



Surviving the Night

**Night-time Safety and Service Needs
of Vulnerable Women and Girls in Surrey**

September 2019

About the Surrey Vulnerable Women and Girls Working Group

The Surrey Vulnerable Women and Girls (SVWG) Working Group formed in 2013 in response to the brutal murder of Janice Shore on the street in Whalley in 2013. The purpose of the SVWG is to collaboratively understand the challenges and needs of vulnerable females in Surrey and find workable solutions.

The following organizations are represented on the SVWG Working Group:

- Atira Women's Resource Society
- BC Housing
- BC Ministry of Children and Family Development
- City of Surrey – Community Safety & Social Planning
- DIVERSEcity Community Resources Society
- Elizabeth Fry Society
- Fraser Health Authority – Surrey Mental Health and Substance Use Services
- Lookout Housing and Health Society
- Nightshift Ministries
- Options Community Services
- Pacific Community Resources Society
- Public Safety Canada
- Surrey RCMP
- Surrey Women's Centre
- YWCA

SVWG Executive Committee

- Bonnie Moriarty, Co-Chair, Elizabeth Fry Society
- Michelle Shaw, Co-Chair, Pacific Community Resources Society
- Shannon Formo, Surrey Women's Centre
- Maura Gowans, Atira Women's Services
- Aileen Murphy, City of Surrey, Social Planning
- Kristin Patten, City of Surrey, Social Planning
- Colleen Kerr, City of Surrey, Community Safety
- Tammi Harrison, Administrative Support, Pacific Community Resources Society

Other SVWG Reports

- In Their Own Words (2015)
- I never thought it would happen to me: Opioid Dialogues with Women and Girls in Surrey (2018)

Acknowledgments

- Michelle Ninow, M. Ninow Consulting, conducted the project and prepared the report for the SVWG.
- Funding for the project was provided by a City of Surrey Council initiated grant.

For more information on SVWG visit: surrey.ca/socialplanning

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Executive Summary

The Surrey Vulnerable Women and Girls Working Group (SVWG) is a collaborative group of community and government agency representatives who have a shared commitment to supporting and advocating on behalf of vulnerable women and girls in Surrey.

Since its inception in 2013, the SVWG has taken an evidence-based approach to understanding the unique issues associated with street-engaged women and girls. The group has commissioned community-based research and convened stakeholder forums. The SVWG's projects have all engaged women and girls with lived experience.

In 2019, the SVWG's efforts have focused specifically on the night-time safety and service needs of vulnerable women and girls in Surrey. A survey of street-engaged women and girls who are or have been involved in the sex trade, and a community stakeholders' forum, were undertaken to highlight the issues.

Who are Surrey's Vulnerable Women & Girls?

The women and girls who shared their experiences and perspectives were:

- 14 to 60 years of age;
- Over 40% identified as Indigenous;
- Majority are homeless or live in supportive housing;
- 80% consider Surrey as their home; and
- All are or have been involved in the sex trade.

What are Service Providers Observing?

The project revealed some concerning trends related to vulnerable women and girls that included:

- Youth sex work is primarily occurring indoors so it is less visible; youth in the Central City area "disappear" after midnight;
- A significant number of vulnerable youth are in government care or coming into care;
- Service providers are observing increasing numbers of younger youth (11-14 years) with complex trauma, mental health and substance use issues;
- Increasing numbers of South Asian girls are becoming street-engaged;
- High levels of stigma for street-engaged women persists in Surrey; and
- Service providers are observing higher numbers of women who do not speak English (typically from South Korea and Vietnam) who may be victims of trafficking.

Recommendations

- Increase funding for mobile service vans to enable night-time service, adequate staffing, supplies and maintenance;
- Open separate night-time drop-ins for vulnerable women and vulnerable youth in Surrey Central;
- Develop a Safety App for Surrey for use by women and youth doing indoor sex work; and
- Develop more women-only shelter and housing in Surrey across the housing continuum.

**Women are
losing children
if they cannot
find housing.**
We need more housing
for families.

2019 Forum Participant

Introduction

We need somewhere to sit inside where we won't be kicked out.

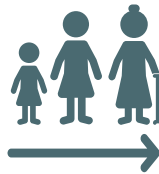
2019 Youth Survey Respondent

This document provides a report on research conducted with vulnerable women and girls in Surrey about night-time safety and service needs. It also provides a summary of a subsequent forum about the night-time safety and service needs of vulnerable women and girls in Surrey, held on June 18, 2019. This document concludes with key findings and recommendations.

The SVWG commissioned the research project to better understand what vulnerable women and girls in Surrey need at night-time. Michelle Ninow, Social Planning consultant of M. Ninow Consulting was hired by the SVWG to conduct the research and plan the forum.

The purpose of this project was to provide an update on the research work conducted by the SVWG Working Group in 2015, entitled "In Their Own Words," which was an investigation of the needs and challenges faced by vulnerable women and girls in Surrey. The Working Group wanted to hear directly from women and girls with lived experience and to understand night-time safety and service needs in particular.

Women and Girls
Who Shared
Their Perspectives
and Experiences



14-60 years of age.



80% considered Surrey home.



Majority were homeless
or in supportive housing.



Over 40% identified
as Indigenous.



All are or have been
involved in the sex trade.

Methodology

Interviews

In May 2019 the SVWG Working Group developed a survey and conducted it with 36 girls and women through interviews and a focus group. The survey took approximately 10 minutes to complete and survey respondents were given a \$10 gift-card honorarium for participating. A copy of the survey tool can be found in the Appendix.

The surveys were conducted in 4 locations:

- On the Surrey Women's Centre's SMART Van as it covered a regular route through Surrey on a Tuesday night in May. When van staff identified a woman who was interested in participating in the survey they were invited onto the van where the survey was conducted.
- At Atira's Shimai House, a women's low barrier transition house, where the survey was conducted as a focus group.
- At Atira's Little's Place, a supportive housing facility, where women were interviewed individually.
- At the Pacific Community Resources Society's (PCRS) Surrey Central Youth Hub where young women participating in the Stop Exploiting Youth (SEY) Program were interviewed by staff.

The respondents ranged in age from 14 to 60. Over 40% identified as Indigenous. The majority are homeless or living in supportive housing. 80% of the respondents identify Surrey as their home community. All are (or have been) street engaged and many are involved in sex work.

Forum

The Forum on the Night-time Service Needs of Vulnerable Women and Girls was held on June 18th at Surrey City Hall. Approximately 50 people attended, primarily representatives from the non-profit social service sector and government.

The half day Forum included a presentation on the preliminary research findings and a panel discussion involving key service providers in Surrey.

A facilitated discussion (notes are in Appendix 2) focused on the following four questions:

- Who is out at night and what types of services do they need? Are different types of services needed for different populations?
- What is working for women and girls in Surrey now? How can we build on those assets?
- What will prevent women and girls from using the services? How could we make the services accessible and effective?
- What are the challenges associated with developing and operating more night-time services for women? Do you have any solutions to suggest?

**I need a safe place
to sleep –
I walk around at night
to stay awake.**

2019 Survey Respondent

Who is Out at Night?

We need more permanent housing for women. They want to send me to Vancouver for housing. I don't want to leave Surrey.

2019 Youth Survey Respondent

Service providers identified specific population groups who tend to be out at night in Surrey and who require a range of services. They include women:

- Involved in survival sex work and who may be dealing with substance use, mental illness, and homelessness.
- Recently released from treatment, hospital, and Corrections who may have no place to live.
- Fleeing domestic violence, including new immigrants who may not know where to turn, find themselves on the street at night.
- Senior women who have lost their housing to redevelopment and cannot afford to rent a new place.
- Indigenous women continue to be disproportionately represented on the street as well.

Service providers reported that there are also many youth on the street at night in Surrey. They include:

- Youth aged 19-22 who are transitioning out of government care.
- Young women and girls who are involved in the sex trade.
- LGBTQ youth who may be experiencing violence at home, including transgender youth who may be particularly vulnerable.
- International students who may not speak English and who may be sexually exploited.
- Street entrenched youth including those struggling with FASD and developmental disabilities.



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AMBULANCE

63546

BCEHS

What are the Trends?

When the Youth Hub closes at 6pm there is nowhere to send young people.

2019 Forum Participant

The following trends were identified by service providers at the Forum:

Trends Associated with Vulnerable Girls in Surrey

- Youth service providers are seeing increasing numbers of younger youth (11 – 14 years) with complex trauma and mental health/substance use issues. It is challenging to provide support to this age group.
- Many are chronically missing girls; service providers need to partner more closely with the RCMP which often locates the girls. Mental health and substance use are often involved (girls and/or family members).
- Many youth have disengaged from services and relationship building is key to re-engaging with them. Many will likely have a long standing need to access services.
- Increasing numbers of South Asian girls are becoming street engaged.
- Youth sex work is now occurring primarily indoors and is less visible.

- Youth are in the Central City area from 105A to City Centre SkyTrain Station. They typically “disappear” after midnight.
- Half of the youth served are in government care or coming into care.

Trends Associated with Vulnerable Women in Surrey

- There are more women doing sex work who do not speak English, typically from South Korea and Vietnam. They may be victims of trafficking.
- High stigma for street-engaged women persists in Surrey.
- Fire Department and Fraser Health have been systematically inspecting recovery houses for fire safety; conditions are improving as a result. However, boarding houses are popping up and they do not have the same regulations as regulated recovery houses.



What Services are Available at Night?

Current Service Usage

Survey respondents indicated that they are currently using the following services at night-time in Surrey:

- Mobile service vans – operated by the Surrey Women’s Centre and Atira Women’s Resource Society.
- SafePoint Safe Consumption site.
- Opioid Prevention Sites at the 3 temporary supportive modular housing sites in City Centre (usually only open to residents of the housing).
- Shimai House & Little’s Place operated by Atira.
- Surrey Urban Mission overnight shelter.
- Public Transit.

Service providers identified these additional services for vulnerable women and girls in Surrey:

- The PCRS Youth Hub in Surrey Central is used extensively until it closes at 6 pm on Tuesdays and Thursdays and 4:30pm on Mondays, Wednesdays and Fridays.
- Outreach Teams – which operate mostly during the day except for the RCMP Surrey Mental Health Outreach Team (which operates until 1am).
- Women’s shelters including Cynthia’s, Sheena’s, Maxxine Wright and Transition to New Beginnings.
- Extreme Weather Response shelters for women that operate in winter.
- Embrace Clinic and the Fraser Health Forensic Nurse (during the day).
- Libraries.

Current Night Time Services Descriptions

SMART Van

Operated by the Surrey Women’s Centre, the van offers free harm reduction supplies, bad date reporting, snacks and drinks, referrals to services, assistance in crisis situations, and a friendly face at night. The van is out on the streets up to 5 nights a week from 10pm until 2am.

Atira Drop In

Similar to Sister Space in Vancouver – this is a safe space to use substances for women only. Open 12pm to 8pm.

Surrey Mental Health Outreach Team

Operated by the RCMP, this team responds to clients who have contact with the police and who are dealing with mental health, homelessness and substance use. Operates until 1am daily.

SafePoint Consumption Site

Fraser Health and Lookout Society offer a supervised drug injection location for substance users. It is open from 7am to 1am daily.

Surrey Mental Health and Substance Use Urgent Care Response Centre

The centre provides a central point of access for adults who are experiencing urgent mental health and substance use concerns and who voluntarily seek and require urgent care but do not require hospitalization. The Centre is open 7:30am to 11:30 pm daily.



 **atira**
PHYSICIAN ASSISTANT SERVICES

**MAXXINE WRIGHT
PLACE**

**13733, 92nd Avenue
13739, 92nd Avenue**

13733

How is Safety Perceived?

Night-time Safety in Surrey

When survey respondents were asked about their perceptions of safety in Surrey at night-time, most replied that they felt safest in the areas where they spent the most time and less safe in neighbourhoods that they did not know as well.

Womens' feelings of safety outside at night were influenced by lighting; they tend to stay away from unlit places like back lanes and parks at night.

Some respondents talked about staying away from the places where they have had bad experiences such as being attacked and assaulted. And while they said it felt safer to be outside around other people, they did talk about trying to stay away from people they identified as "drug dealers, volatile people, and gang members".

What is a Safe Place?

We asked survey respondents to describe a safe place. What characteristics do they look for when determining safety? They identified the following:

- It is a place that feels like a community where you know the people there. It is a relaxed and friendly space, preferably indoors.
- The people working there are attentive and the place is well staffed. They know who you are; they have personal connections with clients.

- There are people around to help when you need it – they watch out for you.
- There are female workers to work with women.
- They support and accept sex workers and there is no stigma associated with what people are doing.
- The facility is well maintained and clean. It is secure – and there is no theft of belongings.
- There are phones available when you need them.

What is a Safe Place in Surrey?

We asked the survey respondents what locations they feel are safe in Surrey and where they like to hang out at night. They identified the following locations:

- Services such as Atira's Shimai House and Little's Place, Opioid Prevention Sites at Lookout's temporary modular housing, and the Front Room were all mentioned. (note: The Front Room Drop-in, operated by Lookout Society on 135A Street was closed in June 2018.)
- Public spaces such as the mall and some park locations were mentioned.
- A variety of street locations were also mentioned.
- SafePoint Consumption Site.



What is Needed?

How can we use daytime services to build more safety at night-time?

2019 Forum Participant

Vulnerable women and girls in Surrey identified the following service needs:

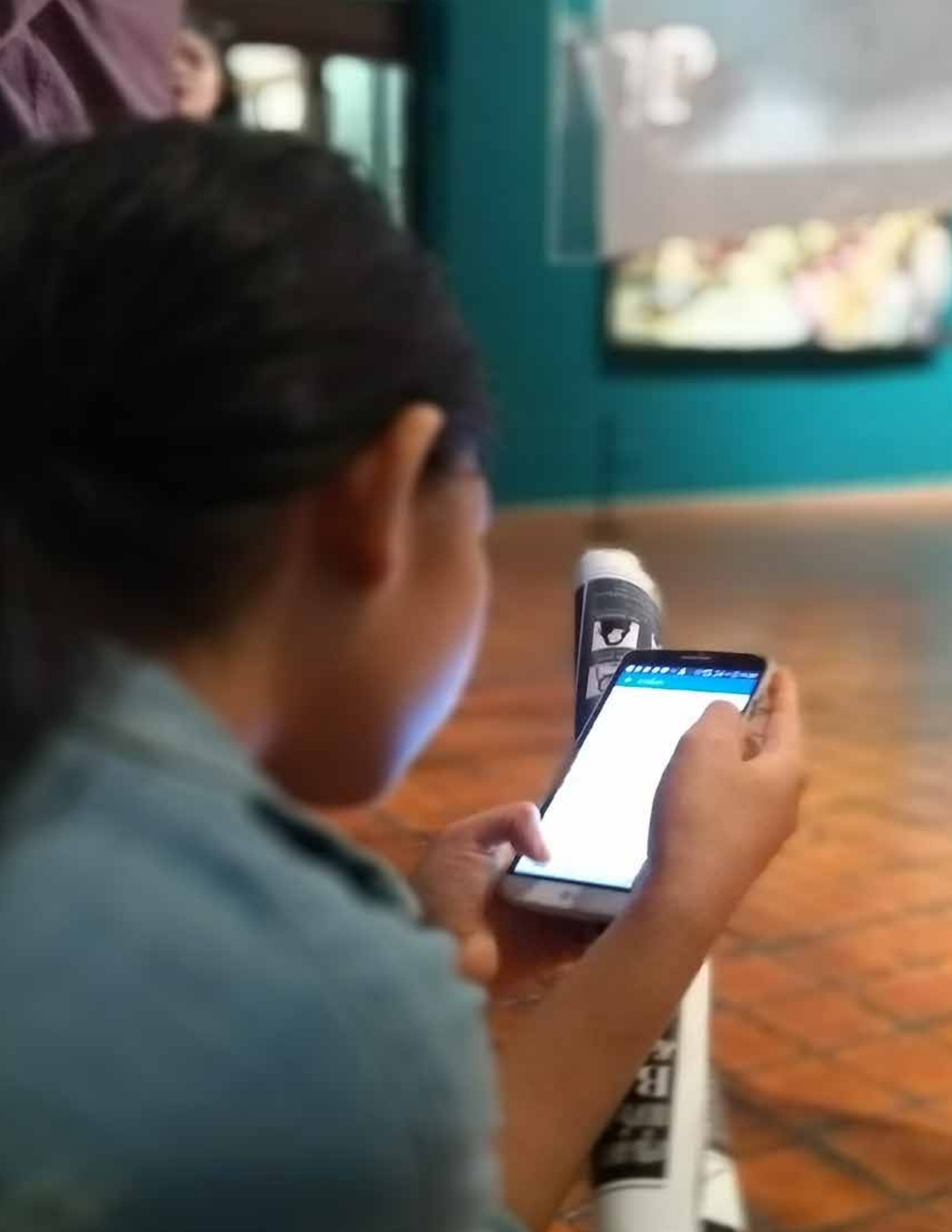
- Access to the mobile service vans every night of the week. Vans should operate all night long (at least until 5am) not just until 2am.
- A Drop-In for vulnerable women that is open all night with showers, washrooms, laundry and storage. The drop-in could also provide food, clean clothes, harm reduction supplies and Naloxone, connections to community services and resources. Women could also potentially access basic medical services. It would also be a safe place to go in a crisis situation.
- Youth also need a safe place to go at night (like a drop in) where they won't get kicked out, and where there are support workers who can help them access community resources.
- More low barrier shelter or drop-in beds for women.

Service providers noted the following additional night-time needs at the Forum:

- Mobile medical services and trauma counseling.
- More lower barrier transition house beds needed – Atira's Shimai House is always full.
- More affordable housing for women coming out of supportive services.

- More low barrier housing for youth and women.
- Abstinence-based housing which supports recovery for women.
- An App or a safety beeper for youth doing indoor sex work.
- A 24 hour Opioid Replacement Therapy/ Opioid Agonist Therapy Clinic.
- Fast track access to services including Income Assistance with a Ministry worker to assist at night-time.
- More time spent by service providers transitioning youth 16-24 to adult services and supports, even at night-time.
- Improved access to telephones and transportation.
- Night-time outreach workers for youth and adults.

When we asked survey respondents when they felt night-time services would be needed in Surrey most said that services are needed between 10pm and 5am at a minimum, potentially extending to 7am when possible. The timing may vary depending on the season – with longer availability during the long dark nights in winter.



What are the Challenges and Solutions?

There are not enough places open at night - we need drop ins at night for safety.

2019 Youth Survey Respondent

The following challenges and barriers to accessing services were identified by vulnerable women and girls and service providers, along with potential solutions:

- Surrey is a large community and **transportation** is a consistent challenge. If a service is located in the wrong geographical area, it may not be accessed by the people who need it. Surrey needs services in various places where vulnerable women and girls are located at night. Also, if the location is not perceived as safe then vulnerable women and girls may not access it.
- Vulnerable women and girls face **stigma** when they try to access services in places like the hospital or medical clinics. This is especially the case when in withdrawal or dealing with a mental health crisis. Staff training is needed to provide non-judgemental care.
- Need supports for staff and regular connections between service providers.
- Co-ed services may not work for some women because of trauma they may have experienced. There needs to be **women-only options**. Trauma informed practice is also important.
- Vulnerable women and girls may not be able to access services during standard operating hours. Essential services, related to health and well-being, need to be **offered at night**.
- **Age appropriate services** are essential. Youth and adult services cannot be combined. However, it is not appropriate to turn away youth from adult services without having accessible youth services in place.
- Challenges with language barriers and cultural awareness may alienate those who need the services the most. Services need to ensure that they are **culturally safe**, especially for Indigenous women and youth.
- Services must be **low barrier** – with no complicated intake process needed.
- Women who have pets or belongings with them will have to be accommodated. **Storage and pet areas** are needed.
- Youth especially may not want to identify as needing services. **A sensitive approach to service provision** is required.
- Services must be **consistent and regular** so that they can be trusted.

1

Increase Funding for the Mobile Service Vans

2

Open Women's Night-Time Drop-In in Surrey Centre

3

Open Youth Night-Time Drop-In in Surrey Centre

4

Foster Relations Between Day and Night Service Providers

5

Develop Safety App for Surrey

6

Provide Staff Sensitivity Training

7

Develop More Women Only Housing Facilities

8

Ensure Peer Counseling and Peer Services Available

9

Ensure Services are Available for Women Who Want to Access with their Partners

Recommendations

These recommendations have been developed for all levels of government and other funders of services in Surrey.

- 1. Increase funding to the non-profits operating mobile service vans in Surrey (Surrey Women's Centre and Atira Women's Resources) to ensure coverage throughout the night (10pm to 5am) 7 nights a week.** Funding would have to be provided at a level to ensure adequate staffing levels and expertise through the night, along with food and supply costs, and van maintenance and operation.
- 2. Open a night-time Drop-In for vulnerable women in central Surrey.** It should have space for relaxing and eating, as well as quieter space for napping and private conversations. Washroom, shower, phone charging and laundry facilities are required to meet immediate needs. Potentially include access to medical services, connection to services such as income assistance, counseling and Opiate Replacement Therapies (ORT) and Opiate Antagonist Therapies (OAT).
- 3. Open a separate night-time Drop-In for youth in central Surrey (or extend the hours of the existing daytime Drop-In for youth) with similar facilities as the women's drop-in.** Ensure adequate support workers and peer support workers are available to work with youth when they arrive. Support youth in transition from government care.
- 4. Support communication and collaboration between daytime and night-time services and service providers in Surrey.** This can be achieved through regular meetings, online communication, accessible contact information, and an up-to-date inventory of services for vulnerable women and girls.
- 5. Develop a Safety App for Surrey at night-time, especially for women and youth doing indoor sex work.**
- 6. Promote the importance of adequate and ongoing staff training** in addressing stigma, trauma informed practice, anti-oppression, cultural awareness and cultural safety, and working with Indigenous women.
- 7. Develop more women-only shelter and housing in Surrey** for all types of need on the housing spectrum including, but not limited to, low barrier/harm reduction and abstinence-based options.
- 8. Ensure that peer counseling and peer services are available.** This approach has been proven highly effective when working with vulnerable populations who are reconnecting with services.
- 9. While seeking to provide adequate women-only services, ensure that women who wish to access services and supports with their partners are able to.**

I feel safe when there
are other women
around and police
presence is okay too.
I know some people
don't like the cops but
I am okay with them
being around.

2019 Survey Respondent

Appendix 1: Survey Questions

Survey: Surrey at Night-Time for Women and Girls

The SVWG Working Group wants to understand what women and girls who are out at night in Surrey need for their safety and well-being. Thank you for agreeing to answer a few questions.

- On a scale 1-5 (where 1 is least safe and 5 is most safe) how safe do you feel outside in Surrey at night-time?
- Are there places in Surrey that you avoid at night because they are dangerous? Can you explain what makes them dangerous?
- Where do you like to hang out at night-time in Surrey? Why do you like these locations?
- What does a safe environment or service look like for you?
- What services do you currently access during the night in Surrey?
- What time during the night would you like to be able to access these services? Where is the best location for services to be located?
- What services do you think are missing in Surrey at night-time?
- Do you have experience with night-time services for women in other communities? If yes, what did you find helpful?
- Do you have any other comments about night-time services in Surrey?

Optional Questions

- What is your age?
- Do you identify as Aboriginal/Indigenous?
- Do you have a home/or place that you pay rent for?

We need
somewhere
to sit inside
where we won't be
kicked out.

2019 Youth Survey Respondent

Appendix 2: Forum Notes

Forum on Night-time Services for Women and Girls in Surrey

World Café Notes

Questions

1. Who is out at night and what types of services do they need? Are different types of services needed for different populations?

Who is out at night?

- The majority are sex workers (lose their bed due to curfew) or “street engaged” (substance use, homeless, mental illness – the very vulnerable)
- Missing youth
- Perpetrators – predatory pimps and johns (may have check-ins with their workers)
- Street level dealers (women are involved); significant other/partner will use women
- LGBTQS – young transgendered – especially vulnerable; experiencing violence at home so the street is safer
- FASD – may think it is cool to be out on the street
- International students – being exploited; staying at “relatives” houses and used for the sex trade; women given an opioid and transferred to the sex trade – newcomer
- Women recently released from treatment, hospital, recovery house for noncompliance
- Women exiting Corrections – if they have nowhere to go they will return to the sex trade
- Street entrenched youth- not necessarily missing
- Young adults 19-22 years; still connected to youth services and youth peers
- Senior women losing housing due to redevelopment – housing unaffordable/lower income

- New immigrants and refugees
- Murdered and missing Indigenous women – many were hitchhiking; women going out at night and not having transportation home
- Women who have moved from another community – displaced, unsafe – safety net might not be safe
- Women fleeing domestic violence and new to the country; violence escalates and the women wander around and do not know where to go

Different types of services needed:

- What daytime services can help women at night?
- Resources/information – advice on where to look on the Internet
- Drop-In 24 hours – showers, laundry, storage of belongings; besides Shimai there is no drop-in – need more services
- Fast track access to services (vs having to go through the referral process/wait list)
- Ministry person to help apply for Income Assistance at night-time
- Spaces for couples to come indoors and access service together
- People with “lived experiences” providing service – often better able to provide services; e.g. in Hospital a navigator with lived experience
- Youth need a place to live/open service-continuum of care – meet youth where they are at.
- Vans – would be good if outreach people get off van and go into parks (youth in Holland Park)
- Cross collaboration – how service providers work together
- Barrier to SMART Van – doesn’t ask youth’s identity
- Phones and transportation are a gap
- Drop-In to de-stress
- Culture and community is available at night
- Youth – when the youth hub closes at 6pm there is nowhere to direct people

- Public washrooms – to clean up, make up and sanitary supplies
 - Summer – water (there were water fountains on the strip but the drug dealers took over – switched to water bottles)
 - Young girls and boys are doing sex indoors – is there something you can give them – e.g. a beeper – like the Fraser Health App for people using drugs
 - 24 hour OAT clinic
 - Outreach – van (harm reduction) – expanded hours for existing vans
 - Harm reduction
 - Awareness among population – transitioning youth from care (16-24) – trend of kids with disabilities – work with them to connect to resources
 - Drop In/Safe space – specifically for sex workers with showers and food; 1 for adults and 1 for youth open day and night
 - Shelters – accessible to needs – too much criteria that people don't use e.g. curfews
 - Medical services – mobile nurse practitioner
 - Car 67 (mental health nurse and RCMP) can come to any mental health incident, expedite to ER, can connect to ACT/ICM
 - Mobile trauma counselling
 - Food on van – safe space
 - Bad Date Report – Red Light – putting a list of resources that exist in Surrey
 - For young people City Centre is the hub.
 - Sex workers – the majority are in City Centre (105/132) and 70th and King George Boulevard
 - Best served in City Centre
 - Need a space for women to work out of (at Little's you have to be a resident – not for youth)
 - PCRS – first response outreach addictions team – this program is funded by Fraser Health – but will be cut and it will be a gap.
 - The funding has been allocated to 20 bed treatment centre in Chilliwack for 13-18 year olds (open in March)
 - Need treatment of trauma
 - Safe permanent supply of drugs – no exploitation- take away the dealers
2. What is working for vulnerable women and girls in Surrey now? How can we build on those assets?
- Existing services (PCRS, vans, Maxx Wright – but often full)
 - Building relationships
 - Location of youth hub close to where youth are – easy access to Skytrain; but a bit removed so there is a sense of safety – we need this for a women's drop in
 - Outreach teams are out every day – familiar faces/consistency/ harm reduction supplies – nit asking the youth for anything
 - SMART/ Atira vans directing services to shelters
 - Shimai works great but need somewhere to go after; there is no affordable housing even with income supports
 - Cynthia's, Sheena's, Transition to New Beginnings – people are staying longer/ going shelter to shelter
 - Existing shelter/ housing services are full – women want to access – need more housing
 - EWR is used – close too early – need to be out at 7am
 - Women are losing children if they cannot find housing – need more housing for families – permanent low income (lack of this creates a trauma cycle)
 - Having services co-located – with different types of services – e.g. youth hub, - outreach, social worker, schools; need more collocated integrated services with integrated case management; they can access the services they need and not get bounced around.
 - Staff training – trauma informed staff – from admin across to provide a feeling of safety
 - Cultural safety, anti-oppression lens and training for staff - Need to do on an ongoing basis as staff rolls over – gender intersectional lens
 - Naloxone
 - De-escalation
 - Meet women where they're at/ strengths based – value individuals
 - Bad experiences can turn people off connecting with services
 - Vs judgement and shaming
 - Unconditional trust
 - Harm reduction supplies
 - Youth First Response Team – getting calls from the hospital – take to Safe House; only outreach team at night
 - Embrace Clinic – for people who won't access regular clinics; also people from other countries
 - How can we use daytime services to create more safety at night-time?
 - Fraser Health Forensic Nurse – prevents re-victimization/connects to services – but underused

- Some coverage – but gaps; what is needed to fill those gaps?
 - Provide accessibility in the moment when it is needed
 - Underfunding of Surrey – huge fast growth – lack of staff
 - Need for a one stop shop
 - Schools have a challenge connecting to social services
 - Need an app to connect with services – especially younger generations and adult women?
 - Coordinate services to provide the most coverage
 - Shift from volunteers to paid staff (the challenge of lack of consistency leading to lack of trust)
 - Fraser Health is increasing outreach services
 - Complement of office and outreach – balance this
 - Need more collaboration between service providers – how do we make this happen? – it is an asset – the desire to work together
 - Hiring women with lived experience to do the work and the cultural experience
 - Provided with training
 - Invest in women with lived experience
 - There are barriers to doing this – e.g. abstinence for 2 years, can't get paid by and organization to do work where you get services
 - Job requirements – valuing a Master's degree over lived experience
 - Value what the women are bringing
 - Indigenous organizations vs mainstream – there is a difference in pay and funding – it is hard to attract and maintain staff – limited ability to pay for experience
 - Libraries are filling a gap – offering services – but staff may not be trained or are uncomfortable; build on how to support and train so can effectively do this
 - Support/acknowledge their challenges
 - Churches and Gurdwaras are stepping in to provide meals – need to engage more and bring awareness/cultural awareness – e.g. Fraser Health is providing Naloxone training to religious organizations; aligns faith values with non-judgemental service
 - Dialogue like SVWG – knowing who is doing what e.g. Abbotsford Lunch and Learn – working group for front line service workers
 - Collaboration between organizations is happening e.g. Surrey CAT
 - Surrey Mental Health outreach is effective
 - Need client reps at committees – what are trauma-informed ways to provide feedback? – feelings of shame and judgement vs knowing that you are being listened to
 - Provide training and support to women and girls to engage in collaboration
 - How to bridge between collaboration at director level and front line and lived experience??
 - Stigma of accessing services – need for non-judgemental services
3. What will prevent vulnerable women and girls from using the services? How could we make the services accessible and effective?
- Wrong geographical area – need services in various places
 - Stigma (hospital) – build awareness
 - If services co-ed
 - Lack of convenient time – operate 24/7
 - Safety of location of service, despite familiar staff
 - If a woman is “dope sick” she might not get help – offer a safe supply or OAT
 - Safe transportation lacking, sometimes no bus tickets (stolen/lost Compass Card doesn't get replaced)
 - It may not address immediate needs (shower, food, hot and cold drinks, a place to sleep, pet safety, storage of belongings, endless supply of harm reduction, secure phone charging) – provide for immediate needs
 - Age appropriate services
 - Use online ads for support “back page” in a variety of languages
 - Safety apps
 - Lack of peer support counselling
 - Safety in numbers
 - Lighting for safety
 - Need consistency of staff and volunteers
 - Challenges with language barriers, cultural awareness, outreach to massage studios, international students
 - Must be low barrier – no intake needed
 - Need to build trust
 - Prejudice or lack of awareness of Metis or Indigenous beliefs - Cultural sensitivity
 - Street culture, incarcerated culture – discrimination
 - Services need to be committed to continuous engagement

“I avoid Whalley and
Newton and Scott Road.
**I’ve been sexually
assaulted in Whalley,**
followed and chased in
Newton. I used to be a
sex worker on Scott Road
and I’ve seen a lot of
scary things.”

2019 Youth Survey Respondent

- Engrained fear of MCFD/ Social worker child apprehension
- Need staff training to be non-judgemental – need supports for staff and regular connections between service providers
- Support for staff to keep refreshed and engaged
- Meet the client where they are at – trauma informed practice
- Clinical supervision for staff to continue supporting
- Multi-dimensional outreach
- Language barriers – accessible in different languages
- Banning policies
- Safe storage places – short/long term
- Pets
- Physical layout of services (eg Sister Space) – welcoming space
- Women with partners – men can't come but they may want them to come along
- Not wanting to id as needing service
- Timelines – may have to wait too long to get in
- Challenge – a girl and her exploiter may have the same worker
- Social dynamic of accessing service – may conflict with others accessing services (territorial/hierarchy – 13 year old)
- Foot outreach is needed
- A new partnership with police and youth workers (FYRST)
- Different types of outreach
- Staff need to know the full breadth of services to allow access at any point of their choice
- Before detox need so many steps e.g. see doctor etc.
- Consistent regular service that can be trusted
- For Women/For Girls (SWC website) – is this updated, maintained? An App?

4. What are the challenges associated with developing and operating more night-time services for women? Do you have any solutions to suggest?

Funding – because the population does not easily fit a specific funding silo; also limited dollars available

- Suggested solutions: develop a community of practice, collect data (who served, what services used, gender breakdown, promising practices), develop mailing lists for funding

opportunities; develop a funding table and build connections

Big geography – where do you locate services?

- Suggested solutions: Flag transportation issues and develop services with transportation

Staffing/volunteers – the hours are not ideal and the funding is not available to pay staff at night well

- Suggested solutions: start with what you have (partial solutions are better than none; train volunteers to move eventually into staff positions; peer support; sensitivity training
- Diverse population with a wide range of needs
- Limited staff expertise; when simply putting a warm body in a position – may result in burn out; some organizations have policy blocks; different organizations have different standards

Night-time services are isolated from daytime services

- Suggested solutions: develop 24 hour organizations; connect service providers and build relationships
- It is hard to be client centered – requires training
- Difficult to follow up with night-time clients

The role of men can be unclear – but men often emergency responders

- Solutions: provide training and build skills of emergency responders to work sensitively with vulnerable women

NIMBYism

- Solutions: Involve the community ahead of time; engage service provider experts who have been through the process; engage community ambassadors; civic paramountcy – need to make the hard decisions; set boundaries for public involvement; build awareness
- This population doesn't "matter" to decision makers and this affects structural policies
- Rent and insurance costs

