and quality of service.		Varied – varying locations and contact information.

Creating a Child and Youth Friendly City

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

Service/ Facility	Description	Population	Contact Information
RCMP	Various community policing and outreach programs.		Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm
School Board #36	Various anti-bullying programs and educational supports, including high-school and elementary school mentoring programs.		School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733
City of Surrey – Child and Youth Friendly City Committee	The Parks Recreation and Culture department has established a “Child & Youth Friendly Cities” committee and have combined this with the existing “MARS” (Making All Recreation Safe) committee who are currently working on quality assurance strategies that will help to ensure safe and welcoming spaces for children and youth while providing opportunities for meaningful participation and involvement in decision-making. Initiatives to date include the Code of Conduct in Facilities policy, the roll out of the Code of Conduct posters and the Safe Swimming Guide. The Surrey Art Gallery is developing a pilot project called the “Youth Media Gallery” to be launched in 2005, to support the presentation of digital media artworks by youth and/or for youth audiences		14245 – 56 th Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca www.city.surrey.bc.ca
Fraser Health Authority	Various initiatives that support the notion of a child and youth-friendly city.		Fraser Health 300, 10334 - 152A Street Surrey BC V3R 7P8 604-587-4600

Surrey Public Library	Special spaces for children, advice on youth development & participation opportunities, early literacy programs	Children & Youth	<u>Cloverdale</u> - 5642 - 176A Street Surrey, BC V3S 4G9; <u>Fleetwood</u> - 15996 - 84 Ave. Surrey, BC V3S 2N7; <u>Guildford</u> - 15105 - 105th Ave. Surrey, BC V3R 7G8 <u>Newton</u> - 13795 - 70th Ave. Surrey, BC V3W 0E1 <u>Ocean Park</u> - 12854 - 17th Avenue Surrey, BC V4A 1T5 <u>Port Kells</u> - 18885 - 88th Avenue Surrey, BC V3S 5X7 <u>Semiahmoo</u> - 1815 - 152nd Street, Surrey, BC V4A 9Y9 <u>Strawberry Hill</u> - 7399 - 122nd St. Surrey, BC V3W 5J2 <u>Whalley</u> - 10347 - 135 Street Surrey, BC V3T 4C3
Various youth friendly celebrations	e.g. Rock, Stock and Skate; Tour de Surrey		

Child Poverty Alleviation

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

Service/ Facility	Description	Population	Contact Information
National Child Benefit	The National Child Benefit (NCB) initiative is a partnership among the federal, provincial and territorial governments ¹ and First Nations that aims to help prevent and reduce the depth of child poverty, support parents as they move into the labour market and reduce overlap and duplication of government programs.		www.nationalchildbenefit.ca
Canada Revenue Agency	The Canada Child Tax Benefit is a tax-free monthly payment made to eligible families to help them with the cost of raising children under age 18. The CCTB may include the National Child Benefit Supplement (NCBS), a monthly benefit for low-income families with children, and the Child Disability Benefit (CDB), a monthly benefit providing financial assistance for qualified families caring for children with severe and prolonged mental or physical impairments.		http://www.cra-arc.gc.ca/benefits/menu-e.html
Social Development Canada	The Social Development Partnership program provides Grant and Contribution funding to non-profit organizations working to meet the social development needs of persons with disabilities, children and their families, and other vulnerable or excluded populations in Canada. SDPP now delivers at least three distinct components including disabilities; early childhood learning and care; and social inclusion for other vulnerable groups. SDPP provides funding to non-profit organizations, educational institutions, research institutes, and professional associations working to meet the social development needs of socially excluded populations		www.hrsdc.gc.ca
Ministry of Education (MOE)	Community LINK program		www.gov.bc.ca
City of Surrey	Information and referral; options for other programs, Leisure Access program provides free and low cost programs to children living in poverty.		14245 – 56 th Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca www.city.surrey.bc.ca
School Board	School meal programs		School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733
Vibrant Communities – Surrey	Part of a national initiative with some focus on poverty, CED, and related issues.		4543 Canada Way Burnaby, BC V5G 4T4 Tel: 604-294-8929 Fax: 604-293-0010 http://www.vibrantcommunities.ca

Options: Services to Communities	Various poverty alleviation initiatives		Unit 100 - 6846 King George Highway Surrey, British Columbia Phone: (604) 596-4321 Email: info@options.bc.ca
Surrey Delta Immigrant Services Society	Various poverty alleviation initiatives targeted at recent immigrants and newcomers to Canada.	Immigrant and newcomer communities	#1107, 7330 137th Street Surrey, British Columbia, Canada V3W 1A3 Tel : (604) 597-0205 Fax : (604) 597-4299
British Columbia Campaign 2000 First Call	BC Campaign 2000 is a coalition of community groups working together to promote public education and action on child poverty issues in BC. BC Campaign 2000 has produced a <i>Child Poverty Community Action Kit</i> to provide others throughout BC with information, ideas, and tools to take action on child poverty issues.		www.firstcallbc.ca

Social Services Inventory – Community Development and Diversity
City of Surrey

Public Transportation and Access

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

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

Nutrition and Food Programs

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

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

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

Guru Nanak Sikh Temple	Meal service, daily	7050 – 120st Street Newton, 604-594-8117
Hindu Temple	Meal service, once a week	8321-140 th Street Newton 604-596-4777
Peace Arch Fellowship Church	Meal service, one day a week	3487 King George Highway South Surrey 604-538-1825
Surrey-North Delta Meals on Wheels Society	Delivers hot meals to those unable to prepare meals for themselves due to age, illness, or physical handicap. Meals cost \$5 (regular) or \$5.50 (large). Bag lunch is available with a meal for \$1.75. The SOULar Energy Program provides nutritionally-enhanced meals for the terminally ill, for clients in medical crisis; free of charge, some conditions apply. Delivery is between 11 am and 1 pm Monday to Friday. Serves Surrey and North Delta.	233-13352 Old Yale Road Surrey, BC V3T 5A4 604-588-6325 E-mail: sndmow@telus.net Web: www.sndmow.com
Wheels to Meals Program: Seniors Support Services	Wheels to Meals are community meal programmes offered in various locations throughout Surrey and in White Rock. Transportation to and from the meal programme is coordinated by Senior Support Services. Transportation costs vary depending upon type of transportation used.	Senior Support Services 15008 26th Avenue Surrey, BC V4P 3H5 604-531-9400
South Fraser Community Service Society (SFCSS) - Whalley Family Place	Meal Service, four days a week, various locations	10665-135 th Street Whalley 604-580-2344
SFCSS: The Front Room	Meal Service, daily	10667-135 th Street Whalley 604-589-7777
SFCSS: Jeff Miller Food-bank	Food-bank for HIV/AIDS patients	10667-135 th Street Whalley 604-589-7777
Saint Helen's Anglican Church	Meal service, once a week	10787-128 th Street Whalley 604-581-4800

Kla-How-Eya	Meal service, daily; Community kitchen, three times weekly	13629 – 108 th Avenue Whalley 604-584-2008
Options: Healthiest Babies Possible Program	Meal service; Bulk-buying of groceries; grocery vouchers	10310 – 154 th Street Guildford 604-583-1017
Options: Guildford Family Place	Meal service; Bulk-buying of groceries	10310 – 154 th Street Guildford 604-583-1017
South Surrey White Rock Women's Place	Meal service for women; Also community kitchen, twice a month	15318-20 th Avenue South Surrey 604-536-9611
Bridge to Faith Ministries	Meal service, once a week	10715 – 135A Avenue Whalley 604-582-1904
Holly Hjorth Community Program	Community kitchen; bulk-buying of groceries;	14781-104 th Avenue Guildford 604-589-7413
Surrey Delta Immigrant Services	Community Kitchen for immigrants and refugees	#1107-7330-137 th Street Newton 604-597-0205
Surrey Women's Centre	Community Kitchen, once a week, for women	10703-135A Street Whalley 604-589-1868
Regional Harvest Box	Bulk-buying of groceries	10732 – 135 Street Whalley 778-549-0183
Peace Arch Community Services Food Bank	Bulk buying of groceries; food hamper; infant foods. Peace Arch also has a information services around food security and food service programs.	#5 – 15515 – 24 th Avenue South Surrey 604-531-8168 604-542-HELP

Our Lady of Good Council Church	Food Hamper	10460-139 th Street Whalley 604-581-4141
Cedar Grove Baptist Church	Distributes grocery vouchers	10330-144 th Street, Whalley 604-581-8933
Metis Family Services	Transportation to foodbank for people of Aboriginal descent	13638 Grosvenor Street Whalley 604-584-6621
Mount Olive Lutheran Church	Monthly potluck	2350 – 148 th Street South Surrey 604-536-8527
Douglas College – Faculty of Health Sciences - Public Health Nutrition	Courses and information programs on health and nutrition matters	11245 – 84 th Avenue Newton 604-507-5441 http://www.douglas.bc.ca
Community Gardens	Various community gardens in and around the City, including ones at 135 A Street and Crescent Beach.	Various

Community Economic Development Initiatives

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

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

Service	Description	Contact Information
Human Resources Skills Development Canada (HRSDC)	Sponsorship of job-training programs, local economic development initiatives. Relevant Funding Programs include: Job Creation Partnerships, Self-Employment benefit, Community Coordinator-Self-Employment benefit, Community Coordinator-Skills Development, Community Coordinator-Targeted Wage Subsidy and Employment Assistance Services.	Surrey Human Resources Centre 7404 King George Highway, Surrey, British Columbia, V3W 0L4 604 872-4384 http://www.hrsdc.gc.ca/en/bc-yk/5616/esp/menu.shtml#4
Industry Canada	Local community grants and other CED initiatives	Industry Canada Suite 2000 300 West Georgia Street Vancouver, British Columbia V6B 6E1 Tel.: (604) 666-5000 Fax: (604) 666-8330
Western Economic Diversification	Various initiatives and funding programs; also Vancouver Urban Aboriginal Steering Committee (federal initiative to provide community based programs and pilot projects targeted to youth, health and homelessness issues within the urban aboriginal communities. Both Vancouver and Surrey have representatives on the committee. Kla-how-yea received funding for their Elders Program under this initiative).	700 - 333 Seymour Street Vancouver, British Columbia V6B 5G9 Phone: (604) 666-6256
Indian and Northern Affairs	Federally funded economic development programs for First Nations and Northern Peoples	Suite 600 1138 Melville Street Vancouver, B.C. V6E 4S3 (604) 775-7114 (604) 775-5100 http://www.ainc-inac.gc.ca/gol-ged/ced-2-01_e.html
Fisheries and Oceans Canada	Economic development initiatives in collaboration with other Federal agencies (incl. WD, HRSDC)	Pacific Region Fisheries and Oceans Suite 200 - 401 Burrard Street Vancouver, B.C. V6C 3S4 Telephone: (604) 666-0384 Facsimile: (604) 666-1847

North Fraser Community Futures	Community Futures Development Corporation of North Fraser has been in operation since 1986. Activities of the organization are streamlined into two areas: Community Economic Development and Business Development. Other special projects and loan funds are available through a variety of government sponsored sources. The Self Employment Program, funded by Human Resources Development and Skills Canada, is operated through Community Futures, providing financial assistance, counselling support and training to those persons interested in developing their own business.	202 – 7380 King George Hwy. Surrey, BC V3W 5A5 Canada Phone: 604-590-3710 www.northfraser.org
Native Economic Development Board - Ministry of Community, Aboriginal and Women's Services	The Native Economic Development Advisory Board (NEDAB) was established in 1988. The board's mission is to support sustainable Aboriginal economic development throughout British Columbia. Also administers the First Citizens Fund	http://www.mcaws.gov.bc.ca/nedab/
Aboriginal Employment Partnership Initiative	The Aboriginal Employment Partnership Initiative is designed to better match job training programs with areas of greatest job opportunity in B.C. – Funded through MCAWS Economic Measures Fund. Initiative is administered through Metis Provincial Council of BC	http://www.mcaws.gov.bc.ca http://www.mpcbc.bc.ca/ae/pi/ae/pi.html
Ministry Responsible for Treaty Negotiations	Funding for Aboriginal economic development initiatives	www.gov.bc.ca
Ministry of Small Business and Economic Development	Tax credit programs for investors in small business – Venture Capital, Employee Share Ownership, Labour Sponsored Funds	http://www.cse.gov.bc.ca
Ministry of Human Resources	Job-finding information and job search data	www.gov.bc.ca
Vibrant Surrey – Community Economic Development Project	Multisectoral leadership table to follow up on the key findings identified in the report "Surrey: the Hidden Opportunities - community economic development potential... Under the sponsorship of Surrey Social Futures, the United Way of the Lower Mainland, and the North Fraser Community Futures, Surrey will formally begin to engage leaders from the business community, local and provincial governments, service organizations, and people living in poverty	4543 Canada Way Burnaby, BC V5G 4T4 Tel: 604-294-8929 Fax: 604-293-0010 http://www.vibrantcommunities.ca
City of Surrey	The Economic Development Office promotes business development and job creation in the City of Surrey by attracting new business, supporting businesses in their expansion or relocation to Surrey and providing information on Surrey's economic and business climate	14245 - 56th Avenue Surrey, British Columbia V3X 3A2
City of Surrey – Community Grants Program	The City of Surrey provides one-time grants for community-based projects (application deadline: end of September)	14245 - 56th Avenue Surrey, British Columbia V3X 3A2

<p>City of Surrey – Public Libraries</p>	<p>Surrey Public Library provides workshops on the following topics</p> <ul style="list-style-type: none"> ➤ Labour market information ➤ Resume writing ➤ Computer skills for people returning to the workplace ➤ Basic computer skills ➤ Advanced computer skills classes eg. Web design <p>The library also provides</p> <ul style="list-style-type: none"> ➤ One-on one internet coaching ➤ Technology coaching ➤ Adult programs on various topics of interest ➤ Collections on lifeskills, career, adult learning etc. ➤ Early literacy programs for parents (in the planning stage) ➤ Community outreach programs to parents on the importance of reading to children 	<p><u>Cloverdale</u> - 5642 - 176A Street Surrey, BC V3S 4G9; <u>Fleetwood</u> - 15996 - 84 Ave. Surrey, BC V3S 2N7; <u>Guildford</u> - 15105 - 105th Ave. Surrey, BC V3R 7G8 <u>Newton</u> - 13795 - 70th Ave. Surrey, BC V3W 0E1 <u>Ocean Park</u> - 12854 - 17th Avenue Surrey, BC V4A 1T5 <u>Port Kells</u> - 18885 - 88th Avenue Surrey, BC V3S 5X7 <u>Semiahmoo</u> - 1815 - 152nd Street, Surrey, BC V4A 9Y9 <u>Strawberry Hill</u> - 7399 - 122nd St. Surrey, BC V3W 5J2 <u>Whalley</u> - 10347 - 135 Street Surrey, BC V3T 4C3</p>
<p>BIA's</p>	<p>Whalley BIA; Cloverdale BIA</p>	<p><u>Whalley:</u> www.whalleybia.com <u>Cloverdale:</u> #202, 17687 56A Avenue, Surrey, BC Canada V3S 1G4 Phone (604) 576-3155 Fax: (604) 576-3145 www.cloverdalebia.com</p>
<p>Chambers of Commerce</p>	<p>Cloverdale and District Chamber of Commerce; Surrey Chamber of Commerce; White Rock and South Surrey Chamber of Commerce</p>	<p><u>Cloverdale:</u> 17687 56A Avenue Surrey, B.C.V3S 1G4 Phone: 604-574-9802 Fax: 604-574-9122 http://www.cloverdale.bc.ca/chamber/ <u>Surrey Chamber of Commerce</u> #101 - 14439 - 104th Ave Surrey, BC V3R 1M1 Tel: 604-581-7130 Fax: 604-588-7549 www.surreychamber.org <u>White Rock & South Surrey</u> 15150 Russell Avenue White Rock, BC V4B 2P5 Phone: 604-536-6844 Fax: 604-536-4994 www.whiterockchamber.com</p>

Be Your Own Boss	Entrepreneurial information for the Greater Vancouver region – primarily a web-based resource.	Beyourownboss.org
Surrey Self Employment & Entrepreneur Development Society (SEEDS)	The Surrey Self-Employment and Entrepreneur Development Society (SEEDS) is a non-profit society dedicated to entrepreneurial development and business assistance. Funded through HRSDC Canada and VanCity	#104, 7565 132 Street Surrey, BC, V3W 1K5 Phone:604.590.4144 Fax:604.590.4168
Surrey Delta Immigrant Services Society	Employment and job-finding assistance, funded through HRSDC Canada	#1107, 7330 137th Street Surrey, British Columbia, Canada V3W 1A3 Tel : (604) 597-0205 Fax : (604) 597-4299
Assisting with Awareness Regarding Employment (AWARE) Society	Nonprofit agency provides assistance with exploring career options, assessing the current labour market, and conducting a successful job search, to anyone legally entitled to work in Canada. This office offers Job Search Plus, a two-week or modular job search program for adults referred by HRSDC	Surrey, BC V3W 1A4 604-502-8355 Fax: 604-502-8359 www.awaresocietybc.bc.ca
Progressive Intercultural Community Services (PICS)	Serves ethnocultural groups in Surrey and Delta through advocacy, outreach, direct services, and by providing access to existing community and government institutions. Offers employment assistance services, help with completing documents. Services are also offered in Punjabi, Hindi, and Urdu. Nonprofit society.	109-12414 82nd Avenue Surrey, BC V3W 3E9 604-596-7722 Fax: 604-596-7721
Surrey Community Services Society	Employment and job-finding assistance, funded through HRSDC Canada. Operates Canadian Career Moves (Newton) and Whalley Employment Resources Centre	9815 140th Street Surrey, BC V3T 4M5 604-584-5811 Fax: 604-584-7628 Web: www.scss.ca
Pacific Community Resources Society	Employment and job-finding assistance, funded through HRSDC Canada	100-8431 160th Street Surrey, BC V3S 3T9
Peace Arch Community Services: Peninsula Employment Centre	Employment resource centre for people who are unemployed or under-employed, and seeking employment or further education. Offers assessment, support and guidance, access to HRSDC job banks, assistance with resumes and job search, word processing and internet access, and referral. Also offers specialized services to youth, immigrants, and persons with disabilities. Serves people receiving EI or income assistance, as well as those not receiving any benefits.	5641 176A Street Surrey, BC V3S 4G8 604-576-3118
Surrey Employment Centre Newton (SECN)	Provides employment counselling, information on education and training plans, internet access for job search and resumes writing, fax machines, and telephones. Resource room features job search tools, resume and interview tips, training institute calendars, job postings, photocopying, and many other self-help services. Also offers specialized services to youth, immigrants, and people with disabilities. Hours are 8:30 am to 4:30 pm Monday to Friday (Wednesdays 10:30 am to 4:30 pm). Free language interpretation available.	102-13771 72A Avenue Surrey, BC V3W 9C6 604-501-2224 Fax: 604-501-1356 E-mail: info@serc-n.com

		Web: www.serc-n.com
SRS Surrey Vocational Services: Surrey Rehabilitation Society	Offers employment and vocational services for adults in Delta, Langley, Surrey, and White Rock. Programs for persons with disabilities include employment preparation, career planning, employment placement, and follow-up.	10694 135th Street Surrey, BC V3T 4C7 604-588-9565
Whalley Employment Resource Centre: Surrey Community Services Society	Provides assessment, employment counselling, and information and referral for the unemployed. Also determines eligibility for government-sponsored training. Offers a walk-in resource area with computers, telephones, faxes, and photocopiers. Maintains a library of current information on the labour market, career planning, job search, training, and other self-help information	1063 Central City Shopping Centre 10153 King George Highway Surrey, BC V3T 2W1 604-584-0003
Credit unions	Various credit unions operating in Surrey provide contribute to local CED – including VanCity, Coast and EnVision.	Various.
The Surrey Foundation	The Surrey Foundation is a non-governmental community foundation that accepts donations and endowment gifts to hold in trust and invest for the citizens of Surrey. The funds are used to support community needs, respond to local issues or concerns, and encourage initiatives that provide for opportunities to improve the welfare of our community and its residents.	Surrey Foundation P.O. Box 34089 Surrey, BC V3S 8C4 Tel: (604) 591-2699

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

Service	Description	Population	Contact Information
City of Surrey	<p>Surrey Public Library provides the following:</p> <ul style="list-style-type: none"> ➤ Language laboratory (classes and drop-in sessions) ➤ Library programs to recognize special cultural events ➤ Information services in various languages, multi-lingual staff ➤ Collection in languages other than English ➤ English as a second language collections ➤ Cultural sensitivity for library staff ➤ Community forum on Indo-Canadian youth violence, June 2003 <p>Nine Library branches: Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Port Kells, Semiahmoo, Strawberry Hill, Whalley.</p> <p>Collections available in the following languages: Arabic, Chinese, Dutch, Farsi, German, Hindi, Japanese, Korean, Panjabi, Polish, Russian, Spanish, Tagalog, Urdu, Vietnamese</p>	General	<p><u>Cloverdale</u> - 5642 - 176A Street Surrey, BC V3S 4G9; <u>Fleetwood</u> - 15996 - 84 Ave. Surrey, BC V3S 2N7; <u>Guildford</u> - 15105 - 105th Ave. Surrey, BC V3R 7G8 <u>Newton</u> - 13795 - 70th Ave. Surrey, BC V3W 0E1 <u>Ocean Park</u> - 12854 - 17th Avenue Surrey, BC V4A 1T5 <u>Port Kells</u> - 18885 - 88th Avenue Surrey, BC V3S 5X7 <u>Semiahmoo</u> - 1815 - 152nd Street, Surrey, BC V4A 9Y9 <u>Strawberry Hill</u> - 7399 - 122nd St. Surrey, BC V3W 5J2 <u>Whalley</u> - 10347 - 135 Street Surrey, BC V3T 4C3</p>
Parks and Recreation Department – City of Surrey	<ul style="list-style-type: none"> • Heritage Services works with educational, cultural agencies and First Nations groups to reflect cultural heritage in the collections, exhibits and programs for the community such as “Threads of Many Colours” exhibit and First Nations school programs. • ESL Summer Camps • Working with ethno-specific groups to create opportunities for their participation in our community centre (Fleetwood) • The Surrey Art Gallery works with cultural organizations, groups and individuals to plan and present programs and exhibitions. Examples include major projects (e.g. Gaden Jangtse Monks artist residency), solo exhibitions (i.e. Jarnail Singh’s: The Soul of Punjab) and ongoing inclusion in group exhibitions and public programs. Staff maintain an ongoing relationship with the Surrey Aboriginal Cultural Society. Representatives on the Gallery’s advisory committees are culturally diverse. • The Surrey Art Gallery’s permanent collection reflects culturally diverse communities, including works by First Nations, South Asian, and Chinese artists, and others. • A new school program ‘Drawing on Diversity’ was developed by the Gallery in 2003/04. The First Nations Contemporary Art outreach program is presented by a local aboriginal educator. • Gallery volunteer recruitment strives to reach out to diverse communities. For example, 15 South Asian and 12 East Asian 	General	<p>Parks and Recreation Department 14245 - 56th Avenue Surrey, British Columbia V3X 3A2</p>

	volunteers assisted with various programs in 2004.		
Surrey School Board (School District #36) / Ministry of Education	Heritage and living language classes – available in various locations throughout the City of Surrey. Also currently developing multicultural service website for education providers.	General	School District No. 36 (Surrey) 14225 56th Avenue, Surrey, BC V3X 3A3 (604) 596-7733 http://www.sd36.bc.ca/
Fraser Health Authority	Language Service Department provides Interpreter and translation services across the FH District – in acute care, mental health, residential health and public health areas. Partially funded by the United Way	General	http://www.fraserhealth.ca
Whalley Community Health Centre - Fraser Health Authority	In the planning stage. Rationale for development of CHC includes presence of “Cultural groups” in the Whalley area	Whalley residents	Whalley Community Centre Project Development Office 604-519-8558 http://www.fraserhealth.ca
Kla-how-eya Aboriginal Centre of SACS Surrey Aboriginal Cultural Society (SACS)	Dedicated to the preservation of Aboriginal culture, languages, and traditions. Provides social, employment, education, and recreation services for Aboriginal people of all ages.		13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 E-mail: info@sacsbc.org Web: www.sacsbc.org
Métis Family Services	Central intake for Metis families. Investigates concerns about potential child abuse or neglect, and intervenes as required. Services include family support, family preservation services, removal, and involvement of family court.		200-13630 72nd Avenue Surrey, BC V3W 2P3 604-501-3122
Options: Services to Communities Society	Translation and interpretation services. Multicultural Services assists persons experiencing barriers related to language, culture or isolation in accessing information, service and/or support.		
Options: South Asian Information and Referral	Free and confidential service that provides information, referral, and support to callers of all ages who speak Hindi, Punjabi, and Urdu. Also provides settlement services to new immigrants, crisis support, and interpretations and translations.	Hindi, Punjabi and Urdu speakers	
Progressive Intercultural Community Services (PICS)	PICS provides employment services, health education, dental programs, counselling programs, youth programs, English language, immigration/settlement services, drug/alcohol counselling, dance academy, volunteer program, organic farming and training institute, agricultural workers programs and senior's housing.		#109 – 12414 – 82nd Ave, Surrey, BC, V3W 3E9 Ph: (604) 596-7722 Fax: (604) 596-7721
South Fraser Child Development Centre	The purpose of the Lower Fraser Valley Cerebral Palsy Association is to be a place where children and youth with developmental disabilities and their families can get their questions answered and their needs met in a caring environment. Offers translated sessions for parents with children who have disabilities re camp and summer opportunities.		9460 – 140 Street Surrey, BC (604) 584-1361

Surrey Delta Immigrant Services Society – MultiCultural Youth/Parent Outreach	SDISS Help immigrant youth and parents overcome difficulties in their new environment, by providing public education workshops in schools and the community. Topics include communication, intergenerational conflict, racism, gangs, parenting, the school system, and community resources.	New immigrants	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Surrey Delta Immigrant Services Society: Cultural Diversity Awards	SDISS work collaboratively with the Chamber of Commerce to provide annual awards for cultural diversity to businesses and organizations in the Surrey area.		1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Surrey Delta Immigrant Service Society: Chinese Heritage Language Program	Offers Mandarin and Cantonese language instruction to children ages five to 14 years. The \$100 fee per 20-week course includes instruction, text, and materials. Offers five levels, from beginner to advanced.	Children	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
SUCCESS: Surrey	Provides settlement services, job search program, and English Language Services for Adults (ELSA). Service also offered in Cantonese and Mandarin.	General; also Cantonese and Mandarin speakers	206-10090 152nd Street Surrey, BC V3R 8X8 604-588-6869 Fax: 604-588-6823
YMCA – Tong Louie YMCA	Located one block west of 152nd Street on Highway 10, the new 66,000 square foot Tong Louie Family YMCA has something for everyone. Ethno and culturally appropriate programming – including adult and youth buddy service.		14988 57 Ave Surrey V3S 7S6 Tel: (604) 575-YMCA (9622) Fax: (604) 575-3132 surrey@vanymca.org
Aboriginal Employment Partnership Initiative	The Aboriginal Employment Partnership Initiative is designed to better match job training programs with areas of greatest job opportunity in B.C. – Funded through MCAWS Economic Measures Fund. Initiative is administered through Metis Provincial Council of BC	Aboriginal	http://www.mcaaws.gov.bc.ca/aboriginal_dir/aeipi.htm http://www.mpcbc.bc.ca/aeipi/aeipi.html

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

Service	Description	Contact Information
City of Surrey – Parks and Recreation Department	Various programs connected to life-skills, including leadership, anger management courses, some vocational training	Parks and Recreation Department 14245 - 56th Avenue Surrey, British Columbia V3X 3A2
Surrey School Board (School District #36) Adult Education Program	Adult skills, vocational and highschool programming for adults; also school programming for pregnant teens; also, immigrant training program	400-9260 140th Street Surrey, BC V3V 5Z4
Fraser Health	Various programs offered as part of broader health services mandate.	300-10233 153rd Street Surrey, BC V3R 0Z7 604-587-4600 or 1-877-935-5669 Fax: 604-587-4666 Web: www.fraserhealth.ca
CDI College	CDI College is Canada's national career-training leader in three core areas: Business, Technology and Health Care, with over 250,000 graduates and alumni and 100+ years' combined experience in providing focused, relevant career training	9801 King George Hwy. Suite 216 Surrey, BC V3T 5H5
Kwantlen University College	Various life skills programs for adults and students with disabilities; other educational training.	12666 72nd Ave Surrey BC V3M 2M8 (604) 599-3233
Shaw College (Sprott-Shaw Community College)	Various college programs in healthcare, administration, tourism and hospitality and other fields.	10072 King George Hwy Surrey, BC V3T 2W4 Tel: (604) 583-1004 Fax: (604) 589-5230 http://www.sprottshaw.com/locations/surrey_location.html
Life Skills Training Centre Ltd. - National Association of Career Colleges	Life skills program	74 - 15515 - 24th Avenue Surrey, BC V4A 2J4 (604) 535-2888
Pacific Community Resources Society: Daughters and Sisters Program (12-18)	Multi-component residential program for young women 12 to 18 years of age. Participants reside in foster homes with families who are trained in detox, stabilization, and support recovery, while receiving day, evening, and weekend treatment at a separate facility. The six-month program includes individual and	100-8431 160th Street Surrey, BC V3S 3T9

	group counselling, parent-teen mediation, ongoing assessment, teacher-supervised education, and social and recreational activities.	
Pacific Community Resources Society	Various life-skills initiatives, including Baristas Program	100-8431 160th Street Surrey, BC V3S 3T9
Pathways	Life-skills and educational training.	102 and 135 Street Contact: Orville Lee 778-898-2858
Educ. Association Invergarry Continuing Education	Provides free one-on-one literacy instruction for adults. Also provides adult basic education leading up to GED (Grade 12 equivalency); cost is \$25 per semester, plus textbook costs. Adult secondary completion courses are offered for an Adult Dogwood Grade 12 Diploma	400-9260 140th Street Surrey, BC V3V 5Z4
Servants Anonymous Society – ASK Learning Centre	The ASK Learning Centre day program provides residents and women in the community with life skills training in the areas of academics, planning and goal setting, decision making, communication, parenting skills, budgeting, anger management, fitness, creative expression, and guidance with school re-entry, work experience, and job search. Serves the lower mainland.	202-17720 57th Avenue Surrey
Specialized Adult Service Life Skills Centre: Peace Arch Community Services	Assists adults with a developmental disability learn lifeskills, and provides support services for semi-independent living. Services include lifeskills assessment and training, peer networking, roommate search, accommodation search, and information and referral. Also includes a Social Skills Network and a Human Relations Program. Funded by MCFD	105-7533 135th Street Surrey, BC V3W 0N6
Surrey Abilities Society	Offers life skills training for people with brain injuries. Also has community programs at Guildford Recreation Centre	Pat Cecchetto, Executive Director Pat_Cecchetto@telus.net
Surrey Aboriginal Cultural Centre: Earn and Learn Program	Assists Aboriginal youth with low literacy skills to improve their literacy, complete Grade 10, re-enter regular high-school classes, and transition to work or continuing education. Activities include literacy and academic classes, vocational classes, culture and arts activities, and paid work experience.	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850 E-mail: info@sacsb.org Web: www.sacsb.org
Surrey Aboriginal Cultural Centre: Kla-how-eya Culinary Arts Program	Teaches about traditional Aboriginal food, methods of preparation, and nutrition. Also covers basic culinary skills and techniques, and methods for building a career and finding employment in the food industry.	13629 108th Avenue Surrey, BC V3T 2K4 604-584-2008 Fax: 604-588-1850 E-mail: info@sacsb.org Web: www.sacsb.org

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

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

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

Service	Description	Contact Information
Public consultations	Public consultations on social planning initiatives – undertaking by varying levels of government (depending on the initiative), as well as various municipal departments and committees.	Government of Canada Government of British Columbia City of Surrey
Parents Advisory Committees (PACs)	Committees are set up within neighbourhood schools; allow parents to engage with school on various issues.	Various.
Community Action Network	Local community group active in social planning issues in the South Surrey area.	Pat Petrala patpet@shaw.ca
Peace Arch Community Services	Peace Arch has a volunteer listing and many community-related volunteer opportunities.	#5 – 15515 – 24 th Avenue South Surrey 604-531-8168 604-542-HELP
Semiahmoo – Peninsula Planning Group	A consortium of community planning organizations, government agencies and residents seeking to assess and address the program and service needs in the South Surrey area	16049 Beach Road, Surrey, British Columbia V3S 9R6 Tel: 604 536-3101 Fax: 604 536-6116
Surrey Community Services	A leading organization in the provision of community services in Surrey and the surrounding areas. Encourages citizen engagement via a number of opportunities, including an extensive volunteer listing.	9815 - 140th Street Surrey, BC V3T 4M4
Surrey Social Futures Society	Surrey Social Futures Society provides a voice for advocating from a community perspective. Our goal is the development and implementation of an ongoing community based social, economic and physical planning process for Surrey	202-9030 King George Highway Surrey, BC. V3V 7Y3 Tel: 604-594-7644 Fax: 604-594-7658 http://www.vcn.bc.ca/ssf/

Vibrant Communities	Under the sponsorship of Surrey Social Futures, the United Way of the Lower Mainland, and the North Fraser Community Futures, Surrey will formally begin to engage leaders from the business community, local and provincial governments, service organizations, and people living in poverty	4543 Canada Way Burnaby, BC V5G 4T4 Tel: 604-294-8929 Fax: 604-293-0010 http://www.vibrantcommunities.ca
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Social Services Inventory – Crime and Public Safety Issue Area

City of Surrey

Initiatives to Deal with Seniors Abuse

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

Service	Description	Population	Contact Information
Health Canada Public Health Agency of Canada – Division of Aging and Seniors	Print materials and training materials, research connected with seniors abuse; Seniors Issues (information on a range of issues – including Fraud, homecare, safety): Division of Aging and Seniors	Seniors	Health Canada – Regional office: Suite 405, Winch Building 757 West Hastings Street Vancouver, BC V6C 1A1 604-666-2083 http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/html/agetprogram_e.html http://www.phac-aspc.gc.ca/seniors-aines/index.htm
Health Canada and various Federal ministries and departments Family Violence Initiative	Researches the population health consequences of family violence (including elder abuse), develops resources and promotes policies, programs and projects that contribute to family violence prevention Lead agency for Family Violence Initiative; Information services; Funding for community organizations dealing with family violence; various initiatives. Collaboration with CMHC, Citizenship and Immigration Canada, Correctional Services of Canada, Department of Canadian Heritage, Department of Justice, Department of National Defense, HRSDC, Indian affairs and Northern Development Canada; RCMP, Statistics Canada and Status of Women Canada	Seniors	Health Canada – Regional office: Suite 405, Winch Building 757 West Hastings Street Vancouver, BC V6C 1A1 604-666-2083 http://www.bcifv.org/resources/commres/6.shtml
Public Safety and Emergency Preparedness Canada: National Crime Prevention Strategy	The <i>National Crime Prevention Strategy</i> is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.	Seniors	National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272 http://www.prevention.gc.ca/en/index.asp

Human Resources Skills Development Canada (HRSDC)	Income security; - Old Age Security Pensions (OAS) and Canada Pension Plan. Almost all of today's seniors receive income from Canada's Public Pensions. Basic financial support is also available to survivors and to people who become too disabled to work and their children. Income Security Programs delivers these pensions and benefits through the Old Age Security (OAS) program and the Canada Pension Plan (CPP).	Seniors	Surrey HRSDC office: 7404 King George Highway, Surrey, British Columbia, V3W 0L4 http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/is_p.shtml
RCMP – Senior's Guide	Safe Living Guide; fraud concerns; criminal code violations	Seniors	Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm
RCMP	Enforcement of Federal and provincial laws pertaining to family violence, abuse; supports community-based workshops on victims' issues, sexual assault, and relationship violence, and assists communities in using problem-solving approaches to family violence.	Families	Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm www.rcmp-grc.gc.ca
Ministry of Community, Aboriginal and Women's Services (MCAWS)	Department of Women's and Seniors Services; BC Senior's on-line portal; lead Ministry with the Stop The Violence program – aimed at reducing family violence.	Seniors	Enquiry BC 604 660-2421 http://www.mcaaws.gov.bc.ca/seniors/index.htm
Ministry of Human Resources	The Seniors Supplement program assures a minimum monthly income for B.C. residents who receive the federal Old Age Security pension and Guaranteed Income Supplement, or the federal Spouse's Allowance	Seniors	Enquiry BC 604 660-2421 http://www.mhr.gov.bc.ca/programs/other.htm
Office of the Public Trustee	The Public Guardian and Trustee of British Columbia operates under provincial law to protect the legal rights and financial interests of children, to provide assistance to adults who need support for financial and personal decision making, and to administer the estates of deceased and missing persons where there is no one else able to do so.	Seniors	Greater Vancouver Regional Office 700-808 West Hastings Street, Vancouver, BC V6C 3L3 Fax: (604) 660-9498 Assessment and Investigations: Ph: (604) 775-0202 Health Care Decisions: Ph: 1-877-511-4111 (toll-free) Client Services: Ph: (604) 660-4444
BC Housing / Independent Living BC	Seniors with lower incomes and people with disabilities are able to rent the ILBC units for 70 per cent of their after-tax income. This covers their accommodation, meals, personal care and hospitality services, such as housekeeping, laundry, recreational opportunities and 24-hour response system. BC Housing provides housing subsidies to those who qualify for the Independent Living BC program and the health authorities fund the personal care services. Services provided in partnership with CMHC.	Seniors	601 - 4555 Kingsway Burnaby, BC V5H 4V8 604-433-2218 http://www.bchousing.org/ILBC/

Surrey RCMP: Victim's Services Unit	The Surrey RCMP Victim Services Unit was introduced in May 1983, as a direct response to the growing needs of both the victims and the police within the community. It is funded primarily by the City of Surrey, with supplementary funding by the Ministry of Public Safety and Solicitor General.		Surrey RCMP Detachment Victims Services 14355 57th Ave., Surrey, BC Tel: 604-599-7600 http://www.surreyrcmp.ca/services/victimservices.shtml
Surrey Continuing Care Mental Health: Fraser Health Authority	Continuing Care provides in-home health care support, residential care, and special support services to assist people whose ability to function independently is affected by health-related problems. Also contracts with service providers of home support, meal programs, adult day centres, residential care homes, group care homes, and senior support services. CCMH is required by law to investigate any reports of seniors neglect or abuse.		13th Floor-Station Tower 13401 108th Avenue Surrey, BC V3T 5T3 Intake: 604-953-4965 Continuing Care: 604-953-4950 Intake Fax: 604-953-4966
Parks and Recreation Department – City of Surrey	Seniors recreation services and Seniors Centres. The City operates six centres, located in Cloverdale, Fleetwood, Guildwood, Newton, South Surrey and Whalley. Each centre offers a variety of recreational, social, cultural, health and wellness and educational programs.	Seniors	Cloverdale Seniors' Centre 17671-56 Avenue; 604-502-6433 Fleetwood Seniors' Centre 15996-84 Avenue; 604-501-5030 Guildwood Seniors' Services 15105-105 Avenue; 604-502-6360 Newton Seniors' Centre 13775-70 Avenue; 604-501-5010 <u>South Surrey Seniors' Services</u> ; 604-501-5010 Sunrise Pavillion 10341-135 Street; 604-502-6380
Blockwatch	Block Watch Society partners with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety.		Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221 Fax: (604) 291-9951 blockwatch@bccpa.org Surrey Contact: Sgt. Merv Bayda, RCMP Direct: (604) 599-7696

Senior Support Services - part of the Come Share Society	One-to-one workers assist White Rock and Surrey seniors to increase or maintain their independence at home.. Also provides a contact for the South Surrey/White Rock Community Response Network (CRN), which coordinates, supports, and provides assistance to seniors or adults with disabilities who are experiencing abuse, neglect, or self-neglect. Office hours are 9 am to 4 pm Monday to Friday.	Seniors	15008 26th Avenue Surrey, BC V4P 3H5 Whalley Office 1343-13401 108th Avenue Surrey, BC V3T 5T3 604-531-9400 E-mail: s.s.s@telus.net Web: www.seniorsupportservices.bc.ca
Ama House Atira Women's Resource Society	First-stage transition house for women age 55 and older who are impacted by violence and/or abuse. Staff and volunteers provide emotional support, information and referral, and advocacy. Length of stay ranges from 30 days to six months. Women will not be refused shelter based on substance use or mental health issues. Currently operating on limited grants and donations.	Women, Seniors	204-15210 North Bluff Road White Rock, BC V4B 3E6 604-542-5992 Fax: 604-542-5993 E-mail: ama@atira.bc.ca
Abuse Prevention and Legal Education Project: Surrey Delta Immigrant Services Society	Surrey-Delta Immigrant Services Society program: Educates the Chinese, Korean, Polish, South Asian, Spanish, and Vietnamese speaking communities on topics related to the rights of older adults, in their first language and from a culturally-appropriate perspective.	Immigrant Seniors	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299 Web: www.sdiss.org
Come Share Society – South Surrey / White Rock Community Response Network	One-to-one workers assist White Rock and Surrey seniors to increase or maintain their independence at home. Also provides a contact for the South Surrey/White Rock Community Response Network (CRN), which coordinates, supports, and provides assistance to seniors or adults with disabilities who are experiencing abuse, neglect, or self-neglect.		15008 26th Avenue Surrey, BC V4P 3H5 604-531-9400 Fax: 604-531-9498 E-mail: s.s.s@telus.net Web: www.seniorsupportservices.bc.ca <i>Whalley office:</i> 1343-13401 108th Avenue Surrey, BC V3T 5T3 604-930-4443 Fax: 604-953-4949
South Fraser Women's Services Society	South Fraser Women's Services Society is a women-focused organization committed to providing information, resources, support and counseling for women to empower themselves. Participates with the Stop The Violence (STV) program (see MCAWS)	Women, Seniors	15318 – 20 th Avenue Surrey, BC V5V 2A2 Phone: (604) 536-9611 www.sfwomensservices.com

Surrey Specialized Victim Assistance Program – Surrey Women's Centre Society	Provides victim services to adults (male and female), youth, and children who have been victims of child abuse (all kinds), sexual assault, relationship violence (including elder abuse and any other form of family violence), and stalking. Victims may or may not be involved with the criminal justice system. Services include free and confidential information, referral, advocacy, form completion assistance, court orientation and accompaniment, as well as accompaniment to hospital and the police. Support is available for non-offending family members and other associated witnesses on criminal court cases. Funded by MPSSG	Women, Seniors	PO Box 33519, Surrey Place Mall Surrey, BC V3T 5R5 Phone: (604) 589-1868 Fax: (604) 589-2812
Surrey Crime Prevention Society	A not-for-profit society providing crime prevention and safety programs for the community. Our goal is to work in concert with the appropriate authorities to make Surrey a safer place to live, work, and play	Seniors, Community -at-large	#15 - 12484 - 82nd Avenue Surrey, BC, V3W 3E9 (604) 502-8555 http://www.surreycrime.bc.ca/
Surrey/White Rock Seniors Substance Awareness Program: Peace Arch Hospital	Substance misuse program directed at seniors.	Seniors	Peace Arch Hospital 15521 Russell Avenue White Rock, British Columbia Canada V4B 2R4 (604) 535-4526
Seniors Well Aware Program (SWAP)	SWAP's mission is to promote the physical, mental, social, environmental and spiritual well-being of the senior population who are facing unique challenges that include social isolation, substance misuse and abuse and elder abuse. Serves Lower Mainland communities	Seniors	303, 1290 Hornby Street, Vancouver, BC V6Z 1W2 (604) 633-4230 http://www.vch.ca/swap/
BC Coalition to Eliminate Abuse of Seniors	B.C. CEAS is a province-wide forum for individuals, seniors, community agencies and organizations, government and policy makers working to eliminate the abuse of seniors	Seniors	304-5050 Kingsway Street Burnaby, B.C. V5H 4C2 (604) 437-1940 http://www.bcceas.ca/index.shtml
British Columbia Crime Prevention Association	The BC Crime Prevention Association is an integrated team of citizens and police, dedicated to preventing crime. We provide on-going province-wide education and awareness through our community partnerships. BCPA has prepared educational materials slide shows and videos on elder abuse.		British Columbia Crime Prevention Association 131 - 8th Street New Westminster, BC V3M 3P6 Phone: (604)529-1552 http://www.bccpa.org/
BC Coalition to Eliminate Abuse of Seniors (BCCEAS)	Provides information, training, community development, and materials regarding abuse and neglect of seniors. Promotes seniors' self-determination and independence. Provides information about adult guardianship legislation, and the legal issues confronting seniors in BC. Can provide speakers for groups or workshops, including public education designed to combat frauds and scams against seniors. Office staffed 8:30 am to 3:30 pm Monday to Friday.	Seniors	304-5050 Kingsway Burnaby, BY V5H 4C2 604-437-1940 1-866-437-1940 Fax: 604-437-1929 Email: ceas@telus.net Web: www.bcceas.ca

PhoneBusters/ SeniorBusters	Phonebusters is a national call centre handling complaints about telemarketing, mail fraud, ID theft, internet fraud, and other consumer scams with a Canadian connection. Educates the public about specific fraudulent telemarketing pitches, and plays a role in the collection and dissemination of information to the appropriate enforcement agency. Through SeniorBusters, senior volunteers call back seniors who have been victims of consumer fraud to offer support and education. Coordinated by the Ontario Provincial Police in partnership with the RCMP. Hours are 8 am to 6 pm (EST) Monday to Friday. Also offered in French.	Seniors	PO Box 686 North Bay, ON P1B 8J8 -888-495-8501 or 705-495-8501 Fax: 1-888-654-9426 E-mail: info@phonebusters.com Web: www.phonebusters.com
Canadian Network for the Prevention of Elder abuse	The Canadian Network for the Prevention of Elder Abuse is a national non-profit organization that began in the late 1990s and was federally incorporated in 2000. The Network is dedicated to the prevention of the abuse of older people in Canada. The Network has developed this web site as part of its developing processes.		http://www.cnpea.ca/links_and_resources.htm http://www.cnpea.ca/canadian_laws_on_abuse_and_neglect.htm

Initiatives Dealing with Family Violence

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

Service/ Facility	Description	Population	Contact Information
Health Canada and various Federal ministries and departments Public Health Agency of Canada Family Violence Initiative	<p>Researches the population health consequences of family violence, develops resources and promotes policies, programs and projects that contribute to family violence prevention</p> <p>Lead agency for Family Violence Initiative; Information services; Funding for community organizations dealing with family violence; various initiatives. Collaboration with CMHC, Citizenship and Immigration Canada, Correctional Services of Canada, Department of Canadian Heritage, Department of Justice, Department of National Defence, HRSDC, Indian affairs and Northern Development Canada; RCMP, Statistics Canada and Status of Women Canada</p>	Families	<p>Health Canada – Regional office: Suite 405, Winch Building 757 West Hastings Street Vancouver, BC V6C 1A1 604-666-2083</p> <p>http://www.bcifv.org/resources/commres/6.shtml</p> <p>http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/initiative_e.html#fvidepartments</p>
Public Safety and Emergency Preparedness Canada: National Crime Prevention Strategy	<p>The <i>National Crime Prevention Strategy</i> is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.</p>	Families	<p>National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272</p> <p>http://www.prevention.gc.ca/en/index.asp</p>
Heritage Canada: Department of Canadian Heritage	<p>Supports family violence prevention projects for off-reserve Aboriginal women, supports prevention activities for non-English/French speaking members of ethno-cultural communities via ethnic media and English/French as a Second Language programs, aims at reducing media violence, and to a limited extent, conducts research and evaluation activities regarding family violence.</p>	Families – Aboriginal; Immigrant	<p>Western Regional Office Canadian Heritage 4th floor - 300 West Georgia St. Vancouver, British Columbia V6B 6C6 Tel.: (604) 666-0176 www.pch.gc.ca</p>
RCMP	<p>Enforcement of Federal and provincial laws pertaining to family violence, abuse; supports community-based workshops on victims' issues, sexual assault, and relationship violence, and assists communities in using problem-solving approaches to family violence.</p>	Families	<p>Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada http://www.rcmp-grc.gc.ca/ccaps/senior_e.htm www.rcmp-grc.gc.ca</p>

Ministry of Public Safety and the Solicitor General	Ministry funds over 150 programs, run by non-profit agencies and local police detachments, that provide information about the justice system, practical help, emotional support and referrals to other appropriate programs.	Families	http://www.pssg.gov.bc.ca/victim_services/index.htm
Ministry of Community, Aboriginal and Women's Services	Lead agency for a number of family violence related programs – including Stopping the Violence Program; Children Who Witness Abuse Program, and Multicultural Outreach Services Program		Enquiry BC 604 660-2421 www.gov.bc.ca
Ministry of Human Resources	Bridging Employment Program: Offers pre-employment counseling and life skills support to clients (women) who have experienced violence or abuse. Prepares clients for participation in other MHR programs or training.	Women	Enquiry BC 604 660-2421 www.gov.bc.ca
Surrey RCMP: Victim's Services Unit	The Surrey RCMP Victim Services Unit was introduced in May 1983, as a direct response to the growing needs of both the victims and the police within the community. It is funded primarily by the City of Surrey, with supplementary funding by the Ministry of Public Safety and Solicitor General.		Surrey RCMP Detachment Victims Services 14355 57th Ave., Surrey, BC Tel: 604-599-7600 http://www.surreyrcmp.ca/services/victimservices.shtml
Atira Women's Resource Society: Children Who Witness Abuse program	Provides feminist-based services for women and/or their children who have experienced relationship violence. Based in White Rock but serves Surrey. Office hours are 8 am to 5 pm Monday to Friday. Includes: <ul style="list-style-type: none"> - Aboriginal Women's Outreach Program - Ama House - Bridge Women's Emergency Shelter - Bridge Women's Housing - Durrant House - The Family Project - Koomseh Second Stage Program - Maxxine Wright Place Project - Shimai Specialized Transition House Also administers Children Who Witness Abuse Program		204-15210 North Bluff Road White Rock, BC 604-531-9143 Fax: 604-531-9145 E-mail: office@atira.bc.ca Web: www.atira.bc.ca
Blockwatch	Block Watch Society partners with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety.		Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221 Fax: (604) 291-9951 blockwatch@bccpa.org Surrey Contact: Sgt. Merv Bayda, RCMP Direct: (604) 599-7696

South Fraser Women's Services Society	Drop-in and resource centre for women and children. Services include information and referral, lending/resource library, legal advocacy, and a clothing exchange. Also offers support through peer counselling, and support groups for lesbians, single mothers, women with disabilities, and survivors of abusive relationships. The Stopping the Violence (STV) Counselling Program provides individual and group counselling for women who have experienced relationship violence, sexual assault, or childhood violence or abuse.		15318 20th Avenue Surrey, BC V4A 2A2 604-536-9611 Fax: 604-536-6362 E-mail: volunteer@sfwomensservices.com Web: www.sfwomensservices.com
Surrey Specialized Victim Assistance Program – Surrey Women's Centre Society	Provides Victim services to adults (male and female), youth, and children who have been victims of child abuse (all kinds), sexual assault, relationship violence (including elder abuse and any other form of family violence). Funded by MPSSG. Service also available in Punjabi	Families	P.O. Box 33519, Surrey Place Mall Surrey, V5T 5R5 604-589-1868
Threshold; Evergreen Transition House; Children Who Witness Abuse Options: Services to Communities Society	A number of programs are offered by Options Service to Communities Society, including: Threshold: a community based outreach program works with women who have experienced abuse. Services in Hindi and Punjabi. Evergreen: an Emergency shelter for abused women and their children. Children Who Witness Abuse: a one-to-one and group counseling for children who have witnessed violence in their homes	Families	100-6846 King George Highway Surrey, V3W 4Z9 604-572-5883 Guildford: 604-951-0688 Newton: 604-572-7411
Stopping the Violence (STV) Counselling Program: Surrey Delta Immigrant Services Society	Provides counselling, support and outreach to immigrant women who have experienced family violence. Services offered in Cantonese, English, Hindi, Korean, Mandarin, Polish, Punjabi, Spanish, Urdu, and Vietnamese. Funded by MCAWS	Immigrant Women	1107-7330 137 th Street Surrey, BC V3W 1A3 604—597-0205
South Fraser Women's Services Society	Drop-in and resource centre for women and children. Part of the Stopping the Violence (STV) Counselling Program	Women and Children	15318 – 20 th Avenue Surrey V4A 2A2 604-536-9611
Relationship Violence Treatment Association – Stroh Healthcare Corporation	Coordinates relationship violence treatment for court-ordered male offenders on probation. Contracted by MAG	Male offenders	301-7337 – 137 th Street Surrey, V3W 1A4 604-599-4321

Spousal Abuse Program for Indo Canadian Men: Surrey Delta Immigrant Services Society	Provides group counseling for court-mandated South Asian men who have been charged with domestic assault. Funded by MPSSG	South Asian males	1107-7330 137 th Street Surrey, BC V3W 1A3 604—597-0205
DeVoRa Crisis Line: Jewish Family Service Agency	Crisi line for Jewish women experiencing domestic violence	Jewish women	604-209-1622
RespectEd: Violence and Abuse Prevention: Red Cross Lower Mainland	Provides education for individuals at risk of abuse and community leaders wanting to implement or enhance abuse prevention programs		1-888-307-7997
Samaanta (Equality)	Dedicated to ending violence in relationships and promoting women's equality in the Indo Canadian community. Information in Punjabi, Hindi and Urdu		604-526-2342
BC / Yukon Society of Transition Houses	Network of transition houses, sage homes and second stage houses in BC and the Yukon. Coordinates the delivery of Children Who Witness Abuse programs throughout BC (no frontline service)		507-475 Howe Street Vancouver, BC V6C 2B3 604-669-6943 www.bcysth.ca
Relationship Safety Project, and other programs: Family Services of Greater Vancouver	We are a not-for-profit organization dedicated to strengthening people, families and communities. We provide a diverse range of professional support and counselling services to those who are experiencing challenges in their lives. Includes programs for women who have experienced violence in relationships. Serves Surrey and Lower Mainland communities.		1616 West 7th Ave. Vancouver, BC V6J 1S5 604.731.4951 http://www.fsgv.ca/
Stepping Up @ ISS – bridging Employment Program: Immigrant Services Society of BC	Pre-employment program for immigrant and refugee women who are survivors of violence and trauma, including family violence.	Immigrant and refugee women	501-333 Terminal Avenue Vancouver, BC V6A 2L7 604-684-2561

Vancouver and Lower Mainland Multicultural Family Support Services Society	Provides culturally sensitive services to immigrant and visible minority women, children and families who are experiencing family violence. Funded by MCAWS (Stopping the Violence Program; Children Who Witness Abuse Program, and Multicultural Outreach Services Program) and MPSSG (Community-based Victim Services) and Health Canada		5000 Kingsway Plaza – Phase III 306-4980 Kingsway Burnaby 604-436-1025
BC Institute Against Family Violence	The Institute's mission is to support, co-ordinate and initiate research and education programs which promote the elimination of violence in all families	Families	Suite 551 - 409 Granville Street Vancouver, BC V6C 1T2 604-669-7055 www.bcifv.org

Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity

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

Service/ Facility	Description	Population	Contact Information
RCMP Criminal Intelligence Service Canada Surrey RCMP Criminal Intelligence Section Indo-Canadian Task Force	In general: Enforcement of federal and provincial laws pertaining to criminal and related activity. The Criminal Intelligence Section (CIS) Gang Unit of the Surrey RCMP is responsible for reducing gang activity through an effective combination of enforcement and intelligence. This is accomplished by way of developing sources, confidential and otherwise, gathering intelligence on subjects involved in gang crime activities, liaising with other police agencies, promoting a sharing of intelligence between various jurisdictions, and providing support and assistance to other sections with regards to gang related criminal activity.		Surrey RCMP 14245 - 56th Avenue Surrey, British Columbia V3X 3A2, Canada www.rcmp.gc.ca www.cisc.gc.ca http://www.surreyrcmp.ca/cis_content.shtml
Public Safety and Emergency Preparedness Canada: National Crime Prevention Strategy	The National Crime Prevention Strategy is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.		National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272 http://www.prevention.gc.ca/en/index.asp
Ministry of Public Safety and the Solicitor General	Youth Against Violence program; Safe Communities Working Group; Provincial Safe Streets and Schools Fund (MPSSG)		Enquiry BC 604 660-2421 www.gov.bc.ca
Organized Crime Agency of British Columbia	The mandate of the Organized Crime Agency of British Columbia is to facilitate the disruption and suppression of organized crime which affects all British Columbians. OCABC is governed by a Board appointed by the Attorney General		(604) 777-7800 http://www.ocabc.org/
City of Surrey Drug Crime Task Force	Taskforce works on various initiatives pertaining to local criminal activity; indirectly with (youth) gang related activity via focus on grow-ops, school-based activities		14245 – 56 th Avenue Surrey, BC V3X 3A2 www.city.surrey.bc.ca
Blockwatch	Block Watch Society partners with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety.		Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221 Fax: (604) 291-9951 blockwatch@bccpa.org Surrey Contact: Sgt. Merv Bayda, RCMP Direct: (604) 599-7696

MultiCultural Youth / Parent Outreach: Surrey Delta Immigrant Services Society	Help immigrant youth and parents overcome difficulties in their new environment, by providing public education workshops in schools and the community. Topics include communication, intergenerational conflict, racism, gangs, parenting, the school system, and community resources	Immigrant youth and parents	1107-7330 137th Street Surrey, BC V3W 1A3
Taking A Stand	Taking A Stand is an organization dedicated to encourage youth and children not to turn a blind eye to violence and crime. Web resource for information about how to deal with criminal activities; also linked to a provincial “Youth Against Violence” phone-line that aims to provide young people with a safe and confidential way to report youth crime – including gang activity.	Youth and Children	1-800-680-4264 www.takingastand.com
Institute for Safe Schools of British Columbia	The Institute for Safe Schools of British Columbia, located at the University College of the Fraser Valley, consists of an interdisciplinary team of researchers, practitioners, students, and community partners committed to providing research and resources that support the creation of safe and socially responsible schools and communities. Institute receives funding from the Ministry of Public Safety and Solicitor General and is supported by the Community Policing Services E Division of the RCMP		University College of the Fraser Valley 1-888-224-7233 www.safeschools.gov.bc.ca

Peer Support Programs to Deter Crime

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

Service/ Facility	Description	Contact Information
Public Safety and Emergency Preparedness Canada Department of Justice	Provides funding and grants via the Youth Justice Renewal Fund. Looks at alternative justice initiatives and provides financial support for community organizations that are working on Youth Justice initiatives.	180 Elgin Street, 7th floor Ottawa, Ontario K1A 0H8 www.canada.justice.gc.ca
Public Safety and Emergency Preparedness Canada: National Crime Prevention Strategy	The <i>National Crime Prevention Strategy</i> is based on the principle that the surest way to reduce crime is to focus on the factors that put individuals at risk -- factors like family violence, school problems and drug abuse. It aims to reduce crime and victimization by tackling crime before it happens.	National Crime Prevention Centre 222 Queen ST, 11th floor Ottawa, ON K1A 0P8 (877) 302-6272 http://www.prevention.gc.ca/en/index.asp
Ministry of Education Ministry of Public Safety and Solicitor General	Safe Schools initiative (MoE is lead partner on interministerial initiative); school-based initiatives, anti-bullying programs; MPSSG – Safe Schools funding via Provincial Safe Streets and Schools Fund;	Enquiry BC 604 660-2421 www.gov.bc.ca
Ministry of Children and Family Development: Surrey North Integrated Youth Services	Provides services to youth ages 13-19, including probation monitoring, outreach to youth; life skills training and other services	200-13680 105A Avenue Surrey BC V3T 2B3 604-951-5838
Ministry of Children and Family Development: Surrey South Integrated Youth Services	Provides services to youth ages 13-19, including probation monitoring, outreach to youth; life skills training and other services	200-13680 105A Avenue Surrey BC V3T 2B3 604-951-5838
ICBC	Limited funding and planning around peer group and mediation studies and programs – particularly around safe driving	http://www.icbc.com/Youth/youth_new_speakers.html

Surrey RCMP – Community Programs and Initiatives Sector; District Community Consultation Group; also Integrated Community Services; Whalley Integrated Services	Various community programs that involve peer-to-peer activities and other related approaches to crime prevention.	Surrey RCMP Detachment 14355 57th Ave., Surrey, BC 604-599-0502
TREES Program	Special education/counselling program which combines academics with family counselling and recreational activities. Referrals through MCFD. Jointly funded by the Surrey School Board and MCFD.	Bear Creek Office 202-9180 King George Highway Surrey, BC V3V 5W1
City of Surrey: Parks and Recreation Department	Anger Management and Bully Proofing courses and workshops offered as a part of P&R programming.	14245 – 56 th Avenue Surrey, BC, V3X 3A2 604-591-4011 www.city.surrey.bc.ca
Blockwatch	Block Watch Society partners with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety	Block Watch Society of British Columbia #275 - 6450 Roberts Street, Burnaby, BC, V5G 4E1 Telephone: (604) 291-9959 Ext. 221 Fax: (604) 291-9951 blockwatch@bccpa.org Surrey Contact: Sgt. Merv Bayda
Servant's Anonymous Society	Provides long-term housing, education, life-skills and employment readiness to female youths and women who are exiting the sex trade	202-17720 57th Avenue Surrey, BC V3S 1H2 604-576-1141 Fax: 604-576-1147 E-mail: sasurrey@vcn.bc.ca Web: www.sasurrey.ca

Business Supporting Business	Program of the Whalley and Cloverdale BIA's	Cloverdale BIA #202 – 17687 – 56A Avenue Surrey, BC, V3S 1G4 604-576-3155 Whalley Business Improvement Association # 300 - 10524 King George Hwy. Surrey, BC V3T 2X2 Phone: 604-580-2321
Peace Portal Alliance Church: Peace Portal Counselling Centre	Provides professional counselling services. Sliding scale from \$50 to \$90, based on client income. Serves the general public and no church affiliation is required. Counsellors hold Master or Doctoral degrees in counselling. Office is wheelchair accessible. Serves Delta, Langley, Surrey, and White Rock.	15128 27B Avenue Surrey, BC V4P 1P2 604-542-2501 Fax: 604-542-2504
Buddy / Youth Program: Surrey Delta Immigrant Services Society	Matches new immigrant youth with host youth who volunteer three or four hours a week to provide friendship, English conversation, peer support networks, information about Canada, and a bridge to local community resources. Also provides workshops, field trips and picnics, cultural events, and other group activities. Services are available in English, Punjabi, and Urdu. Funded by MCAWS.	1107-7330 137th Street Surrey, BC V3W 1A3 604-597-0205 Fax: 604-597-4299
Next Step: Sexually Exploited Youth Workers - Options Services to Community Society	Offers support services for youth. Independent Living offers one-to-one support and skill development in areas such as employment, homemaking and leisure. Can provide assessments of the skills and knowledge needed to successfully live independently. Workers provide support to sexually exploited or street-involved youth who wish to exit the street, assisting them in locating suitable housing, setting goals and achieving independence. Referrals from MCFD, community, and self.	100-6846 King George Highway Surrey, BC V3W 4Z9
Surrey Reconnect & South Surrey Reconnect: South Fraser Community Services Society	Storefront operation offers a safe place for street youth and includes shower and laundry facilities. Street youth workers are available to assist youth in moving toward a healthier and safer lifestyle. Assists in locating missing youth, provides support and lay counselling for teens, family mediation, assistance with accommodation, and information about health and education options. Serves Whalley, Newton, and Guildford. Operated in partnership with the National Homelessness Initiative	10667 135A Street Mailing address: PO Box 500 Surrey Main Surrey, BC V3T 5B7 604-589-4746
Urban Multipurpose Aboriginal Youth Project: Surrey Aboriginal Culture Society	Offers recreational, educational, social, and cultural activities that enable youth to have a link to First Nations culture, languages, and history	13629 108th Avenue Surrey, BC V3T 2K4
Battered Women's Support Services	Dating Violence Program for Women provides support and education, counselling. Serves Lower Mainland communities.	Battered Women's Support Services P.O.Box 1098 Stn. A Vancouver, BC V6C 2T1 Business: 604-687-1868 Counselling: 604-687-1867 www.bwss.org

Pacific Community Resources Society	Serves children, youth, and families in New Westminister, Surrey, and Vancouver. Services described below are grouped as follows: addiction services, education programs/alternate schools, employment programs, family/caregiver support services, and youth support services. Also offers Substance abuse peer counseling. Serves children, youth, and families in New Westminister, Surrey, and Vancouver.	#3 - 10318 East Whalley Ring Road Surrey, BC V3T 4H4 Phone: 604-951-4821 http://www.pcrs.ca/
BC Youth In Care Network Federation of BC Youth In Care Networks	The Federation of B.C. Youth in Care Networks is dedicated to the promotion and development of local groups run by and for youth in and from government care. The primary functions of these local groups are; giving support, friendship, self-help, information, and representation of youth in and from government care	#270-550 Sixth Street New Westminister, BC V3L 3B7 604-527-7762 http://www.fbcyicn.ca http://www.youthincare.ca/
Institute for Safe Schools of British Columbia	The Institute for Safe Schools of British Columbia, located at the University College of the Fraser Valley, consists of an interdisciplinary team of researchers, practitioners, students, and community partners committed to providing research and resources that support the creation of safe and socially responsible schools and communities. Institute receives funding from the Ministry of Public Safety and Solicitor General and is supported by the Community Policing Services E Division of the RCMP	University College of the Fraser Valley 1-888-224-7233 www.safeschools.gov.bc.ca

City Clean-Up Programs (Parks, Buildings)

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

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