
Present:

Councillor Elford – Chairperson
Councillor Annis
Councillor Guerra
A. Heinrich
K. Macdonald
R. Prasad

Absent:**Also Present:**

R. Costanzo, General Manager, Corporate Services
T. Waterhouse, General Manager, Policing Transition
L. Cavan, General Manager, Parks, Recreation & Culture
P. Sanderson, Manager, Policing Transition
B. Aasebo, Community Safety Program Manager
K. Marosevich, Manager, Bylaw Services
L. Blake, Legislative Services

A. ADOPTIONS**1. Adoption of the Agenda**

It was Moved by Councillor Guerra
Seconded by Councillor Annis
That the Community Services Committee
meeting agenda of April 28, 2021, be adopted.
Carried

2. Adoption of the Minutes

It was Moved by Councillor Guerra
Seconded by Councillor Annis
That the Community Services Committee
meeting minutes of March 31, 2021, be adopted.
Carried

B. DELEGATIONS

This section had no items to consider.

C. NEW BUSINESS/STAFF PRESENTATIONS

1. Laurie Cavan, GM, Parks, Recreation & Culture

a. Surrey's Approach to Diversity and Inclusion

See accompanying memorandum from the General Manager, Parks, Recreation & Culture titled "Diversity and Inclusion" dated April 11, 2021

Laurie Cavan, General Manager, Parks, Recreation & Culture, provided a PowerPoint presentation regarding Surrey's approach to diversity and inclusion. The following information was highlighted:

- The City's vision is to become a greener, more complete, compact and connected community that is resilient, safer, inclusive, healthier and more beautiful. Parks, Recreation and Culture (PRC) has its own mission to serve the community to improve the quality of life for everyone through the exceptional delivery of PRC amenities, programs and services. PRC actively works to reduce barriers to its services so that everyone can enjoy and participate.
- Surrey has the second largest population in British Columbia and has diverse demographics. Important statistics regarding Surrey's population to note from the 2016 census are:
 - 43% of residents are immigrants;
 - 34% of residents speak English as a secondary language;
 - 22% of Metro Vancouver's Indigenous population live in Surrey; and
 - 1/3 of the population is 19 years old or younger.
- Arts and cultural programs PRC provides include:
 - **Surrey Archives:** gathers information to provide a record of how Surrey became the diverse community it has become.
 - **Surrey Civic Theatre** in Bear Creek Park: two performance areas host over 120 live acts every year. Local, national and international performances are selected through the lens of diversity and inclusion and are intended to engage the community.
 - **Surrey Art Gallery:** a contemporary gallery that offers free access to international, national and local art. There are many programs offered at the Gallery that are intended to engage the community and focus on community building.
 - **Museum of Surrey:** the Museum's vision is to ignite young imaginations and connect with Surrey's diverse citizens and communities. The Museum includes an Indigenous Hall, Sustainability Hall and community curated exhibitions.
- Surrey hosts and supports many large-scale events that reflect the diversity of the city. PRC administers permits to ensure that all events are delivered safely. The City's flagship event is the Fusion Festival, which is celebrating its 10th anniversary and its 55 pavilions reflect the City's diversity. In addition, many of the City's events showcase local talent and embrace Indigenous zones.

- PRC maintains a high level of commitment to continually improving social equity, inclusion and accessibility. For example, the City offers economic support through the Leisure Access Program (LAP) to low-income families. The program is the most generous in the Lower Mainland and is continually being refined to better meet the needs of the community. In addition, the City offers many free recreation opportunities, such as access to outdoor pools and spray parks during the summer and rental subsidies for non-profit program providers.
- The City offers many youth engagement programs that provide opportunities to connect through volunteerism, engagement and leadership, as well as programming and support for the senior population, as outlined in the Age-Friendly Strategy.
- Surrey is a leader with respect to accessibility. The City works with the Rick Hansen Foundation to ensure that all members of the community can access City facilities and that programming is offered for all levels of ability. The City has also started to offer sensory friendly spaces at its live events, as well as two permanent spaces at Grandview Heights Recreation Centre and the Museum of Surrey.
- There are specific welcoming programs for new immigrants and refugees to familiarize them with the programs and services the City has to offer. In partnership with Options Community Services, newcomer welcome tours are provided, as well as written and verbal interpretation services.
- There are community kitchens in five recreation centres that help bring residents together around food and deliver information regarding food security and nutrition.
- As part of its reconciliation work, all City events and festivals begin with a land acknowledgement. Staff work with the land-based nations on welcoming ceremonies, as well as support for National Indigenous People's Day celebrations. The City supports Indigenous culture through its public art program, as well as through two Indigenous Carving Centres that are currently being developed.
- The City acknowledges that systemic racism exists and is committed to eliminating it. An interdepartmental staff working group is developing specific initiatives to achieve this goal. For example, in response to a community request regarding the Komagata Maru event, a street was renamed and heritage storyboards were constructed acknowledging and describing the event.
- The City of Surrey has been recognized as a top diverse employer and has commitments and policies that support human rights and a respectful workplace.

In response to a question from the Committee, Ms. Cavan advised that PRC staff continuously work with youth when developing programs and recreation centres to ensure there are no barriers for participation and that they represents the City's diversity. A newly developed Community Engagement Strategy has specific strategies to engage youth.

The Committee commended PRC staff for their work and initiatives, noting that many of the City's festivals and programming are award-winning and industry leading.

2. Terry Waterhouse, General Manager, Police Transition and Brian Aasebo, Community Safety Program Manager

b. Community Safety Programs

Terry Waterhouse, General Manager, Police Transition and Brian Aasebo, Community Safety Program Manager, provided a PowerPoint presentation regarding community safety programs. The following information was highlighted:

- The City of Surrey provides comprehensive community safety programs in partnership with community organizations. Several departments are involved in supporting programming, including Parks, Recreation and Culture and Community Safety.
- The SAFE (Surrey Anti-Gang Family Empowerment) Program aims to reduce youth gang involvement through 11 programs delivered by 10 partners.
- The CHART (Children and Youth At-Risk) Program is a weekly meeting involving funded and non-funded partners. The Program identifies children who are affiliated or at-risk for being affiliated with gangs for wrap-around services for them and their families. Of the 278 total cases, 180 have been closed, with 63% closed for positive reasons such as connecting the child to services.
- The SMART (Surrey Mobilization and Resiliency Table) Program is the sister program to CHART. Beginning in 2015 after a review of RCMP calls for service found that many calls were for social issues, such as homelessness and drug use, SMART was developed as a pro-active initiative that seeks to address community issues before they become a police or emergency matter by providing wrap-around services for individuals with acute, elevated risk levels. Of 459 total cases, 426 cases have been closed, with 263 cases concluded with lowered risks.
- Project IRIS is an integrated resource for RCMP investigations. Surrey residents and business owners with a closed-circuit security system can register for the program and if a crime occurs in their area, they may volunteer their security footage to the RCMP. There are currently 417 individuals signed up for the program.

- The Surrey Wraparound Program (WRAP) is led by the Surrey School District, with support from the RCMP and City of Surrey. It is a gang-prevention program that provides interventions for high-risk youth. The City provides support through access to after-school programming and mentoring.
- The Peer Mentorship Program is a pilot program funded through a civil forfeiture grant that focuses on youth aged 10 – 12 years in Whalley, Newton and Guildford. Older youths (14 years and older) provide mentorship to the younger participants. Almost 100 youths have participated in the program to date.
- MYzone is a drop-in program for middle-year youth to address the critical after school hours between 3:00 and 6:00 p.m., when many kids are left unsupervised. The program is currently offering virtual programming due to COVID-19; however, it is anticipated that in-person programming may resume in Summer 2021.
- Moving forward, staff will work with partner agencies to discuss the impact of COVID-19, as it is known that the most vulnerable populations were most impacted. As part of the COVID recovery process, these populations will require enhanced support.

In response to questions from the Committee, Mr. Aasebo provided the following information:

- The development of the empowersurrey.ca website included the engagement of 100 youth between 14 and 19 years old, as well 14 external partners. Ongoing feedback regarding the site can be submitted to communitysafety@surrey.ca.
- One of the biggest challenges in providing programming is staying on top of current trends. Staff constantly work with partners and review research, pairing data with anecdotal information. This information is then used to enhance and create new programs and initiatives. For example, empowersurrey.ca was created in response to youth feedback indicating that an online presence would be the best way to reach youth.
- Project IRIS was created within specific privacy limitations and therefore the City cannot share the information of individuals or businesses who have registered for the program. Footage is provided on a voluntary basis.
- The membership for CHART and SMART is constantly being reviewed. Some agencies are unable to join due to capacity limitations or logistical reasons. Any agency that is interested in joining can contact communitysafety@surrey.ca for more information.

3. Rob Costanzo, General Manager, Corporate Services

a. City Centre Outreach & Response

Rob Costanzo, General Manager, Corporate Services, provided a PowerPoint presentation regarding the City Centre outreach and response. The following information was highlighted:

- Fraser Health, BC Housing and the City work together to provide multiple services for mental health and addiction, housing and meal services.
- Meal services are provided by the Surrey Urban Mission and Nightshift Ministry.
- Fraser Health operates the Quibble Creek Sobering and Assessment Centre, Safepoint, Opioid Agonist Treatment (OAT) Clinic, the Urgent Care Response Centre and the recently opened Rapid Access Addiction Clinic. In addition, Fraser Health operates a safe consumption site located on 135A Street and overdose prevention services within each homeless shelter in the city.
- BC Housing operates all homelessness shelters in Surrey on properties owned or leased by the City. There are three supportive housing developments scheduled to open in 2021 in Newton, Guildford and Green Timbers. An additional development, Attira, is scheduled to open in 2022.
- Many of the social services provided impact City services. For example, meal services can result in littering and loitering, which involves Bylaw Services and the Engineering department. The lack of drop-in shelters can result in vagrancy, private property complaints and public disorder. Many of these issues could be better addressed through updated bylaws, improved enforcement tools and education that could result in better compliance rates.
- As City Centre experiences the highest rate of homelessness in the city, it is the ideal location to pilot programs that, if successful, can be implemented in other areas. For example, a program is being piloted requesting business owners to lock their garbage bins to research the impact this may have on illegal dumping. Another proposal includes an inspection fee related to unkempt vacant sites.

The Committee noted that there was a significant increase in services, especially in City Centre, after the public health emergency declaration in 2016 related overdose deaths; however, services seem to have plateaued and have not been expanded to other parts of the city. Additional funding is needed from all levels of government is needed to address the needs of the homeless and priority populations.

K. ADJOURNMENT

It was

Moved by Councillor Guerra
Seconded by Councillor Annis
That the Community Services Committee

meeting do now adjourn.

Carried

The Community Services Committee meeting adjourned at 6:55 p.m.

Jennifer Ficocelli, City Clerk

Councillor Elford, Chairperson