

Action Plan for the Social Well-Being of Surrey Residents



2007-2008 ANNUAL REPORT | JUNE 2008

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Introduction

This 2007-2008 Annual Report highlights the activities and actions undertaken by the City of Surrey during the second year of the implementation of the Action Plan for the Social Well-Being of Surrey Residents ("Social Plan"). The report demonstrates the City's commitment to implementing the recommendations of the Social Plan, and to promoting the social sustainability of the community.

When Council adopted the Social Plan in February 2006, it approved a \$650,000 annual Social Plan budget. The majority of these funds are being used to make Community and Leisure Services more inclusive and accessible to all residents, especially vulnerable children and youth and people of diverse multi-cultural backgrounds, and to enhance services offered by Surrey Public Library. This Annual Report provides highlights of the new and innovative recreation and library services that are responding to the needs identified in the Social Plan. The Report also highlights the actions being taken by other departments, including Planning and Development and Engineering, to enhance the social well-being of Surrey residents.

The City of Surrey is using its influence and resources to serve as a catalyst for action

Surrey's Social Plan recognizes that the provision of social services, including health, housing, education, employment and settlement services, is primarily the responsibility of the provincial and federal governments. However, the Social Plan identified roles for the City of Surrey to assume in helping to resolve complex social issues. This Annual Report documents the City's partnerships on various senior government and community initiatives. It also demonstrates practical and strategic ways that the City is using its influence and limited resources to serve as a catalyst for action. Highlights of the past year include:

- *The Surrey Homelessness and Housing Fund* - The City committed over \$9 million from its Affordable Housing Reserve Fund to kick-start the Fund, which is overseen by a community-based Board of Directors and housed in the Vancity Community Foundation. The Fund will provide a source of seed funding to leverage public and private investment in addressing homelessness in Surrey. As well, the Fund will provide a mechanism for private donors to make charitable donations. The Surrey Homelessness and Housing Fund will foster "made in Surrey" solutions to homelessness and housing issues.



- *Partnership with BC Housing* - The City of Surrey signed a Memorandum of Understanding with BC Housing to develop two new social housing projects on City-owned land. One is a supportive housing project for single mothers, and the other is a “state of the art” addictions centre. The City has also been working with BC Housing and several non-profit societies to facilitate the conversion of existing properties into social housing and/or the development of new supportive housing projects. These actions will result in approximately 200 new social housing beds or units for Surrey.
- *Community-Schools Partnership Initiative* - The Community-Schools Partnership Initiative is using school facilities to create neighbourhood hubs. The goal is to strengthen “inner-city” neighbourhoods by making services and programs more accessible and responsive to the unique needs of each neighbourhood. The City of Surrey is partnering with the School District and assuming a leadership role in developing this innovative model.

While not an exhaustive account of all that the City of Surrey and other organisations are doing to promote the well-being of its residents, the 2007-2008 Annual Report highlights the actions taken by the City during the past year in response to the recommendations of the Social Plan.

ABOUT THIS REPORT

The Social Plan was adopted as a five-year plan, providing strategic direction for the City's actions on social issues. This 2007-2008 report represents the second Annual Report on implementation of the Plan.

The Social Plan focuses on five themes or priority social issues:

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

Since the adoption of the Social Plan in 2006, the City developed a separate Crime Reduction Strategy, released in February 2007. This Annual Report does not provide an update on the range of activities relating to this Strategy, aside from briefly describing several shared initiatives. Due to their interrelationship, actions addressing substance abuse are outlined in the Housing and Homelessness and Crime and Public Safety sections.





SOCIAL PLANNING ADVISORY COMMITTEE

The Social Planning Advisory Committee was re-established in 2007. Its purpose is to provide advice to Council and to undertake initiatives to enhance the social well-being of present and future residents of Surrey. Committee members include two City Councillors and nine community members.

In the fall of 2007, the Social Planning and Research Council of BC (SPARC BC) facilitated two workshops to assist the Committee in developing a work plan. The following issues emerged as the priority areas that the Committee chose to focus on in 2007-2008 by understanding and, where appropriate, making recommendations to Council.

- Disability and accessibility issues and the municipal role
- Distribution of social services and the Community Impact Statement process for new community service business licenses in the City centre
- Shortage of quality child care
- Neighbourhood revitalization

Children & Youth

While Surrey's population is aging, the actual number of children living in Surrey continues to grow. According to the 2006 Census, approximately 107,800 children aged 0 to 19 live in Surrey. Children and youth comprise 27% of the total population in Surrey, in comparison to a Metro Vancouver average of 23%.

Many families with children face income and other socio-economic challenges. One in seven Surrey families is headed by a lone parent. Four out of five lone parents in Surrey are women and the poverty rate for BC children living in families headed by lone parent mothers in 2006 was 48%.

For children entering kindergarten, a significant number have English as a second language. Forty-three percent of the population of Surrey have a language other than English as a mother tongue, with Punjabi being the dominant non-official language.

Research shows that the quality of the early years before the age of six has a critical influence on a child's school readiness and long-term life outcomes. The City of Surrey recognises that both family and neighbourhood factors affect early child outcomes and is taking action to support families and neighbourhoods in promoting healthy early childhood development.

Emerging research in British Columbia on middle years children aged 6 to 12 years shows that too many of these youngsters are inactive and not involved in healthy, supervised after-school activities. Over the past year, the City has been involved in supporting middle years initiatives, such as the Kidz Conference.

Positive youth development requires that young people have opportunities to develop skills and competencies, engage in healthy activities, connect with caring peers and adults, and contribute to their community. In the past year, the City has enhanced recreation programs for youth. In addition, the Planning and Development, Parks, Recreation and Culture (PRC) and Engineering Departments have continued to provide youth with opportunities to be engaged in civic issues and make contributions to the community.

*Supporting families and
neighbourhoods promotes healthy
early childhood development*

Funding attached to the Social Plan has enabled PRC to maintain and implement new activities that focus on opportunities for play and youth participation. Funding continues to enable Surrey Public Library programming to improve literacy levels and to increase hours and accessibility to libraries.

PARKS, RECREATION & CULTURE

With funding to support implementation of the Social Plan, the Parks, Recreation and Culture Department has maintained and created more programs in each of Surrey's six communities. These programs provide opportunities for play and participation across age and target populations. Strong partnerships with other agencies continue to be a hallmark of many of these programs and activities, some of which are highlighted below.

- Partnerships focusing on the early years aged 0 to 6 include supporting the expansion of the Office of Early Childhood Development, Learning and Care (ECDL&C), which is hosted at the Surrey School District.
- In partnership with the Surrey School District and BC Ministry of Education, the City has helped to implement the StrongStart program at Bridgeview and Cougar Creek Elementary Schools. This free parent participation program introduces families to the school setting, helping to build relationships with school staff and improving school readiness. The City will phase out its involvement as the School District takes over expansion of the StrongStart program to other schools in 2008.
- The first licensed preschool program in Surrey is being piloted through the Grow and Learn Program at W.E Kinvig Elementary School, in partnership with the Surrey School District.



- Under the Everyone Gets to Play Initiative, the City has partnered or initiated new programming, much of which was offered at no charge or with reduced fees. These initiatives were diverse in nature and ranged from:
 - Mother Goose Program, offered in partnership with DIVERSEcity, OPTIONS and ECDL&C, to provide parents and their infants aged 0-18 months with opportunities to participate in songs, storytelling and other parent-child activities not using props or toys.
 - Girls Lunch Time program that engages high-risk girls aged 10-12 attending Port Kells Elementary School.
 - Park Play Program that provides drop-in activities for children, youth and families in local community parks across Surrey.
- Initiatives have been undertaken to support and strengthen families. Community Kitchens at City facilities assisted participants in learning about healthy and affordable meal preparation and available food programs such as the Harvest Box and community gardens. The City supports the Healthiest Babies Possible program run by OPTIONS, by providing office space, and in 2007 also providing outreach fitness activities. The Healthiest Babies Possible program supports high-risk pregnant women and their partners, and families with babies up to 6 months old.
- A number of community events were held, including Youth Fest 2007 and the first ever Kidz Conference. Youth Fest was a one-day event at Guildford Recreation Centre that promoted music, culture, arts, active living, and community spirit in a festival format. The Kidz Conference provided over 360 children aged 6 to 12 years with sessions on community capacity building, community engagement and self-esteem. It was held in partnership with the Middle Childhood Matters and Make Children First Committees, with funding from the United Way.
- Programs that integrated the needs of specific target groups who may face barriers to recreation and social activities were delivered and maintained with Social Plan funding. These include: Adapted Skating Lessons (in partnership with Surrey Association for Community Living) to provide one-on-one support for individuals with special needs in an inclusive and fun atmosphere; the Chill Snow Boarding Program (in partnership with 2010 Legacies and corporate sponsors) to provide at-risk youth with an opportunity to learn life skills through snowboarding; the Greenbrook Club House (in partnership with BC Housing) to provide youth aged 6 to 16 at a housing complex in Newton, with a wide array of social and recreational activities that they would have not otherwise been able to access due to various economic and social barriers; and Cricket Planning Workshops, a sport in great demand in the South Asian community.



SURREY PUBLIC LIBRARY

- The Library is actively involved in numerous projects that improve the literacy levels of Surrey residents and help to connect people with ideas, knowledge and each other. In 2007, the Surrey Public Library developed a new Strategic Plan: Connecting People (available on our web site at www.spl.surrey.bc.ca) that outlines our commitment to improving Library service in our community.
- The Library builds literacy skills in children through its Summer Reading Club, storytimes and children's programs throughout the community. Over 100,000 kids participated in 2007.
- Improved access on Sundays makes libraries accessible for children and their families. The Library is now open on Sundays year round at Whalley, Guildford, Newton, Fleetwood, Strawberry Hill and Semiahmoo and from September through April at Cloverdale and Ocean Park.
- The Library participated in numerous community events such as the Surrey Children's Festival, Surrey Reads, the Kidz Conference and the Environmental Extravaganza.
- Partnerships with community agencies such as OPTIONS helped the Library to reach out to young families.
- Outreach to the Awahsuk Aboriginal Head Start Preschool encouraged healthy eating and introduced the children to First Nations authors.
- Library staff are providing computer literacy skills training to students in Klahow-Eya's Culinary Arts Program.

- The Library participated in multi-service community initiatives, such as the Community- Schools Partnership Initiative.
- The Reading Buddies program was extended to five locations, matching teen volunteers with kids who need practice reading, many of whom are learning to speak English. Funding from Coast Capital Savings has been secured to enable this program to continue at the five locations for the next three years.
- Great Circle Times workshops provide staff members in childcare agencies with skills to deliver storytimes to their children, and the Library's new "Storyboxes" provide them with the books and other materials to make the storytimes an enriching and fun experience.
- A new program of cultural awareness training was implemented in the spring of 2008 for Library staff members, conducted by staff trainers. This will become part of the orientation for all staff members.
- Some ongoing programs include:
 - Ready for Kindergarten Kits which are distributed through the local Food Bank, to help kids get ready for school.
 - Participation in the provincial "Books for Babies" program with 5,000 kits distributed to new mothers in partnership with Fraser Health Authority.
 - 'Muffin' programs which offer nutritious snacks to encourage participation in storytimes and healthy eating habits.
 - Computer literacy training, both in a classroom setting and through one-to-one training programs.



COMMUNITY-SCHOOLS PARTNERSHIP INITIATIVE

The Community-Schools Partnership Initiative (C-SP), spearheaded by the Surrey School District and the City of Surrey in 2006, draws together the expertise and resources of key public and community agencies serving children, youth and families in Surrey with the intent to establish designated schools as neighbourhood centres. Using schools as neighbourhood focal points, the C-SP Initiative seeks to: weave together an array of local services and resources for children, youth and families; provide connections to the broader network of citywide services; build a sense of neighbourhood identity; and promote lifelong learning and overall community liveability.

Four C-SP Coordinators have been hired to work with partners to establish community-school hubs in the Guildford, Whalley and Newton neighbourhoods. While over the long term it is envisaged that the C-SP will become a citywide program, the initiative currently focuses on three clusters of inner-city schools in recognition that families living in these areas often face particular difficulties accessing the services or supports they need. Each of the three current hubs includes one secondary school and between two to four elementary schools.

Community and Leisure Services programs introduced under the C-SP Initiative include the Community-Schools Partnership Leisure Access Program. The City's Leisure Access Program (LAP) provides an opportunity for residents in financial need to participate in Parks, Recreation and Culture activities at a very low cost. Beginning in March 2008, LAP forms were introduced for the C-SP to allow school officials to assess need and eligibility for the LAP program and improve overall access.

The Community-Schools Partnership Initiative seeks to build a sense of neighbourhood identity

YOUTH ENGAGEMENT

Providing young people with opportunities to contribute to the community, develop leadership skills and participate in decision-making are critical components of creating a child and youth friendly city. The City of Surrey is proactively creating opportunities for young people to be active citizens in their community and engaged in civic issues.

Youth Engagement in Social and Community Planning

The Youth Engagement in Social and Community Planning is a pilot project to develop a “made in Surrey” model of youth engagement. A joint effort of Social Planning and Community and Leisure Services, since 2007 the project has resulted in:

- The formation of the Surrey Leadership Youth Council (SLYC), which includes a diverse group of Whalley youth ranging in age from 15 to 20 years, whose self-defined mission is “Whalley youth helping Whalley youth speak up and have their voices heard.”
- The hiring of a Youth Participation Coordinator to mentor and support the Youth Council, facilitate youth consultations and workshops, and represent the City and youth interests on various City and community-based committees.



- In November 2007, SLYC facilitation of a one-day You(th) Speak Up! Forum, which engaged approximately 40 Whalley youth in activities to discuss and explore their experiences and ideas about creating a youth-friendly Whalley. The results of this forum were compiled into a report and presented to Mayor and Council, Planning and Development Department staff and community groups.
- SLYC organised a series of Youth Speak Up Nights at Tom Binnie Youth Centre. These casual events combined “open mic” and workshop formats to give Whalley youth on-going opportunities to express themselves and discuss community issues.
- Representation of youth interests on community planning initiatives including: a workshop for youth as part of the Sustainability Charter public consultation; two focus groups with youth to discuss and receive feedback on the City Centre Plan Update; facilitation of a workshop at the Kidz Conference for children aged 6 to 12 years to elicit their ideas and perspective on creating a child-friendly city; and participation of the Youth Participation Coordinator and one SLYC member on the Surrey Public Library’s Literacy Plan steering committee.
- The Youth Participation Coordinator worked with staff and volunteers of Umoja to assist with their Arrive, Survive, Thrive project that focused on settlement issues of African youth in Surrey.

Youth Engagement in Community and Leisure Services

The Surrey Youth Council (SYC) is a notable example of youth engagement in the planning of recreation programs for youth. Over the last two years, the SYC has grown from a handful of youth to over 25 members. This group is taking on larger projects all the time and continues to make a positive change in our community. In 2007, the SYC took on a number of projects including developing a website, planning a BBQ and Band event at the Guildford Skate Park, outreach in schools to recruit new members and increase awareness of the SYC, and participating in various volunteer events.

The City of Surrey is creating opportunities for young people to be active citizens in their community and engaged in civic issues



Youth Engagement in the Environment

The City of Surrey's Nature Matters Program has significant youth engagement through its SHaRP, SNAP, Eco Rangers or RELEAF initiatives. Youth work with staff on community projects and community education initiatives. The focus is to make youth and the community aware of their assets for better protection, enhancement and pride.

- SHaRP, the City's Salmon Habitat Restoration Program mitigates urban impacts to streams through enhancement and restoration projects and provides public education and community outreach programs.
- SNAP, Surrey's Natural Areas Partnership promotes the stewardship of Surrey's natural areas and parks through projects such as planting native vegetation, removing invasive plants, cleaning up dumped yard waste and educating the public about the importance of nature in the city.
- Eco Rangers are volunteers who act as ambassadors in nature parks around Surrey during the summer months, raising awareness of the importance and value of natural areas and the wildlife that depend upon them to survive.
- RELEAF is a volunteer community tree-planting program that helps to increase wildlife habitat in natural areas in Surrey. Held annually in April and October, the City provides resources to classes and schools for tree planting.

COMMITTEES

- *Surrey/White Rock Make Children First* – Staff from Community and Leisure Services and the Surrey Public Library participate in the Make Children First coalition. Make Children First is a community partnership, involving over 50 different community and government agencies, focused on the health, well-being and learning of children up to age six.
- *Child & Youth-Friendly Staff Committee* – Staff from Social Planning, Surrey Public Library, Community and Leisure Services and the Community-Schools Partnership Initiative meet every few months to share information and ensure that strategies and activities are coordinated and collaborative.

Community Development & Diversity

Surrey is a dynamic community of diverse neighbourhoods. While growth and prosperity are evident, it remains a challenge to ensure that all residents benefit from and have a say in the decisions that affect the quality of their lives and their community, and are not marginalised by income, language or physical access.

In terms of income, data from the 2001 Census indicates that 18% of Surrey households have an income below the Statistics Canada low income cut-off (LICO). LICO is the “income threshold below which a family will likely devote a larger share of its income on the necessities of food, shelter and clothing than the average family” and is an indicator of the extent to which a family is less well-off than others. There is income disparity between Surrey neighbourhoods: the LICO figure is 33% in City Centre and only 8% in South Surrey (2001 Census).

Surrey’s cultural diversity is evident in the language and faces of its residents. In total, 43% of the population identified a language other than English as their mother tongue, the first language learned and still understood by an individual (2006 Census). Punjabi is the dominant non-official language and is the

mother tongue for 19% of Surrey residents. Visible minorities, defined as individuals that are neither Aboriginal nor Caucasian, accounted for 46% of Surrey residents.

Surrey has a significant Aboriginal population. In 2006, of the approximately 40,000 people in the Lower Mainland who identified themselves as Aboriginal, 7,500 Aboriginal persons lived in Surrey, with the largest Aboriginal population in the Whalley area (2006 Census).

Surrey’s foreign-born population has increased from 33% in 2001 to 38% in 2006. The communities with the highest number of immigrants were Newton, Guildford and Fleetwood, where between 41-45% of the residents were foreign born (2006 Census). In comparison, the immigrant population in South Surrey was 24%.

Surrey received the largest number of government-assisted refugees in 2007, as compared with other Metro Vancouver municipalities. While relatively small in number, due to the extreme trauma and deprivation experienced, they are high in need. In 2007, 224 government-assisted refugees came to Surrey, accounting for 27% of those arriving in the Lower Mainland. The three countries that were the place of origin for the greatest number of Surrey refugees in 2007 were Myanmar, Afghanistan and Somalia (Immigrant Services Society of BC, RAP Statistics for Surrey, 2007).

43% of Surrey residents identify a language other than English as their mother tongue



MULTI-CULTURAL ADVISORY COMMITTEE

Established in 2007, the mandate of the Multicultural Advisory Committee is to enhance multicultural harmony and intercultural cooperation in the City of Surrey. The Committee is composed of Council members, as well as community members from a range of ethnic backgrounds. One of the Committee's primary activities is to host Surrey's first ever multi-cultural festival: Fusion '08 – A Catalyst for Cultural Sharing. The Fusion festival will be a three-day outdoor festival in July that will bring together the music, food, costumes and dance of over 40 of Surrey's distinct cultural groups.



MAYOR'S TASK FORCE ON LITERACY AND EARLY CHILDHOOD DEVELOPMENT

The provincial government has a stated goal of making BC the most literate jurisdiction in North America by 2010. The Mayor's Task Force on Literacy and Early Childhood Development was established in early 2007 to make the area of literacy and early childhood development a focal point for Council, identifying key concerns and advising the Mayor and Council on how the City can address this issue. The Task Force includes members of Council and senior staff from the Surrey Public Library, Social Planning, Parks, Recreation and Culture, School District, and Office of Early Childhood Development, Learning & Care.

During 2007 the Task Force shared information on programs delivered by its members and heard presentations from a variety of agencies that provide services to Surrey residents. The Task Force also initiated the process to develop a Surrey White Rock Community Literacy Plan. Facilitated by Surrey Public Library and with a grant from Literacy Now, the planning process is currently underway. It will create an inventory of agencies that offer literacy based programs, enhance the sharing of information among literacy service providers and identify gaps in service in Surrey and White Rock. Building on existing programs and services, a plan will be prepared to address important gaps in service – it will respond to literacy needs of all ages, Aboriginal and new Canadian residents of Surrey and White Rock.

PARKS, RECREATION AND CULTURE

The City has sought to engage Surrey's diverse community by facilitating the development of accessible and inclusive recreation opportunities. Through Intercultural Outreach Services funded by the Social Plan budget, current and ongoing initiatives to provide access to services for those experiencing barriers due to age, ethnic origin/immigrant settlement, language, physical/mental ability or socio-economic status include:

- Intercultural and Youth Outreach Coordinator – A part-time coordinator works in partnership with internal and external committees to offer opportunities for Surrey's diverse community.
- Language accessibility – Social Plan funding was used in 2007 to reach out to the South Asian community in Newton. Multilingual facility attendants were hired for the Newton Wave Pool and health and wellness workshops were held at the Guru Nanak Nivas Temple Senior Centre in Punjabi and Hindi.
- Dialogue on Racism – In collaboration with Surrey Delta Langley Intercultural Council (SDLIC), a facilitated discussion on diversity was held on March 21, 2007 at Kwantlen University College to recognise the International Day for Elimination of Racial Discrimination.



SURREY PUBLIC LIBRARY

The Library invites new Canadians to visit the branches to make use of the many resources available to them free of charge, learn more about their new homeland and take part in Library programs such as:

- “Storytimes to Help Learn English,” a new program launched to help children and their caregivers learn about the Library and to develop confidence in their English language abilities.
- One-to-one tutorials and classes that provide basic computer literacy skills in English, Punjabi and Mandarin.
- Improved services for multicultural residents through the purchase of Press Display (a database of online newspapers available in 65 languages), better collections, and programs in languages other than English.

- Continued outreach to the Chinese speaking community with numerous programs offered in Cantonese and Mandarin in partnership with SUCCESS.

Diversity encompasses people with print and learning disabilities. To help address the need to make resources more accessible, the Library installed workstations with speech recognition and print magnification software at the Guildford and Semiahmoo Libraries – staff members are available to provide training and assistance to new users of this adaptive technology.





SUPPORTING REFUGEE AND IMMIGRANT SETTLEMENT IN SURREY

Surrey, along with other Metro Vancouver communities, is experiencing rapid demographic change through immigration and migration. While the federal and provincial governments have responsibility for immigration and settlement services, the City of Surrey has partnered with both the Province and local agencies, to ensure that Surrey is welcoming and supportive of new Canadians, especially those who have arrived in Canada as refugees and so are likely to face significant challenges in overcoming past traumas and settling into a new life in Canada.

Welcoming and Inclusive Communities Intergovernmental Committee

Since January 2008, the City of Surrey has been participating in the Welcoming and Inclusive Communities Intergovernmental Steering Committee. Convened by the Multiculturalism and Immigration Branch of the BC Ministry of Attorney General and Minister Responsible for Multiculturalism, the Committee is an opportunity for federal, provincial and municipal staff, along with municipal advisory councils, to actively consider the current knowledge,

understanding and priorities of British Columbians around the concept of “welcoming communities” in the context of multiculturalism and immigration.

The Intergovernmental Committee has two primary purposes: (1) to initiate relevant forums for learning and discussion; and (2) to identify and guide the implementation of any necessary research and analysis.

First Steps – Early Childhood Development Refugee Settlement Program

In the past, settlement services have primarily focussed on settling immigrants and refugees as adults and labour force entrants. There has never been an explicit strategy to settle preschool-aged children. First Steps is an innovative Surrey-based pilot project designed to meet the settlement needs of young refugee children from birth to five years old. The intention is to provide an intensive early childhood development (ECD) program that will minimize the impact of trauma and the refugee experience on the growth and development of the young children, and facilitate their successful transition into mainstream ECD programs and kindergarten.

The First Steps model was developed by a multi-agency collaboration in Surrey, led by the Surrey/White Rock Office of Early Childhood, Development, Learning and Care. The BC Ministry of Attorney General and Minister Responsible for Multiculturalism agreed to be a major contributing funder (\$1.7 million) of the project on condition that other local partners were willing to contribute. In March 2008, the City of Surrey committed \$25,000 per year for three years to the First Steps project.

Other funders include the United Way of the Lower Mainland, Vancouver Foundation, Surrey School District and BC Ministry of Children and Family Development. The three-year First Steps pilot project began to get underway in May 2008.

Refugee Housing Research Project

Securing adequate and affordable housing is an issue for low-income households across Metro Vancouver. For refugee families, this is likely to be one of the more significant challenges they face in their settlement process. While the City of Surrey is aware of its growing numbers of refugee families, there is little information available about the needs of these new residents.

In the past year, the City of Surrey has identified the need for information about refugees in Surrey, and specifically about housing needs. The City has recently partnered with researchers at Immigrant Services Society and the Metropolis BC Centre of Excellence at UBC to develop a research proposal on refugees’ housing needs in Surrey. The purpose of the research is to create an evidence-base that will inform program and policy development at both the local and provincial levels. The City of Surrey plans to approach BC Housing for research funding.



COMMITTEES

Council and staff are involved in numerous committees related to community development and diversity issues in Surrey, including the following:

- *Surrey Delta Langley Intercultural Council (SDLIC)* – Community and Leisure Services staff participate on the SDLIC, a collaborative committee of community agencies working together to assess the needs of immigrants, refugees and members of cultural communities in terms of the services available to them in Surrey/Delta/Langley. The SDLIC facilitates initiatives aimed at improving the accessibility of services and the enhancement of immigrant and refugee communities in the region. The mandate also entails promoting anti-racism activities and working towards diverse and vibrant communities at large.
- *Diversity Action Team (DAT)* – An internal Parks, Recreation and Culture departmental committee brought together to collaborate on issues regarding diversity. It is comprised of representatives from Administration/Marketing, Arts Services, Community Development Services, Community and Leisure Services, Heritage Services and Parks.

- *Inter-Municipal Diversity Committee (IMDC)* – A committee made up of Lower Mainland municipal/provincial public service providers who share ideas relating to the challenges and opportunities of growth. Membership consists of the City of Burnaby, City of Richmond, City of New Westminster, City of Coquitlam, City of Surrey, North Vancouver Recreation Commission and BC Housing.
- *Metro Vancouver Social Issues Subcommittee* – Social planning staff represent the City on the Social Issues Subcommittee.
- *Vibrant Surrey* – Vibrant Surrey’s mission is to encourage and facilitate collaborative efforts to reduce poverty and issues related to poverty, thereby enhancing the quality of life for all who call Surrey home. The City of Surrey is a member of Vibrant Surrey.
- *Greater Vancouver Urban Aboriginal Strategy (GVUAS)* – The GVUAS was established in response to the serious social and economic conditions facing urban Aboriginal people in Metro Vancouver. The City of Surrey has been represented on the GVUAS Steering Committee by a Planning staff member.
- *South Fraser Aboriginal Child and Youth Coalition Committee* – This new Coalition was established in May 2008. Under the leadership of Kla-how-eya, its mission is to bring together community partners to promote and strengthen Aboriginal children and youth to live holistic lives. Social Planning is involved in the development of this Committee.
- *Surrey Settlement Services Co-ordinating Committee* – This Committee was formed in the fall of 2007. It is facilitated by Surrey School District staff, and brings together settlement services providers for: information sharing; establishing protocols and processes for co-ordinated services; sharing promising practice; joint training; monitoring/analysing trends and emerging issues; public education; advocacy; and acting as an advisory group to the District on settlement issues. Social Planning, Community and Leisure Services and Surrey Public Library staff members participate on this Committee.

Housing & Homelessness

The Plan for the Social Well-Being of Surrey Residents identified significant gaps in the social housing continuum in Surrey. The Plan estimated a need for an additional 125-150 emergency shelter beds, 300 additional transition housing units, 200 additional supportive housing units and 5,000 additional non-market affordable housing units to adequately and safely house Surrey's homeless and at-risk populations. Responding to these housing needs has been a priority for the City of Surrey since the Social Plan was adopted in 2006.

According to the 2006 census, about 38% of renter households in Surrey (12,350 households) are classified as being in "core housing need". Households in core housing need are living in housing which is crowded or in poor condition and/or where their housing costs are in excess of 30 percent of their gross household income.

Approximately 4,500 Surrey households are homeless or at-risk of homelessness. This includes an estimated:

- Homeless population of 386 (preliminary results from the 2008 Greater Vancouver Homeless Count)
- 4,085 renter households that are considered at-risk of becoming homeless (2001 Census)

Of Surrey's renter households at-risk of homelessness (in need and paying at least half of their income on housing), 51% are families, 34% are non-family/non-seniors, and 15% are seniors (2001 Census).

The Surrey Homelessness and Housing Fund and new partnerships with BC Housing are providing "made in Surrey" solutions to homelessness and housing issues



SURREY HOMELESSNESS AND HOUSING FUND

In June 2007, Council approved the establishment of a new Surrey Homelessness and Housing Fund to support “made in Surrey” solutions to homelessness and housing issues in the City of Surrey. This decision was based on recommendations from the Mayor’s Task Force on Homelessness and Housing that had determined that the City’s Affordable Housing Reserve Fund could most effectively be used to leverage senior government and private donations if it was housed in a private foundation. To minimize administration costs, the Task Force recommended creating a fund within an existing foundation, rather than establishing a new foundation.

The \$9 million in funds from the City’s Affordable Housing Reserve Fund were used to establish the Surrey Homelessness and Housing Fund. The Fund aims to:

- Provide funding to innovative and high impact projects that address key priorities along the continuum of needs relating to homelessness and access to housing.
- Provide a source of seed funding that leverages public and private investment for the creation and/or expansion of housing units and preventative and support services available in Surrey communities.
- Build partnerships with all levels of community, business and government.
- Grow the fund, by providing a mechanism for private donors to make charitable donations.

The Surrey Homelessness and Housing Society was established to oversee the Fund. Its Board of Directors was appointed by Council and consists of two Council members along with representatives of business and development interests, the faith community, labour, the non-profit sector and the community at-large. The Vancity Community Foundation was selected to house the Surrey Homelessness and Housing Fund.

A public event was held on April 1, 2008 to officially launch the new Surrey Homelessness and Housing Fund and a Call for Letters of Intent from non-profit organisations for a one-time, \$1 million grant. With this initial award, the Society is looking to fund a bold and innovative project that will offer a solution to homelessness in Surrey. The successful project and recipient of the \$1 million award will be announced in the fall of 2008. In the coming months, the Board of Directors of the Surrey Homelessness and Housing Society will be engaged in a strategic planning process that will include identifying future funding priorities and strategies for growing the Fund.

PARTNERSHIP WITH BC HOUSING

In March 2008, the City of Surrey signed a Memorandum of Understanding (MOU) with BC Housing toward the establishment of supportive housing units in Surrey. The MOU applies to two housing projects to be developed on City-owned land in 2008. It anticipates additional supportive housing units in the future on other sites in the City of Surrey.

The two projects being proposed for 2008 are:

- YWCA project – A 36-unit supportive housing project for single women with dependent children who are living in Surrey and are at-risk of homelessness or in core housing need will be developed in Newton.
- Provincial Partnership Project – This project is described in the Crime and Public Safety section, later in this report.

Under the terms of the partnership agreement with BC Housing, the City of Surrey has committed to lease the two sites at a nominal rate for 60 years and to waive all municipal development costs and fees. In addition, the non-profit sponsors of the housing projects may apply on an annual basis for a property tax exemption. The City has also committed to expedite the approval process for these much needed housing projects.

BC Housing will fund the preconstruction costs for the YWCA and Provincial Partnership projects. Capital and operating funding will be arranged through BC Housing and may include other partners. The YWCA has committed \$1 million toward their project. All new affordable housing funded by BC Housing is to be carbon neutral and is expected to achieve LEED Gold Certification or equivalent.

SOCIAL HOUSING PROJECTS IN SURREY

In the last year, there has been a significant increase in the number of new social housing projects in Surrey. Most of these are being funded by BC Housing, with some funding also coming from the federal government’s Homelessness Partnering Initiative. These projects will contribute to addressing the gaps identified in the Social Plan.

NEW SOCIAL HOUSING IN SURREY 2006-2008

Project	Status	Description
Phoenix Centre	Opened in 2007	<ul style="list-style-type: none"> • Housing and supports for men recovering from addictions • 36 transition housing units and 28 Stabilization and Transitional Living Residence (STLR) beds • Employment and education programs offered on-site • Operated by Phoenix Drug and Alcohol Recovery and Education Society
All Nations Youth Safe House	Opened in 2007	<ul style="list-style-type: none"> • Safe house for homeless youth aged 16-18 years • 6 beds • Operated by Kla-how-eya
Maxxine Wright Centre	Rezoning and Development Permit application underway	<ul style="list-style-type: none"> • Housing and supports for at-risk women who are pregnant or parenting new babies • 12 shorter-term transitional housing sleeping units with shared cooking facilities and 24 longer-term transitional housing units • Health services and child care offered on-site • Operated by Atira Women’s Resource Society
Cwenengitel	Duplex purchased in 2008	<ul style="list-style-type: none"> • Housing and supports for Aboriginal men recovering from addictions • 12 beds • Program was previously run out of a rented house that provided 6 beds • Operated by Cwenengitel Aboriginal Society
Elizabeth Fry	Care facility purchased in 2008	<ul style="list-style-type: none"> • Housing and supports for women recovering from addictions • 10 Stabilization and Transitional Living Residence (STLR) beds • Program was previously run out of a rented house that provided 6 beds • Operated by The Elizabeth Fry Society of Greater Vancouver

Peterson Place	Motel purchased in 2008	<ul style="list-style-type: none"> • Housing and supports for men and women with mental health and addictions issues and affordable housing for men and women who are homeless or at-risk of homelessness • 12-15 housing units for people with mental health and addictions issues and 39 units of rental housing for people in transition • Mental health component was previously run out of a rented motel • Operated by Fraserside Community Services
YWCA Project	MOU between City of Surrey and BC Housing in March 2008.	<ul style="list-style-type: none"> • Housing and supports for single women with dependent children who are homeless or at-risk of homelessness • Project with 36 apartment units will be developed on City-owned land • Operated by the YWCA Vancouver
Provincial Partnership Project	MOU between City of Surrey and BC Housing in March 2008	<ul style="list-style-type: none"> • Health services and housing for men and women recovering from addictions. • Project with 32 Stabilization and Transitional Living Residence (STLR) beds and 40 supportive housing units will be developed on City-owned land • Facility will also include a 25 bed sobering centre and an addictions and mental health clinic. • Housing will be operated by a non-profit sponsor (tbd)
Kla-how-eya Project	BC Housing approved funding in 2007 and project concept development is underway	<ul style="list-style-type: none"> • Supportive housing for singles and families who are homeless or at-risk of homelessness • Project with 30 housing units will be developed • Operated by Kla-how-eya

BONUS DENSITY POLICY

Bonus density is an incentive-based tool designed to encourage developers to provide affordable housing units, other community amenities or cash-in-lieu. Over the past year, the City developed an Interim Bonus Density policy for the City Centre and Guildford Town Centre areas. In response to the concerns of land owners and developers, the original October 2007 policy was revised in February 2008 to provide a phasing-in period.

COMMITTEES

Council and staff are involved on the following committees related to housing and homelessness issues:

- *Greater Vancouver Regional Steering Committee on Homelessness (RSCH)* – Planning staff represent the City of Surrey on the RSCH. The Committee is a coalition of community organisations and all levels of government with a mission “to inspire and lead a co-ordinated response to homelessness in the region.”
- *Metro Vancouver TAC Housing Subcommittee* – Social Planning staff represent the City on the Housing Subcommittee.
- *Surrey Homelessness and Housing Task Force (SHHTF)* – The SHHTF has been active in Surrey for over five years. It is a multi-sectoral group whose membership includes representatives of community agencies, faith groups, business and government. A Council member and Social Planning staff participate on the Task Force. In May 2008, the SHHTF was awarded a \$20,000 grant from the Vancity Community Foundation to support its activities. (Vancity also awarded a \$5,000 grant to the Semiahmoo Peninsula Homeless and Housing Round Table) These grants represent a funding commitment made to the City of Surrey by Vancity Community Foundation as part of the agreement related to the Surrey Homelessness and Housing Fund.

Crime & Public Safety

The City of Surrey released its Crime Reduction Strategy (CRS) in February 2007. It is a comprehensive strategy that addresses the root causes of crime through actions in each of the following four strands:

- Prevent and Deter Crime
- Apprehend and Prosecute Offenders
- Rehabilitate and Reintegrate Offenders
- Reality and Perceptions of Crime

Two CRS projects, an addictions centre and seniors forum on elder abuse, are highlighted below. Further information about the strategy and actions taken is available separately as part of the CRS initiative.

This section also provides information about actions being taken by City departments to address safety issues, as well as to clean-up and beautify the city.



ADDICTIONS CENTRE

A primary focus of the CRS is the establishment of a Community Court system in Surrey. The Court would focus on offenders whose crimes are addictions related. Under a Community Court system, an offender would be given a sentence that provides for an appropriate punitive sentence in addition to a period of addictions treatment. Ensuring that there are sufficient addictions treatment services and facilities, so that any offender who is “sentenced” to treatment can always be directed to treatment, is a critical component of the Community Court system. In 2008, the City committed to partnering with the Fraser Health Authority and BC Housing to respond to the need for additional addictions treatment services and housing in Surrey.

As discussed previously in this report, in March 2008 the City of Surrey signed a Memorandum of Understanding (MOU) with BC Housing for the development of a new addictions treatment facility, the “Provincial Partnership Project”.

The Provincial Partnership Project will be developed on a City-owned site adjacent to Surrey Memorial Hospital, the Phoenix Centre and the new Creekside Withdrawal Management Centre (detox facility). The 50,000 square foot facility will serve both males and females and include:

- Addictions and mental health clinic
- Sobering centre that can accommodate 25 people
- 32 Stabilization and Transitional Living Residence beds
- 40 transitional housing units

The Crime Reduction Strategy addresses root causes of crime through actions such as a new addictions centre and a seniors forum on elder abuse

FOCUS ON SENIORS FORUM

The abuse of older adults, or elder abuse, refers to any actions that harm an older person or jeopardize the person's health or welfare. Abuse can be physical, emotional, verbal, financial, sexual and spiritual. It can occur in any relationship where there is an expectation of trust or where a person is in a position of power or authority. Canadian research indicates that between 4% and 10% of older adults experience abuse or neglect, and about 80% of it is hidden or goes undetected.

As part of the City's Crime Reduction Strategy, and in response to a specific recommendation in the Social Plan on elder abuse, Council convened a Committee of Council members

and community stakeholders to identify actions to raise awareness about this important issue. With the support of the Surrey Crime Prevention Society, the Committee organised the "Focus on Seniors Forum" on June 14, 2008. The theme of the day-long event for Surrey seniors was abuse, neglect and self-neglect. This forum will be the first in a series of community-based forums on elder abuse.





CITY PARTNERSHIPS

The City has partnered in a number of youth intervention and engagement programs, including:

- Intervention, Refocus, Reflect and Reintegrate Program (“iR3”) – A school suspension program was launched in September 2007 by the Surrey School District in partnership with the City of Surrey, RCMP, Surrey Fire Department, Fraser Health Authority and other community stakeholders. The iR3 Program targets students in Grades 6 through 8 who have been suspended for violence, bullying or possession of drugs, alcohol

or weapons. Instead of leaving the suspended students to their own devices during the period of suspension, they spend time at a community centre learning about conflict resolution, self-esteem and the realities of drugs and gang life. This program aims to ensure suspended children and youth are involved in healthy, alternative activities that will engage them and support their reintegration back into school life.

- Surrey Community Action Assessment Network (CANN) – In 2007, youth-serving agencies in Surrey, including the City, School District, RCMP and BC Ministry of Children and Family Development, drafted plans for a Community Action Assessment Network that targets youth on the brink of gang activity. Beginning in mid-2008, the network will assess at-risk youth on an individual basis and then provide program options to deter gang involvement that fit each youth's specific needs, such as sports programs or one-on-one mentoring.
- Community Outreach Led by Youth (COLBY) – Through the Community Engagement for Crime Reduction initiative with Simon Fraser University, the City has supported the development of a youth initiated project called Community Outreach Led by Youth (COLBY). With assistance from the City's Youth Participation Coordinator, this group of young people undertook an outreach program which recognises that youth engage best with other youth who have shared experiences and backgrounds. COLBY aims to be a point of contact for youth at-risk to reach out for support and initiate change in their lives. In 2008, the COLBY program will be migrated to the auspices of Pacific Community Resources Society (PCRS), a non-profit organisation in Surrey.
- Mobile Youth Outreach Program (MoYO) – The Mobile Youth Outreach Program is an outreach program to engage youth in their environment and foster community connections. Travelling by bus, MoYO Teams go out into Surrey Parks and other places frequented by youth to build relationships with youth, provide resource information and encourage positive activity. MoYO began in 2006 when PRC staff dealing with the issue of unsupervised youth activity in parks found common interest with other community organisations working with youth. MoYO partners now include Surrey School District, OPTIONS, PCRS, Crescent Beach Community Services, RCMP and Safe Schools. The program has evolved from a six-week pilot project going into the parks late at night on three evenings per week in the south end of Surrey to a well-developed program that targets all of Surrey on four evenings per week over seven months of the year.

SURREY PUBLIC LIBRARY

In order to promote security for customers and staff, the Library continues with security patrols in and around the branches, including participation in volunteer security patrols in the Newton area.

- Whalley Library staff participate in community policing meetings in an effort to work together to reduce crime.
- All new staff members participate in “Violence in the Workplace” workshops to learn strategies for dealing with difficult situations.

CITY CLEAN-UP PROGRAMS AND CIVIC PRIDE INITIATIVES

City departments maintain on-going programs and have implemented new initiatives to beautify the community and promote civic pride.

- The Engineering Department holds an annual Clean Sweep Week that makes use of engineering summer students, City resources, and volunteers in schools and community and service clubs, to remove litter and other matters from streets and parks. In its Adopt-a-Street Program, Engineering provides recognition street signage and resources for litter collection to volunteer groups that “adopt” a specific site or section of road and pledge to keep it free of trash and debris. Graffiti and riparian area debris are removed through components of the Nature Matters Program. Landscaped medians are being installed as part of arterial road widening projects and sections of older hard surface medians are being replaced with landscaped medians.
- As part of the Environmental Extravaganza, the Library participated in the City’s Clean Sweep program that involved staff members and customers in cleaning up the areas around branch libraries.
- In 2007, the City budget allocated new resources for City Beautification, including for the hiring of a City Beautification Coordinator and programs for installation of decorative lighting and banners, graffiti mitigation and public art.

Supporting Seniors in Surrey

While addressing seniors' issues was not part of the Social Plan, the well-being of seniors is an increasingly prominent concern. According to the 2006 Census, there are approximately 45,400 people aged 65 and older living in Surrey, accounting for 11% of Surrey's population.

Parks, Recreation and Culture operates Seniors' Centre facilities in Cloverdale, Fleetwood, Guildford, Newton, South Surrey and Whalley (Sunrise Pavilion), and one drop-in Seniors' Centre at Bear Creek Pavilion. The Seniors' Centres provide access to a myriad of services including peer counselling (People Helping People Program), speakers on financial security and financial fraud, and legal advice on wills.

The Seniors' Functional Table in Community and Leisure Services (CLS) has been holding Safety Forums for seniors in partnership with RCMP at the Seniors' Centres and Recreation Centres. CLS also provides the community with a Seniors Wellness Fair once a year that includes health, wellness and safety, and positive leisure opportunities for seniors. As discussed previously in this report, the City of Surrey hosted a forum on elder abuse in June 2008.

Over the last year, PRC has held cultural events for seniors (Caribbean Nights and Oktoberfest attracted 130 seniors at

each function) and increased nutritional opportunities for seniors, with Global Café lunches and new partnerships with business to provide Soup Days at the seniors' kitchens.

Social Planning is establishing relationships with community developers at Fraser Health Authority and community-based organisations to help identify priority issues for seniors in Surrey. A process is underway amongst interested community members to develop a collaborative approach to planning and capacity building for seniors, in the form of a Community Planning Table.

*The well-being of seniors
is an increasingly
prominent concern.*

Looking Ahead: Action Plan for 2008-2009



The Action Plan for the Social Well-Being of Surrey Residents was adopted in 2006 as a five-year plan. In the coming year, the City will continue to build on the actions of the past year. In addition, City departments will take on new projects that address the Social Plan's recommendations, or respond to emerging social needs and priorities in Surrey.

Parks, Recreation and Culture

Community and Leisure Services (CLS) looks forward to additional funding to expand existing programs and opportunities for

preschoolers, children, youth, adults and seniors and support to enhance, build and develop more opportunities for community programs and services.

Through the development of new and existing partnerships, CLS will build and increase opportunities for participation by Surrey's growing and diverse community.

CLS will build on current opportunities and meet community needs by offering affordable recreational programs and services in all six Town Centres.

The areas of focus over the next year will be in:

- Everyone Gets to Play programming
- Multilingual facility attendants
- Youth Week initiatives
- Child and youth friendly projects
- Youth engagement activities
- After-school programming
- Diversity outreach programming

Surrey Public Library

- The Library's Strategic Plan has a focus on developing programs that support the literacy needs of 'middle-years' kids (aged 6 – 12 years).
 - Enhance programs and services for teen library customers.
 - Continue to facilitate the development of a Community Literacy Plan, in partnership with other agencies and participate in youth committees being developed in City Centre and other neighbourhoods.
- Continue to act as one of the pilot locations for LawMatters, in partnership with the Courthouse Library, to make access to legal materials and information better for citizens.
 - Participate in the national Initiative for Equitable Library Access for people with print and learning disabilities.
 - Improve access to information for New Canadians on the Library website.
 - Improve access to the Internet by participating in the City pilot project for wireless access in library branches.
 - Plant 25 trees in Holland Park in celebration of the Library's 25th anniversary and as a beautification project in City Centre.

City Departments will take on new projects that address the Social Plan's recommendations, or respond to emerging social needs in Surrey

Planning and Development

In the coming year, Social Planning will focus its efforts on two policy initiatives: Housing Action Plan and Child and Youth Friendly City.

The department is working on Surrey's first Housing Action Plan which will proactively respond to concerns about housing affordability in Surrey. It will assess current housing needs, document the existing market and non-market affordable housing stock, and identify strategies for maintaining and increasing the supply of affordable market and non-market housing in Surrey.

Child and youth friendly cities are vibrant communities that are exceptional places for all generations to live. The goal of the Child and Youth Friendly City policies will be to

make Surrey a city where: young citizens are exercising their right to participate fully in their community; the views and best interests of children and youth are considered in decision-making; and the healthy development of all children and youth is actively promoted.

Policies are being considered in three areas:

- Policies and practices that support children and youths' voice and participation in municipal decision-making processes;
- Policies for developing a child and youth friendly urban environment including community design, housing, transportation and places to play; and
- Policies related to the provision of services that promote positive child and youth development.



Appendix A

ACTION PLAN FOR THE SOCIAL WELL-BEING OF SURREY RESIDENTS: OVERVIEW OF THE PROCESS

The Social Plan was developed in April 2004 through February 2006. It focused on five themes or social issue areas that were identified as priorities by the City of Surrey:

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

Through an extensive community consultation process, thirty priority issue elements were identified, or five to eight elements for each of the five theme areas. The Social Plan divides the thirty issue elements into two categories:

- Five are issues for which the City has primary responsibility – Stage 1 Action Plan
- Twenty-five are issues for which the City has limited, secondary or no responsibility - Stage 2 Action Plan

For the 25 issue elements for which the City has limited, secondary or no responsibility, the Social Plan identifies three primary roles that the City can play in facilitating solutions.

- Understanding: the issues by acquiring and maintaining knowledge.

- Advocating: to seek resolution to issues in the City of Surrey by sharing information, discussing needs, assisting in developing solutions and establishing priorities with other orders of government, funders and community stakeholders.
- Supporting: the implementation of solutions to social service issues through actions that are within the City's mandated responsibilities. Such actions may include developing locational guidelines for social service facilities; establishing suitable zoning to accommodate needed facilities and programs; or providing seed money/ resources for projects that address a social service gap.

The Plan for the Social Well-Being of Surrey Residents was intended to be action oriented. The Plan includes a total of approximately 65 recommended actions to address the thirty priority issue elements, both in the shorter and longer term.

PLAN FOR THE SOCIAL WELL-BEING OF SURREY RESIDENTS: PRIORITY SOCIAL ISSUES

Social Issue Areas	Priority Issue Elements – City has primary responsibility	Priority Issue Elements – City has limited, secondary or no responsibility
Children & Youth	<ul style="list-style-type: none"> • Creating a Child & Youth-Friendly City • Programs and Recreation for Children & Youth 	<ul style="list-style-type: none"> • Culturally Appropriate Early Childhood Education/Development Programs • Affordable, Accessible Quality Licensed Childcare, Preschool Programs and Family Resource Programming • Child Poverty Alleviation • Counselling and Support Services for Families and Children with Behavioural and Mental Health and Attachment Issues
Community Development & Diversity	<ul style="list-style-type: none"> • Initiatives to Encourage Citizen Engagement with Social Issues and Social Planning Activity • Ethno and Culturally Appropriate Services, Opportunities and Programming 	<ul style="list-style-type: none"> • Public Transportation and Access • Life Skills and Educational Training • Community Economic Development Initiatives • Nutrition & Food Programs
Crime & Public Safety	<ul style="list-style-type: none"> • City Clean-Up Programs & Civic Pride Initiatives 	<ul style="list-style-type: none"> • Initiatives to deal with Seniors Abuse • Initiatives to deal with Family Violence • Peer Support Programs to Deter Crime • Initiatives Targeting Gangs, Gang-Violence and related Criminal Activity
Housing & Homelessness		<ul style="list-style-type: none"> • Emergency Shelter Services for Youth • Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults • Transitional Housing Services • Supported Housing Programs • Low Income Housing for the Homeless, Families and Singles • Services Coordination Responsibilities • Outreach Programs to the Homeless, Youth Outreach and Drop-In Centre • Employment Programs as a Means to Prevent Homelessness
Substance Abuse & Addictions		<ul style="list-style-type: none"> • Residential Addiction Treatment for Youths • Recovery Treatment Services • Outreach & Support Programs for At-Risk & Substance Users • Alcohol & Drug Treatment for Youths • Prenatal Education & Support Program re: Drug Use