Delta's Social Action Plan 2018

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Introduction

Delta's Social Profile 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.

This Action Plan introduces ideas and projects to move the concerns and ideas of the Social Profile into action. It imagines the type of community that Delta can be and identifies ways to make it a reality.

> This Action Plan introduces ideas and projects to move the concerns and ideas of the Social Profile into action.

Delta benefits from a strong community spirit, excellent community facilities and collaborative community committees and agencies. The development and publication of the Social Profile provided an opportunity for members of the community to inform themselves about their neighbours and their needs, and raised the profile of many of the excellent services already provided by the City and community agencies.

Social service agencies and organizations in Delta are updating their own visions, mission and values to reflect the identified gaps from the Delta Social Profile to better allow coordinated planning and achievable collaborative goal-setting. Delta's Social Action Plan is a document that will support community partners to move towards common goals through timely and efficient identification of priority needs and available resources.

As noted in the Social Profile, local governments have limited direct responsibility for the provision of social services within their communities. However, they are often the first points of contact for people in need and thus service gaps are often identified in collaboration with municipal governments. Municipalities play a key role in improving communication and collaboration with external agencies, and partner to improve social inclusion and connection within the community.

Collective Impact

Current research into methods of collaboration offers community agencies a variety of methods to work together towards planning for a common good. Fraser Health, the Federation of Canadian Municipalities and many provincial and federal agencies currently use the method "Collective Impact" to work with diverse partners with differing goals and outcomes. This is true for many agencies in Delta and, in fact, the Healthier Communities Partnership which the City of Delta co-chairs, has provided training for members in the use of Collective Impact strategies within the community.

> Collective impact is an advanced form of collaboration which brings together different sectors with a common agenda to solve complex social problems.

Collective impact is an advanced form of collaboration which brings together different sectors with a common agenda to solve complex social problems. Systemic change requires leadership from various partners: government, funding agencies, schools, hospitals, the private sector, the not-for-profit sector, community organizers and more. Collective impact helps to engage partners from different sectors to solve complex social

problems and it is based on five interconnected components:

- Common agenda – participants share a vision for change that includes a common understanding of the problem and a joint approach to solving the problem through agreed-upon actions;
- Shared measurement – participating organizations agree on the ways success will be measured and reported, with common indicators used for learning and improvement;
- Mutually reinforcing activities – a diverse set of stakeholders, typically across sectors, coordinate a set of differentiated activities through a mutually reinforcing plan of action;
- Continuous communication – all players engage in frequent, structured and open communication to build trust, assure mutual objectives, and create common motivation; and
- Backbone support – an independent staff dedicated to the initiative provides ongoing support by guiding the initiative's vision and strategy, supporting aligned activities, establishing shared measurement practices, building public will, advancing policy, and mobilizing resources.

Delta's Role in Social Planning

The specific role for Mayor and Council within social planning is:
- Advocacy
- Planning and Policy
- Programs and Services
- Facilities
- Funding
- Direct service intervention, when needed

Overall, Delta has a key role in 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.
- Welcoming many cultures to 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 school grade passes are supported as a way to introduce life-long health and active living.
- Adaptive equipment/lessons are provided.
- Advocating for public use of programs alongside special user groups.

As city reception desks are often the first place that those in need go to for help, Delta staff share in the responsibility of identifying community needs and suggesting opportunities for collaboration. This Action plan outlines service issues and next steps from the Social Profile and moves them into ideas for action.

Legend: Action Plan Tables

Next Step	These are taken directly from the Social Profile, and were suggestions for action based on identified Service Issues
Action Idea	General or specific actions to meet the needs identified in Next Steps
Timeline	Immediate /Short Term = <1 year Medium Term = 1-3 years Long Term = 3+ years Ongoing = continuous
Responsibility	Individual, group or agency primarily accountable to move an action forward
Partners	Individual, Group or Agency also involved in completing action. Possible partners are: • **CSP** (Corporate Social Planner) • **Delta** • **Community** groups • **Government** ministries or agencies • Community **Agencies** • **Funder** organizations • **Multiple** partners, and partners listed by name
Priority	Next Steps preceded by the word **PRIORITY** were identified by community contributors as being areas of importance.
Defined Terms	An asterisk (*) at the end of a word or phrase indicates that a definition can be found in the Glossary at the end of the document.

CHAPTER ONE

City of Delta Initiatives

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 City 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.

> Where services do not exist, the advocacy of Mayor and Council is of great importance.

Departments/Facilities

The Official Community Plan emphasizes the need for the creation of a healthy community. 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.

> Parks, recreation and cultural services, programs and facilities, especially, have evolved over time to meet the needs of the changing population.

Community and health services provided by the City 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 includes 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. [1]

> *The Actions outlined in the following table reflect the Next Steps outlined in the 2017 Delta Social Profile that are primarily the responsibility of the City of Delta. Actions listed in the remainder of this document also include those for which the City of Delta is responsible, and they fall directly within one of the six profile categories.*

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[1] OCP 2-31, p. 2-39

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Connecting residents to Delta facilities and services who do not currently use them. Planning services for all residents throughout the community.	Support the creation of youth-led activities in shared spaces throughout Delta. Produce a "Survival Guide" brochure of social services and programs that is readily available at all public facilities. Monitor Delta's financial contributions to community agencies.	Short Term Long Term Ongoing	Delta Corporate Social Planner Delta	Multiple for all
Consider opportunities to share facilities with community agencies.	Community agencies are able to use space at municipal, school and community facilities. e.g. Delta Food Coalition Gleaning Program uses Delta recreation centres for food drop-offs. Other examples could include specialized programs, counselling, support groups, meetings etc.	**Complete & Ongoing**	Delta	Multiple for all
PRIORITY - Continual improvement of advertising/ marketing, through the Delta website and elsewhere of all that is available through the city.	Create and maintain a Social Planning website on Delta.ca and enhance communication sharing with other community websites.	**Complete & Ongoing**	Delta	Multiple for all
PRIORITY – Review collaborative inter-agency communication in regards to specific customer behaviour challenges.	Share information about city customers with behavioral concerns between community facilities and staff as appropriate.	**Complete**	Delta	Multiple

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
The Corporate Social Planner will develop pathfinders (information flow charts) to assist Delta staff to disseminate information.	Provide a list of social service agencies and "how to find information on…" pathfinders on Delta's Intranet. Create Delta Staff Pathfinders for other Community agencies.	Short Term Medium Term	Corporate Social Planner	Multiple for all
Inter-agency cooperation to find opportunities to partner to expand service offerings for those who are unable to pay regular prices and thus may not be able to access community facilities or services.	Identify and minimize barriers* for residents who want to use facilities. Look at options for reducing costs to residents e.g. Provision of leisure passes, food coupons at Farmers Markets, connecting Seniors with local farmers and produce. Educate and encourage community-based organizations to offer services to the economically disadvantaged.	Ongoing Short Term Short-Term	Delta Delta Delta	Multiple for all
Miscellaneous:	Provide research and education regarding Social Return on Investment* and Social Capital* development. Contact with planners and developers for sharing ideas and needs from Social Profile. Promote and speak about Social Profile at community events e.g. Chamber of Commerce luncheon. Review the "Building Resilient Neighbourhoods Project" to increase the capacity of Delta citizens to find new paths for taking collective action on shared priorities.	Long Term Immediate /Short Term Ongoing Medium Term	Corporate Social Planner Corporate Social Planner Corporate Social Planner Corporate Social Planner	Multiple for all

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
	E.g. Victoria model. http://neighbourhoodsmallgrants.ca/communities			
	Review existing community committees to align work with Delta Social Profile and check for redundancy.	Short Term	Delta	
	Continue to explore methods to measure success of social planning in Delta. Include "Shared measurement"* with participating organizations.	Ongoing	Corporate Social Planner	

Success Story!

At times Delta staff is contacted regarding specific needs for individuals living in Delta. Simply connecting these people or their caregivers with the appropriate agency or service provides what they need, when they need it. Delta is grateful for the support of Deltassist, Communities of Faith, government ministries and many others.

Back row: Councilors Ian L. Paton, Heather King, Robert Campbell and Bruce McDonald
Front row: Councilor Sylvia Bishop, Mayor Lois E. Jackson, Councilor Jeannie Kanakos

CHAPTER TWO

Category 1 – Health and Healthy Communities

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 agencies, Provincial health authorities and local medical practitioners work alongside local agencies to ensure that Delta's residents have the opportunity to develop healthy lifestyles.

a. General Health - Social Profile 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

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
PRIORITY - Encourage improved coordination of information sharing to link all agencies in Delta.	Child and Youth communication committee to work on Delta kids and agency websites.	Short Term	Child and Youth Committee	Community Government Funders Agencies Multiple
	Use of Corporate website and Social Planning pages.	**Complete & Ongoing**	Corporate Social Planner	Multiple
	Promote use of Deltassist searchable database to find services.	**Complete**	Deltassist	

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Encourage increased inter-agency communication and collaboration regarding services for specialized populations.	Identify and share information about service needs in Delta. Collaborate to provide coordinated services to these populations.	**Complete & Ongoing** Ongoing	Corporate Social Planner Agencies	Multiple Multiple
PRIORITY - Advocate for stabilized funding through inter-ministry planning.	Highlight programs that are working with this model: Local Action Teams, STADD (Services to Adults with Development Disabilities) and advocate for more like them.	Ongoing	Agencies	Multiple
Miscellaneous:	Explore establishment of community based Volunteer recruitment, assessment and reward system. Promote educational opportunities regarding aging population.	Short Term Ongoing	Agencies Agencies	Multiple Government Funders Community

Jargon Explained

Healthy Communities Project: is a provincial initiative through Plan H and Fraser Health Authority Population and Public Health that facilitates the ongoing development of healthy, thriving and resilient communities. These partnerships include municipalities and agencies that support healthy lifestyles, a vibrant economy, affordable housing, accessible community services, thriving neighbourhoods, clean air and water, engage citizens and more. Projects in Delta have included the implementation of a smoking bylaw to prevent smoking in public places, the Delta Smoke Free Campaign, forums to support fentanyl and overdose awareness, programs to support substance use prevention including engaging students as health promoters, the "Fighting for me" project and the Plan H(ealth) forum. http://bchealthycommunities.ca/

b. Mental Health - Social Profile 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 agencies to provide mental health supports for adults in both North and South Delta

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Promote successful Provincial projects.	Submit UBCM* Resolutions and advocate as appropriate.	Ongoing	Delta	Multiple
Equalize services, geographically across Delta.	Encourage agencies to offer services in both North and South Delta, or, if not possible, to identify where services are most needed. Explore opportunities to share space amongst Delta agencies. For example DAWN is now using space at Little House Society in order to provide service in south Delta.	Ongoing Complete	Agencies Corporate Social Planner	Funders Community Government Little House Society
Support agency partners to increase quantity of long-term, male, youth/family, multi-lingual and prevention Counsellors.	Advocate for increased funding. Share information about need for these Counsellors.	Ongoing Short Term	Agencies Agencies	Delta Funders Community Government

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Support and participate in upstream and preventative programming.	Promotion of Healthier Communities Agency Programs	Ongoing	Agencies	Delta Community
Review and develop youth-led* initiatives, space, programming, detox services and facilities.	Support the development of youth-led* and designed, youth focused space, staffed by a variety of agencies able to do drug, mental health, anxiety, family dynamics and other counselling. This would be a pre-cursor to the need for detox or rehab facilities and would provide navigation accompaniment for Youth.	Ongoing	Agencies	Delta Funders Community Government
Advocate for transitional services, including housing, for youth moving into adulthood.	Encourage collaboration with agencies providing transition services (Aunt Leah's, Boys and Girls Clubs, etc).	Ongoing	Agencies	Multiple
	Inform BC Housing and Ministry of child and family development about Delta youth needs.	Ongoing	Corporate Social Planner	Multiple
	Support partnership programs working with at risk youth. For example, the Delta Police, Canadian Mental Health and Delta School District grade 10 Mental Health Literacy Program.	**Complete & Ongoing**	Agencies	Canadian Mental Health Association Delta School District
Advocate for provision of supports for adult and youth mental health at Delta Hospital.	Fraser Health increased beds by 147 in 2017.	**Complete**	Fraser Health	Government Agencies
	Participate in Community planning with Health Agencies.	Ongoing	Delta	Multiple
	Advocate as appropriate.	Ongoing	Delta	

c. Drug Use and Addictions - Social Profile 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

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Encourage the planning and development of diverse housing by BC Housing along with non-profit agencies and developer.	**SEE ALSO Chapter Six - HOUSING**			
PRIORITY - Increase awareness amongst funders and service providers by challenging assumptions about Delta service needs.	Publication of Delta Social Profile. Develop relationships with BC ministries and community service agencies.	**Complete** Ongoing	Corporate Social Planner Delta	Multiple Multiple
Support the development of a Delta Youth Hub/Clinic including emergency housing, detox services, and other specialized programs.	Support the development of youth-led*, youth focused space, staffed by a variety of agencies able to do drug, mental health, anxiety, family dynamics and other counselling. This would be a	Ongoing	Agencies	Delta Funders Community Government

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
	pre-cursor to the need for detox or rehab, and would provide navigation accompaniment for Youth.			
Encourage enhanced communication and cooperation amongst service providers.	Use of website, collaborative tables and identification of service gaps and needs	Ongoing	Agencies	Multiple
Miscellaneous:	Coordinate Delta service agencies to provide support to School District and others planning prevention of drug use services for all ages.	Short Term & Ongoing	Delta School District	Community Government Agencies
	Support Fraser Health - Population and Public Health community education.	Short Term	Fraser Health	Delta Agencies
	Communicate with Delta residents regarding available resources.	Ongoing	Delta	Multiple

Jargon Explained

Upstream: is a movement to create a healthy society through evidence-based, people-centred ideas. Predominantly used as a term in health and drug use prevention**,** upstream thinking is about addressing the things that have the greatest influence on health, including income, employment, education, early childhood development, housing, nutrition and the wider environment.

d. Poverty and Food Security - Social Profile Service Issues

- Assumptions are made about the needs of Delta residents based on where they live when poverty does not have geographical boundaries
- 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

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Explore opportunities to support local food banks.	Connect with Delta Farmers Institute for direct food distribution.	Short Term	Delta Food Coalition	Delta DFI Agencies
	Delta Food Coalition – Take advantage of existing programs to support food banks and customers. Collaborate around food education in community.	Short Term	Delta Food Coalition	Multiple
	Advocate with BC Food Bank regulators to lower barriers* to increase food access.	Short Term	Child and Youth Committee	Agencies Community DFC
	Encourage succession planning for community volunteers working with the food banks.	Long Term	Delta Food Banks	Agencies
	Increase community knowledge regarding existence and use of food banks.	Ongoing	Corporate Social Planner	Agencies Community Government Delta

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Market all available community meals, food banks and food distribution opportunities.	Expanded use of Delta.ca and external websites.	Short Term	Delta	Agencies Community
Encourage coordination of those providing food services in Delta.	Support work of Delta Food Coalition to coordinate food provision and distribution.	Ongoing	Delta Food Coalition	Agencies Community
	Research and communicate alternative access to food.	Ongoing	Delta Food Coalition	Agencies
Review poverty reduction strategy and provision of affordable daycare in BC.	Create UBCM * Resolutions.	**Complete**	Corporate Social Planner Delta	Agencies
	Participate in education, workshops and planning with associated Ministries.	Ongoing	Agencies	Multiple
Encourage the planning and development of diverse housing by BC Housing along with non-profit agencies and developers.	**SEE ALSO Chapter Six - HOUSING**			
Establish Farmers Markets Nutrition Coupon Program in Delta.	Delta Food Coalition is working with the provincial ministry on this project.	Short Term	Delta Food Coalition	Agencies Community
Miscellaneous:	Review options for additional public restrooms.	Long Term	Corporate Social Planner	Delta Funders Community Agencies

CHAPTER THREE

Category 2 – Personal & Public Safety

Personal and public safety is well supported in Delta and is ensured by a variety of Delta 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. The Delta Police Department and Delta Fire services also provide consistent, quality services to all residents.

Social Profile 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

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Explore the provision of a single point of service housing registry available for all residents and emergency housing.	Research existence of web-based access in other communities and review for implementation possibilities.	Short Term	Deltassist	CSP BC Housing Agencies Funders
Encourage the planning and development of diverse housing by BC Housing along with non-profit agencies and developers.	**SEE ALSO Chapter Six - HOUSING**			

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Develop and encourage proactive communicating and marketing strategies for those who offer services.	Create and maintain a Social Planning website on Delta.ca and enhance communication sharing with other community websites.	Ongoing	Delta	Multiple
Establish a single point of contact for referral for social services provided through the Corporate Social Planners webpages.	Use of specialized brochures, websites, and promotion of Deltassist search functionality.	**Complete & Ongoing**	Corporate Social Planner	Delta Agencies
Work with BC211* call center referral services to provide current information on Delta services.	Establish relationship with BC 211* staff and management, including exploration of adding a Delta overlay to mapping capabilities.	Long Term	Corporate Social Planner	Multiple
Miscellaneous:	Explore variety of housing available throughout the Fraser Region through other agencies. E.g. Options and Aunt Leah's.	Long Term	Corporate Social Planner	Multiple

Jargon Explained

BC211: is a Vancouver-based nonprofit organization that provides information and referral regarding community, government and social services in BC. Help line services include 211, the Alcohol and Drug Information and Referral Service (ADIRS), the Problem Gambling Help Line, VictimLink BC, and the Youth Against Violence Line.
http://www.bc211.ca/about/

Success Story!

Community Service Agencies in Richmond and Surrey hold contracts to do outreach work with people who may become homeless in Delta. By connecting Delta police and bylaw officers with these service agencies, people who find themselves without homes have been able to secure temporary housing that has led to permanent new homes.

CHAPTER FOUR

Category 3 – Children & Youth

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 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.

Social Profile 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.

- Need for increased community understanding of youth-led spaces and programs

- Public spaces in Delta are underutilized by Delta's Youth

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Review $10/day Universal Childcare initiative.	Create UBCM* Resolution promoting Affordable Childcare.	**Complete**	Delta	
	Encourage local agencies to learn about affordable daycare and possibilities for inclusion in programming.	Ongoing	Child and Youth Committee	Multiple
	Review Delta's role in the delivery of daycare and/or explore	Ongoing	Delta	Government Funders Developers

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
	opportunities to encourage more private day care spaces through redevelopment and land use planning			
Parent Education is needed to provide upstream/preventative support and training so specialized Counsellors can deal with non-typical issues.	Expand services and programs for upstream* prevention support and training.	Ongoing	Agencies	Government Funders
Support the inclusion of child and youth voices in planning for services.	Support the development of a Youth Strategy in Delta. Design and develop inclusive community spaces and activities for children and youth that support wellness and mental health and facilitate a successful transition to adulthood.	Long Term Long Term	Agencies Agencies	Delta Community Delta Community Government Funders
Support "Any Door is the Right Door" initiative.	Review and encourage community agencies to provide knowledge and referral to baseline services throughout the community.	Short Term Ongoing	Corporate Social Planner	REACH Delta Agencies Community
Pursue Child & Youth friendly Community designation.	Explore variety of designations and appropriate use. Include review of UNICEF*-based guidelines. Include physical literacy* goals and definitions when considering the	Ongoing Short Term	Corporate Social Planner Child and Youth Committee	Agencies Community Government Delta

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
	development of a "Child & Youth Friendly"*community.			
	Work with Delta Police Department to identify noise-based offenses and share information with community.	Short Term	Child and Youth Committee	Delta Community
	Decrease numbers of "homeless" youth identified in 2017 Count.	Long Term	Agencies	Multiple
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.	Explore examples of successful youth resources for future planning and support attempts to offer modified services.	Ongoing	Agencies	Community Funders Government
Advocate for increases in funding for specialized service workers for all agencies.	Advocate for funding to increase numbers of child and youth workers in Delta.	Ongoing	Delta	Agencies Government Funders

Jargon Explained

Any Door is the Right Door: an initiative designed by the Provincial Office for the Early Years that encourages local communities to provide seamless access to all Early Years services through any community agency. Agencies may provide information, referral or direct service.

CHAPTER FIVE

Category 4 – Seniors

Community agencies support 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 reviews the Age-Friendly community designation projects are being completed to address transportation, infrastructure and facility recommendations. Three Seniors Centres provided by the City of Delta attract many 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.

Social Profile 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

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Review applications for Age and Dementia friendly communities and the management of the associated tasks and development.	Review possibilities for "Friendly" Designations* plans and complete as appropriate.	Medium Term	Corporate Social Planner	Delta Agencies Government Funders
	Identify and celebrate services offered by Delta that follow guidelines of age-friendly designation.	Short Term	Agencies	Multiple
Consideration to expand programming for Seniors who are not members of Seniors centres.	Delta Staff will participate in trainings and education as appropriate. E.g. Raising the Profile Project.	Ongoing	Delta	
	Encourage community groups and agencies to provide seniors	Ongoing	Agencies	Community Governments Funders

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
	programming.			
	Review model for program delivery at Seniors Centres	Medium Term	Delta	Multiple
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.	Build framework for inclusion of new guidelines and opportunities for housing and transportation. Continue staff education and awareness of the same.	Ongoing	Delta	Government
	Encourage housing development for Seniors in areas of high walkability.	Ongoing	Multiple	Multiple
Increase involvement with provincial and federal ministries to advocate for increased housing and other support.	Find examples of best practices for seniors housing and share with developers/architects.	Short Term	Agencies	CSP Delta
	Advocate for funding for seniors housing.	Medium Term	Community	Multiple
	Advocate for funding for seniors income support.	Medium Term	Community	Multiple
	Advocate for increases in residential care beds.	Medium Term	Community	Multiple
	Explore development of culturally sensitive seniors' homes.	Long Term	Agencies	Delta Government Funders
	Explore expanded opportunities for seniors housing through Community Planning and Development.	Long Term	Delta	Multiple
	SEE ALSO Chapter Six – HOUSING			

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Embed age-friendly initiatives within planning and policy development.	Explore the development of a police/fire self-registry for vulnerable seniors.	Long Term	Delta Police Department	Delta Fire Multiple
	Imagine and promote development of a multi-use space to co-locate a variety of services for seniors.	Ongoing	Community	Delta
	Incorporate age friendly policy into Official Community Plan area plans.	Ongoing	Delta	
Miscellaneous:	Continue improvements to walking trails and outdoor spaces to support residents' physical activity.	Long Term	Delta	Multiple

Jargon Explained

"Friendly" Designations: include many governmental initiatives that establish guidelines for municipalities and community agencies that can be used to build a community that is welcoming and nurturing for specific groups of citizens. Designations include: Age-friendly, Dementia-friendly, Youth or Child friendly, Pet friendly, etc.

Success Story!

A Delta resident was worried about an elderly neighbour climbing up and down ladders to clean gutters and deal with Christmas lights. We connected the neighbour with Deltassist and the Better at Home program that provided a volunteer to help with maintenance. No more worries!

CHAPTER SIX

Category 5 – Housing

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 a changing population, to sensitively incorporate new housing in existing neighbourhoods, and to consider redevelopment within existing urban areas for housing of mixed use. 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 livability[2] 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.

Social Profile Service Issues

- Lack of emergency housing including Transition House, extreme weather, and short-term housing **NOTE: Both a transition house and an extreme weather shelter have been established since the publication of the Delta Social Profile.**

- 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 there is a need for culturally appropriate seniors homes

- Lack of housing suitable for differing abilities, special needs, youth and seniors

- Contract agreements with BC Housing and Non-profits to support operations of existing housing will

Jargon Explained

Social Housing: was formerly recognized as residential units, purchased by a government or non-profit housing group using available government funding, for housing senior citizens, handicapped people or individuals or families with low income. *Social housing* now means rental housing operated by either a nonprofit or government agency, in which at least 30 percent of dwelling units are occupied by households that do not have the income to be able to pay market rents.

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[2] OCP 2-1

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
PRIORITY - Explore planning, in partnership with non-profit agencies, developers and BC Housing for a variety of housing needs and co-located facilities.	Establish relationship with BC Housing.	Ongoing	Corporate Social Planner	Delta
	Explore partnerships to provide emergency or short-term housing. E.g. Extreme Weather Shelter	**Complete and Ongoing**	Delta	Government Community
	Establish relationships with interested architects and developers, especially to explore opportunities for a variety of housing types within single developments.	Short Term	Delta	Community
	Continue communication and planning with agencies working with social housing and exploring needs for all Delta residents.	Short Term	Government	Agencies Governments Funders
	Encourage the use of Universal Design and explore provision of incentives.	Ongoing	Delta	Government Community
	Explore opportunities to incorporate social services (offices, amenities, recreation or city services) within new developments.	Ongoing	Multiple	Multiple
PRIORITY - Secure a Transition House for women and children experiencing domestic violence.	Delta opened a Transition House in August of 2017.	**Complete**	Government	Delta Community Agencies
Explore creative, new models of housing – co-ops, co-locations,	Participate in intentional learning opportunities.	Ongoing	Agencies	Delta Government Funders

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
intentional communities, walkable communities.	Regularly review/assess Secondary Suites bylaw for inclusion of diverse needs.	Ongoing	Delta	
	Convene a meeting with non-profits, Delta seniors staff and community organizations to review needed housing. Share this information with developers.	Long Term	Corporate Social Planner	Agencies Community
	Review opportunities to broaden understanding of housing varieties to meet diverse needs.	Ongoing	Delta	Multiple
Secure funding for an agency to provide a housing navigator in Delta.	Consider system for expediting search for social housing in Delta, and advocate for funding.	Long Term	Agencies	CSP Government
Completion of a Delta Housing Action plan	As noted	Ongoing	Delta	
	Consider the development of an affordable housing strategy.	Medium Term	Government	Delta Agencies
	Provide coordination of licensed and unlicensed facilities in Delta for a variety of needs.	Long Term	Government	Multiple
Explore "Social Return on Investment"* for measurement and creation of "Social Capital"* for developers and funders.	Participate in intentional learning about social innovation and capital and seek out opportunities to share information.	Ongoing	Delta	Government Agencies Funders
	Explore incentives to encourage social housing* development.	Ongoing	Government	Agencies

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Review BC Housing "End of Agreements" (EOA) and work with non-profit agencies and new developers to meet needs.	Collect information from BC Housing.	Short Term	Government	CSP Delta Agencies
	Alert BC Housing to inconsistencies with subsidies for family units.	Short Term	Agencies	Multiple
	Support BC Housing planning for redevelopment within Delta.	Long Term	Agencies	Delta Community Government Funders
Miscellaneous:	Explore options for consideration re: Emergency Weather Shelter.	Short Term	Community	Delta Agencies Funders Government

Jargon Explained

Healthy Built Environment: 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.

Success Story!

After the publication of the Delta Social Profile, staff were contacted by community members and asked about how they could help with the development of more housing appropriate for residents' needs!

CHAPTER SEVEN

Category 6 – Diversity, Accessibility & Inclusion

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.[3] One of the goals of this Social Action 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.

Social Profile 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.

ACTION PLAN

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Provide regular reports to Council highlighting service needs in Delta.	Encourage community agencies to support low income residents.	**Complete and Ongoing**	Delta	Agencies Community
	Promote accessibility of all buildings in Delta and provide information re: available accommodations.	Ongoing	Delta	Multiple

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[3] OCP 2-42 and 2-43

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
PRIORITY - Research integration of provincial, federal, municipal, agency-based and grant funding to provide needed services.	Accessibility 2024* – review for implementation support. Support "Any door is the right door"* initiative for all Delta families. Take advantage of Healthy Communities* and Plan H* funding to provide upstream programming.	Long Term Short Term Ongoing	Delta Agencies Fraser Health	Government Funders Delta Community Delta Government Funders
Encourage the hiring of individuals with differing abilities to demonstrate an inclusion model at the Municipal level.	Explore hiring policies from community agencies to encourage diverse hiring practices.	Ongoing	Corporate Social Planner	Delta Agencies Funders Government
Pursue provincial and other accreditations for age, accessible, dementia, and other "friendly" communities.	Review and report on the variety of "friendly"* designations for applicability in Delta.	Short Term	Corporate Social Planner	Government
Review opportunities for external input to Social Planning.	Review types of advisory committees, assessment methods and best practices in other municipalities for Social Planning.	Long Term	Corporate Social Planner	Multiple
Encourage a variety of housing developments through BC Housing, Developers and non-profit agencies	**SEE ALSO Chapter Six - HOUSING**			

NEXT STEP	ACTION IDEA	TIMELINE	RESPONSIBILITY	PARTNERS
Encourage use of Universal Design for all building project.	Provide cost comparisons with profit margins for developers interested in using Universal Design.	Long Term	Government	Delta Agencies
	Review standards/guidelines to improve accessibility throughout Delta facilities and events.	Long Term	Delta	Delta Agencies
	Explore options to design incentives that promote the use of Universal Design.	Ongoing	Delta	
	Broaden opportunities for spontaneous use of public spaces by continuing to incorporate accessible equipment, playgrounds, exercise and leisure infrastructure suitable for diverse needs.	Ongoing	Delta	Government Funders Agencies
Provide training for staff around awareness of barriers.	Pursue increased sensitivity and language training for staff to encourage awareness around types of barriers customers encounter.	Long Term	Delta	Multiple
	Delta Engineering staff will continue to incorporate age-friendly design standards into infrastructure, transportation and capital projects.	Ongoing	Delta	Multiple

Success Story!

Sometimes residents arrive at City Hall with a request or a question. One day, a young man visiting his relatives in Delta needed to connect quickly with legal help. He was offered support and directions to the closest Family Justice Center.

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

- **Age-Friendly:** both a formal designation "Age-friendly community" and an informal method of communicating policy or planning that incorporates design and guidelines appropriate for an aging population. **SEE ALSO "Friendly" Designations**

- **"Any Door is the Right Door":** an initiative designed by the Provincial Office for the Early Years that encourages local communities to provide seamless access to all Early Years services through any community agency through referral or direct service provision.

- **Barriers to Service:** real or perceived reasons for a resident to avoid accessing available service. Barriers can be physical (inaccessible building), emotional (service takes place in a building or by an agency with a harmful association for resident), mental/cognitive (inability to access website, fill out form, make registration or appointment) or other.

- **BC211: "**is a Vancouver-based nonprofit organization that specializes in providing information and referral regarding community, government and social services in BC. Our help line services include 211, the Alcohol and Drug Information and Referral Service (ADIRS), the Problem Gambling Help Line, VictimLink BC, and the Youth Against Violence Line." http://www.bc211.ca/about/

- **"Building Resilient Neighbourhoods":** Resilience is about strengthening community's response and adaptation to big changes and deep challenges. This project creates stronger, more connected community where everyone's basic needs are met, balanced with the planet's needs. Building a greater sense of connection to the people and places where people live is important while recognizing and celebrating interdependence and grow "local self-reliance". http://resilientneighbourhoods.ca/

- **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.

- **Differing Abilities/Diverse Needs/Specialized Populations:** members of any community present with a variety of strengths, weaknesses, needs, abilities and disabilities. People can be categorized in many ways to benefit understanding in a document; for example "seniors housing is appropriate in walkable neighbourhoods". Delta seeks to provide services to meet many of the different needs of their residents.

- **Early Years:** encompass the ages 0 – 5 and highlight the importance of government and local strategies to address needs, provide specific services and encourage parenting development to ensure future success for all citizens.

- **"Friendly" Designations:** include many governmental initiatives that establish guidelines for municipalities and community agencies that can be used to build a community that is welcoming and nurturing for specific groups of citizens. Designations include: Age-friendly, Dementia-friendly, Youth or Child friendly, Pet friendly, etc.

- **Harm Reduction**: is a 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 provincial initiative through Plan H* 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.

- **Healthy Communities Project:** is a provincial initiative through Population and Public Health that facilitates the ongoing development of healthy, thriving and resilient communities. These partnerships include municipalities and agencies that support healthy lifestyles, a vibrant economy, affordable housing, accessible community services, thriving neighbourhoods, clean air and water, engage citizens and more. Projects in Delta have included the successful creation of a Smoking bylaw for public places, the Delta Smoke Free Campaign, forums to support Fentanyl/Overdose awareness, programs to support substance use prevention including engaging students as health promoters, the "Fighting for me" project and the Plan H(ealth) forum. http://bchealthycommunities.ca/

- **Middle Years:** include the years 6-12 and stress the importance of appropriate service planning and provision for the developmental abilities of this age group.

- **Physical Literacy**: "… is the motivation, confidence, physical competence and knowledge to value and take responsibility for lifelong engagement in physical activities." (International Physical Literacy Association) With the knowledge of physical literacy our caregivers, teachers, recreation leaders and coaches can include physical literacy in all programs to assist Delta children to have the motivation, confidence and competence to be successfully active for life.

- **Plan H:** "implemented by BC Healthy Communities Society, facilitates local government learning, partnership development and planning for healthier communities where we live, learn, work and play. Working together with health authorities, UBCM and the Ministry of Health, PlanH supports Healthy Families BC, the Province's health promotion strategy." www.planh.ca

- **Raising the Profile Project:** "The research activities of *the Raising the Profile Project* are being conducted with the aim of expanding knowledge of the community-based seniors' services sector in B.C. There is also the need to build the capacity of this sector, and this is another key component of the work of the Raising the Profile Project. http://www.seniorsraisingtheprofile.ca/about/why/

- **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.

- **Shared Measurement:** is a term used within the Collective Impact collaboration structure by which participating organizations agree on the ways success will be measured and reported, with common indicators used for learning and improvement.

- **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 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.

- **Social Housing:** was formerly recognized as residential units, purchased by a government or non-profit housing group using available government funding, for housing senior citizens, handicapped persons or individuals or families of low income. Social housing now means rental housing operated by either a nonprofit or government agency, in which at least 30 percent of dwelling units are occupied by households that don't have the income to be able to pay market rents.

- **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.

- **Transition House:** is common terminology for short-term or first-stage emergency housing for a specific need. In BC Transition Houses are most associated with women and children fleeing family violence.

- **UBCM:** The Union of BC Municipalities was formed to "provide a common voice for local government". The yearly convention provides opportunities for policy, initiatives and ideas to be shared with municipal and provincial leaders through resolutions.

- **UNICEF:** Founded in 1955, UNICEF is a non-profit humanitarian organization "focusing on saving children's lives around the world". This agency provides guideline documents for the establishment of services for children, including the "Child-friendly community" guidelines. http://www.unicef.ca/en/about-unicef

- **Upstream:** is a movement to create a healthy society through evidence-based, people-centred ideas. Upstream seeks to reframe public discourse around addressing the social determinants of health in order to build a healthier society. Predominantly used as a term in health and drug use prevention**,** upstream thinking is about addressing the things that have the greatest influence on health, including income, employment, education, early childhood development, housing, nutrition and the wider environment.

- **Youth-led:** implies that a group of local youth from a wide variety of backgrounds with differing needs and abilities has led the conversation, design and implementation of a new service or program.

Delta Pink Shirt Day – February 2017