

NO: R218

COUNCIL DATE: December 12, 2022

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **December 6, 2022**

FROM: **General Manager, Community Services**

FILE: **4710-01**

SUBJECT: **Update on Extreme Weather Response Facilities in City Centre**

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## RECOMMENDATION

The Community Services Department recommends that Council receive this report for information.

## INTENT

The intent of this report is to provide Council with an update on the City's Extreme Weather Response facilities in City Centre.

## BACKGROUND

The Provincial Extreme Weather Response ("EWR") program is intended to provide temporary shelter spaces during inclement weather events during which the health and safety of people experiencing homelessness is at risk. BC Housing funds the EWR program in Surrey. BC Housing contracts the Homelessness Services Association of BC ("HSABC") to manage the EWR program.

The winter EWR program operates over the winter months, from October 15, 2022 through April 15, 2023. EWR shelters are temporary shelters, typically operating out of churches and community agencies, that are open overnight. Guests are provided with a snack, a mat and bedding. There are no health or other services available at the sites.

A local EWR plan outlines the operating structure for the EWR, including the weather conditions or criteria for when an EWR alert is to be issued. The Surrey-White Rock Extreme Weather Response Plan defines extreme winter weather as conditions deemed severe enough to present a substantial threat to the life and/or health of individuals experiencing homelessness. Winter EWR Alerts are issued by HSABC when the following criteria are met:

- Temperatures at or below 0 degrees Celsius; and/or
- Significant snow accumulation or sleet/freezing rain conditions; and/or
- Significant windstorms that may present danger to persons living in wooded areas and/or makeshift shelters (cardboard boxes or lean-tos); and/or
- Rainfall of at least 50mm in a 24-hour period or periods of extended heavy rain creating conditions of ground saturation; and/or
- Temperatures near zero degrees with rainfall that makes it difficult or impossible for those experiencing homelessness to remain dry; and/or

- Temperatures reported as ‘feels like’ zero degrees Celsius or below with wind chill considerations; and/or
- Weather Alerts as issued by Environment Canada – wind warnings, excessive rain, snowfall warnings, storm surges in tidal areas, etc.

On November 14, 2022, Council approved the Surrey Extreme Weather Action Plan – Winter 2022/2023. Corporate Report No. CR194; 2022 is attached as Appendix “I”. When an EWR alert is issued, EWR shelters open and mats are made available and the City’s daytime supports through Parks, Recreation & Culture can be accessed as needed by our citizens. In addition, the City’s communications assist in raising awareness that an EWR alert is in effect and the supports that are available.

## DISCUSSION

The total EWR capacity in Surrey as of December 6, 2022, is 95 spaces provided at 6 locations, as outlined below.

Name	Address	Community	Operator	# of Spaces	Hours
Fleetwood Christian Reform Church	9165 - 160 St	Fleetwood	Lookout	14	7pm – 7am
Atria Shimai House	13327 – 100A Ave	City Centre	Atira (women only)	6	8pm – 8am
Pacific Community Resources Society	10453 Whalley Blvd	City Centre	PCRS (youth only)	10	7pm – 7am
Pacific Community Church	5337 - 180 St	Cloverdale	Options	25	10pm – 7am  Open every night in the winter
Mount Olive Lutheran Church	2350 - 148 St	South Surrey	Options	25	10pm – 7am  Open every night in the winter
Nightshift  Opened on December 3, 2022	10635 King George Blvd	City Centre	SUMS	15	11pm – 6:30am
<b>Total spaces as of December 6, 2022</b>				<b>95</b>	

Two additional locations (Alliance Church and Nourish Surrey) will be opening in December 2022, adding an additional 60 spaces, as shown below. By the end of 2022, there will be a total of 155 EWR spaces in Surrey.

Alliance Church Opening in December 2022	13474 - 96 Ave	City Centre	Lookout	30	Hours TBD
Nourish Surrey Opening in December 2022	13539, 13541 and 13545 King George Blvd	City Centre	SUMS	30	Hours TBD
<b>Total spaces opening in December 2022</b>				<b>60</b>	

In addition to the above, daytime warming centres are provided at several City owned facilities in Surrey and at one site in White Rock which is operated in collaboration with the City of White Rock. These sites are listed in Appendix “I”. Staff continue to work with BC Housing and other community partners to develop enhanced EWR capacity in all neighbourhoods in Surrey.

## SUSTAINABILITY CONSIDERATIONS

The City’s Extreme Weather Response supports the objectives of the City’s Sustainability Charter 2.0. In particular, the EWR relates to the Sustainability Charter 2.0 themes of Inclusion and Public Safety. Specifically, the opening of two new facilities supports the following Desired Outcomes (DO”) and Strategic Directions (“SD”):

- Social Infrastructure and Innovation DO24: Surrey has a strong social infrastructure that supports the needs of its diverse and growing population.
- Social Infrastructure and Innovation DO25: Surrey has a culture of collaboration and innovation to solve complex social problems.
- Emergency Preparedness and Prevention DO6: Surrey has proactive and coordinated emergency prevention measures in place, and can effectively deal with emergencies that arise.
- Community Safety and Emergency Services SD3: Ensure programs, policies and initiatives exist along the public safety continuum, and support the entire community.

## CONCLUSION

Given the inventory challenges in our region due to year-round weather extremes, there is a need for enhanced capacity to provide respite and staff will continue to explore further options in the future.

Terry Waterhouse  
General Manager, Community Services

Appendix “I”: Corporate Report No. CR194; 2022

## CORPORATE REPORT

NO: R194

COUNCIL DATE: Nov 14, 2022

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### REGULAR COUNCIL

TO: Mayor & Council DATE: November 7, 2022

FROM: General Manager, Community Services FILE: 4710-01  
General Manager, Parks, Recreation & Culture  
Fire Chief, Emergency Planning Coordinator  
Chief Librarian  
Acting General Manager, Planning & Development

SUBJECT: Surrey Extreme Weather Action Plan – Winter 2022/2023

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### RECOMMENDATION

The Community Services Department, Parks, Recreation & Culture Department, Planning & Development Department, Surrey Libraries and Surrey Fire Services recommend that Council receive this report for information.

### INTENT

The intent of this report is to update Council on the City's preparations for extreme weather during winter 2022/2023.

### BACKGROUND

In June 2022, Council approved the Surrey Extreme Weather Action Plan (the "Action Plan"). Corporate Report No. R127; 2022 is attached to this report as Appendix "I". The Action Plan coordinates responses to cold, heat and smoke to ensure our residents are adequately informed year-round of risks and required actions to prepare for and protect themselves during extreme cold, heat and smoke events. The Action Plan provides details on the ongoing awareness communications and provides a matrix outlining the criteria that triggers each alert level and the actions that the City will take at each level.

The Provincial Extreme Weather Response ("EWR") program is intended to provide temporary shelter spaces during inclement weather events in the winter, during which the health and safety of people experiencing homelessness is at risk. BC Housing funds the EWR program in Surrey. BC Housing contracts the Homelessness Services Association of BC ("HSABC") to manage the EWR program.

The winter EWR program operates over the winter months, from October 15, 2022 through April 15, 2023. EWR shelters are temporary shelters, typically operating out of churches and

community agencies, that are open overnight. Guests are provided with a snack, a mat and bedding. There are no health or other services available at the sites.

A local EWR plan outlines the operating structure for the EWR, including the weather conditions or criteria for when an EWR alert is to be issued. The Surrey-White Rock Extreme Weather Response Plan defines extreme winter weather as conditions deemed severe enough to present a substantial threat to the life and/or health of individuals experiencing homelessness. Extreme Weather Alerts are issued by HSABC when the following criteria are met:

- Temperatures at or below 0 degrees Celsius; and/or
- Significant snow accumulation or sleet/freezing rain conditions; and/or
- Significant windstorms that may present danger to persons living in wooded areas and/or makeshift shelters (cardboard boxes or lean-tos); and/or
- Rainfall of at least 50mm in a 24-hour period or periods of extended heavy rain creating conditions of ground saturation; and/or
- Temperatures near zero degrees with rainfall that makes it difficult or impossible for those experiencing homelessness to remain dry; and/or
- Temperatures reported as 'feels like' zero degrees Celsius or below with wind chill considerations; and/or
- Weather Alerts as issued by Environment Canada – wind warnings, excessive rain, snowfall warnings, storm surges in tidal areas, etc.

## DISCUSSION

As winter 2022/2023 approaches, the Action Plan, attached as Appendix "II", ensures we are proactive in monitoring for extremes of weather and are prepared to work with partners to provide necessary supports.

When an EWR alert is issued, EWR shelters open and mats are made available and the City's daytime supports through Parks, Recreation & Culture can be accessed as needed by our citizens. In addition, the City's communications assist in raising awareness that an EWR alert is in effect and the supports that are available.

### Current EWR Shelter Capacity

The total EWR capacity in Surrey for the 2022/2023 EWR season will be 140 spaces provided at seven locations across Surrey. Six of the sites have been confirmed by HSABC and inspected by Surrey Fire Services. The Nourish Surrey site is currently being renovated and will be available in late 2022 or early 2023.

Name	Community	Operator	# of Spaces	Hours
Pacific Community Church	Cloverdale	Options	25	10pm – 7am
Pacific Community Resources Society ("PCRS")	City Centre	PCRS (youth only)	10	7pm – 7am
Fleetwood Christian Reform Church	Fleetwood	Lookout	14	7pm – 7am

Atria Shimai House	City Centre	Atira (women only)	6	8pm – 8am
Mount Olive Lutheran Church	South Surrey	Options	25	10pm – 7am
Alliance Church	City Centre	Lookout	30	9:30pm-7:30am Closed Saturday Nights
Nourish Surrey	City Centre	SUMS	30	Site is under construction and will be opening late 2022 / early 2023
<b>TOTAL</b>			<b>140</b>	

BC Housing has offered to provide funding to Options Community Services to enable the Pacific Community Church and the Mount Olive Lutheran Church sites to be operated as Temporary Winter Shelters. Unlike EWR shelters that open only on nights when an EWR Alert is in effect, Temporary Winter Shelters open every night over the winter. Given this enhanced use, Temporary Use Permits authorized by Council will be required and building improvements may be required to allow the Temporary Winter Shelters to operate at the church sites.

### Daytime Warming Spaces

BC Housing’s EWR Program does not provide funding for daytime warming centres that are opened during EWR alerts. The following City facilities will provide a safe and welcoming space during EWR alerts:

Name	Address	Community
Cloverdale Recreation Centre	6188 – 176 Street	Cloverdale
Clayton Community Centre	7156 – 187A Street	Cloverdale
Museum of Surrey	17710 – 56A Avenue	Cloverdale
Surrey Sport and Leisure Complex	16555 Fraser Highway	Fleetwood
Fleetwood Community Centre	15996 – 84 Avenue	Fleetwood
Fraser Heights Recreation Centre	10588 – 160 Street	Guildford
Newton Recreation Centre	13730 – 72 Avenue	Newton
South Surrey Recreation & Arts Centre	14601 – 20 Avenue	South Surrey
Grandview Heights Aquatic Centre	16855 – 24 Avenue	South Surrey
Chuck Bailey Recreation Centre	13458 – 107A Avenue	City Centre

Guildford Recreation Centre	15105 – 105 Avenue	Guildford
Surrey Libraries - City Centre Branch	10350 University Drive	City Centre
Surrey Libraries - Clayton Branch	7155 187A Street	Cloverdale
Surrey Libraries - Cloverdale Branch	5642 176A Street	Cloverdale
Surrey Libraries - Fleetwood Branch	15996 84 Avenue	Fleetwood
Surrey Libraries - Guildford Branch	15105 105 Avenue	Guildford
Surrey Libraries - Newton Branch	13795 70 Avenue	Newton
Surrey Libraries - Ocean Park Branch	12854 17 Avenue	South Surrey
Surrey Libraries - Port Kells Branch	18885 88 Avenue	Guildford
Surrey Libraries - Semiahmoo Branch	1815 152 Street	South Surrey
Surrey Libraries - Strawberry Hill Branch	7399 122 Street	Newton

The listed Parks, Recreation, & Culture facility hours may be expanded from 7:30 am until 7:00 pm dependant on operational feasibility and community need.

Library branches are generally open from 9:30 am to 8:00 pm on weekdays, and 10:00 am to 5:00 pm on weekends. Hours may be expanded based on operational feasibility and community need.

In addition to the above, the City is collaborating with the City of White Rock to operate a daytime warming centre in Centennial Park (south side of 16 Avenue/North Bluff Road). This location borders Surrey and White Rock and will support vulnerable members of the population in this area. This centre will be in operation from November 1, 2022 to March 31, 2023, during days that are zero degrees or cooler, or during periods of other extreme weather conditions.

### **Communication Plan**

The City’s Corporate Marketing and Communications Division prepares a communications plan quarterly to proactively prepare for extreme weather communications support and emergency preparedness in the community including preparing key messaging and relevant content across various city communication channels. Communication material is aligned with the EWR program funded by BC Housing and includes ongoing use of social media, web, and e-News for updates as well as fact sheets or tips to help stay warm or safe.

During an extreme weather event, a web presence will be established to effectively ensure awareness on how the public is able to access civic facilities. Other communications include posters, advertising, and brochures alongside in-facility and on-street communications and signage. Information will include guidance on how to use the Surrey Fire Services “Alertable” emergency notification system for residents to sign up to receive emergency alerts from the City



during a critical incident or extreme winter weather. Travel advisories and city response and service level adjustments operationally during severe winter weather events are also incorporated into the communications planning.

### Future Actions

Staff will be seeking to work with BC Housing and any interested party seeking to operate as a Temporary Shelter in 2023/2024 this summer in an effort to ensure that all required permits and building improvements are completed before the 2023/2024 EWR season.

### SUSTAINABILITY CONSIDERATIONS

The Surrey Extreme Weather Action Plan supports the objectives of the City's Sustainability Charter 2.0. In particular, the Action Plan relates to the Sustainability Charter 2.0 themes of Inclusion and Public Safety. Specifically, the Action Plan supports the following Desired Outcomes (DO") and Strategic Directions ("SD"):

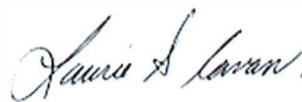
- Social Infrastructure and Innovation SD20: Foster a culture of collaboration and the generation of new ideas and methods for solving complex social issues.
- Social Infrastructure and Innovation DO24: Surrey has a strong social infrastructure that supports the needs of its diverse and growing population.
- Social Infrastructure and Innovation DO25: Surrey has a culture of collaboration and innovation to solve complex social problems.
- Emergency Preparedness and Prevention DO6: Surrey has proactive and coordinated emergency prevention measures in place, and can effectively deal with emergencies that arise.
- Community Safety and Emergency Services SD3: Ensure programs, policies and initiatives exist along the public safety continuum, and support the entire community.

### CONCLUSION

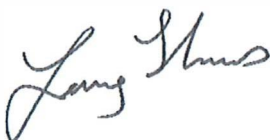
With extreme weather as a risk for the health and well-being of people experiencing homelessness in Surrey, it is recommended that Council receive the Surrey Extreme Weather Action Plan – Winter 2022/2023 for information.



Terry Waterhouse  
General Manager  
Community Services



Laurie Cavan  
General Manager  
Parks, Recreation & Culture



Larry Thomas  
Fire Chief, Emergency Planning Coordinator



Jeff Arason, P. Eng.  
Acting General Manager,  
Planning & Development





Surinder Bhogal  
Chief Librarian

**Appendices available upon request**

Appendix "I": Corporate Report No. R127; 2022

Appendix "II": Surrey Extreme Weather Action Plan

[https://surreybc.sharepoint.com/sites/community.services.hub/gm admin/corporate reports/2022/final/11 nov 14/surrey extreme weather action plan winter 2022-23.docx](https://surreybc.sharepoint.com/sites/community.services.hub/gm%20admin/corporate%20reports/2022/final/11%20nov%2014/surrey%20extreme%20weather%20action%20plan%20winter%202022-23.docx)  
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