



Delta's Social Profile – 2017

An overview of the Delta community that identifies the agencies, government departments, and organizations that contribute to the well-being of Delta's citizens.

Delta



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CHAPTER ONE

Purpose

This report provides an overview of the Delta community and identifies the agencies, government departments and organizations that contribute to the well-being of Delta's citizens. The report includes an assessment of the social support system and identifies future goals and priorities.

What is Social Planning?

Social planning is a process that helps communities identify strengths and weaknesses and determine ways to improve the quality of life and well-being of their citizens. It involves working with community members, non-profit agencies, municipal departments, other levels of government and local businesses to address issues such as housing and homelessness, multiculturalism, accessibility, and services for children, youth, families and senior citizens.

Background

Following Council's direction that a new social planner position be created within the organization, Delta's Corporate Social Planner started work in the Human Resources and Corporate Planning Department in March 2016.

A critical first priority for the Social Planner was the development of Delta's Social Profile. This report is the first step towards the integration of social planning into the fabric of Delta's policy and decision-making. It is a working document that will be updated and reported on annually. From this, a Social Action Plan for Delta will be created which will set meaningful goals and targets, and achieve measurable results for improving the quality of life for Delta's citizens.

Social planning is based on the philosophy that the conditions in which people are born, grow, live, work and age have some determination on people's success in life and their ability to make fulfilling contributions to society.

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Introduction

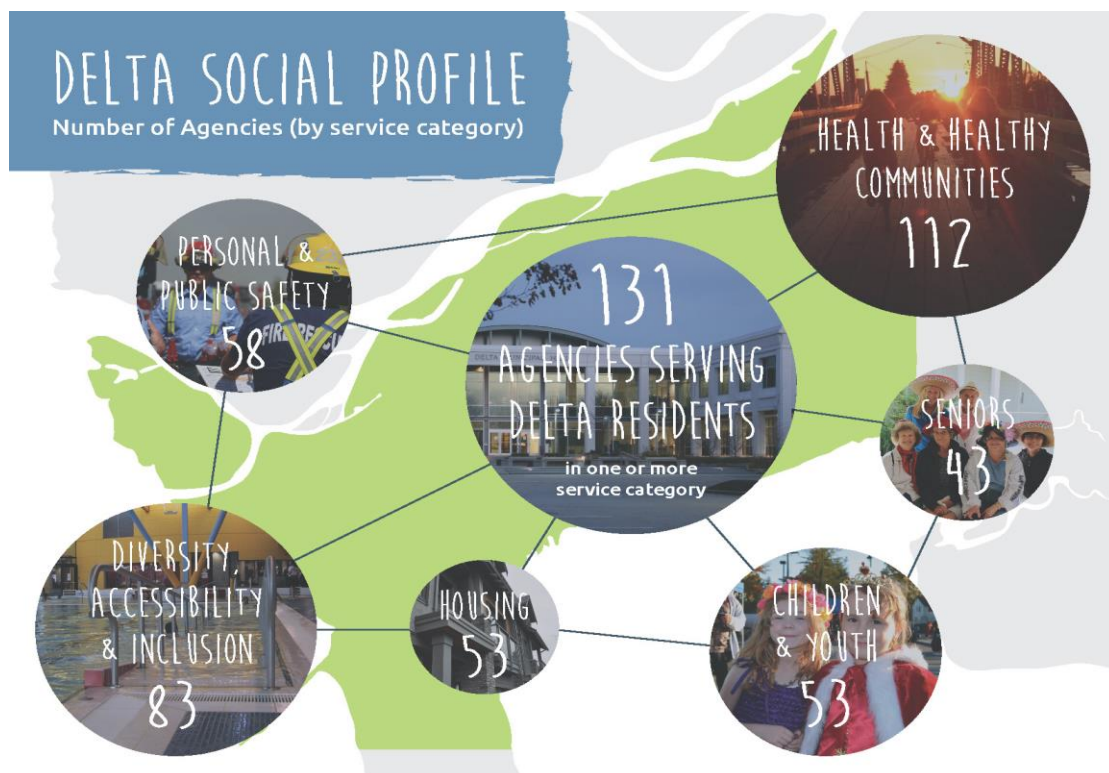
Social planning is based on the philosophy that the conditions in which people are born, grow, live, work and age have some determination on people's success in life and their ability to make fulfilling contributions to society. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels.

In Delta, there are more than one hundred and thirty agencies that provide social services to support local residents. These agencies often have overlapping goals and are interconnected through funding authorities or through service priorities and outcomes. This report provides an overview of these agencies, and looks at how they provide a social network of support in the following key areas:

- **Health and Healthy Communities**
- **Personal and Public Safety**
- **Children and Youth**
- **Seniors**
- **Housing**
- **Diversity, Accessibility and Inclusion**

The categories listed above reflect areas of social success, or subjects that contribute to the establishment and maintenance of a healthy community. Each category is further divided into substantive areas that Delta community agencies serve. For a complete listing of agencies involved in each category, a description of service and funding sources, please see **Appendix A** for the “Delta List of Agencies” and **Appendix B** for the Category Headings and sub-headings.

For each issue, this profile will provide a snapshot of Delta’s current situation, an evaluation of strengths and weaknesses, and a priority list of next steps for improvement so as not to duplicate services or create gaps. The following infographic demonstrates the numbers of agencies working in Delta and the categories they serve. Many agencies support more than one category. This infographic is also available as **Appendix L**.



Methodology

Research for this report included more than 40 meetings with the Directors and senior staff in each municipal department, and consultation with more than 100 external agencies that provide services to Delta residents. Conversations focused on funding, governance and opportunities for growth and development. In this way, the Social Planner was able to see connections between groups and also identify gaps in service or areas for future improvements. These relationships will be maintained and expanded as new opportunities for partnerships are identified.

CHAPTER TWO

Delta Demographics

Geographic setting

Delta is a suburban municipality, with a population of approximately 102,000 (2016 census) located at the mouth of the Fraser River in the Metro Vancouver regional district. Delta has three geographically distinct urban communities – Ladner, Tsawwassen and North Delta - and almost half of its land is agricultural. In addition, the ecological conservancy area of Burns Bog takes up almost one-fifth of Delta's land mass. Tilbury and Annacis Island are two of the largest industrial areas in Metro Vancouver making Delta a large, mixed use municipality.



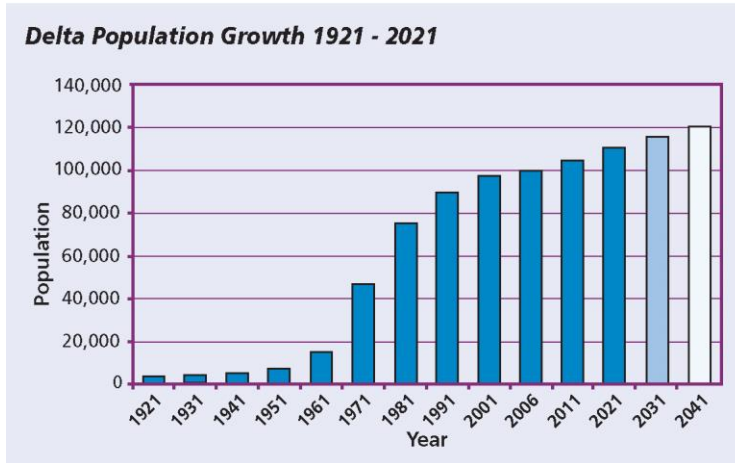
A Profile of Delta Residents

(<http://communityhealth.phsa.ca/HealthProfiles/PdfGenerator/Delta>, 2016)

Population	<p>An estimated 102,000 people live in Delta:</p> <ul style="list-style-type: none"> • 21,000 in Ladner • 21,000 in Tsawwassen • 60,000 in North Delta
Age	<p>The average age of Delta residents is 43.</p> <ul style="list-style-type: none"> • 65+ years 5% • 25-64 yrs 61% • 15-24 yrs 17% • 0-14 yrs 18%
Ethnicity	<p>30% of Delta's population identifies itself as visible minorities:</p> <ul style="list-style-type: none"> • South Asian 17% • Chinese 5.7% • Filipino 2.6% • Aboriginal 2.3%
Immigrants	<p>Nearly 30% of Delta's population are immigrants (1st, 2nd and 3rd generation):</p> <ul style="list-style-type: none"> • Asia and Middle East 54.8% • Europe 30% • USA 6% • Mexico, Central/South America 5% <p>Nearly 12% of the current immigrant population arrived since 2006</p>
Language	<p>One-third of new immigrants cannot speak English or French:</p> <ul style="list-style-type: none"> • Punjabi 39% • Mandarin 16% • Tagalog 14% • English 12%
Education	<p>Nearly 40% of Delta's residents have a university degree; 26% a college diploma; 26% graduated high school; and 9% did not graduate from high school.</p>
Income	<p>Under \$40,000 = 22% \$40,000 - \$70,999 = 29% \$80,000 – \$119,000 = 25% \$120,000 and above = 24%</p>
Housing	<p>There are 39,000 dwelling units in Delta 80% of which are single family homes and duplexes. There is limited rental and apartment living with an increasing need. There are few homeless but specialized housing is needed for emergencies, mental health, family violence and youth transitioning out of care.</p>
Labour	<p>Unemployment rate 6.4% Self-employed 12.6%</p>
Community health	<p>Delta residents enjoy an average to high level of health with lower rates of smoking and chronic disease than other municipalities. Residents exercise more than most in Metro Vancouver, but also have higher rates of obesity and chronic conditions. Delta benefits from strong community resiliency and good access to primary care.</p>

Projected trends

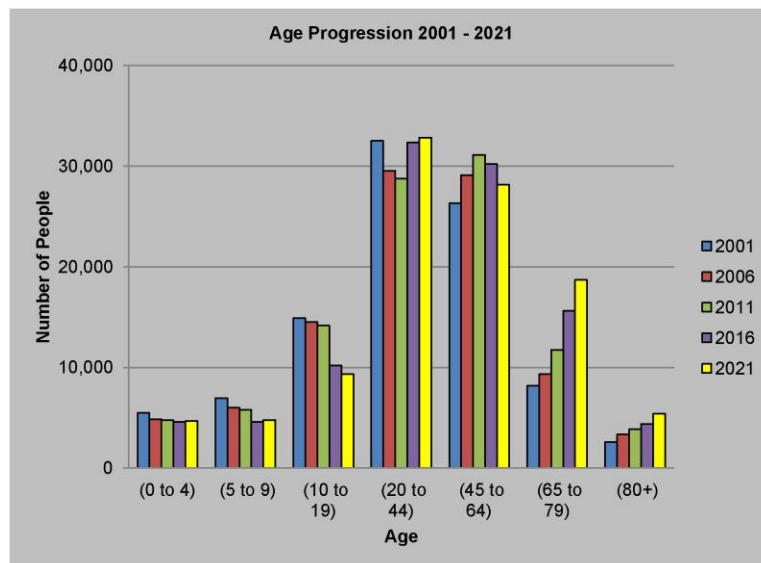
- Modest growth:** Population growth in Delta is expected to continue at a modest rate (3.3%), which is lower rate than other Metro Vancouver areas with the exception of North Delta which will experience a faster growth rate of 4.5%. There will be an estimated additional 14,000 people by 2041.



Source: Census Canada/Metro Vancouver

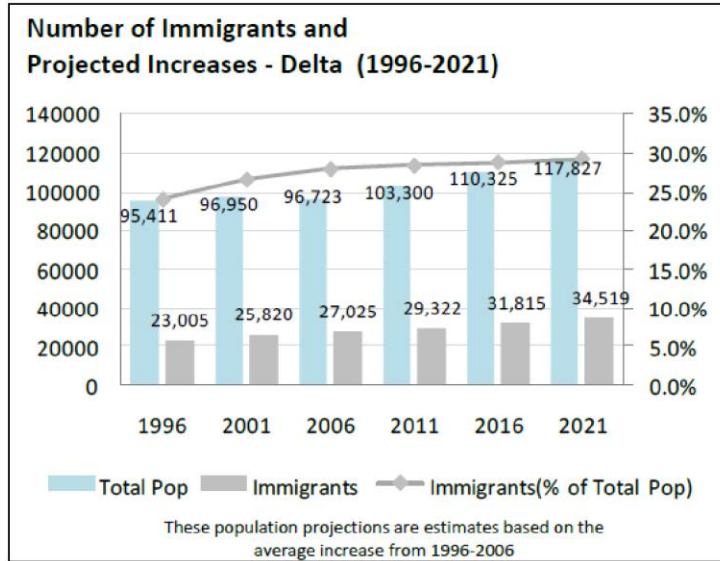
- Aging population:** Delta's population is aging. Currently, seniors make up 15% to 20% of Delta's population - by 2024, this is expected to increase to 41% (an additional 7,471 seniors). The average age of Delta residents continues to be higher than the average for both Metro Vancouver and the Province of BC. Delta's seniors live predominantly in Ladner and Tsawwassen.

Delta's population is aging. Currently, seniors make up 15-20% of Delta's population – by 2024, this is expected to increase to 41% (an additional 7,471 seniors).



Source: Census Canada/Metro Vancouver

- More newcomers:** Cultural diversity continues to increase in Delta. In 2016, newcomers made up 28.8% of Delta's population (approximately 30,000 people) and this figure is expected to increase to 30 - 36 % of the population by 2021. Most immigrants to Delta choose to live in North Delta neighbourhoods.



Source: Census Canada/Metro Vancouver

CHAPTER THREE

General Indicators

Fraser Health Authority produces “My Health, My Community” profiles to share highlights, community behaviours, physical environment assessment and community health indicators. An interactive Community Health Atlas can be found at: <http://www.fraserhealth.ca/community-health-atlas/index.html>. This interactive tool provides current information in every health area in Delta along with comparators for other Fraser Health communities.

The most recent Delta Community Profile (**Appendix C**) published by Fraser Health indicates:

Delta benefits from strong community resiliency and good access to primary care with a strong sense of community belonging. There is room for improvement with respect to healthy behaviours and a healthier physical environment.¹

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Delta residents also have access to bc211, a United Way-funded information and referral agency that responds to calls, text messages and email inquiries for help and information about community, government and social services, 24 hours a day. In 2015, there were 436 calls from Delta residents to the bc211 line. Call subjects were:

- Housing and homelessness (30%)
- Income and financial assistance (12%)
- Health (11%).
- Government services (10%)
- Mental health (9%).
- Substance use, legal questions and public safety (7%)

Less than 30% of the requests made by Delta residents through bc211 are able to be answered or managed within

Delta has only one comprehensive social service agency, Deltassist, to meet needs of residents. Specialized agencies provide specific services, and issues that cannot be addressed within Delta are forwarded to agencies in other municipalities. The table below demonstrates that less than 30% of the requests made by Delta residents through bc211 are able to be answered or managed within Delta.

¹ Delta Community Health Profile: My Health, My Community, myhealthmycommunity.org, accessed Nov. 17, 2016.

Referrals made	Referrals #	Referrals to resources physically located in Delta %	Referrals to resources serving Delta but not physically located in Delta* %
Housing	99	0	100
Information and Referral	92	17	83
Education	55	40	60
Community Centres	6	0	100
Community Living Support	19	26	74
Food	9	78	22
Employment Search Assistance	19	26	74
Financial Assistance	38	3	97
Employment Preparation	17	24	76
Assessment	21	52	48
Settlement Assistance	3	0	100
Home Support	4	75	25
Employment Resource Centres	3	67	33
Family Places	0	0	0

Source: bc211 * Includes internet and telephone referral services²

The Delta Corporate Social Planner will work with bc211 and other community agencies to ensure that operators are familiar with all services available in Delta.

² United Way of the Lower Mainland, Community Profile Series, Delta, 2016, p. 66

CHAPTER FOUR

Delta's Role in Social Planning

Introduction

All departments provide plans, policies and procedures in line with the needs of Delta residents. Departments work towards ensuring that services are viewed through the lens of those who may need special care and consideration to partake in community events, use public facilities and access the services provided by the Corporation of Delta for all residents. It is also necessary for Delta staff, Mayor and Council to identify service duplication, gaps and needs and seek out opportunities to address them. Where opportunities do not exist, the advocacy of Mayor and Council is of great importance.

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Departments/Facilities

The Official Community Plan specifies the need for the creation of Healthy Communities. In addition to the direct delivery of services, the Municipality works with other community providers who add to the total complement of programs and services required for a diverse and active community. Parks, recreation and cultural services, programs and facilities, especially, have evolved over time to meet the needs of the changing population. These services provide individuals and groups with the opportunity for growth and development while creating a healthy, vibrant and cohesive community.

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Community and health services provided by the Corporation of Delta are housed in ten major recreation buildings featuring arenas, aquatic centers, senior's facilities, fitness studios, gymnasiums and multi-purpose programming space. In addition to these facilities and services operated by the Parks, Recreation and Culture Department, the municipality has partnered with community groups to provide more specialized amenities such as artist's studio, pottery studio, youth centers, arts centers, gymnastics center and community theatre. The parks system is comprised of approximately 500 ha (1,350 acres) of land in over 140 locations. The Regional Parks and Trails System, school grounds, and Burns Bog, complement the system of parks and natural areas.³

Finance Assistance Review Committee – Fees for Service

When service needs are identified, the Corporation of Delta may provide direct and indirect financial assistance to social service agencies to fill these needs. Through the Finance Assistance Review Committee and Mayor and Council, Delta allocates 2.5% of municipal tax draw to direct funding, as

³ OCP 2-31, p. 2-39

shown in the table below. There are also policies and programs that provide indirect support including the Facility Rental Fee Grants Policy, the Permissive Tax Exemption program and Community initiated Cost-Sharing projects. More than \$1 million is allocated annually as direct financial support to Delta agencies, and \$2 million as in-kind assistance. Several organizations receive more than one form of financial support.

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Fees for Service for Social Planning

Organization	2014	2015	2016
	(\$)	(\$)	(\$)
Boys & Girls Clubs of South Coast BC	\$113,000	113,000	113,000
Boys & Girls Clubs of South Coast BC (counselling)	47,391	31,594	
Deltassist Family & Community Services Society	29,000	29,000	29,000
Kinsmen Club of Ladner and Tsawwassen	1,500	1,500	1,500
Kin Village Association	126,540	126,540	126,540
Little House Alcohol & Drug Addiction Recovery Society			100,000
REACH child & Youth Development Society	27,550	27,550	27,550
Simply Counselling		31,859	63,192
Total Fees for Service	344,981	361,043	460,782

Source: Financial Assistance Review Committee – The Corporation of Delta, 2016

Policies and Procedures

Corporation of Delta staff work with Mayor and Council, internal departments and with external agencies to support the work necessary to create a safe and welcoming community. New policies and procedures can be developed to support new initiatives or to substantially change the status quo. For example, the Corporation of Delta works with the Healthy Communities partnership with Fraser Health. This team works on a variety of initiatives to encourage the creation of a healthier community. One of the recent initiatives focused on the use of tobacco. This led to the creation of an anti-smoking bylaw in 2016. Policies like these that support collaborative initiatives will continue to be valued by all community members as we work together for Delta.

In March 2016, Delta Council adopted a policy requiring that all community agencies which receive support from Delta, take steps to accommodate individuals who are economically disadvantaged. The purpose of this policy is to ensure that barriers are reduced for children and youth to encourage participation in sport, recreation and cultural activities.

Delta's Role in Social Planning

- Advocacy
- Planning and Policy
- Programs and Services
- Facilities
- Funding
- Direct service intervention when needed

Overall, Delta is seen as improving communication and collaboration with external agencies and is viewed as a partner in addressing improved social inclusion and connection within the community. Highlights to note include:

- Delta is creating centers for people to gather – updating recreation facilities to encourage people to gather and socialize before and after physical activity is appreciated
- Embracing and welcoming many cultures in Delta is useful for future settlement and integration of all newcomers and refugees
- Taking proactive steps to address specific problems is appreciated by Delta Residents. An example is the development of the Seniors bus programs
- Leisure Access Assistance Program and specific grade passes are supported as a way to introduce life-long health and active living
- Adaptive equipment/lessons are appreciated
- Advocating for public use of programs alongside special user groups is appreciated

Next Steps

Many of the following suggestions will be included in the Action Plan as possibilities for Delta as Social Planning becomes more integrated within departmental and community-wide planning.

- **Connecting residents to Delta facilities who don't currently use them: eg. Connecting Youth – perhaps with a co-hosted Youth-led space**
 - **Investigate partnerships with community agencies to provide service within Delta facilities in agency specialized service areas**
 - **Continual improvement of advertising/marketing, through the Delta website and elsewhere of all that is available through the Corporation**
 - **There is a perceived need for collaborative inter-agency communication in regards to specific customer behaviour challenges**
 - **The Corporate Social Planner can develop pathfinders for all Corporation staff as part of the Action Plan**
 - **Inter-agency cooperation to find opportunities to partner to expand service offerings for those who can't afford "regular" prices and who may not be able to access Delta facilities**
-

CHAPTER FIVE

Category 1 – Health and Healthy Communities

General Health

Healthy communities are created when there are minimal barriers for residents to reach their full health potential and no one is disadvantaged because of their socioeconomic status or other socially determined circumstances. Federal funding, Provincial health authorities and local medical practitioners work alongside local agencies to ensure that Delta's residents have the opportunity to work towards healthy lifestyles.

The Fraser Health authority, alongside the Ministry of Children and Family Development (MCFD) and the Ministry of Health are the primary providers for health services in Delta. MCFD delivers child protection and children's mental health services, and contracts services out to local non-profit agencies, child and family counsellors and programs for persons with physical and mental disabilities. These agencies also do local fundraising, and seek grants from other levels of government and from Lower Mainland charitable foundations, such as the United Way, in order to provide a range of social health services to the community. Details of both community-based and hospital services are located in **Appendix A**.

The Fraser Health - Healthier Communities Partnership (details in **Appendix A**), is a collaborative team including Public and Population Health, Delta's executive director for the hospital, Delta School District, a variety of Corporation of Delta staff and other community agencies that works to plan together to maintain Delta as a Healthy Community. Issues are brought to this table and new policies are considered. Activities, programs and services supported by governmental funding also are provided through this partnership.

In BC, local physicians are represented by General Practice Services Committee and then local Divisions of Family Practice. The Delta Division of Family Practice represents family physicians in the communities of Ladner and Tsawwassen. North Delta is represented through the Surrey/North Delta Division of Family Practice. In **Appendix C**, the My Health, My Community report on Delta Neighbourhood Health indicators shares socioeconomic, lifestyle, community resiliency and built environment statistics for the 5 areas in Delta. There has been a lack of physicians for Delta in the recent past and both Divisions of Family Practice are improving the numbers of residents attached to primary care doctors through active recruitment.

The largest providers of social services in Delta are the Corporation of Delta, Deltassist, Delta School District and the Boys and Girls Clubs of South Coast BC (BGCBC). Planning is done collaboratively to ensure that services offered are supportive, relevant and not redundant. Deltassist, Delta School District and BGCBC also provide facilities, leadership and staff to support local area committees that involve volunteers, agencies and provincial ministry staff, and funders like United Way around particular subjects.

A network of smaller non-profit organizations that are branches of national organizations, such as the Canadian Mental Health Association, provide support and services to people with specific illnesses or disabilities. Community groups provide local programs designed to meet specific needs, and local service clubs provide assistance and capital funding for community improvements.

In Delta, United Way looks for opportunities to partner with existing community groups to provide innovative, sustainable services. As noted in the United Way Delta Profile, 2016, the United Way supported 28 agencies that provided 35 programs to Delta residents.

Churches and other faith communities provide many programs for residents that support the social infrastructure in Delta. Some churches support privately sponsored Refugee families as well as surrounding other newcomers with services and mentors. Congregation members provide Community dinners, after school programs, singles nights, family workshops, parenting classes and social groups for adults with differing abilities.

Community based agencies supporting the general health of Delta's residents include many focused on activity, physical literacy and fitness. Fraser Valley Regional Library provides library services in Ladner, Tsawwassen and South Delta. Delta is well served by many unique programs and organizations to support healthy living for all ages. Delta is also privileged to have a local Hospice to provide end-of-life care and support for those recently bereaved.

Service Issues

- Agencies must work with multiple and changing funding partners to maintain consistent service
- There is only one comprehensive social services agency in Delta with limited and changing funding
- There is a lack of knowledge amongst providers and the general public about agencies and services and what they offer
- Volunteer numbers are diminishing resulting in fewer services
- Lack of awareness of changing needs for an aging population

Mental Health

Mental Health services in Delta are provided by approximately 15 agencies across all ages and all levels of support. This is further enhanced by private counselors and informal peer mentoring groups. Fraser Health coordinates services for all ages, although Child and Youth Mental Health are specifically tasked with provision of Mental Health services for Children in conjunction with the Ministry of Children and Family Development. Canadian Mental Health Association (CMHA) offers programs to support those with mental health issues and also collaborates with many other local

Mental Health services in Delta are provided by approximately 15 agencies across all ages and all levels of support.

agencies to support group homes, individual and group counselling, and innovative methods for creating healthy communities.

North Delta, with the higher population, was historically perceived to have more clients in need of mental health supports across all ages. Moreover, in the past five years, service provision need has increased in South Delta and it is taking some time for service levels to improve to offer similar waitlists and variety of services as are available in the North. With the diversity and number of those in need, it is necessary to provide services in both areas to meet demand.

Services for Adults

Fraser Health provides two offices for Adult Mental Health and Substance Use intake services, one in North Delta and one in Tsawwassen. Referrals can come from individuals or other agencies and the intake appointment directs clients to the best supports. Fraser Health distributes a “Mental Health and Substance Use” Fact Sheet. This provides current information regarding service areas, staffing, beds and programs supporting these needs in Delta. The July 2016 update can be found in **Appendix D**.

Other initiatives noted in the List of Agencies (**Appendix A**) offer mental health support for rapid response to families, suicide support, varieties of system navigation and more. The Ministry of Children and Family Development also funds many local agencies to provide counselling services for individuals, families, school supports and those involved with the justice system.

The Delta Alliance for Wellness and Networking (DAWN) has been active in Delta for 25 years and provides the majority of outpatient services for Adults with Mental Health challenges. Services include clubhouse (drop-in), peer support, programs and community support workers. Fraser Health provides almost 90% of the funding for this agency and it works closely with Delta Mental Health to provide post-diagnosis services including navigation support for next steps.

DAWN is actively seeking space in South Delta and is currently offering outings and group meetings in a variety of locations. DAWN is run by a Board and participates in the Mental Health Advisory Committee that exists to coordinate Mental Health services for Adults in Delta.

Services for Children & Youth

There are many players supporting the mental health of Delta's children and adults. An overview of the Health of BC and specifically youth in the Fraser South can be found at: http://www.mcs.bc.ca/pdf/AHSV_FraserSouth.pdf and **Appendix E** provides a flow chart to help navigate community supports.

Child and Youth Mental Health and Delta School District take the lead to support children and youth who experience mental health or substance use issues. School Counselors are trained to support minor issues and have a team of referral specialists who step in as needed. Child and Youth Mental Health (CYMH) employs between 3.5 and 5.5 clinicians for both North and South Delta and they are referred to by other community caregivers as needed to support families with children from infancy to 18 years of age.

Community partnerships are well used and counselors from Deltassist, Boys and Girls Clubs, PCRS, DIVERSEcity, Canadian Mental Health Association and the Ministry of Children and Family development offer services as well. For extreme cases the Delta Police Department Vulnerable Sector Unit is involved and special cases are referred to a specialized counselor for family support.

More outreach services and another family counselor for high risk cases are needed in Delta.

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The Ministry of Children and Family Development in Delta, also offers a Child Safety Team, an aboriginal office, a Youth Team, a multi-disciplinary team, small groups and individual counselling for children in care, youth on probation, family counseling and specific support for families with children with special needs. Respite care and home support can also be supplied. More services are noted as needed for mental health issues, families experiencing domestic violence, youth homelessness and food security. This ministry works with all other agencies in Delta and appreciates the collaborations available here.

Deltassist provides counseling for children, youth, and families through MCFD, Fraser Health, using staff and Counselling Interns. Specific programs include pregnant and parenting teens, families with young babies and children and low income families. Deltassist provides child and youth suicide prevention services through a contract with MCFD and is a major response partner in the Delta Suicide Protocol, currently under revision by the Delta Child and Youth Committee. Under this contract, Deltassist also provides two groups for children 8-12 suffering from high anxiety with and without ADD/ADHD. These groups include family components to make the information and skills transferable to home and schools.

The Boys and Girls Club, in addition, provides care on many levels and also supports advanced individual and family counselling with registered counsellors. This is funded by the Ministry of Social Development and Child and Youth Mental Health.

Divisions of Family Practice Local Action Teams

The Local Action Teams, sponsored by the two Divisions of Family practice are made up of a variety of Delta agencies supporting the integration and collaboration of services supporting child and youth mental health in Delta. This is a provincial initiative and brings together doctors, schools and community groups alongside parents and youth who have navigated the mental health care system and so have “lived experience” to share with all members of the team.

Service Issues

- There is a general lack of knowledge about all services that are available
- Lack of services inside Delta for traumatic incidents as individuals are transferred, often by police, to Surrey or Richmond
- Long waitlists for supportive or assisted housing for adults with mental health challenges
- Need for navigation assistance for extremely complex systems and infrastructure
- Increasing needs to equalize services available across Delta
- Increasing occurrences of childhood anxiety and an earlier age of onset
- Increasing numbers of youth who present with concurrent disorders (multiple challenges including drug use)
- Need for space for DAWN to provide Mental Health supports for Adults in South Delta

into adulthood

- **Advocate for provision of supports for Adult and Youth mental health at Delta Hospital**
-

Drug Use and Addictions

Fraser Health shares funding with many agencies to provide a variety of programs aimed at working with families and individuals dealing with substance use and addictions. The recent overdose crisis in BC has highlighted the need for coordinated service across ministries and health authorities and Fraser Health has shared their comprehensive multi-prong approach with all participants. Barriers to service include age or gender, whether the person continues to abuse substances, and concurrent health issues. As with other issues, Delta residents would benefit from increased communication amongst service providers to share programming ideas and evaluation of services.

As with other issues, Delta residents would benefit from increased communication amongst service providers to share programming ideas and evaluation of services.

Fraser Health provides services for prevention, treatment, and resources for all ages as well as for many related programs. A detailed list of services is found in **Appendix A**. Working collaboratively with Delta Police and the Delta School District, the Corporation of Delta also funds a part-time counsellor to work with families of high risk offending individuals to attempt to break the cycle of addiction, crime and damage.

Many programs offered in Surrey and North Delta are now needed throughout Delta as incidence of addiction and substance use is not specific to any one geographic area, community or socio-economic sphere. Delta does not have the quantity of incidents or needs that communities with higher populations have, however, the same needs exist all over the lower mainland. This is especially true for incidents of drug use and addiction.

In 2016, Delta Hospital reports an average intake of 8-10 substance abusers per week. The primary substances used in Delta include Alcohol, Cannabis, Prescription drugs – predominantly Xanax, LEAN (a homemade mix of cough syrup and candy), Ecstasy and Cocaine.

Cocaine is the most common drug used by older youth and young adults, along with prescription medications and ecstasy. Occasionally it is seen in the secondary schools. According to the McCreary Report⁴ in 2013, 10 % of Fraser South children tried alcohol by the age of 11/12 and 44% had tried by the age of 13/14. It is reported, anecdotally, that Cannabis is the most common drug in Delta and the easiest to purchase.

Delta residents would benefit from programs that would provide quick access for youth and adults seeking detox treatment and overnight programs for emergency

Delta agencies, such as Deltassist, Little House Society, Boys and Girls Clubs, and Pacific Community Resources Society provide many services to address substance use and addiction using a variety of treatment models. There are, however, areas of need in Delta that are not met by current funding or agencies. Delta residents would benefit from programs that would provide quick access for youth and adults seeking detox treatment and overnight programs for emergency situations. As with other Delta social agencies, access between the north and south can be difficult; often

⁴ Smith, A., Stewart, D., Poon, C., Peled, M., Saewyc, E., & McCreary Centre Society (2014). *Fraser South: Provincial results of the 2013 BC Adolescent Health Survey*. Vancouver, BC: McCreary Centre Society.

requiring a duplication of resources. Delta residents are not encouraged to use agencies outside the Fraser Health catchment area unless a specific program is not provided locally.

Service Issues

There are several root causes for poor mental health and substance use such as poverty, homelessness, social isolation, lack of meaningful employment, systemic discrimination and adverse childhood experiences. Other specific issues include:

- No substance abuse treatment day or residential programs for youth in Delta
- Long waiting lists for residential detox where it is provided
- Limited options for assisted living housing or residential supports in Delta
- Fewer services available for seniors with addiction issues
- Increasing numbers of individuals with concurrent disorders (substance abuse and other mental health issues)
- Limited funding available for prevention-based resources for families
- Increasing need for more male and family counsellors

Next Steps

- **Encourage the planning and development of diverse housing by BC Housing along with non-profit agencies and developers**
 - **Increase awareness amongst funders and service providers by challenging assumptions about Delta service needs**
 - **Support the development of a Delta Youth Hub/Clinic including emergency housing, detox services, and other specialized programs**
 - **Encourage enhanced communication and cooperation amongst service providers**
-

Poverty & Food Security

Very little change in the working poverty rate has occurred in Metro Vancouver since 2006. The Canadian Centre for Policy Alternatives provides census-based information about areas of poverty throughout Metro Vancouver. Working poverty maps, based on the 2011 census and published in 2012 are found at: <https://www.policyalternatives.ca/van-working-poverty>.

Delta's summary:

Municipality: Delta

Working poverty rate in 2006: 5.5% of the working-age population

Working poverty rate in 2012: 5.7% of the working-age population

Working-age population in 2012: 48,640 people

Source: Statistics Canada, custom tabulation, T1FF tax filer data.

There are still almost 6 % of families that are classified as "Working Poor"

The Working Poor are those who do have employment but are unable to find work that provides enough income for families to thrive in their communities. In 2016, Metro Vancouver reported on the working poor and found that although many communities in Delta do have a reputation of being in a higher socio-economic bracket, there are still almost 6 % of families that are classified as "Working poor". Areas with higher poverty rates are predominantly clustered around stretches of Scott Road in North

Delta. **Appendix F** provides the Working Poverty map which includes Delta neighbourhoods.

Canadian theorists believe that working poverty can be reduced and perhaps even eliminated with a combination of policy reforms, better income support and public services. In BC there are direct recommendations for larger investment in Social Housing. BC is currently the only Canadian province that does not have a poverty reduction strategy in place or under development. The Corporation of Delta supports families and individuals with lower incomes by providing Leisure Access Assistance program (LAAP) passes at a reduced rate. These passes are issued on a 6 month basis and cost the resident \$5.00 per pass. In 2015 a total of 834 passes were issued with a value of \$218,040.00. Also in 2015, LAAP passes were used to take part in leisure activities 14596 times for a total use value of \$83,299.50.

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The Delta Food Coalition

The February 2016 release of the BC Provincial Health Services Authority's "Food Costing in BC 2015" shows an increase of \$60/month in the cost of nutritious food for a family of four in British Columbia since 2013.⁵ This report also concludes that "sufficient, safe, and nutritious food is critical to the health

⁵ Provincial Health Services Authority. (2016). *Food Costing in BC 2015*. Vancouver, B.C.: Provincial Health Services Authority, Population and Public Health Program. Provincial Health Services Authority.

and well-being of the British Columbian population” and that “the cost of a healthy diet can affect individuals and families of all incomes but can have the highest impact among households with the lowest incomes.”⁶

“sufficient, safe, and nutritious food is critical to the health and well-being of the British Columbian population” and that “the cost of a healthy diet can affect individuals and families of all incomes but can have the highest impact among households with the lowest incomes.”

The BC government offers programs like the “Farmers’ Market Nutrition Coupon” program that makes it easier for families who need help to access and afford fresh foods and also support local growers and farmers. Participants receive \$15 worth of coupons, weekly, that can be used like cash at one of the 63 participating markets in BC. Families may purchase locally grown fruit, vegetables, meat, fish, eggs, dairy, nuts and herbs.

To understand food distribution in the Lower Mainland, Metro Vancouver staff developed a Food System strategy with input from all member organizations. Food production and distribution was identified and systems reviewed. Delta staff had input into this strategy and indeed our farmlands support many Metro Vancouver Food banks.

In Delta, partner agencies, along with community food retailers and farmers, work together to increase food security in Delta through the Delta Food Coalition. Delta farmers participate in many Food Coalition initiatives by donating produce directly to members for distribution in the community.

For the past 5 years The Delta School District provided food boxes at both elementary and secondary schools. The “Pickle Project” is in place to allow students to participate in the process of food provision from seed to product when planting cucumbers and eventually pickling them for school lunches. More recently Kwantlen Polytechnic University, Tsawwassen First Nation and the Delta School District have opened agricultural “mini” schools to provide practical learning platforms to explore interests in an outdoor, hands-on farming setting and the work behind the distribution of food.

Earthwise Society collaborates with most Delta agencies to promote balanced living, organic food choices, mental health and food security. Programs available to support Food Security include Shared Harvest programs for seniors and families in need by both providing fresh food and teaching how to make available food stretch further. Pocket Markets, Family Harvest Boxes and participation in the Delta Food Coalition provide social, environmental and economic benefits to a wide range of audiences.

Through the Deltassist Emergency fund, food is available to assist low-income Delta residents who are in crisis situations by providing emergency food, food vouchers and bus tickets. This fund is supported by donations of cash and food to Deltassist. Deltassist is not a Food Bank but rather a stop-gap for emergency situations. In addition to emergency food or bus tickets, clients will also be given information on other resources for food available in the community.

⁶ Food Costing, p. 2

Food Banks in Delta

Delta is fortunate to have two food banks meeting the needs of many residents. In North Delta, the Surrey Food Bank provides an outlet facility every other Tuesday at the North Delta Evangelical Free Church. On average 78 Family size food hampers are distributed each week, including Delta Syrian Refugee families.

The Ladner Food Bank at the Ladner Christian Fellowship has provided a Food Bank service since 1992. Almost two acres of land behind the Ladner Trunk Rd church host 4 buildings, two vehicles and volunteer staff that support a weekly food bank distribution site. Over 80 families and individuals, including recent Syrian Refugee arrivals, use the food bank services each week.

Service Issues

- Assumptions are made about the needs of Delta residents based on where they live when poverty exists throughout Delta
- Lack of knowledge about Delta's two food banks
- No coordinated BC poverty reduction strategy
- No universal daycare strategy to support those with limited income to return to work

Next Steps

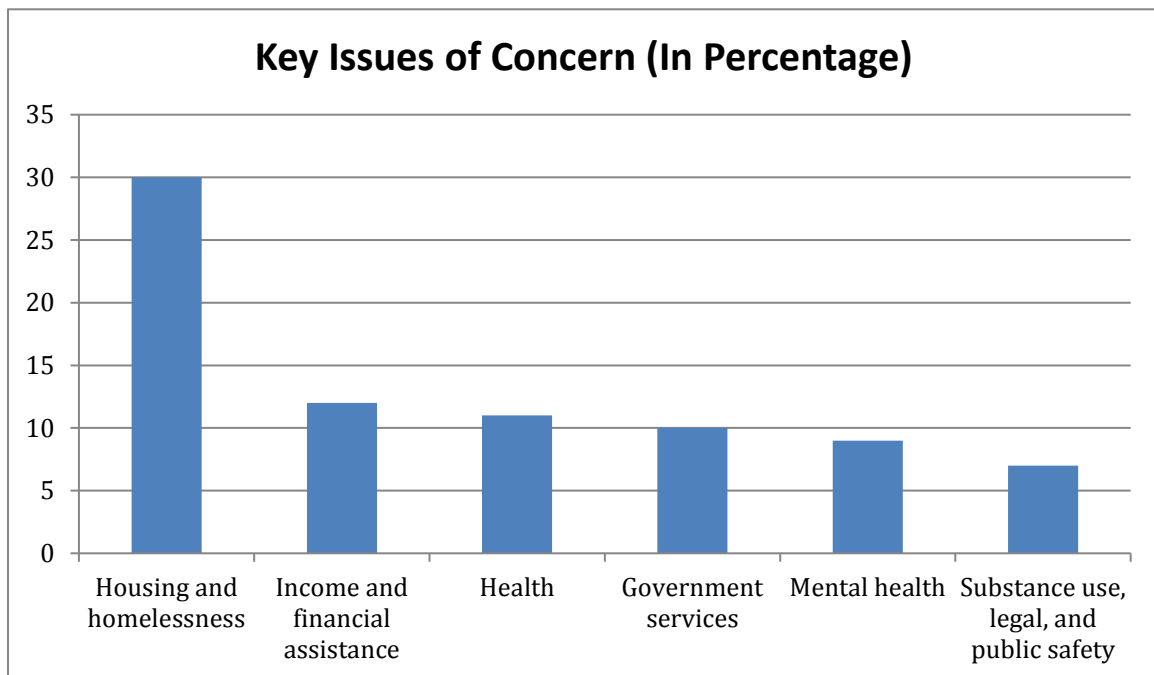
- Explore ways to support local food banks
 - Market all available community meals, food banks and food distribution opportunities
 - Encourage Delta Food Coalition to coordinate those providing food distribution services
 - Advocate for increased minimum wage, poverty reduction strategy and universal daycare in BC
 - Encourage the planning and development of diverse housing by BC Housing along with non-profit agencies and developers
 - Establish a Farmers Markets Nutrition Coupon Program in Delta
-

CHAPTER SIX

Category 2 – Personal & Public Safety

Introduction

Personal and public safety is well supported in Delta and is ensured by a variety of Corporation staff, departments and contracted services. There are both municipal and community based services working collaboratively to ensure that Delta residents are well taken care of in times of adversity and catastrophe. Delta residents also have access 24/7 to bc211, a United Way-funded information and referral agency that responds to calls, text messages and email inquiries for help and information about community, government and social services. Between January and December 2015, there were 436 calls from Delta (average 8 per week) to the bc211 line. Key issues of concern were:



MUNICIPAL

- **Delta Police Department**

Delta's Police Department has a reputation as a progressive and proactive department that, according to a recent Ipsos Reid Community Survey, ensures that Delta residents feel safe. Through community outreach, practical enforcement, and relationship-building and with the guidance of the Delta Police Board the Delta Police Department offers services and crime prevention in all areas of Delta. Services include:

- Victim Services – provides support to victims of crime and trauma and provides 24/7 response to the community (at police request). Victim Services provides all services mandated under the Canadian Victims Bill of Rights including investigation updates and court support for criminal matters. The program also provides “Caber”, the first Victim Services dog in Canada. Caber assists Victim Services in providing comfort and support to clients and attends court with vulnerable witnesses.
- Community Policing - officers are located alongside volunteers in all three Delta communities to allow direct access to the department by the community. Concerns and fears can be shared along with quick access to licences, answers to questions and relationship building with Delta officers.
- Vulnerable Sector Unit – also well known for progressive and proactive leadership. Officers are designated to the areas of domestic violence, mental health, youth and addiction. Information is shared amongst the unit and relationship development with people in the community is a priority to help prevent criminal activity.

- **Delta Fire /Emergency Services**

Delta Fire and Emergency Services is also known, province-wide, for their progressive initiatives to serve the Delta population. Firefighter Personnel are trained to provide enhanced medical emergency services and work collaboratively with Police and Corporation staff on Emergency protocols and lead others in prevention and education work necessary to keep the community safe.

- **Emergency Social Services (ESS)**

Managed by the Parks, Recreation and Culture Department, ESS is an emergency response program that provides services that are required to preserve the well-being of people affected by an emergency or disaster. ESS staff and volunteers are prepared to meet needs of the community for the first 72 hours following an emergency event. The services are funded by

the Corporation of Delta and provincial/federal emergency services. The Emergency Social Services and Seniors Coordinator works in conjunction with Delta Police, Fire and reports to Deputy Director of Parks, Recreation and Culture.

COMMUNITY-BASED

- **Domestic Violence**

The Delta School District, Deltassist, Boys and Girls Club, and private counsellors support the work of ensuring that Delta residents are safe in their homes, at work, at leisure and at school. The Delta School District provides education in a variety of safety-based areas such as bullying, online harassment and race-based inequities. Deltassist provides “Stopping the Violence” Programs for women who are experiencing or have experienced abuse in their relationships in conjunction with Delta Police Victim Services and Delta Police. Individual and group counselling is provided for women and self-referred anger management groups are also available for those who have not yet been charged. Deltassist also provides services to adult survivors of childhood sexual abuse. Deltassist first led and now co-leads the Delta Opposes Violence Everywhere Committee that coordinates efforts to increase awareness about violence in relationships, and also provides grab and go bags of basic necessities for women and children fleeing abuse.

- **Bullying/Harassment**

Most incidents are addressed by the Delta Police Department. The Delta School District has a comprehensive education module that addresses online and personal bullying and harassment. Students learn what constitutes bullying and how to get help. Boys and Girls Clubs also offer staff and members support and instruction to notice, name and seek help when experiencing any kind of harassment. Education about online threats to safety is prevalent throughout Delta.

Service Issues

- Delta does not have a social service agency that deals with housing emergencies or offers a single place of contact for housing questions
- Emergency calls to BC211 are referred to resources or agencies located outside of Delta
- All subsidized housing located in Delta is managed by external agencies and there is no emergency housing
- There is no Delta local agency supporting settlement for newcomers and refugees other than those services provided by the Delta School District
- calls regarding settlement assistance, financial assistance and access to community centres through BC211 are referred to agencies outside of Delta
- Call Center operators may not have all referral information for Delta services

Next Steps

- **Seek funding for the provision of a single point of service housing registry available also for emergencies**
- **Encourage the planning and development of diverse housing by BC Housing along with non-profit agencies and developers**
- **Develop and encourage proactive communicating and marketing strategies for those who offer services**
- **A single point of contact for referral for many of these services can be provided through the Corporate Social Planners webpages**
- **Work with call center referral services to provide current information on Delta services**

CHAPTER SEVEN

Category 3 – Children & Youth

Introduction

According to the Delta Official Community Plan Delta encourages a safe and supportive community that fosters family well-being and the raising of children in a nurturing environment. The role of the Parks, Recreation and Culture department is to provide opportunities for youth to contribute and

participate in community life. It is the role of community organizations to promote recreation programs that ensure that the needs of youth who do not participate in organized sports programs are met. The Delta School District and Delta's 7 private schools meet many of the needs of Delta's children and youth and works to connect individuals, market services and further support Delta residents.

Child and Youth Committee (CYC)

Delta is fortunate to have a very active and committed Child and Youth committee (CYC) made up of decision-makers from most ministries, organizations and agencies in Delta that work with children and youth. For detailed information and a listing of members, please see **Appendix G**. The CYC meets monthly and shares current information and plans for new services to meet identified needs in a collaborative manner. Assessment and evaluation are also provided, collegially, for services and programs and areas of concern are raised to ensure that knowledge is shared and that solutions can be provided.

Sub-committees of the CYC concentrate their work in areas of early and middle years, physical and basic literacy, youth, individual recognition and care and food security. These teams report back to the CYC to share successes and areas of concern. Agencies that may appear peripheral to children and youth, like Earthwise, also participate to offer services and programs aimed at supporting basic needs, with great success. United Way funds many programs that contribute to strategic solutions provided by the larger agencies and continual collaboration ensures minimal duplication of service and quickly filled gaps.

Delta is well served by the collaborative nature of the agencies working with children and youth.

Delta is fortunate to have a very active and committed Child and Youth committee (CYC) made up of decision-makers from most ministries, organizations and agencies in Delta that work with children and youth.

Delta Profile

Delta is well served by the collaborative nature of the agencies working with children and youth. This includes the participation of the Ministry of Children and Family Development, Child and youth Mental Health and the Local Action Teams (described in chapter 1). Ministry staff sits with local agencies at the CYC table and participate as they are able. Provincial staff have struggled to consistently support long-term initiatives but they are able to contribute funding and expertise as necessary and within their budgets. It is challenging as budgets are decreased or reallocated and the CYC membership is learning to advocate as appropriate.

The DeltaKids team, focusing on Early Years (0-5) and Middle Years (6-12) meet monthly to share information and resources and to actively plan services for Delta. During the 2014/15 year, members of the committee designed a "Child-friendly Community Survey" and received 500 responses from Delta parents and children! Overall 54% of respondents felt Delta was a child-friendly community. Concerns included access to physicians, housing and childcare and the difficulty of navigating the mental health system. Included in the top 10 of what makes Delta child-friendly were the availability of walking, play and outdoor spaces, school welcome and family friendly business.

Methods exist in BC to evaluate how Delta Children and Youth are actually doing in comparison to other municipalities. Two measurement instruments regularly used are the Early Childhood Development and Middle Childhood Development Instrument Indicators from the Human Early Learning Partnership which demonstrates vulnerabilities in children and youth in specific Delta neighbourhoods. There is also the Child Health Indicators from Child Health BC and the Office of the Provincial Health Officer which demonstrates changes for BC children and youth across 51 indicators in 5 key headings. A review of key findings from the Child Health BC report is included as **Appendix H**.

In **Appendix I** six pages of the most recent Early Development Instrument Wave 6 (2016) Data are included to demonstrate where Delta Children are most vulnerable. In general, wave 6 data show

In Delta, 28% or 272 children are experiencing vulnerabilities in at least one area of development.

that in Delta, 28% or 272 children are experiencing vulnerabilities in at least one area of development.⁷ **Appendix J** is three pages from the 2015 Middle Childhood Development Instrument results that includes data about Grade 7 Delta children in 2014/2015 who are considered to be 'thriving' in each of the Delta neighbourhoods. The highest level is found in Tsawwassen at 61% while a little less than half the children are thriving in each of North Delta East, Sunshine Hills, and Ladner – Delta Rural. North Delta West reports the lowest rate at 39%.⁸

The CYC and DeltaKids committee members use all of these indicators, plus concrete learning from the Delta School District to design programs and services directed intentionally where they are most needed.

Childcare

Childcare and daycare referral and coordination is formally provided in Delta by Childcare Resource and Referral hosted by Options Community Services. They provide services, referrals, workshops, conferences and other resources for parents and service providers throughout Delta. Although not as difficult as in surrounding communities, it is a challenge for Delta families to find affordable childcare.

Numbers of spaces, especially for children under age 2, are low and costs are high – up to \$1800/month.

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The DeltaKids committee, Childcare Resource and Referral and Corporation of Delta Parks, Recreation & Culture are reviewing needs in Delta for pre and post school care. However, costs for daycare remain prohibitive for many families.

Child Development Specialized Services

Delta is fortunate to have REACH Child and Youth Development Society and the Centre for Child Development for those families needing child development services. In 2014/15 year, REACH served over 870 children and their families. REACH has recently completed a fundraising project to build a

⁷ Human Early Learning Partnership, UBC, Wave 6 Data, October, 2016

⁸ United Way, Community Profile, 2016, p. 56

new centre in Ladner with support from the Corporation of Delta for location and funding and many other partners. This new location will allow better integrated service in the community and access for more families. Early screening for possible developmental challenges is provided in a variety of ways throughout Delta services to families with young children. This is perhaps one of the best examples of collaborative work by multiple agencies as staff refers and cross-refers amongst programs, services and Public Health to ensure that childhood developmental concerns are noticed in time for intervention and support.

Family service workers are of special need in Delta, especially for REACH and the Centre for Child Development. Funding has been cut in this area and as numbers of medically fragile children and those with life-limiting injuries increase, there is an increased need for navigation supports. As with other services, it is often the most traumatic families that are only able to be served.

Youth Services & Engagement

The area of Youth Engagement is an area of concern for most service agencies in Delta in that youth are chronically the most difficult age to connect to available opportunities. Many of the programs provided are facility-based and youth are not frequent attendees at facility-based activities. Current theory and research describes the best methods to engage youth are to incorporate their opinions into planning and development of both programs and facilities. For both leisure activities and specialized services to support those who may be struggling, it will be important for all Delta agencies to seek out the youth voice in order to build sustainable programs, designed by youth themselves.

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In 2015 the United Way and Delta School District worked together to fund a “Community Schools Partnership” initiative along with the Vancouver Foundation, Delta Gymnastics, Delta Police, Fraser Health, Delta Parks, Recreation and Culture, Boys and Girls Club of South Coast BC and others. This team works on Community Development amongst lower income communities and by securing grants, donations and building infrastructure can better utilize physical facilities and resources to offer after school programs, summer camps and sports collaborations for Delta

children and youth. Increasing this type of collaborative program delivery will improve child and youth services in Delta.

The area of Youth Engagement is an area of concern for most service agencies in Delta in that youth are chronically the most difficult age to connect to available

Child & Youth Friendly Community

The greatest challenge for agencies providing care for youth and children in Delta is the provision of universal access with coordinated information and services throughout Delta. Delta agencies are exploring the idea of “Every Door is the Right Door” as suggested by Provincial ministries throughout Canada. This idea includes the use of a concierge-type information booth that is present in all municipal buildings, schools, libraries and agencies and would provide the same access to current information for any resident.

Formally, a child and youth friendly city or community (CYFC) is defined as “a system of local governance, committed to fulfilling children’s rights.”[i] A CYFC seeks to fulfill children’s rights in the spaces that affect them the most, namely their neighbourhoods or communities. As much of the research on child well-being and development suggests, the experiences of children in their earliest years have a profound effect on their future success and the trajectory of their adult lives”.⁹ CYFCs are not a one-size-fits-all model, but rather a framework and set of values that helps each community decide what is important given their unique circumstances and context.

Service Issues

- Neighbourhoods with vulnerable children and youth would benefit from focused program planning
- Inconsistent or decreasing funding for specialized supports for special needs children
- Lack of accessible, low-cost space for programs and services throughout Delta
- High childcare costs and low availability
- Limited funding for family service and outreach workers for agencies.
- Insufficient understanding of creating youth-led spaces and programs
- Limited use of public spaces by Delta’s Youth

⁹ <http://www.childfriendlycommunities.ca/> accessed November 28, 2016

Next Steps

- Review \$10/day Universal Childcare initiative
 - Parent Education and support is needed to provide upstream support and training so that teachers, doctors and child and youth workers can deal with non-typical issues
 - Support the inclusion of the Child and Youth voices in planning for service
 - Support “Every Door is the Right Door” initiative
 - Pursue Child & Youth friendly Community designation
 - Support Deltassist/School District plans to have a North Delta Youth Clinic Site with a doctor and access to substance use and suicide prevention counsellors
 - Advocate for increases in funding for specialized service workers for all agencies
-

CHAPTER EIGHT

Category 4 – Seniors

Introduction

Section 2.8 of the Delta Official Community Plan describes Delta as being able to support the well-being of residents, as they age.¹⁰ The Federation of Community Municipalities recently noted that an aging population is changing the face of Canadian Communities. The number of seniors in Canada is expected to more than double to 10.4 million in the next 25 years, reflecting a faster rate of growth than any other age group in Canada.¹¹ Fraser Health, in its Healthy Profile from 2014 stated that this “sharp and disproportionate increase will lead to greater healthcare costs and complex medical conditions.”¹²

An aging population is changing the face of Canadian Communities. The number of seniors in Canada is expected to more than double to 10.4 million in the next 25 years.

This increase is made up of predominantly women and brings a special concern about poverty rates increasing after a 30 year steady decline. Housing prices are the main cause of this increase as it becomes less affordable and less likely for seniors to age in place, either in their own cities, or in their own homes. Over the past 50 years there has been a steady decline of investment in public infrastructure in areas that traditionally support seniors, creating significant gaps in Canada’s social safety net.

Seniors Services benefit, greatly, from an integration of services. Where there is the ability to not have “ownership” of programs, agencies are able to co-locate and provide services in a single place so that seniors do not need to move around to access service. Agencies that are committed to providing unique services in areas of expertise perform those and share space for others to provide their own specialized service. Inter-generational opportunities for learning and recreation provide needed mentorship for all ages and a culture of “elders” offers inter-generational learning for all community members.

Concerns for communities across Canada focus on increasing funding for palliative and hospice care. Current research highlights the inclusion of death and dying as a stage of life, rather than as an illness or deformity – an enemy to be overcome rather than welcomed. Community services and Hospices are now funded to embed age-friendly initiatives within their planning and policy documents.

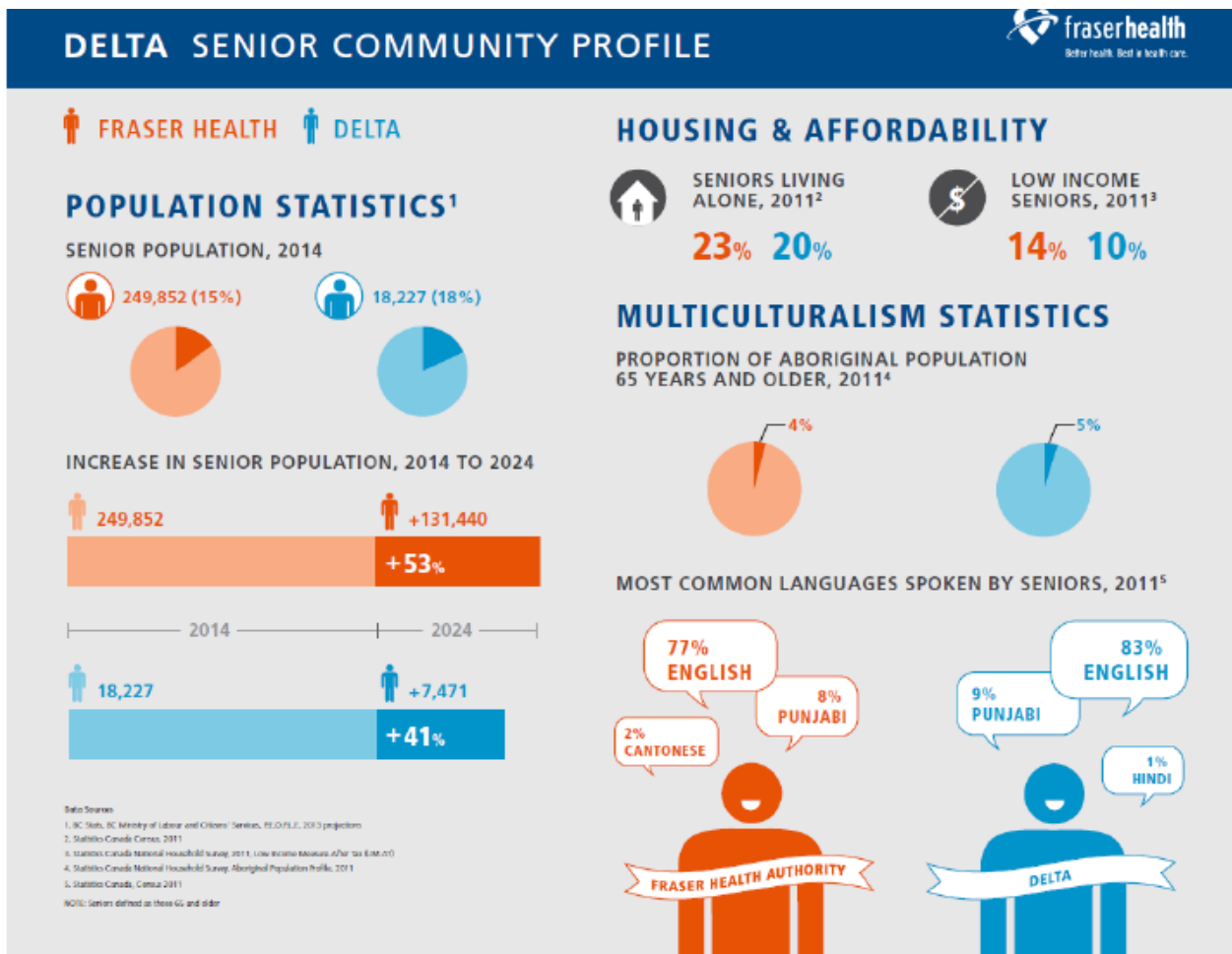
¹⁰ OCP2.8, p. 20-42

¹¹ Canadian Council on Social Development. *Seniors and Housing: The Challenge Ahead. Part II Canada’s aging population: the municipal role in Canada’s demographic shift.* Federation of Canadian Municipalities Quality of Life Reporting System. 2015. P.9

¹² Fraser Health – Healthy Profile, 2014, p. 1

Delta Seniors Community Profile

The following graphic provides a snapshot of who Delta Seniors are as of October 2016.¹³



There are two primary committees that keep the work of Seniors moving forward in Delta. The Delta Seniors Planning Team began in Delta in 2009. The Delta Seniors Planning Team exists to encourage Delta Seniors to stay independent, active and socially connected. The team includes three Action Teams studying non-medical support services, housing and transportation. Each Action Team assess needs, identifies barriers & gaps, to find solutions in meeting these challenges. Members of the Seniors Planning Team work with provincial initiatives to plan for changing income, services and housing for Delta Seniors. Three members of the Planning team are also advisors to the BC Seniors Advocate office.

In 2014 the Corporation of Delta created the Seniors Advisory Sub-Committee as part of the Parks and Recreation Commission. This sub-committee includes members of council and staff along with representatives from each of the Seniors Facilities in Delta. This group is tasked with reviewing Delta services and reporting back to the Commission with any concerns or changes.

¹³ Fraser Health – Public Board Meeting – October 2016

http://www.fraserhealth.ca/media/20161012_Delta%20Health%20Services%20Presentation.pdf. Accessed October 26, 2016.

Seniors Services

Community agencies support the flourishing of Delta seniors, by addressing social isolation, physical and mental health concerns, and their ability to age in place. Concerns are increasing around access to affordable and accessible housing. In the next 10-20 years it will be the responsibility of inter-agency committees to establish appropriate initiatives to support an aging population. As Delta staff seeks the Age-Friendly community designation projects are being completed to address transportation, infrastructure and facility recommendations. Three Seniors Centres provided by the Corporation attract many of Delta's senior residents with programs, services and opportunities to visit and learn. Smaller organizations, volunteers and government funded initiatives provide peripheral supports like home care, shopping, errands and home maintenance.

Deltassist provides a large number of community services to seniors to assist in maintaining independence and being able to age in place. In addition, the United Way funds Deltassist to provide Better At Home services to seniors in their homes to address light housekeeping, light yard work and drives to medical appointments. For the past 3.5 years Deltassist has provided a seniors counsellor to address the many issues of seniors in Delta. The number of seniors accessing this service has tripled in this short time span. This position liaises with Delta's Seniors Support counselor to assist with referrals and system navigation.

Seniors Buses

The Corporation of Delta offers a free transportation service for all seniors living in Delta. There are two buses, one in the north and one in the south and the buses offer easy access to local services, recreation and shopping. Registration is necessary to use the buses and bookings are coordinated. The buses are fully accessible and include wheelchair lifts. The service was made possible in part by an Age-Friendly grant through a partnership with the BC government and the Union of BC Municipalities.

Delta Seniors Support Coordinator

Since early 2016, the Corporation of Delta has offered the services of a 3 day/week support coordinator at each of the three Seniors Facilities. This position provides information, navigation and support for municipal, provincial and federal governmental programs, funding and services. Already, the three days are booked continuously as Delta's senior's communities appreciate the guidance of someone who "knows the system".

Facilities

The Corporation of Delta provides 2 Seniors Centres in North Delta and Ladner and access to a third in Tsawwassen. Kennedy Seniors Recreation Centre is located in North Delta and provides recreation, community and volunteer opportunities to those aged 50 and older. The centre is operated in partnership with the Corporation of Delta and the volunteers of the Kennedy House Seniors Society. The facility offers a large banquet hall, meeting, snooker, woodworking and fireplace rooms, Lawn bowling green and a café. There is a yearly membership fee and many volunteer opportunities.

Like Kennedy, McKee Seniors Recreation Centre in Ladner is also operated in partnership with the Corporation of Delta and the volunteers of the McKee House Seniors Society. McKee also offers a large hall, a multipurpose/activity space, a variety of meeting rooms and lounges and a café.

In Tsawwassen, seniors gather at the Kin Village Community Centre, a part of Kin Village, which is independently owned and operated by the Kin Village non-profit society. This centre provides seniors and others with a wide range of programs, recreational and social opportunities to enrich lives of community members. The Centre also offers a large Hall, multi-purpose rooms a boutique and a café.

It is the programming at these centres that makes the buildings the busiest places in Delta year-round. Recreational, educational, social and other programs, activities, events, celebrations and festivities are offered throughout the year, and in diverse schedules.

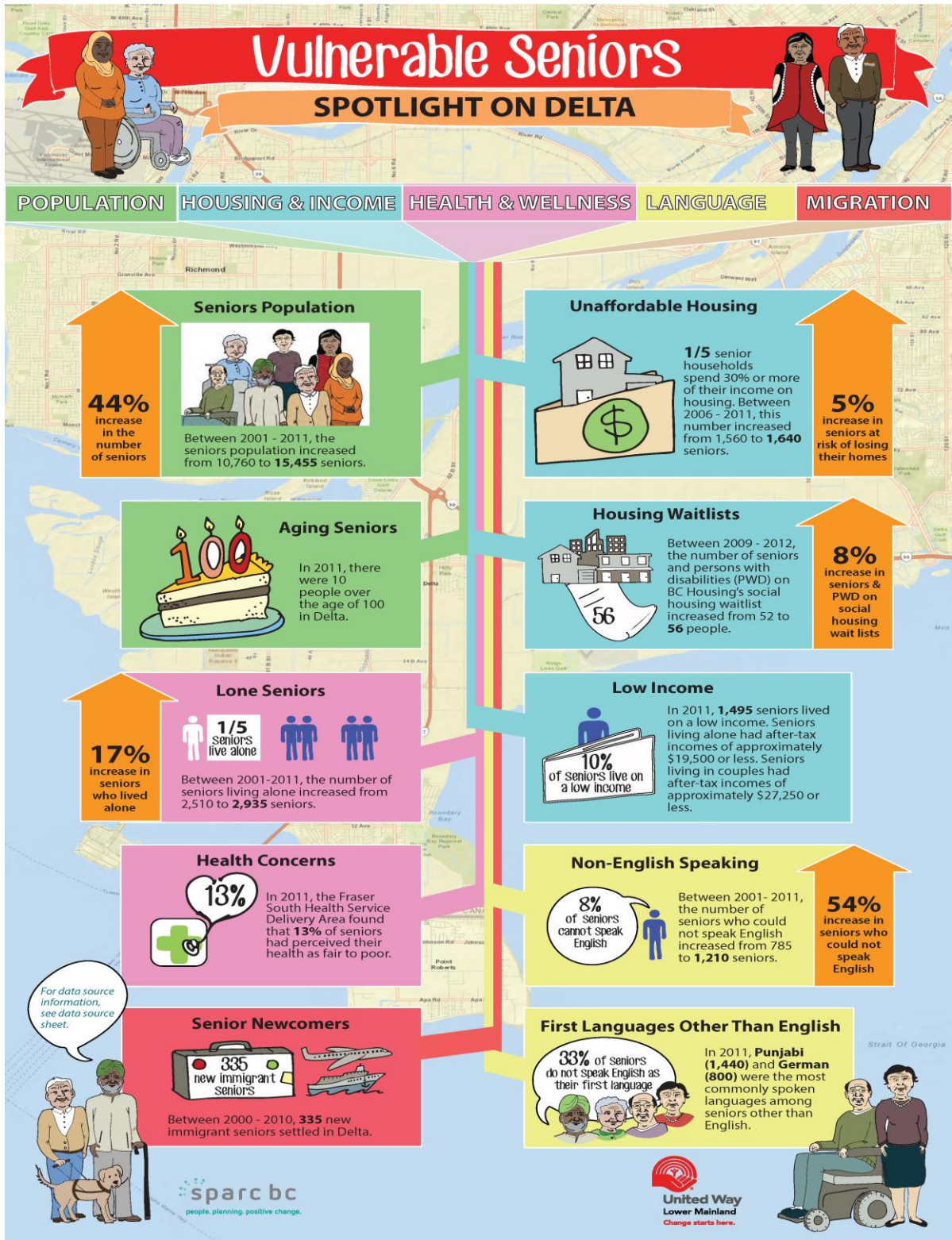
Vulnerable Seniors

In Delta the numbers of Seniors are increasing without a corresponding increase in medical, housing or income services. This population is greatly affected by the rising costs of food, utilities and living. Those who are vulnerable are those still living in large housing with corresponding larger costs for operating. Those without close family or other external visitors lack stimulation and sensory input. The physically frail may also fall under the radar of health authorities and those seniors experiencing familial abuse or depression are also difficult to notice in the community. Services do exist to support these issues but it is often difficult to pinpoint those who are in need of service.

The Delta Seniors Support Coordinator and others indicate an increasing worry about and incidence of abuse in many forms for Delta Seniors. Senior Women and Men are finding themselves incapable of dealing with the stresses of life without their partners and often request services to help them perform basic functions. This finding is echoed in other lower mainland communities as children pressure their parents, in many ways, to sell their homes to take advantage of rising housing costs. Emotional and mental health concerns are increasing amongst this population as are reports of familial financial and physical abuse.

Those without close family or other external visitors lack stimulation and sensory input. The physically frail may also fall under the radar of health authorities and those seniors experiencing familial abuse or depression are also difficult to notice in the community.

The following graphic (August 2014), produced by SPARC BC and in conjunction with the United Way provides a focus on areas of vulnerability for Delta seniors.¹⁴



¹⁴ SPARC, United Way – Delta Seniors Vulnerability, 2014

Age/Dementia Friendly Communities

There are a variety of government funding programs that provide “friendly” community funding opportunities to both non-profit societies and municipalities. The Corporation of Delta has worked on obtaining the “Age-Friendly Community” designation and has accomplished many of the tasks involved, in particular, the establishment of the North Delta and South Delta Seniors Bus Program, and the reframing of the Seniors Advisory Sub-Committee. At the May 11th meeting of the Seniors Sub-committee, a report was received that recommended to the Parks, Recreation and Culture Commission that the Corporation of Delta proceeds with an application for an Age-Friendly designation. As per that report, the process was transferred to the Corporate Social Planner to fulfill the remainder of the obligations.

HOUSING – See also Chapter 9 – “Specialized Housing – Seniors”

The concerns of Delta Seniors are largely focused on their current and future choices for housing. Housing in place is not a possibility for most of Delta seniors as their care and needs will grow out of their current homes. Rents are increasing faster than income indices and those who own cannot maintain their houses. Some families, eager to inherit early, pressure their families into selling early to take advantage of the rise in home prices.

Ideas exist to co-locate seniors around community services and offer inter-generational housing but these will need to be championed by

community developers in order to succeed. For those seniors needing residential care there are waiting lists at all the Seniors’ residential centres in Delta. Access to sport, leisure and recreation is good in Delta and the advent of the Seniors Buses allows for more travel opportunities within the local neighbourhoods. Recently the Federation of Canadian Municipalities (FCM) shared their submission to the Federal Housing Strategy initiative. This document shares that “the magnitude of the Housing challenge demands a collective and collaborative response from all levels of government, to create a range of housing and transit options and supportive communities in which seniors can thrive”¹⁵

“The magnitude of the Housing challenge demands a collective and collaborative response from all levels of government, to create a range of housing and transit options and supportive communities in which seniors can thrive.”

Ideas exist to co-locate seniors around community services and offer inter-generational housing but these will need to be championed by community developers in order to succeed.

¹⁵ Federation of Canadian Municipalities. Seniors and Housing: The challenge ahead: Part II of Canada’s population: the municipal role in Canada’s demographic shift. FCM ; Ottawa, 2015. P. 5.

Service Issues

- Social Isolation – Many of Delta Seniors are not attracted to facilities to participate in community. Increased awareness of non-facility attached Seniors is necessary
- Income has decreased by 6.3% for BC Seniors since 2013
- Development of appropriate Housing
- Increase awareness of vulnerable seniors amongst community groups

Next Steps

- **Complete applications for Age and Dementia friendly communities and the management of the associated tasks and development**
 - **Consideration for Seniors who are not members of Seniors centres**
 - **Policy considerations for Delta in the next 10 years will include providing diverse options for housing and transportation for our populations, concentrating on Universal design to provide walkable, accessible communities**
 - **Increase in involvement with provincial and federal ministries to advocate for increased housing support**
 - **Embed age-friendly initiatives within planning and policy including the Social Action Plan and the Age-Friendly Community application**
-

CHAPTER NINE

Category 5 – Housing

Introduction

No matter the service provided, from mental health, to substance use, to differing abilities, to families and the poor – availability of appropriate housing affects health, mental health, ability to participate and contribute to society and healthy development of families. In this chapter the current housing situation in Delta is presented with concerns regarding gaps in types of housing itemized.

Metro Vancouver is one of the non-profit agencies operating facilities in Delta. Metro Vancouver provides current information on housing trends, issues and solutions through their Housing committee. Documents developed over the years that contribute to education about housing issues include the following and are available through the office of the Corporate Social Planner.

- Housing and Transportation Cost Burden Study: a new way of looking at affordability, 2015
- Housing Data Book, March 2016
- What Works: municipal measures for sustaining and expanding the supply of purpose-built rental housing, May 2016
- Regional Affordable Housing Strategy, June 2016

A rich federal and provincial history of the provision of subsidy and support for housing will be ending soon unless the recent Homeless strategy input committees, known as the National Housing Strategy, demonstrate significant need for a continuation of Federal support. On October 24, 2016 – The Federation of Canadian Municipalities (FCM) released a comprehensive plan to tackle Canada's housing crisis as its submission to federal consultations toward a National Housing Strategy. "Alongside its recommendation to renew social and affordable rental housing across Canada....FCM is calling for an immediate \$12.66 billion carve-out from Phase 2 of the federal government's \$20 billion Social Infrastructure Fund –building on initial investments in Phase 1"¹⁶ On October 20th, 2016 the BC Rental Housing Coalition released their submission to the National Housing strategy and many other groups will contribute to this growing body of knowledge.

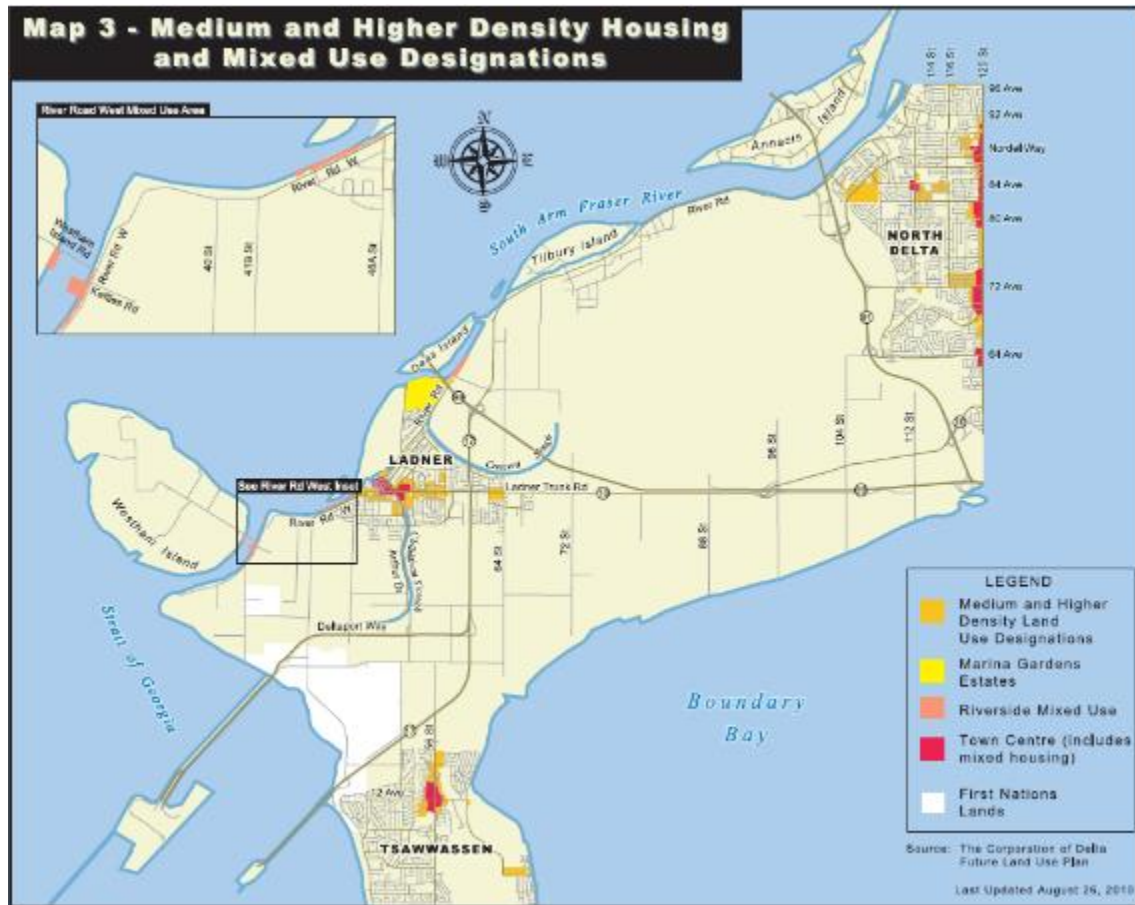
Delta Housing Profile

Delta is a mature community with concentrations of housing in its three urban areas. There is little undeveloped land available for new housing in Delta and a major challenge in future years will be to adapt the existing housing stock and urban land base to the needs of an ever-changing population, to

¹⁶ FCM "Canada's housing opportunity: urgent solutions for a national housing strategy, October 2016.

sensitively incorporate new housing in existing neighbourhoods, and to consider redevelopment within existing urban areas for housing or mixed use.

**Delta Official Community Plan – Delta's Urban Communities,
Map 3 - Medium and Higher Density Housing and Mixed Use Designations.**

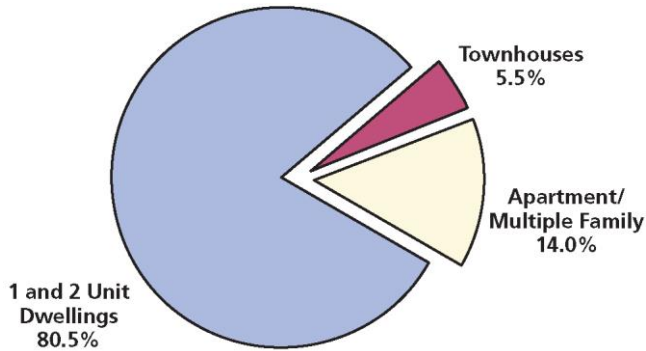


Objectives from the Official Community plan include ensuring that there is a range of housing types to meet Delta's long term needs, to encourage appropriate development that enhances the character of Delta's neighbourhoods and to encourage new housing development and neighbourhood change that contributes to sustainable development and community livability¹⁷ Delta's changing population is an important consideration when planning for future housing. An aging population will need diverse housing choices so that they can remain in the community.

Delta is commonly thought of as between 3 and 7 communities; North Delta, Tsawwassen, Ladner, Tilbury, Annacis, Burns Bog and Deltaport. The recognition of individual neighbourhoods within these communities is not as developed as in other Metro Vancouver cities, although they do exist and offer unique supports to residents. For a more detailed breakdown of Neighbourhood Indicators see **Appendix K**.

¹⁷ OCP 2-1

As shown in the chart below, and according to 2016 Census Data, there are about 38,000 dwelling units in Delta. The predominant form of housing is single family homes and duplexes making up over 80% of the stock.



According to 2016 Census Data, there are about 38,000 dwelling units in Delta. The predominant form of housing is single family homes and duplexes making up over 80% of the stock.

Most of Delta's housing stock was constructed during the 1970's and according to the population growth and housing projections provided by Metro Vancouver, Delta's population is projected to grow to 121,000 residents by 2041 necessitating a further 8300 housing units. This does not take into consideration the changing needs of an aging population that wishes to age in place, in their community, and will require alternate forms of housing.

With the rising real estate market, many homes have been listed and sold before a "for sale" sign is erected. In parts of Tsawwassen and Ladner people are beginning to describe "streets of empty houses", a phenomena previously thought to exist only in larger cities.

Increased prices and a shortage of available land for development present challenges for increasing Delta's housing availability. However older units ready to be updated or replaced, will offer opportunities for collaborative and cooperative planning between developers and agencies.

BC Housing, through the work of many agencies, including Metro Vancouver, is ultimately responsible for the planning and development of supportive housing

Housing has been raised as an issue for all areas of social development support in Delta. In order to have a productive and thriving community each person must be housed according to their ability to pay, their physical, mental and emotional needs. There is an assumption that Delta does not have the variety of housing opportunities available in other areas, or that there are insufficient units for particular needs. BC Housing, through the work of many agencies, including Metro Vancouver, is ultimately responsible for the planning and development of supportive housing in BC Communities. Partnering with BC Housing, developers and non-profit agencies is a possibility for a municipal government wanting to plan for provision of identified community needs.

Vacancy Rates

Vacancy rates for rental apartments and availability of rental housing. "Low vacancy demand is exceeding rental housing supply, continue to rise and renters have limited

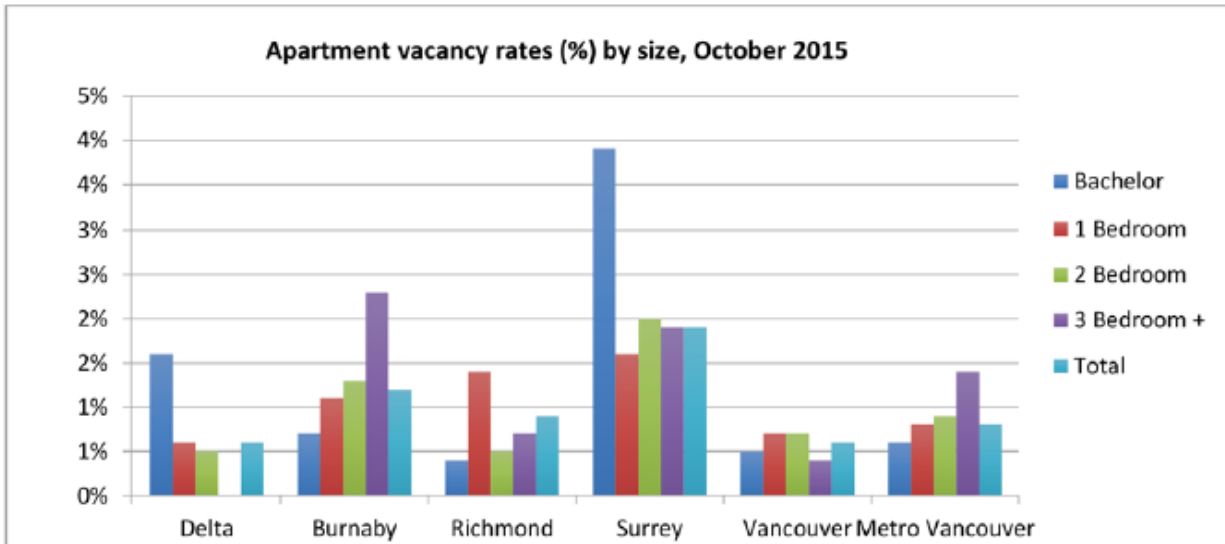
Housing experts say three per cent is the minimum vacancy rate for a healthy rental market.

housing indicate the rates indicate that meaning rents will mobility in the rental

In the fall of 2015 Delta's total apartment vacancy rate (0.6 per cent) was the lowest of any amongst the comparison cities.

market. Higher vacancy rates provide renter households with more options, and rental rates may also increase more slowly. Low vacancy rates for larger apartment units, for example, means that families may struggle to find adequate housing. Housing experts say three per cent is the minimum vacancy rate for a healthy rental market."¹⁸

According to the United Way community profile series, in the fall of 2015 Delta's total apartment vacancy rate (0.6 per cent) was the lowest of any amongst the comparison cities.



The 2015 vacancy rates for apartments from Bachelor to 3 Bedroom with comparator communities: ¹⁹

Delta continues to have very low vacancy rate in all areas, including market and rental housing. Throughout community conversations housing availability for every category was noted as the greatest challenge.

Supported/Affordable Housing

As of November 2016 Delta hosts more than 30 buildings including the following units through BC Housing, Fraser Health and Ministry of Justice administration and a variety of operational agencies.²⁰

Type of Housing	Ladner	Tsawwassen	North Delta	Total:
Affordable	339	127	206	672
Seniors – Independent and/or Assisted	183	141	45	369
Multi-Level Care	396	100	106	602
TOTALS:	918	368	357	1643

¹⁸ United Way of the Lower Mainland, Community Profile Report, Delta, October 2016, p. 43

¹⁹ SAME, p. 44

²⁰ BC Housing, research department, special project, November, 2016.

Details about location, operating agency, and agreement dates can be located through the office of the Corporate Social Planner.

As of March of 2016, a further breakdown of some specific types of housing can be seen in the following graphic provided by BC Housing. This count does not include housing provided by Fraser Health or the Ministry of Public Safety and Solicitor General.

2015-2016 Housing Continuum for city of Delta as of 31 March, 2016			
Service Allocation	Service Allocation Subgroup	Units	Total
Transitional Supported and Assisted Living	Frail Seniors	117	
	Special Needs	44	
Total Transitional Supported and Assisted Living			161
Independent Social Housing	Low Income Families	172	
	Low Income Seniors	319	
Total Independent Social Housing			491
Rent Assistance in Private Market	Rent Assist Families	159	
	Rent Assist Seniors	265	
Total Rent Assistance in Private Market			424
TOTAL			1,079
Prepared by BC Housing's Research & Corporate Planning Dept, July 2016			

Corporation of Delta staff will be reviewing these numbers as compared to verified need in Delta over the next year. Agreements with operating agencies and BC Housing that are ending in the coming years will need to be acknowledged by Delta as planning for housing continues. Many of the buildings originally built 30 years ago need renovation, upgrades or replacement and as these buildings are taken out of service, families are uprooted and this will also impact housing availability. Currently there are waitlists in Delta for each type of housing listed above.

Specialized Housing

Emergency/Short-term Housing

Communities in B.C. work with partners to provide short-term emergency housing for women fleeing violence, harsh weather conditions for the homeless and other emergency needs. These facilities offer a shower, a hot meal and up to 1 month stay due to various conditions. Delta does not offer any emergency shelter for local or transient residents.

People in crisis contact Deltassist and other community agencies that refer to faith organization who often bring people to the Sundance Motel for a low cost night's housing, or they leave Delta to take advantage of shelters in other areas. Recent increases in rental costs have increased the numbers of families that are no longer able to provide housing for themselves. These families are discovering that they will have to leave Delta in order to find safe and affordable housing.

Differing Abilities

Those living with significant mental, physical, cognitive and intellectual difficulties find it difficult to locate supported independent housing in Delta. There are many families who are working together to

find appropriate housing for their adult children with special or differing needs. Families unable to secure independent housing for their adult children have left Delta.

In Delta there is a small inventory of Home sharing (families who share space or rental suites and provide some care), assisted living apartments, group homes, and a few residential care facilities. Waitlists exist and models of inclusion change which forces families to explore new options. Individuals with mental health challenges looking for assisted or supportive living must also wait, often more than a year, to find housing in the Delta community.

Housing Be Mine, a local society of families with Adult Children seeking specialized housing, recently completed a housing survey. This report indicates that 87% of families hope to find homes for their children in Delta, with clusters of independent rooms or apartments around shared support services. Further detail is included in **Appendix A**.

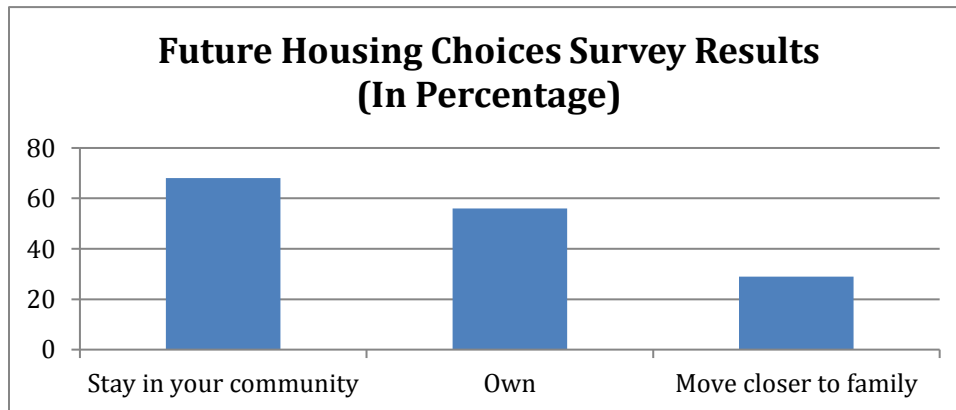
87% of families hope to find homes for their children in Delta, with clusters of independent rooms or apartments around shared support services.

The BC Building Code includes alterations, accommodations and guidelines to support a variety of special needs and accessibility issues. These are recognized as the minimally accepted standards for housing for these needs. Universal design for specialized housing suggests higher levels of accommodation and for some disabilities will include alternative building code possibilities.

Seniors

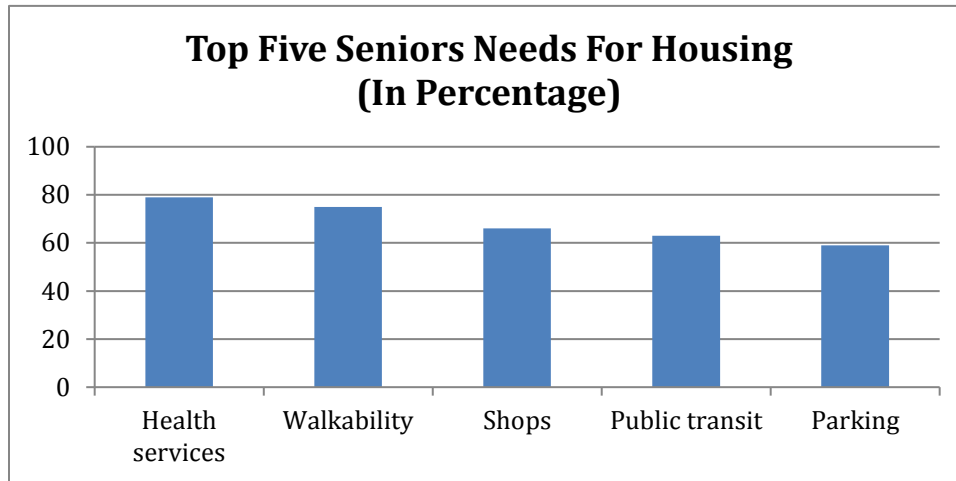
As indicated in the above chart “2015-2016 Housing Continuum for city of Delta”, through a variety of providers, there are 117 units of housing available for Frail Seniors needing supports, 319 units available for lower income Seniors and 265 units available for Seniors that need rental assistance. There are also Seniors Homes that provide independent living in a communal space with a variety of supports as needed.

The concept of “Aging in Place” is one that is growing in popularity with housing planners. The Housing survey recently done (2016) ²¹by the Seniors Planning Team and presented to the Seniors Advisory Sub-Committee demonstrates that of the approximately 22,000 seniors in Delta, 58% believe that their current housing is affordable. 43% believe that their costs were not affordable and that they would need help in the future. Other highlights of the Housing survey include the following:



²¹ Delta Seniors Planning Team, Housing Survey, 2016

There is a trend amongst downsizing for previous owners who no longer want the responsibilities of home ownership. To help with future planning for communities or “Seniors only” housing it is helpful to know that the top five needs for housing named by Delta’s seniors include.



Recommendations from the Housing Survey include:

- All three levels of government need to endorse an Affordable Housing Strategy
- All future housing should be built using BC’s Universal Safer Home Standards
- Plan new developments with the “village” concept in mind –housing that is age-friendly, affordable for all demographics, encourages socializing, walkability, access to shops and transit
- Encourage innovative land-use by reducing bureaucratic barriers through amendments to zoning and bylaws which would allow new concepts in housing
- Build partnerships with the Provincial/Federal Governments and senior-serving organizations to provide more subsidized rental housing.

Future housing items of note include:

- Two thirds chose to stay in their own community, half chose to own something and a quarter chose to live closer to family.
- The top three future housing choices are condo/apartment, one-story home, gated 55+ communities.
- The most important amenities for respondents are health services, walkability, and being close to shops and transit.
- Affordability continues to be the major issue in Delta as two thirds are concerned about their finances lasting.

“End of Agreement” (EOA)

During the 1960's and 1970's the Canadian Federal Government financially supported the development of specialized housing in the provinces. The variety of support was diverse and often included capital for low-income, senior or supported apartment buildings along with operating funds for local agencies to provide care and services for residents of these same buildings. Over time these arrangements were transferred to the provinces and to individual social service agencies either with or without funding. Currently in BC, there are a variety of owners and operators of this type of housing. Many of the operational agreements will be coming to an end in the next 2-10 years. At that time, operating agencies may be forced into selling facilities they own, or pursue redevelopment. BC Housing and Metro Vancouver Housing also own many of these facilities and will be looking for new owner/operators as the historic agreements end.

The timing of the end of these agreements may be challenging. Many of the buildings are old and in need of repair or replacement.

Questions of concern include:

- If developers can be found will they retain the “low-income” residents?
- Will there be service organizations able to afford the redevelopment?
- For the buildings in Delta how many will continue to offer spaces for the vulnerable population?
- How will current residents be housed during times of redevelopment?

These questions will need to be answered on an individual basis as Delta staff move forward with each project. A future Council Report will outline the timelines for EOA's in Delta.

Homelessness

The United Way Delta profile (2016), in Section C: Social Indicators, shares the following information about Homelessness:

Homelessness in the Lower Mainland is an ongoing issue. Following the federal government's withdrawal from affordable housing, “declining wages, reduced benefit levels...and a shrinking supply of affordable housing have placed more and more Canadians at risk of homelessness.” Being subject to homelessness has many negative effects, as a 2001 BC report notes, “people who do not have safe, secure, affordable shelter have more health problems than the general population, experience social problems that may be exacerbated by their lack of shelter, and are more likely to become involved in criminal activity than the general public.” Homeless individuals, families, and children suffer worse social and health outcomes, and society pays for increased use of some services, such as shelters and emergency hospital services.²²

²² United Way Delta Profile 2016, p. 46

Current Count

The 2014 Regional Steering Committee on Homelessness homeless count revealed a total of 15 homeless people in Delta representing one per cent of Metro Vancouver's total homeless population. Based on the 2014 data, the number of sheltered homeless in Delta has increased by 9 individuals since the 2011 count, which identified a total of 6 homeless in Delta. This was the second lowest count in Metro Vancouver (White Rock identified 4 individuals). Delta no longer has a Homelessness committee. Observations from the Property Use and Compliance Division, Delta Police Department, and community connections through the Corporate Social Planner are collated in order to quantify homelessness in our community.

As of September 2016, staff estimated between 25 and 35 unsheltered homeless residing in Delta.

As of September 2016, staff estimated between 25 and 35 unsheltered homeless residing in Delta. It is important to remember that there are also those who are not noticed, for many reasons. In other municipalities (for example the Regional Snapshot above) observed numbers are doubled to indicate true totals. Recent informal counts in Delta include:

The 2014 Regional Steering Committee on Homelessness homeless count revealed a total of 15 homeless people in Delta representing one per cent of Metro Vancouver's total homeless

- 5 transient homeless individuals located in Ladner who move locations depending on the weather and time of year.
- Up to 10 homeless individuals have been identified on Annacis Island, located either beneath the Alex Fraser Bridge or living in cars parked randomly throughout the Island (and Tilbury).
- Homeless individuals have been noted in Watershed Park between Highway 91 and the railroad tracks.
- A few individuals have been identified at the North Delta Punjabi Market.
- 3-4 homeless individuals and at least one family are living on derelict boats, many covered by tarps, located on the Annieville slough and on River Road West in Ladner.
- Many of Delta's unsheltered homeless frequent Libraries, the New Westminster casino and/or local fast food restaurants to access washroom and cleaning facilities or to simply rest safely indoors. Establishments that are open 24 hours see a large number of people arrive after 9:00 pm who remain throughout the night.
- Couch-surfing consists predominantly of youth transitioning out of care or no longer permitted to live at home. Individuals may be on waiting lists for services at other shelters or in the process of receiving help to find long-term housing. It is difficult to estimate these numbers but local agencies suggest there could be as many as 10 individuals throughout Delta
- Emergency needs – During extreme weather, flight from home due to violence or eviction or an inability to afford rent, many people and families find themselves unable to find shelter. Recently Delta organizations have noticed 3 families, two in Ladner and one in North Delta that are being helped day by day as they seek affordable, long-term and safe housing.

Every three years the Greater Vancouver Regional Steering Committee hires local coordinators to undertake formal Homeless Counts. The next count will be held on March 7/8 of 2017. This year's count will include waterways, riverbanks and sloughs in Delta where, unfortunately, some homeless are located. In 2014 Delta's Homeless Count indicated 15 people struggling with dependable shelter.

Homeless population by municipal sub-region found	Sheltered Homeless		Unsheltered Homeless		Total Homeless	
	#	%	#	%	#	%
Burnaby	14	1%	44	5%	58	2%
Delta	10	1%	5	1%	15	1%
Langley	38	2%	54	6%	92	3%
Ridge Meadows	45	2%	39	4%	84	3%
New Westminster	72	4%	34	4%	106	4%
North Shore	59	3%	60	6%	119	4%
Richmond	16	1%	22	2%	38	1%
Surrey	263	14%	140	15%	403	15%
Tri-Cities	32	2%	23	2%	55	2%
Vancouver	1,267	70%	536	56%	1,803	65%
White Rock	4	0%	0	0%	4	0%
Total	1,820	100%	957	100%	2,777	100%

Note: This table includes children who were accompanied by a parent.

Source: Greater Vancouver Regional Steering Committee on Homelessness. (2014). *Results of the 2014 Homeless Count in the Metro Vancouver Region*

In Delta, the numbers of affected families and individuals are not large, but are slowly increasing. Delta Police indicate that they receive approximately 50 calls per year from residents who are concerned with homeless people living in cars, parks and elsewhere. Recently agency staff and others in the community are reporting an increasing number of families, evicted due to lack of rental monies for increasing rents. It is even more difficult in a community without any emergency shelters to house a family for any length of time while they seek other possibilities.

Service Issues

- Lack of emergency housing including Transition House, extreme weather, and short-term housing
- Social Isolation increases for individuals who are hiding, ashamed of losing housing or unable to navigate the systems to help themselves.
- Low vacancy rates for all rentals, including market rates, houses and apartments
- Long waitlists and difficulty understanding the process of finding/applying for housing
- With a diverse population Delta does not have culturally appropriate seniors homes
- Lack of housing suitable for differing abilities, special needs, youth and seniors
- “End of Agreements” with BC Housing and Non-profits to support operations of existing services will take place throughout the next 10 years. These buildings will need to be renovated and refinanced to ensure their continuation as part of Delta’s housing stock

Next Steps

- Proactive planning, in partnership with non-profit agencies, developers and BC Housing for a variety of housing needs and co-located facilities
 - Securing a Transition House for women and children experiencing domestic violence
 - Explore creative, new models of housing – co-ops, co-locations, intentional communities, walkable communities
 - Secure funding for an agency to provide a housing navigator in Delta
 - Completion of a Delta Housing Action plan
 - Explore Social Return on Investment model for measurement and creation of Social Capital
 - Review BC Housing “End of Agreements” (EOA) and work with non-profit agencies and new developers to meet needs
-

CHAPTER TEN

Category 6 – Diversity, Accessibility & Inclusion

Introduction

The Delta Official Community Plan lists as objective 2-42, that Delta will maximize opportunities for persons with disabilities to access residences and facilities. Section 2-43 states that there is also an objective to encourage equal opportunities for residents from all ethnic and cultural backgrounds to participate in community life.²³ One of the goals of the Corporate Social Plan is to integrate these objectives into Delta projects and planning so that all Delta residents have the opportunity to develop a sense of belonging in their community. Current research demonstrates that it is this “sense of belonging” that allows citizens to thrive and to make personal decisions that encourage a healthy and contributory lifestyle. Changes to local, municipal and federal laws will also be monitored to ensure that current Delta policies reflect the changes of our diverse community.

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Services for Newcomers and Refugees

Delta has always been home to families from elsewhere in Canada and abroad. For most families the Delta School District is the first place of contact. The School District provides the “Settlement workers in the Schools” program and these workers provide settlement services with families and children enrolled in their programs. PICS (the Progressive Inter-Cultural Services Society) has received funding from both the provincial and the federal governments for the past 10 years to host a collaborative inter-agency team (Welcoming Communities, Delta Local Immigration Partnership, DLIP) to support all newcomers and this team of service providers has worked hard to provide information and cooperative services across the many, Surrey and Richmond based agencies providing service to Delta’s newcomers. Recently, faith-based organizations have welcomed new families and volunteers are coordinated within their congregations to provide support for both government and privately sponsored families.

Many Newcomer families arrive with significant challenges in the areas of physical and/or mental health, dentistry or trauma induced cultural issues. Delta physicians, dentists and mental health advocates work hard to address these concerns but it is difficult to provide services to families that are not known to service providers. The most important needs for Newcomer families are transportation compass cards, computers, translation services, inclusion in childrens’ sports teams and access to the Internet. The office of the Delta Corporate Social Planner is taking an active role in

²³ OCP 2-42 and 2-43

the coordination of services to these families and working with inter-governmental agencies to continue to locate and serve families arriving in Delta.

Multiculturalism

Delta is a community of many cultures. Oftentimes assumptions are made about physical location of inter-cultural neighbourhoods and services but we know that throughout Delta diversity is seen as a point of pride and progress. Services in other languages are provided throughout Delta at a variety of service points. Community groups and agencies plan events, celebrations and outings to celebrate both faith-based and cultural activities. Culturally based institutions provide facilities for community workshops and training and the Corporation of Delta participates and supports all activities as they can. It is important to have an inter-agency committee or agency to support Delta as a multicultural community. Currently the Delta Local Immigration Partnership serves this role.

Accessibility and Accessibility -friendly community planning

The Corporation of Delta provides a staff person responsible for managing the provision of accessible services for Delta residents. Aides for programming, adaptable equipment and facilities and inter-departmental planning offer the best supports possible for residents who have barriers in accessing service. Recently, Delta Parks, Recreation and Culture staff has undertaken facility audits in conjunction with the Rick Hansen Foundation. Accessibility audits of 9 corporation facilities have been completed and staff is learning about ideal conditions to accommodate a diverse variety of needs. Along with the Seniors Service staff, the Corporate Social Planner is working on receiving the Age and Accessibility friendly Community designation from Provincial authorities. This process will support Delta's work to become more aware of challenges faced by those with barriers to service.

In 2014 the BC Provincial Government launched Accessibility 2024, a 10 year action plan to make BC more accessible for people with disabilities. The Corporate Social Planner will work with Delta departments to ensure that the goals of this plan are seen as possibilities within our own planning framework.

Inclusion

Delta is fortunate to work with two large and many smaller agencies that support residents with differing abilities. Community Living BC is a provincial organization, funded by the Ministry of Health, to provide services through community agencies for those with brain development injuries, Fetal Alcohol Spectrum Disorder, Autism and other developmental disabilities. Delta Community Living Society (DCLS) also provides a range of services including employment, respite, day programs and supported housing. Further details are provided in **Appendix A**.

Other smaller community organizations provide specialized services for summer camps, employment and volunteer experience. As well, housing cooperatives and models provided within other municipalities

Inclusion policies refer to the creation of welcoming environments and positive spaces for all community residents regardless of race, ethnicity, religion, gender, age, social class, socioeconomic status, sexual orientation or other socially

attract Delta families as they seek opportunities for their grown children to live independently. Reach, along with other service organizations work actively together with families, the Delta School District, the Ministry for Children and Family Development, Inclusion BC and other agencies to help ensure effective transition planning is in place for children advancing to adulthood or moving from one service provider to another.

Inclusion policies refer to the creation of welcoming environments and positive spaces for all community residents regardless of race, ethnicity, religion, gender, age, social class, socioeconomic status, sexual orientation or other socially determined circumstance. The Corporate Social Planner will work with all Delta departmental staff to promote projects, programs and services for the inclusion of all residents.

Service Issues

- Community and service provider assumptions regarding where service needs exist
- Locations of services (Richmond, Surrey or North Delta) difficult to access for all clients
- Increase awareness about inclusive housing and actively support partnerships with developers
- Building Code suggests a minimum standard which is not appropriate for many special needs. Encourage Universal Design as a Building Code standard.

communities

- **Review and recommend the formation of an Advisory Team to offer opportunities for contributions to city planning regarding differing abilities, queer-friendly (LGBTQ+) initiatives and accessibility**
- **Encourage a variety of housing developments amongst BC Housing, Developers and non-profit agencies**
- **Encourage use of Universal Design for all building project**
- **Provide training around awareness of barriers for Delta staff**

CHAPTER ELEVEN

Moving Forward

Introduction

This profile has demonstrated that many of the social issues apparent in any municipality exist in Delta, although not, perhaps, in similar numbers. This Profile should be viewed as a Living Document, updated annually. The next steps for the office of the Corporate Social Planner will be the development of web presence for social planning with links to opportunities, agencies and definitions. These webpages will be available for agency marketing in Delta and will co-locate other information about social planning into one area.

Social Action Plan

The Delta Social Action Plan will naturally follow the completion of this first Social Profile and will build on issues and projects itemized in the “Next Steps” listed in the Social Profile, beginning with identifying who may be responsible for each task. The plan will include a series of results oriented attainable actions, policies and procedures aimed at strengthening the local social infrastructure and quality of life for Delta Citizens. A yearly update, based on the actions set out in this plan, will be shared with Mayor and Council to highlight achievements and provide opportunities for advocacy.

Community Engagement

In coming months, the Corporate Social Planner will work to develop a community engagement pathway including the design of a social planning area on Delta's website. This will also include the implementation of an integrated social services directory; profile local programs/services on Delta's social media pages and E-Newsletter; and perform consultations with citizens who require assistance in accessing community resources/services.

Research, Assessment & Evaluation

It will be the role of the Corporate Social Planner to stay current with developments in these Social Planning categories and to provide timely definitions, research and opportunities to Mayor and Council. The Corporate Social Planner will explore the use of Social Capital, provide information about Social Return on Investment strategies and look at securing funding for social service projects through the use of Social Property.

The sustainability of the Delta community will be supported by the ongoing work of the Corporate Social Planner. A review of shared resources, measured by ongoing evaluation amongst our agencies will provide consistency and follow through for goals – present and future, regardless of changing councils. Delta staff will build on successes and identify initiatives that can maximize community social outcomes.

To help with decision-making about social services, metrics will be researched, developed and implemented that allow for transparent and appropriate planning. By using political acumen, established community partnerships and creative procurement of funds the office of the Corporate Social Planner will encourage economic spin-off so that upstream investment results in long-term cost savings.

Conclusion

The office of the Corporate Social Planner was developed not to complete projects, but to notice possibilities, collaborate with other Corporation departments and community agencies and explore gaps in service for Delta residents. Many communities in BC work with the Vital Signs Projects as a statistical tool to support “noticing” duplication and needs in community services and this will also be explored as a possibility for Delta.

Multi-level involvement is the best way for transformational change to occur in any community.

Multi-level involvement is the best way for transformational change to occur in any community. Working in collaboration with federal, provincial and local agencies will allow for creative and long-term sustainable planning for Delta citizens. The Federation of Canadian Municipalities has said that “municipalities own over 60% of the country’s infrastructure but collect just 8 cents of every tax dollar paid in Canada. The other 92 cents goes to federal, provincial and territorial governments”²⁴ Efforts will be made in Delta to hold government accountable in addressing social issues, especially in the area of housing and deteriorating housing infrastructure.

Efforts will be made in Delta to hold government accountable in addressing social issues, especially in the area of housing and deteriorating housing infrastructure.

The Corporate Social Planner will identify opportunities for advocacy, shared services, social connections and programs. Undertaking new services is beyond Delta’s scope, but the Corporate Social Planner will continue to identify needs, provide support, and seek to optimize the service delivery of local service providers who have the expertise and responsibility for service delivery.

²⁴ Federation of Canadian Municipalities, 2015, annual report

CHAPTER TWELVE

Conclusions

Social planning focuses on improving well-being and quality of life in a community. It involves working with community members, non-profit agencies, City departments, other levels of government and local businesses to address challenges and opportunities. Social planning focuses on individuals and their relationships. It involves all aspects of community living including the development of safe neighbourhoods, provision of resources for vulnerable, at-risk community members, building accessible infrastructure and services, coordinating adaptable/affordable housing, and offering viable opportunities for citizen engagement and community development. According to the World Health Organization “Better health is central to human happiness and well-being. It also makes an important contribution to economic progress, as healthy populations live longer, are more productive and save more money.”²⁵

Priorities for the future will include the development of an integrated approach to supporting the working poor, coordination and communication of services available for mental health and addictions, including increasing supports for youth in Delta and becoming more aware of issues facing Delta Seniors now and into the future.

As is demonstrated throughout this document the three main service concerns in Delta are the availability of appropriate and affordable housing, services available to support youth and families dealing with substance use, and a concern that the growing number of Delta Seniors have access to appropriate housing, social systems and healthcare. Priorities for the future will include the development of an integrated approach to supporting the working poor, coordination and communication of services available for mental health and addictions, including increasing supports for youth in Delta and becoming more aware of issues facing Delta Seniors now and into the future. Actions and initiatives will be offered for review to Mayor and Council as we move forward in partnership with local agencies, provincial and federal governmental support.

Delta Mayor and Council demonstrated a commitment to the well-being of Delta residents by adding the office of Corporate Social Planning to the Corporation. Community partners and Delta staff truly care about the well-being of Delta residents and there is a wealth of diversity in including individual voices in the conversation about appropriate delivery of social services. A strong policy foundation, as is seen by the inclusion of Social Planning statements in the Official Community Plan, provides the vision and direction for all stakeholders. Regular evaluation of achievements will continue to ensure that Social Planning in Delta remains current and relevant

as community agencies, individuals and City departments work together to improve services for all Delta residents.

²⁵ Website, World Health Organization – Programmes – Health and Development, <http://www.who.int/hdp/en/> Accessed October, 10, 2016

GLOSSARY

- **Abstinence:** multi-disciplinary model of treatment for substance use based on ceasing use alongside the principles of Alcoholics Anonymous.
- **Accessibility 2024:** is a 10-year action plan to make B.C. more accessible for people with disabilities. The plan is designed around 12 building blocks. These are the themes that emerged from the disability consultation process. The building blocks contain goals and commitments, and create a vision of what success will look like. These building blocks are:

Inclusive Government	Accessible Service Delivery
Accessible Internet	Accessible Built Environment
Accessible Housing	Accessible Transportation
Income Support	Employment
Financial Security	Inclusive Communities
Emergency Preparedness	Consumer Experience

- **Circle of Courage:** a model of positive development based on the principle that to be emotionally healthy, and thus able to make safe choices, everyone needs a sense of belonging, mastery, independence and generosity. This unique model integrates the cultural wisdom of tribal peoples, the practice wisdom of professional pioneers, and findings of modern development and addiction research.
 - **Concurrent Disorders:** A person with a mental health problem has a higher risk of having a substance use problem, just as a person with a substance use problem has an increased chance of having a mental health problem. People who have combined, or concurrent, substance use and mental health problems are said to have concurrent disorders.
 - **Harm Reduction:** set of practical strategies aimed at reducing negative consequences for an individual unable to make safe choices. Effort is placed at the motivational side of substance use. This is a public-health approach to dealing with drug-related issues that places first priority on reducing the negative consequences of drug use rather than on eliminating drug use or ensuring abstinence.
 - **Health Equity:** exists when all people can reach their full health potential and are not disadvantaged from attaining it because of their race, ethnicity, religion, gender, age, social class, socioeconomic status, sexual orientation or other socially determined circumstance.
 - **Healthy Built Environment:** a Fraser Health initiative through Population and Public Health to support the creation of built environments that can support physical, mental and social health and well-being. The phrase “built environment” refers to human-made physical surroundings in which people live, work and play.
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- **Physical Literacy:** Physical Literacy is the motivation, confidence. Physical competence and knowledge and understanding to value and take responsibility for engagement in physical activities for life” International Physical Literacy Association. With the knowledge of physical literacy our caregivers, teachers, recreation leaders and coaches can include physical literacy in all programs so to assist Delta children to have the motivation, confidence and competence in how their body moves to be active for life.
 - **Social capital:** is a form of economic and cultural capital in which social networks are central, transactions are marked by reciprocity, trust, and cooperation, and market agents produce goods and services not mainly for themselves, but for a common good.
 - **Social return on investment (SROI):** is a principles-based method for measuring extra-financial value (i.e., environmental and social value not currently reflected in conventional financial accounts) relative to resources invested. This includes a movement from cost to value of property or service and can result in real money saved. SROI is an innovative and increasingly sought-out approach that assigns a financial value to a social impact that would otherwise be overlooked or misunderstood. Through methodology and use of financial proxies, an SROI offers a common language between those who are familiar with the value of projects, like an organization or policy, to investors with less information or understanding.
 - **Social Determinants of Health (SDOH):** are the economic and social conditions and their distribution among the population that influence individual and group differences in health status. These determinants are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems.
 - **Resiliency:** the ability to overcome challenges of all kinds including trauma, tragedy, personal crises, regular life problems and to have the ability to bounce back stronger, wiser, and more personally powerful. This is normally a stage of personal development however resiliency is damaged when individuals experience lack of attachment, trauma or abuse at an early age.
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LIST OF APPENDICES

- A: Agencies supporting Delta Residents
- B: Delta Social Profile – Categories
- C: Delta Community Health Profile
- D: Fraser Health Fact Sheet, January 2017, Delta Mental Health and Substance Use Services
- E: Fraser Health – Mental Health and Substance Use – Continuum of Care
- F: Percentage Change in the Working Poverty rate by neighbourhood, Metro Vancouver, 2006-2012
- G: Delta Child and Youth Committee – Annual Report, 2015/16
- H: Review of Key Findings, CHBC, “Is Good Good enough?” 2016
- I: HELP, Wave 6 – EDI Results by School District
- J: HELP, MDI - Delta (SD 37) 2015 Grade 4 Results
- K: Fraser Health, My health, my community, Neighbourhood Health Indicators, Delta
- L: Infographic – Agencies supporting Delta Residents

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