

**Present:**

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

**Absent:**

A. Heinrich

**Guests**

Diane Bulley, Ideaspace  
Carmen Hall, BC Housing  
Christine Mackie, Fraser Health  
Tsitsi Watt, BC Housing

**Staff Present:**

R. Costanzo, General Manager, Corporate Services  
T. Waterhouse, General Manager, Policing Transition  
P. Sanderson, Manager, Policing Transition and  
Community Safety  
L. Blake, Legislative Services

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

It was Moved by Councillor Guerra  
Seconded by K. Macdonald  
That the Community Services Committee  
meeting agenda of March 30, 2022, be adopted.

Carried

**2. Adoption of the Minutes**

It was Moved by Councillor Guerra  
Seconded by R. Prasad  
That the Community Services Committee  
meeting minutes of February 23, 2022, be adopted as presented.

Carried

**B. NEW BUSINESS/PRESENTATIONS****1. Safety and Community Services Network**

Terry Waterhouse, General Manager Policing Transition, Diane Bulley, Ideaspace, Carmen Hall and Tsitsi Watt, BC Housing, and Christine Mackie, Fraser Health, provided a presentation regarding the Safe and Community Services Network. The following information was highlighted:

- In July 2021, the City received a \$14 million Union of British Columbia Municipalities grant for its Pandemic Response Package to implement six programs focused on the unhoused population in City Centre
- - **Safe Sleep:** As a result of social distancing requirements, the pandemic has resulted in a reduction in capacity for shelters. To address that challenge, the City has secured a lease extension to retain the Steve Cobon site on 107A Avenue and partnered with BC Housing and Fraser Health to renovate and revitalize the site. The proposal includes temporary modular housing that will provide approximately 60 additional housing beds, office space for Integrated Response Team health services and site improvements to address street appeal issues.

- **Nourish Surrey:** This program provides for enhanced meal support and referral and outreach services. A new location will be sought to provide better support and respite.
- **SMART Cart:** will develop a pilot program to leverage frontline Bylaw staff so they are more engaged with outreach and relocation services for unsheltered residents.
- **Healthy Living:** provision of temporary mobile washroom and shower facilities for unsheltered residents.
- **Clean Team:** ensure streets and encampments in City Centre are clean and safe through enhanced services from contractors.
- **Safety and Community Services Network:** a planning table of senior staff from partner agencies for high-level planning and coordination of service delivery.
  
- The Safety and Community Services Network's mandate is to strategically plan and recommend initiatives to address service gaps, enhance existing services and offer new services related to community safety and well-being. Three strategic goals and objectives have been developed:
  - **Goal:** homelessness is rare and brief and the appropriate services are in place to prevent chronic homelessness.
  - **Objective:** align the service delivery mandate to ensure supportive housing options and homelessness supports are stable.
  
  - **Goal:** the social determinants of health-driven investments.
  - **Objective:** take a holistic approach when considering new initiatives recognizing the intersections of health, well-being, and housing security.
  
  - **Goal:** Community safety and well-being is enhanced through comprehensive service delivery.
  - **Objective:** ensure a full continuum of safety services and programs to achieve community well-being needs.
  
- The founding members of the Network are the City, BC Housing and Fraser Health. To bring diverse voices to the table, additional participants will include providers of safety services, housing & homelessness, and community well-being, housing stakeholder groups (including Community Advisory Committees), Surrey Homelessness & Housing Society, land-based & urban Indigenous peoples, Community Action Team, Surrey Memorial Hospital and people with lived and living experience.
  
- Through the Network, BC Housing aims to develop strategic plans alongside partners and bring in their expertise to collaborate to create successful housing projects, partner with and support the City in grant applications, and discuss permanent housing plans so they align with the City's strategy, addressing existing and emerging needs in a timely manner.

- Fraser Health brings a health-centered perspective and programs such as overdose response initiatives, integrated support for those who are unhoused, and enhanced care teams that support complex care developments. The Network will provide important information-sharing opportunities to look deeper into the social determinates of health.
- The City has administrative oversight of UBCM grant supporting the Network. The City also:
  - Creates space for a strategic and integrated approach to community services and supports for health, housing and social wellbeing of citizens.
  - Creates a vision for coordinated investments in social infrastructure to support vulnerable residents.
  - Bridges program boundaries to ensure complementary efforts towards common goals.
  - Creates a forum for long-term engagement across disciplines, service providers and stakeholders to inform policy and investment decisions with knowledge from Indigenous residents and those with lived and living experience.
  - Advocates for long-term program funding.
- The Network will meet monthly and has the following priorities:
  - Q1: complete an inventory of community services and develop a memorandum of understanding for data-sharing and PRP initiatives.
  - Q2: establish a structure for people seeking services to provide input to service design and delivery, and develop a stigma reduction campaign
  - Q3: expand Network participation, provide ongoing oversight of PRP initiatives and implementation of new initiatives, and explore additional funding opportunities.
  - Q4: develop plans to increase access to services.
- The next steps include immediate implementation of service enhancements, ensuring implementation of workplan priorities for 2022, seeking additional funding for support services for priority groups, and determining, in consultation with Council, an approach to enhance service delivery across Surrey.

In response to questions from the Committee, the presenters provided the following information:

- A Request for Proposals (RFP) has been issued and a service provider has been selected for the Safe Sleep program and it is anticipated that the service provider will be announced shortly.
- Nourish Surrey is anticipated to be operational by Summer 2022. Finding a facility has been challenging due to the specific requirements, but a potential location has been identified in North Surrey.

- City staff are working with Fraser Health staff on the Healthy Living program to be implemented at Surrey Memorial Hospital, with a second potential location to be identified, likely on City-owned property in North Surrey. It is anticipated that the program will be operational within six months.
- Smart Cart will have a team of six volunteers working three shifts from 7:00 a.m. to 9:30 p.m. Smart Cart will include mobile services as well as a stationary location within City Centre Library.
- Staff will seek the Downtown Surrey Business Improvement Association (BIA) and Newton BIA's feedback, as well as how the City can work with those organizations and business members.
- The City has records and data available; however, there are challenges related to mining the data and leveraging it with the City's partners.
- Newton will also be an area of focus in addition to City Centre. There are key differences between the two communities, as well different contexts. Understanding these differences will ensure that the services provided will address the specific needs of each community. In addition, the Network will help identify gaps and reduce doubling of work or over-saturation in certain areas.
- The Overdose Outreach Team currently consists of three teams and provides services during daytime hours, but is seeking to expand its hours.
- Addressing smoking and inhalation of drugs is a priority. When Safe Point is relocated, it is anticipated that the smoke tent structure will be replaced. An educational campaign regarding the dangers of inhalation will also be initiated.

The Committee noted that there are challenges related to moving residents through the housing continuum from emergency or supportive housing to below-market housing when people are a bit more stabilized.

The Committee suggested that staff consider implementing washrooms for the Healthy Living initiative at additional locations north of City Hall in City Centre as there are shelters in that area and some residents have to leave during the daytime but still require washroom facilities.

**C. OUTSTANDING BUSINESS**

This section had no items.

**D. ITEMS REFERRED BY COUNCIL**

This section had no items.

**E. CORRESPONDENCE**

This section had no items.

**F. INFORMATION ITEMS**

This section had no items.

**G. OTHER BUSINESS**

**1. Moms Stop the Harm Resolution on Overdose Crisis**

The Committee discussed a letter dated December 13, 2021 from Moms Stop the Harm regarding the overdose and toxic substances crisis. The Committee acknowledged the good work that Moms Stop the Harm do, but requested staff provide comments regarding the request.

It was  
referred to staff for comments regarding the letter dated December 13, 2021 from Moms Stop the Harm regarding the overdose and toxic substance crisis to staff for comments.  
Carried

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

**H. NEXT MEETING**

The next meeting of the Community Services Committee is scheduled for April 27, 2022.

**I. ADJOURNMENT**

meeting do now adjourn.  
Carried

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

The Community Services Committee meeting adjourned at 6:14 p.m.

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Jennifer Ficocelli, City Clerk

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Councillor Elford, Chairperson