

CITY CHOICES 2004 — MAYOR'S FORUMS
KEY THEME SUMMARY OF PUBLIC INPUT

February 27, 2004

Submitted by:

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Executive Summary

Background

Between January 2 and February 14, 2004 the City of Vancouver conducted the City Choices 2004 Mayor's Forums process. The City Choices 2004 Mayor's Forums process created an opportunity for residents to advise Council on actions they want the City to take to address social sustainability concerns, the budget implications for addressing these actions and how they would recommend the City address budget-related issues.

The process started with Mayor Larry Campbell meeting with 90 representatives of various community organizations in 7 meetings. These meetings were held in the Mayor's office between January 7 and January 20, 2004. The second element of the process was two public forums – one on February 11 at the Mount Pleasant Community Centre with 152 registered participants and the second on February 14 at the West End Community Centre with 132 registered participants. An additional 70 participants attended the two forums but chose not to register.

Notes (see Appendix I) were taken during the small group meetings and these were reviewed and key themes identified. At the Mayor's Forums participants were divided into tables of eight participants and they were provided a discussion guide that asked them to consider three topics. The first two topics were developed through the January 10 forum on *Neighbourhood Safety and Livability*. Although this forum was not related to the budget consultation, its recommendations have budget implications. The results of each table's discussions were transcribed (see Appendix II) and key themes identified. The three topics were:

1. Support for Integrated Service Delivery

Program Description Provided to Participants:

The Council should support the integration of service delivery at the street level to achieve community priorities through:

- *A pilot project in two communities to evaluate new approaches to tackle homelessness, increased property crime and related problems;*
- *Direct community involvement in planning and implementation, including business improvement associations, community organization and service providers;*
- *Increased bylaw enforcement;*
- *Integration of provincial service providers as required to enhance access to youth, criminal justice, mental health and housing services;*
- *Improved police presence at the community level; and*
- *A report to City Council within six months to evaluate the pilot project and assess the prospect for its extension to other neighbourhoods.*

City staff estimate that this initiative would cost \$200,000 – \$250,000.

Question 1:

Do you support this initiative? When considering the City's budget, how important to you is this initiative relative to other budget priorities?

2. Additional Police Services

Program Description Provided to Participants:

In consultation with the Chief of Police, the City Council support restoring the Vancouver Police Department to the number of sworn officers that was authorized May 1, 2003 and then to raise the force to the national average of officers on a per capita basis, keeping in mind the time required to recruit and train new officers and the need to protect other services while holding taxes as low as possible. City staff estimate that it costs \$5 million for every 50 officers hired. (\$5 million adds 1.25% to property taxes)

Question 2:

How many police officers do you think should be added above the current approved level (approximately 1200 officers)? When considering the City's budget, how important to you is this initiative relative to other budget priorities?

3. Social Sustainability

Residents have provided suggestions in preliminary meetings about how to meet the social sustainability needs of Vancouver.

- 1. Develop a strategy, similar to the Four Pillars Strategy, to work with the provincial and federal governments to address mental health problems, especially among alcohol and drug-dependent citizens.*
- 2. The City should assist in developing partnerships among businesses, community groups and governments to address social sustainability needs including concerns about funding for social service programs, the arts, and support for urban aboriginal people.*

Question 3:

What other actions would you recommend City Council take to meet the social sustainability needs of Vancouver?

Key Theme Summary of Meetings with Mayor Campbell

In the meetings with Mayor Campbell, residents expressed great concern about the impacts on the social sustainability of the city resulting from federal, provincial and regional spending priorities:

- Reductions by the federal government in the area of health care;
- Time limits on social assistance, cutbacks to social service agencies and programs, and not funding adequate expansion of post secondary institutions by the province; and,
- The lack of a regional financial contribution from the Greater Vancouver Regional District for arts and culture all put pressure on residents and community groups. Services such as shelters for women, hot meals at schools and child support programs face closing.

Despite this, there were few suggestions for additional money from the City. Rather, participants made a strong request that the City act as an advocate with other levels of government to address funding concerns.

Specifically, participants asked the City to:

1. **Exercise Greater Advocacy on Behalf of Residents**
Participants said that they want the City to take on a stronger advocacy role for residents. They would like the Mayor and Council to “make the case” for residents on specific issues to all levels of government.
2. **Assist in Developing Partnerships Among Government, Business and Community**
Participants said that many of the problems they face could be addressed through partnerships among various groups within the City. They often referenced the Four Pillars program as an example of what can happen when groups within the City and in collaboration with the various levels of government act in a collaborative way. They asked that the City take on a more dynamic role in facilitating these partnerships.
3. **Take Action to Support Livability**
Participants said that there were specific actions the City could take to support livability:
 - a) Implementing all four pillars of the Four Pillars Strategy
 - b) Seek ways to support agencies that might close as a result of provincial cutbacks.
 - c) Work with volunteer agencies and the private sector, such as Costco stores, to provide safety training for residents who are senior citizens.
 - d) Work with the Vancouver Police Department and the Vancouver School Board to get drug dealers out of the schools.
 - e) Review by-laws and administrative decisions that affect the arts community.

Key Theme Summary of the Two Public Forums

- A. **Support for Integrated Service Delivery**
Participants strongly supported the idea of an integrated service delivery pilot program as a priority for the City's budget. With that support, participants recommended to the City:
 1. That the program should consider all areas of the City equally when choosing the pilot program areas.
 2. That there should be a measure of the effectiveness of the program.

3. That the program should not mean that other programs such as drug prevention were denied funding.

B. Additional Police Services

There was strong support for bringing the number of police officers up to the authorized levels. Beyond that, support for increased policing varied from one forum to the other. In the Mount Pleasant Forum there was little support for increasing police above the currently authorized levels while those attending the West End Forum supported the idea.

In both forums, participants suggested that if the social issues were addressed then there would be less of a requirement for additional policing. Further, participants strongly requested that any additional police officers should be placed on the street, on bicycles or in community policing programs.

C. Social Sustainability

To support social sustainability, in both forums, participants asked the City and other levels of government to:

1. Address the needs of the homeless
2. Provide support for all four pillars of policing, harm reduction, prevention and treatment
3. Develop a Four Pillars type process to address the needs of the mentally ill.

D. Budget

Generally, participants supported increased taxes and no reduction in programs.

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Background to Mayor's Forum Process 2004

The City of Vancouver provided a wide range of opportunities for citizens to participate in the City's 2004 budget process. The City circulated a newspaper insert that provided information on Vancouver's 2004 City Budget and included a feedback form. The City advertised the Mayor's Forums in the following newspapers:

- February 4 Courier
- February 5 Westender
- February 5 Xtra West
- February 5 Terminal City
- February 5 Georgia Straight
- February 7 Ming Pao
- February 7 The Voice

The City maintains a website that provides access to city documents and Council decisions. The website also provided access to the City Choices 2004 newspaper insert and feedback form. Citizens have the ability to contact each member of Council to discuss their concerns about the budget. And the City holds many consultation processes throughout the year in which residents may participate.

Additional opportunities for residents to provide input to the Council's budget discussions were through the City Choices 2004 Mayor's Forums. Prior to the forums Mayor Larry Campbell held seven meetings with representatives of groups and agencies that might be affected by Council's budget decisions and 90 people attended. Each group was contacted directly and invited to send a representative. These 7 meetings included representatives from (the names of participants are contained under the summary for each meeting in Appendix I):

January 7	Youth
January 8	Social Service Agencies
January 9	Women's Groups
January 9	Arts and Cultural Organizations
January 19	Aboriginal Communities
January 20	Seniors' Groups
January 20	Chinese Community

Two City Choices 2004 Mayor's Forums were held this year that created an opportunity for residents to advise Council on actions they want the City to take to address social sustainability concerns, the budget implications for addressing these actions and how they would recommend the City address budget-related issues. The forums were:

- February 11 Mount Pleasant Community Centre (152 registered participants)
- February 14 West End Community Centre (132 registered participants).

There were 284 registered participants at these two forums with an additional 70 participants who chose not to register. The names of registered participants are listed at the end of each forum provided in Appendix II. The forums were advertised in community papers, posters were placed in community centres and libraries, participants in the January 10 Forum on *Neighbourhood Safety and Livability* were sent an invitation and

those attending the meetings with Mayor Campbell circulated an invitation to their memberships.

The City Choices 2004 Mayor's Forums asked participants to:

1. Address public concerns about the livability of Vancouver. This approach is reflected in the invitation to participants in the small group meetings with Mayor Campbell and some City Councilors.

"Vancouver City Council wishes to engage the citizens of Vancouver in discussions about the choices that address the social sustainability requirements of residents and the City's need to maintain a balanced budget. ... Each of us can detail concerns. What is more challenging is to provide workable solutions. In advance of the Mayor's Forums, the Mayor would like to host a small group meeting with you and your associates in his office. At this meeting we would ask that you present your ideas for solving problems facing your organization. In particular, the Mayor would like your ideas for what the City can do."

2. Consider the two recommendations for city action that came out of the January 10 Forum on *Neighbourhood Safety and Livability*. In the case of the public forums, participants were provided with a description of these two resolutions and asked for specific feedback on them.

Notes (see Appendix I) were taken during the small group meetings and these were reviewed and key themes identified. At the Mayor's Forums participants were divided into tables of eight participants and they were provided a discussion guide that asked them to consider three topics. The first two topics were developed through the January 10 forum on *Neighbourhood Safety and Livability*. Although this forum was not related to the budget consultation, its recommendations have budget implications. The results of each table's discussions were transcribed (see Appendix II) and key themes identified.

This report summarizes the key themes arising from these events. Appended to this document are the notes from the meetings with Mayor Larry Campbell, the public input received at the two Mayor's Forums and submissions provided by participants.

Key Theme Summary of Meetings with Mayor Campbell

Overview

In the meetings with Mayor Campbell, residents expressed great concern about the impacts on the social sustainability of the city resulting from federal, provincial and regional spending priorities. Reductions by the federal government in the area of health care, time limits on social assistance, cutbacks to social service agencies and programs, a lack of funding for adequate expansion of post-secondary institutions by the province, and the lack of a regional financial contribution from the Greater Vancouver Regional District for arts and culture, all put pressure on residents and community groups. Services such as shelters for women, hot meals at schools and child support programs face closing. Despite this, there were few requests for additional money from the City.

Key Themes

1. Greater Advocacy on Behalf of Residents

Participants said that they want the City to take on a stronger advocacy role for residents. They would like the Mayor and Council to “make the case” for residents on specific issues to all levels of government, for example:

- a) **Federal Government:** Participants asked the City to lobby the federal government to institute national welfare and national housing standards similar to national medicare standards. Participants want the City to let Ottawa know about the challenges facing youth in the City who face limited spaces in post-secondary institutions and who, once accepted, are unable to afford the cost of this education. Participants want the City to ask Ottawa to implement its national childcare program and to enforce international human rights agreements such as those guaranteeing a minimal livable wage. And, participants want the City to carry the message of urban aboriginal people to Ottawa. They want Ottawa to know about the impacts on urban aboriginal people should the federal government reduce its contribution to social welfare rates paid to urban aboriginal people in lock-step with provincial cutbacks.
- b) **Provincial Government:** Participants want the City to make clear to the province the distress that the province's changes in funding have caused Vancouver residents including women, children and urban aboriginal people. Participants want the City to remind the provincial government of its promises and the promises made by previous provincial governments in the area of support for mental health programs and, in particular, the promise of support to the former residents of Riverview Hospital. Failure to provide support has led to poverty, homelessness, addiction and death for many of these people.
- c) **Regional Government:** Participants want the City to work out an arrangement with the Greater Vancouver Regional Government for financial resources that address the impacts on Vancouver from residents of the region using arts, culture and recreation venues established in Vancouver. For example, the City supports the Orpheum and Queen Elizabeth Theatres financially but many of their audiences come from outside the City. Participants want the City to work with the GVRD and regional municipalities to have them provide a financial contribution.

2. Assist in Developing Partnerships Among Government, Business and Community

Participants said that many of the problems they face could be addressed through partnerships among various groups within the City. They often referenced the Four Pillars program as an example of what can happen when groups within the City and in collaboration with the various levels of government act in a collaborative way. They asked that the City take on a more dynamic role in facilitating these partnerships, for example:

- a) Participants recognized that the move to an integrated social service delivery model might address many of the public safety and livability concerns of residents. For example, the integrated delivery of housing, mental health, social service, employment training, community volunteer and other services might assist in addressing challenges faced by street youth or adults in the DTES. They would like the City to move forward on this recommendation of the forum on *Neighbourhood Safety and Livability*.
- b) Participants want the three levels of government to work together in a Four Pillars type process to address the needs of the mentally ill in Vancouver and especially those in the downtown eastside.
- c) Participants would like the City to facilitate partnering between housing groups and the private sector to address housing concerns.
- d) Arts groups would like the City to use its negotiations with developers to support needed new venues and, secondly, to facilitate partnerships between the arts community and the business community.

3. Take Action to Support Livability

Participants said that there were specific actions the City could take to support the livability of the City; for example:

- a) Implementing all four pillars of the Four Pillars Strategy. Residents felt that there had been a focus on harm reduction and policing but not enough focus on prevention and treatment programs.
- b) Seek ways to support agencies that might close as a result of provincial cutbacks; for example, women's shelters, aboriginal programs, and child-care programs.
- c) Work with volunteer agencies and the private sector such as Costco to provide safety training for residents who are senior citizens. This would go a long way to protect senior residents and reduce their anxiety at little cost to the City.
- d) Work with the Vancouver Police Department and the Vancouver School Board to get drug dealers out of the schools.
- e) Review by-laws and administrative decisions that affect the arts community including, for example, the restrictions on entertainment at small venues and a streamlined permit process for public events.

Key Theme Summary of the Two Public Forums

Overview

The two forums were structured the same way but each one had a specific topic focus. At the Mount Pleasant Community Centre the topic was Homelessness, Poverty and Provincial Offloading and at the West End Community Centre the focus was on Safety, Crime and Policing. In each forum, City staff made a presentation on the 2004 budget and a community-based panel provided participants with examples of what the City might do to address concerns identified by residents. Despite these differences in content there was not a significant difference in what residents at the two venues suggested to Council as actions the City might take to address concerns.

A. Support for Integrated Service Delivery

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City staff estimate that this initiative would cost \$200,000 – \$250,000.

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Do you support this initiative? When considering the City's budget, how important to you is this initiative relative to other budget priorities?

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How many police officers do you think should be added above the current approved level (approximately 1200 officers)? When considering the City's budget, how important to you is this initiative relative to other budget priorities?

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Question 3:

What other actions would you recommend City Council take to meet the social sustainability needs of Vancouver?

Key Themes

To support social sustainability, in both forums, participants asked the City and other levels of government to:

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D. Budget

Generally, participants supported increased taxes and no reduction in programs.

Appendix I

Summary of Small Group Meetings

Please note:

- For reasons of privacy, the addresses and other contact information such as e-mail addresses have been removed from this document.
- The summary for each meeting is not a verbatim transcript but highlights the comments of participants during a one-hour meeting with Mayor Campbell.
- The groups and individuals invited to meet with Mayor Campbell were identified by City staff from the lists of organizations currently funded by the City or through the youth liaison.

**Mayor Larry Campbell's Meeting
Representatives of Youth**

January 7, 2004

Participants:

Jeff Jacobson
Eli Wener
Howard Kwan
Steven Eastman – Gladstone Secondary
Sana Siddiqui – Killarney Secondary
Victoria Marshall – Gladstone Secondary
Jennette Leung

Ian McDonald – Point Grey Secondary
Ilano Como
Ermma Banks
Rachel Dillman – Churchill Secondary
Heather McDonald
Karen Sum
Alyson Wong – Churchill Secondary

Participants' Comments:

- School liaison officers need to be returned to the schools - teaching people at a young age that they should be in school
- We have a new liaison officer but I'm not sure it makes much difference
- We just had a death at our school and having the officer at my school would have helped
- Basic amount of time for each school -- and then a floater on an as-needed basis
- Funding is needed for U.B.C. student fees -- bring to attention of provincial government
- My dad got to university but I'm working hard and no chance to go to U.B.C.
- Money in general for scholarships -- how do we increase this?
- Provincial cuts to school boards affects the optional choices to the students. The choices create an opportunity for high school students to decide what they want to do after high school.
- Get Lizards to participate
- King George -- next to community center so have lots of opportunities
- Collingwood -- Renfrew community center needs locker rooms renovated -- would have more use if it is improved
- Extend U-passes to high school students -- students should not have to worry about taking transit to school - the cost should not stop them
- Tennis courts -- the courts are in terrible shape, allow street hockey on the courts

- Slots are needed to provide funding for programs
- Analogy to "pop" in schools -- slots similar
- Putting slots at racetrack is a good idea -- you are going there to gamble -- slots everywhere
- In Alabama they brought them in to raise money -- I like Hastings racecourse
- Use funds from slots for U-passes and other social programs
- Hastings is on the way home for some people -- it could create addictions
- If gambling brings poverty, family abuse and so on, why bring it here?
- People are going to gamble anyway -- then come back with their problems which we have to deal with, so we might as well have the revenue
- Addiction is a personality issue -- they will be addicted anyway, so go for the revenue
- If the addiction wins out, what do we do?
- The Four Pillars has helped a lot -- safe injection site -- rehabilitation
- The Four Pillars has to be continued and funding increased -- more training for staff (volunteers) -- the Lookout had to cut staff, it needs more funding
- High school guest speakers -- really good speakers -- on anti-drug campaigns would help
- There isn't a person in the City who doesn't know hard drugs are bad. Ultimately it is individual choice
- Some people don't get the message -- we need to cut the source -- students who deal need to be caught
- This will get scary -- if someone finds out you told you could be in trouble
- Last year someone came in to our school and showed what activity happens -- pictures of people who had been shot and so on. They only showed it to grade 11, should have done it to other classes as well
- Starting education earlier than later is better -- seeing is believing -- we see it near our school
- I am not sure videos work -- people are addicted and you need to help them
- Only certain people know who deals -- they could be identified if they start to identify other students

- If you cut off the source -- someone new will appear and you won't know who it is
- Getting dealers out of school won't work -- people are reluctant to tell and dealers are replaced
- Four Pillars is amazing and more money should be spent -- it shouldn't be government against addicts -- you guys (those implementing the Four Pillars) are saying we know it is going to happen so let's make it safer
- Emphasis should be on prevention -- three percent recover from heroin -- 90 percent stop before they start using
- Police: There is not enough positive relations between young people and police
- Police never give young people the benefit of the doubt
- With transit there is not proper lighting and you leave Skytrain path feeling unsafe -- need more lighting on path

**Mayor Larry Campbell's Meeting
Representatives of Social Services Programs**

January 8, 2004

Participants:

Rob Axsen	Mary Johnston
Sandra Menzer – Van. Soc. of Children's Services	Donna Thomas
Jean Swanson	Sheila Paterson
Ruth Annis – Pacific Community Resources	Janet Austin - YWCA
Donna Chang – Cedar Cottage	Lorelei Hawkins
Colleen Kelly – Volunteer Vancouver	Robin Laxton – BCCPD
Margale Birrell – BCCPD	Lilian To – SUCCESS
Doug Ralan – Environmental Youth Services	Karun Koernig
Susan Kurbis	Deborah Makila
Jennifer Standeven – Mount Pleasant Neighbourhood	Janet Austu
Donna J. Wilson – PFAME Centre	Craig Maynard
Cynthia - Info Services Vancouver	
Richard Mulcaster – Vancouver Foundation	
Terri Nicholas - Family Services of Vancouver	

Participants' Comments:

- ELP funding cuts -- city should continue funding
- Use property endowment fund to build more housing
- Fight provincial cuts by organizing a meeting and looking at effects of two-year limit
- Establish centre to look at those affected by two-year limit and track the effects
- Meeting with business/tourism to get their help in ending two-year limit
- Organize at federal level -- establish national housing and welfare standards -- work with national association of municipalities
- Maybe the national association of municipalities could lobby as it does for homelessness -- work with Harcourt committee
- If federal and provincial governments are going to download then they must give city program taxation powers
- Begin a living wage program starting with the City contracts
- Poverty is cause of rage and exclusion -- 50 percent of population has 95 percent of the wealth
- Create policy that city staff earns no more than three-quarters of the lowest wage earner. Develop over time; take the lead to educate people about impacts all of in

inequity, hunger and homelessness from two-year time limit

- We see more kids and families at risk as result of provincial cuts
- City should develop social policy in area of prevention -- no one is focusing on prevention as province moves to intervention priority
- How could school board/health boards work together to emphasize prevention?
- I agree with what others have said -- we need national standards of welfare -- we need advocates in this area
- Homelessness, hunger, lack of support services are problems
- Lack of access to income supports for youth -- maybe more of the perception
- High costs of rental accommodation in Vancouver means looking at housing options for youth -- develop more youth resource centers -- city can support resource centers with staff for walk-ins
- Housing is critical -- city has historically been a supporter -- please continue. Lack of support from provincial to include family housing. Be cautious about spending endowment fund
- Early childhood development -- childcare centres need subsidies -- city could encourage Paul Martin to move forward on day-care
- City focus is high-risk, high-end issues. How do we build communities? City should look at the role of neighborhood houses -- they are often first contact when people are in need
- Bring a holistic focus to service delivery [for example PAC committees] and engage local community in supporting neighborhood services
- Socio-economic issues around children and youth -- we see that environmental problems affect the poor people disproportionately more
- Develop meaningful partnerships with community groups -- go to other levels of governments - for example, federal government H.R.D.C.
- Facilitate partnerships with businesses - bring social and business groups together
- Work with young people to develop partnerships to work in an urban environment - make the City "family and youth" friendly
- More and more agencies can't provide because they have fewer resources -- include the marginalized in discussions
- Can the City provide co-location opportunities for agencies?

- The City needs to continue with service grants and assistance with accessibility issues
- The City is not at meetings. The provincial government has meetings with the community agencies to provide information about re-designation of service delivery -- children and families
- How do we ensure: food, housing, livable wage, social supports are sustainable? The City has role to develop a vision of social sustainability
- Look at the relationship between the provincial and city funding. Do not cut just because the province cuts
- Communicate to residents that there is hope -- it is worth the fight -- that the City is behind communities
- People are expecting more and more of social agencies while governments reduce funding. City needs to help sustain agencies, help develop partnerships with agencies, government and community
- We are wasting skills -- immigrants have high level of skills -- work in partnership with the City and other governments to have credentials recognized
- Develop an integrated approach to service delivery
- Facilitate the development of partnerships among business/community/city on socioeconomic and environmental sustainability
- The City has a role to play in working with other governments on prevention of school violence, drug addiction -- the Four Pillars approach should put a larger focus on prevention and treatment facilities
- Ministry for Children and Family downloading -- the results are going to be significant
- Closing Riverview Hospital was significant and now there are no additional dollars for the community to address this
- Provincial cuts have been going on for the last two years, e.g., seniors' home support services, homelessness. Why is there no outcry from the community?
- What role can the City play in making sure people are aware of impacts and help people access what services are left?
- Raise awareness of volunteerism and Volunteer Vancouver. Assign people in city department to Volunteer Vancouver
- We get gaming funds now and Vancouver should take lottery funds -- we would get \$12,000 more per year if Vancouver takes slots
- 16- and 18-year-olds are being abandoned. We get 60 per night. Results of

downloading and cuts are very visible now

- The City's social planning department must bring people together like youth services and the City needs to be doing more of this
- The City should support Integrated youth services
- The City should take a leadership role in bringing people together - facilitate policy development
- We no longer have advocates for social issues -- City of Vancouver could take a role advocating for residents on vital issues and assist in developing policies with other levels of government
- Change decision-making of city - we used to have community advisory boards at neighborhood level. Engage citizens with government -- city should look at re-allocating by engaging at grass-roots level
- Four Pillars fund is a good example of how the City can be involved in social sustainability

**Mayor Larry Campbell's Meeting
Representatives of Women's Groups**

January 9, 2004

Participants:

Sheena M – Loroson YWCA Single Mothers Services
Sandra Greene – Pacific Assn of F.N. Women
Benita Bunjun – Vancouver Status of Women
Janice Abbott – Atira Womens Resource Society
Cecilia Diocson Philippine Women Centre
Monica Urrutia Philippine Women Centre
Bernie Whiteford – Helping Spirit Lodge Society
Audrey Johnson - West Coast LEAF
A. Todd-Dennis – BC Women
Liz Whynot – BC Women
Nancy Cameron – YWCA Crabtree Corner

Edna Nyce
Caryn Duncan – VWHC
Shelagh Day - PHRP
Gwen Brodsky - PHRP
Mary Vljevic
Angela MacDougall
Hales Jones
Ali Grant
Jade McLaren

Participants' Comments:

- Lack of day-care facilities in our communities -- for example aboriginal community has only one day-care for those under six years old in GVRD reports
- Problem is that without day-care women have a problem: they can not get skills upgrade or their children are not looked after in the best manner
- Work and problems have expanded as result of provincial funding policies -- we are desperate
- Lack of funding is a problem. The City can only raise taxes so much
- Slots are a regressive tax on the poor. There has to be another solution.
- "Would we take money from slots?" is not a fair way to ask the question
- My project is to help the City with its obligation to implement the rights of women; for their equality – they have a right to an adequate standard of living
- The City could say: We have an obligation -- that everyone must have an adequate standard of living and that the City recognizes this and uses this as part of its criteria for making budget allocations and facilitates poor people participating in budget decision process
- City must stand up and say the cuts to social services are an abrogation of responsibility under international agreements
- Do a report card on social and economic rights and how far these have moved forward

- City adopt and publicize its support for these human rights
- Need a liaison between the City and aboriginal community -- this used to be a position on city staff
- Advocate/ombudsperson to look after economic rights issues. We have seen costs go up around the Olympics -- the City needs to raise taxes to get the money from those who are benefiting from the Olympics
- Problem with aboriginal youth -- especially young women -- look at monitoring traffic around shelters and other areas such as the Broadway-Commercial area
- Women's centres closing in B.C. -- people will come to Vancouver if they cannot get services in their communities. What will we do? We have to reduce services now as a result to cuts to our budget
- The reduction in welfare levels is forcing women to prostitution or to having a baby to stay on welfare. Something must be done. It is about who deserves and who does not - poor people are "do nots"
- We need to look at how we allocate based on needs
- Property endowment fund -- provincial women's centers are all losing their funding in the next few months -- we need alternative funding -- \$50,000 for each of the centers is required. We need money from the property endowment fund
- Women's organizations have been underfunded traditionally and continue to be so. We need to know the City will be there to support us
- If you are going to use slots then start them on the west side -- use a destination casino
- The Feds gave money to the province for aboriginal programs -- can you ask the Feds to be accountable for the money they gave to the province? The province does not use all the money they received
- False Creek development should integrate poor people into the buildings -- do not segregate
- Look at public policy and aboriginal living. How many does the City hire? If the City supports gaming allocate some funds to dealing with the addiction problem
- We need to have funding and sensitivity training to address response to women in downtown east side -- doctors, police and others so that they listen to women
- City must recognize that it is useful for the City to put money into advocacy to get what is needed. There must be advocates -- city should support this area; the mayor should lead this
- If groups wither away then the City will be on its own and trying to support

residents

- We need to look at the budget process and discuss the assumptions of the allocation process
- We need to look at what resources the City might have available -- so we can have a home
- Housing -- it is talked about in terms of building more housing units -- the issue is income not housing. Provincial welfare rates prevent people from renting

**Mayor Larry Campbell's Meeting
Representatives of Arts and Culture Organizations**

January 9, 2004

Participants:

Peter Zednik – Green Thumb Theatre

Donna Spencer - Firehall Arts
Centre

Lori Baxter - Alliance for Arts & Culture

Jim Smith –Eponymous

Mirna Zagar – The Dance Centre

Dolly Hopkins – Public Dreams

Jeff Alexander – Vanc. Symphony

Robert Benaroya

George Laverock – Festival Vancouver

James Wright - Vancouver Opera

Robert Kerr – Coastal Jazz and Blues

Del Surjik – Pi Theatre

Lindy Sisson – Vanc Int. Children's Festival

Lorna Brown - Artspeak/PAARC

Christopher Armstrong – Dance Centre Solied

Frances Wasserlein – Vancouver Folk Music Festival

Participants' Comments:

- Schools cannot afford arts schools -- city is doing something -- "Clean up Your Act" tour of schools
- Vancouver agencies throughout City Hall should connect with city cultural affairs department and ask them to use Vancouver arts/culture in city projects
- Our major challenge is increasing our revenues at box office - the people are resistant to come to the Downtown Eastside -- we have a "walk safe" project -- people need to feel safe in our neighborhood -- for example Firehall Theatre
- Address the perception that people are unsafe. Signage, lighting and directions to venues help people feel safe
- City has done a good job of supporting arts in a creative way but core operations and project money have been stagnant. This needs addressing -- support the infrastructure of the arts community
- Entertainment taxes not helpful. Going for slot revenue has a challenge because it is not part of core funding
- Infrastructure and revenues are important -- consider lobbying the GVRD. They use our venues and do not contribute to them
- If gaming goes through, can 25 percent of revenue be used to support cultural/social needs -- more than that if possible. The City should keep \$4 million it currently gets and the rest goes to social sustainability
- Venues for 150 to 1,000 people -- no lack of availability of existing venues but bylaws prevent entertainment at small venues, for example cafes and so on. Reduce barriers to artistic activities -- review bylaws

- Other issue is delay in getting poster spaces in the City -- more cylinders/walls
- Advertising possibilities need to be addressed -- for example transit spaces. This would not cost City any money
- Streamline the permitting process for the arts community to hold public events
- Dance is the greatest arts representative of Vancouver around the world
- Vancouver arts stabilization project [see report] provides technical assistance on planning, financial management and other management processes
- Money is the biggest concern for most arts groups. When people think of Vancouver, they think about our festivals. We would take slots money but a process for allocation funding in a timely way is required -- sensitive to cash flows/issues in the arts economy
- The amount of time spent on fundraising and grant writing is enormous -- longer-term funding is required
- Streamline permit process -- for example tents -- we know how these work -- especially for long-term events
- We are recognized as an important part of what makes Vancouver work -- we need to remain first-class and leading in this area
- Invite agencies to join in Vancouver self-insurance process [cost \$120,000 last year]
- We need a home -- the Folk Festival, the Children's Festival -- we were started by the City of Vancouver. This would help reduce duplication of administrative costs
- Support from City in bringing private sector into supporting the arts community
- We're proud to be part of Vancouver and use it in our name -- that is all the brand we need. We want to continue this
- Core funding -- the City provides little support for established organizations, for example Jazz and Blues Festival -- the City needs \$1 million in extra funding -- I would support slots
- One percent hotel tax, 5 cents on each parking meter
- We need a working capital reserve, to help us through tight times
- Use bonus amenities program in a creative way to ensure there's a shared space for arts community to use as they develop events. Consider False Creek Flats [25,000 square feet] as a place to develop this - Olympic development is creating a space
- We need City support to work with Organizing Committee for the Olympic Games

- The needs identified for larger organizations apply to smaller groups. All groups need a home
- We bring a great deal of money into the City – multi-year funding rather than annual grant applications would be preferable
- Gaming/slots is a reality already. Vancouver needs to develop a unique mechanism for using these funds
- There is room for growth in operating grants from City -- use slots for this
- Queen Elizabeth Theater -- city has a huge asset that needs to be taken care of better. Renovations are needed -- City needs to oversee this tightly
- We need a multi-language translation service at our venues such as Queen Elizabeth
- City needs to partner with the arts community to lobby GVRD -- for example Vancouver Opera audiences are 50 percent from outside Vancouver
- Work on lobby effort with city and our audiences
- Branding Vancouver as the City of festivals -- engineering department -- see them for banners
- The City should support its arts commitment with the media -- an event with the mayor/arts and reporters -- and media releases
- Lobby feds re: charitable donation structure

**Mayor Larry Campbell's Meeting
Representatives of the Aboriginal Communities**

January 19, 2004

Participants:

Edward John
Conrad Desjarlais
Casey Laroche

Leonard Laboucan
Colin Braker – First Nations Summit

Participants' Comments:

- In meetings in the fall of 2002 we talked about Aboriginal/Metis ending up in DTES
- From a First Nations perspective, for different reasons they leave our communities and they end up here
- There is an important event in 2010 and federal money for the DTES
- Provincial initiative regarding cutoff of social assistance on April 11. A lot of the people affected by this are aboriginal and will end up back in our communities and put pressure on us
- Because of federal Treasury Board rules they cut resources when the province does. Most are on social assistance not because they want to be but for health or employment reasons
- Perhaps the City can help us here
- We are also concerned about interracial violence and the squats -- housing protests. Look at Tucson AZ for an example on how to work with aboriginal people and municipalities
- The implications of all the provincial cuts are not just on social assistance
- We are trying to promote partnerships -- Chinatown, Gastown for instance
- A lot of our people have as their number one priority finding a job
- We are seeking to have the aboriginal identifier in the next census
- Vancouver Agreement and Urban Aboriginal Strategy mentions a strategy, the province has a draft strategy -- need to coordinate all of these
- Other cities bring together different agencies (federal/provincial/local) to coordinate action across the community -- we can list and prioritize issues
- In Vancouver and GVRD, we need an urban aboriginal foundation to support programs

- A special court would be helpful -- related to drugs and alcohol, and health issues -- specifically aboriginal health center
- We have the Summit with a protocol with Union of BC Municipalities for aboriginal leaders and mayors to talk. In Burns Lake for instance, we talked about local concerns
- A lot of the acrimony is directed to aboriginal people. We have had annual meetings with mayors and councilors just to talk
- Many aboriginal communities take offense at being characterized as "towns". We get our authority because we are nations -- not from the federal or provincial government
- There is a lot of respect and cooperation among aboriginal groups
- In Vancouver, 45 percent of urban aboriginal population is Metis. To call all of us First Nations is an honest mistake
- The urban aboriginal strategy will be unveiled in March here in Vancouver -- Wendy Au is a city contact -- we will be including the City of Surrey. This is a chance to come up with a strategy including addressing homelessness
- The City could support the urban aboriginal homeless community. We need to build and strengthen our relationships including through the Vancouver Agreement
- The breakdown occurs at the funding level. We are out-voted by the agencies delivering service -- you can't blame them for this but the political leadership has a valid perspective
- You should clearly distinguish between Metis, Inuit and First Nations
- We met with John Godfrey and Mike Harcourt to discuss housing. The rules prevent us from pursuing housing
- New strategies on cities can help if the City supports housing. We would look forward to working with the City in developing this strategy
- In 2000 there was an open forum that developed 46 action items and nothing has been done
- MCAWS discussion paper is working on the urban aboriginal strategy. We feel we need a legacy in the form of the funders table
- We have been consulting across B.C. and they say there is a need for an aboriginal hostel for youth and those coming to Vancouver for health reasons such as surgery
- We need a framework for systematic discussions to occur -- we need to identify how to proceed. These four groups here today represent the aboriginal people in B.C.

- The issue over the death of Mr. Paul -- the new police complaints commissioner will be calling for a public inquiry -- he will be releasing a report asking for an inquiry under the Inquiry Act. Need to develop terms of reference for ongoing meetings with Vancouver City.
- The potential that could come from this meeting is very important. When I came here years ago there was collaboration between the aboriginal people and City Hall. The Vancouver aboriginal centre addressed issues back then. Now we have many aboriginal agencies delivering good work. We need to bring it this all together to determine what we should do
- There is an unprecedented solidarity among the aboriginal people in B.C. We learned through Children and Families work of the past two years -- we have learned how to decide who needs to be at meetings for things to move forward
- What about people who want to go home or buy clothing or have an emergency? What about people who are troubled after 5 PM or 7 PM or after midnight? There should be service available after business hours
- The four political provincial groups have been asked to participate in providing advice to MCAWS
- Ad hoc Working Group on engagement -- they are open to more focus groups as part of their program development government

**Mayor Larry Campbell's Meeting
Representatives of the Seniors Community**

January 20, 2004

Participants:

Gord Hall – Marpole Oakridge Area Council	Amy P. Ng – S. Van. Seniors Council
Jean Colbert – Marpole Oakridge Area Council	Penny Kerrigan
Mary Bosze – Seniors Advisory Comm.	Arthur Kube - COSCO
Jenn McGinn – S. Granville Seniors Centre	Rudy Lawrence - COSCO
Frank Dragon – Van. Aboriginal Friendship Centre	Bruce Chown – Seniors Advisory Comm.
Shell-Lee Wert – Renfrew Collingwood Seniors Soc.	Gary Robinson – S. Van. Neighbourhood House
Margaret Coates – 411 Seniors Society	Grace Tait

Participants' Comments:

- Homelessness ties into provincial cuts to home supports. Can the City assist in establishing a volunteer program to support seniors?
- Panhandling and safety - there is an awful lot of ignorance by the seniors on how to look after themselves. Perhaps a training workshop for seniors
- We are talking to Costco – *Seniors Helping Seniors*, a program to keep seniors in their home. How to maintain their home and safety in particular
- We want to develop more advocates. Seniors need more advocacy as public policy moves from a position of benevolence
- We want to participate in public policy processes. The City can provide some sort of seed money for the advocacy. They could help the *Seniors Helping Seniors* programs
- The other thing -- and last night we were in the North Vancouver Council asking for opposition to privatizing health-care. City of Vancouver could help in this area
- I was contemplating issues. I was thinking about the tension among the three levels of government. The City has to deal with the federal and provincial downloading. Seniors pay -- for example higher drug costs. The cities pay through increased demands on city services
- The seniors need to be recognized in the public policy processes
- I don't think higher taxes work best -- this affects the seniors badly. We need a combination of both
- I think the Council should look at other sources of funding. I support the City supporting gaming/slots. I will be at meeting tonight to support slots. I want to finish

off by saying the grant system the City uses works well

- I don't have a lot of solutions. We are in a poor area -- the Eastside. Increasing taxes will not work for seniors. We could better utilize the existing community services. The City should look at this -- we need to support seniors or they will die alone. The only other thing I would comment on is changing demographics of neighborhoods. We could set up a neighborhood network process -- a community-based support network. Not needed to be funded but organized
- The recent cut to home supports, for example housecleaning, is a problem. There is a good organization -- Volunteer Vancouver. They do good work and I think that Volunteer Vancouver could fill what the seniors lost in housecleaning. This organization can recruit and train people to go into homes and help. Volunteers must be properly screened -- criminal record search for example. This will help seniors from deteriorating
- The loss of the homeowners grant -- seniors that are house-rich but cash-poor face a problem. Can the threshold be increased to take into account the inflation on homes? Can the City help?
- Homelessness -- the City wants to register secondary suites. Can this be relaxed?
- There are some good models in Vancouver -- Sarah Morton Fund supports volunteers but these are limited to how much service can be delivered
- We have our community policing stations and they help train our seniors on safety. Police presence is important
- Community centres help us with networking and bringing people together -- for example, inter-generational
- The Seniors' Council funded by the City of Vancouver works well
- School liaison -- watch the blockage of sidewalks -- creates hazard or problems for seniors. The replacement of a bus shelter works
- At the Friendships Centre we have an Elders program. There is a shortage of housing as rental rates go up. The chances for homelessness increases
- We have a food program at the aboriginal centers for seniors run by volunteers. Many of the mothers who volunteer are on social assistance. There needs to be more programs
- In Germany there are over 400 elder care centres where mothers volunteer to look after seniors
- Use more focus groups to find out needs and solutions -- there are probably another 10 groups who could be here and add more solutions. We need a broader series of discussions

- This is a great idea -- we need to know about what resources are out there now that the provincial government has restructured
- Our Elders are afraid to call the police -- for example abuse. Some police in our neighborhood are helpful and respectful. This needs to be developed
- We have a food bank at our centre and once a week a hot lunch. This funding is limited, and stretched. This needs to be addressed. But the City funds part of our Elders coordinator
- There is never enough giving. The provincial cutbacks affect our seniors and young families. The municipalities now must deal with this
- There is a need for effective programs for health and welfare for seniors -- increased knowledge is important
- We need investments in agencies and programs that are culturally appropriate to our seniors regardless of their wealth or backgrounds, and involve seniors in the design
- Encourage all three levels of government to come together to generate innovative solutions. The provincial cutbacks are coming quickly. Come April the numbers requiring service will blow up
- Home care is a huge issue -- just offloading to community organizations is a problem. We are stretched to the maximum and there are livability issues
- We had one woman fall but fortunately she had someone watching her -- calling each day -- her home care volunteer was not due for another week
- We need public forums on seniors' safety -- it would help a lot
- You have a difficult job. The parks board could help more to get seniors out of the homes and be more active.
- Increasing property taxes is frightening to seniors
- I get cynical about these types of meetings. But carrying out suggestions is the challenge. Cutbacks, rebuild, cut back, rebuild -- there is a cycle
- Home share was a great program that provided help. You need an organization to act as an umbrella group. Seniors don't want people living with them
- I would like the City to expedite housing developments. Why does it take so long for the City to work with people who want housing?
- The east side needs more affordable housing. Why don't they include seniors housing in developments?
- Transportation -- I can't get on my bus because it doesn't have a lift device

- The gaming issue. We got our funding from provincial government -- then they decided we wanted gaming and they cut our funds
- I don't want gaming all over the City
- One last comment -- we need to work together. We lobby for our own groups, but not together or on an ongoing basis

**Mayor Larry Campbell's Meeting
Representatives of the Chinese Community**

January 20, 2004

Participants:

Rick Lam – Chinatown Revitalization Comm.
Albert Fok – Chinatown Merchants Assoc.
Michael Ng – Dr. Sun Yat Sen Garden

Henry Wang
Lawrence Woo - SUCCESS

Participants' Comments:

- As an accountant I look at the reverse side and long-term. What the City needs to do is get more investment
- We need to be investor friendly and the perception of red tape at city level is a problem
- Investors look at safety, seeing lawlessness in the City, for example squatters, panhandlers. The perception that the City can or will not do anything creates uneasiness
- Also confidence in our schools creates a problem for investors -- we need more investors. Vancouver is one of the most well kept cities in the world but rarely do we see any promotions as a city for investment
- The City's education system could generate more revenue to the City
- We in SUCCESS believe that when we attract new people they are under-employed because their credentials are not recognized. In addition language training has been reduced so they have more trouble adjusting and they go home and spread bad news
- Caring for our senior citizens is absolutely necessary. We try to help and we are looking in for partnerships with the City to use about \$1.5 million we have in surplus
- No mention about taxes going higher and higher. If taxes go higher investors get lost. If you are increasing property tax the investor may not come
- I applaud the City for addressing the DTES -- the housing component needs addressing. The City needs to work with developers to get additional housing. Look at abandoned buildings in the Hastings corridor and have them upgrade this strip
- Chinese community policing centre recognizes the problems of safety. We need to look at city budget and revenues and expenditure streams -- if we had this info we could find some creative solutions
- Things change so we need to change city decisions such as grants -- who needs the money most now

- We want more police and are prepared to pay more taxes to get them
- Recruitment and training of police is a problem. Closing facilities has caused many more mentally ill people in the downtown Eastside -- this creates problems
- It would be wonderful if they could keep the Four Corners Bank open
- Dr. Sun Yat Sen gardens -- we must compliment the Vancouver police force. They have been very helpful
- We would like more police, as this is one of the top tourist attractions in Vancouver. Young people using drugs in the alleyways creates a problem. This is a big negative image for tourists and families. There's been a reduction in our area since the safe injection site but not right here
- It is not the number of police but their presence that is vital -- before you re-allocated to downtown Eastside there was a problem, now with more police the area looks much better
- The population of the GVRD has increased but in Vancouver it has gone down
- The image of the City since 1986 when we had a big boom because of positive image, we have since lost that luster. We have a lot of publicity on the negative side
- You can put money into boosting the City's image
- We also need to take ownership of our community social problems. Most of the street people are mentally ill -- we need to do something to help them
- I hear what the mayor is saying and I concur with his observation that one-half of our problem is how all the provincial and federal governments have handled the mentally ill
- We are working to change people's perceptions -- the optics of Vancouver. People from Asia are used to seeing police on the streets and expect it. Without the visual presence they don't feel safe
- Operation Torpedo - it left people feeling safer because they saw police
- Heritage zoning -- relax the zoning so that more developers will invest in Chinatown. We risk impacts on Chinatown but think we could strike a balance
- We can play a more proactive role in working with the City to address zoning
- Foreign investors need confidence and assurance that the area is going to improve
- The Asian community has a perception of not being focused on by city officials -- not just social events and come down on weekends

- We should increase our tax base but not increase our taxes
- I think I support all the things said today
- I am concerned about solvency and budget. You have done a fantastic job. There has been a 50 percent improvement on the drug problem in Chinatown -- we need to deal with people sleeping near the Chinese Community Center
- We have schoolchildren and seniors coming into the Chinese Community Center. The remaining drug problem still affects our image
- Our property taxes are way too high. If taxes are so high how can we attract more investors?
- In my personal opinion we should not put everything on property owners -- rapid transit or other developments should have a user fee

APPENDIX II: Forum Summaries

Mayor's Forum, February 11, 2004 Mount Pleasant Community Centre

Participant Input

TABLE A

1. The Social Planning Department assist financially and organizationally the formation of advocacy organizations for the economically and socially marginalized, i.e., the homeless and people in poverty.
2. Increase funding for seniors' centres and seniors' programs in community centres.
3. Help Seniors Helping Seniors programs in terms of coordination and pilot projects
4. Support for integrated service delivery providing there is some advocacy component
5. 5% of all new apartment construction should be put into a fund for applicable social housing.

KEY MESSAGES:

- Expenditure on positive social programs greatly reduces policing cost, acute health care cost, court cost and penal confinement.

TABLE B

1. More support/facilitation from Social Planning Department of City for Youth Centres, Family Places, Neighbourhood Houses
2. Services in communities need to be maintained to support people with mental health issues so that homelessness doesn't become an issue. All three levels of government need to be talking
3. Crisis situation needs to be priorities
4. Value the coordination of services that are delivery programs (avoid duplication)
5. No more police / more resources to building up community
6. Homeless people come from all neighbourhoods → all neighbourhoods need services for addictions/mental health

KEY MESSAGES:

- Raising taxes 5.3% is reasonable (homeowners agree)
- Need neighbourhood forums
- Social sustainability and building community capacity should be the priority – they are the most effective tools for addressing poverty, homelessness and countering provincial offloading. No increase to current policing levels – more to community policing levels.

TABLE C

Question 1:

1. Small amounts for pilot project – vs. allocations elsewhere (policing on DES). Staff support needed. Need for general (geographic area) centres as well as specialized (youth) centres. Range of services needed (including mental health needs). Possibility of saving money on service rationalizations.
2. Bylaw enforcement necessary, but not adequate solution.
3. Consultation with existing community organizations essential.
4. Need to integrate police services and police in community activities.
5. Funds for implementation of a wider program should be foreseen, but success would lead to popular support.

Question 2:

6. Would \$5 million per 50 officers be an annual addition to the budget? Is the national average really significant? (smaller vs. big cities?) Social programs may solve more problems than increased policing. Policing services need to be reorganized – beat cops vs. patrol cars, etc.

Question 3:

7. Events to bring the community together needed. Festivals, etc. Management and use of the Property Endowment Fund could be considered to support the operating budget. 1% solution should be lobbied for and implemented.

KEY MESSAGES:

- Seek 1% of federal, provincial and civic budgets to solution of homelessness and the deficit in essential social programs.

TABLE D

Question 1:

1. Support a pilot project but where would it go? Should not just go to East Side?
2. Need to increase awareness about specific information not only integration of service. Need to integrate with housing? We thought this would be worth the \$200,000!

Question 2:

3. Additional police services.
4. Need more police presence to increase street safety. How are we using existing policing resources? Do we need so many concentrated in DTES? But do we really need MORE police? The answer to the VPD's problems is MORE police – the answer to the community's problems is more community integration (community development).
5. We think there are other priorities more important than police. More dollars for youth services. Make our communities safe by addressing livability.

Question 3:

6. Why develop a strategy similar to the 4 Pillars – when the 4 Pillar approach for drugs isn't working? Partnership with all levels of government is good – but each local neighbourhood needs a strategy – where is Vancouver Coastal Health Authority? Why is Riverview closing and not letting the money follow the people?

KEY MESSAGES:

- PREVENTION NOT POLICING. Money isn't the solution; all communities in this city are equal.

TABLE E

1. This table would prefer property taxes to rise instead of any cuts being made especially to services to the vulnerable (a rise of more than 2% would be acceptable)
2. This table feels that additional police services in the current climate (rollbacks) is not justifiable. Spending priority should be sustaining and increasing community services.
3. Council employed staff taking a 1-2% wage cut? (controversial – not agreed upon)
4. Our logic being if increasing and vulnerable numbers of the population can no longer sustain themselves through the legal economy they will sustain themselves through the illegal economy. So anything strengthening community support and helping people not fall through the cracks is needed – housing; shelters; community groups, safe houses, etc. and should be no means be cut, but funding increased.
5. Agency streamlining – make sure money is going frontline. A few big agencies should provide community services (hundreds of agencies doing similar work always spends a certain percentage of the budget on administration, management structures, etc. leaving less for frontline). Also potentially leading to unnecessary replication at times.
6. Council streamlining: frustration about waste on trivial stuff; no top-heavy bureaucracy.
7. Discussion between different groups is good but do limit the amount of money and time spend on that.

KEY MESSAGES

- Give Gordon a kick in the butt
- Priority spending: Give money to supporting YOUTH, social & community services and housing and vulnerable people

TABLE F

Homelessness:

1. Distribution rather than concentration of services
2. Focus into preventative rather than reactive – for example: less police, more awareness, "stop it before it starts"
3. How to measure benefits of expenditures
4. *Efficient distribution of resources
5. *Needs assessment – certain services where
6. Rehabilitation of drug houses, etc., to be used for social housing
7. MORE employment opportunities, JOBS
8. Awareness programs among youth
9. Education in schools about social issues
10. Graffiti cleanup? Waste of resources, i.e. MONEY
11. 8% to CS, culture instead of building jails, prevent crime
12. We want to unify

KEY MESSAGES:

- Unification of everyone in looking and working towards solutions. Homelessness: Awareness campaigns, more employment opportunities, education of social issues in schools. Preventative rather than reactive.

TABLE G

Service delivery hubs:

- What is impact on city budget?
- Current 1M and under
- Lack of service for 18-21 year olds
- There is a gap for 16-21 year olds

Question 1:

1. Support for integration – coordinating services
2. Concern about professionalization
3. Rather than a “pilot project” implement programs
4. Rather than 50 police officers, put money into support for housing groups. Long-term solutions.
5. Coordinate with BC Housing Registry
6. 20,000 units of housing – co-op, subsidized units
7. “Processes be consumer driven”
8. Autonomy of “grass roots” groups ought to be preserved
9. Full representation by community groups at the table with real decision making power
10. Taxes SHOULD be raised to pay for needed services!
11. Save money – jobs in Parks and Recreation for people who need them – have homeless as casual workers

Question 2:

12. Policing – more info on what proportion goes to police and fire
13. NO support for increased policing!
14. Full inquiry into police operations before allocating more funds
15. Support for community policing models

Question 3:

16. Support for both propositions (Four Pillar strategy should include violence against women issues)
17. Use family services community development model
18. Processes be “community driven”
19. Arts and culture as a way to bring people together. Headlines, Public Dreams, Jazz Festival, Community Plan
20. Educational activities
21. Agreements like Vancouver Agreement where ALL levels of government take responsibility for social issues

Other actions:

22. Lobby Feds and province
23. Work at GVRD level to develop coordinated solutions
24. Recognize homelessness and other problems as GVRD regional problems
25. Support for regional homelessness plan

26. Explore new funding sources through changes in Vancouver Charter (1% City tax on hotel room tax, liquor tax, etc., city sales tax models) OR, hotel tax that goes to support city festivals – Symphony of Fire, Music Fests.

KEY MESSAGES

- Core funding to grass roots social and community services and housing before we have increases in the police.

TABLE H

Question 1:

1. Integrated service delivery:
2. In support of the initiative with condition that services that will not to be limited by initiative
3. Increased bylaw enforcement should not mean increased homelessness. A lot of homeless share home.
4. Should be fairly enforced across city.

Question 2:

5. Stabilize to 2003 levels – not increase.
6. It would be better to spend money on up front social problems rather than enforcement
7. 2/4 pillars, (2) treatment, (1) Prevention, (3) harm reduction, (4) enforcement – the other 3 pillars need more attention than enforcement

Question 3:

8. Property taxes should form the same percentage of total tax revenue as it did in 1961
9. The City should support future tent cities
10. Need more consultations with concerned populations before action
11. Concern that resources are not equitably being distributed between Eastside/Westside, example bus shelters / roads

KEY MESSAGES

- The pain of this difficult budget should be distributed fairly and according to one's ability to pay. Those with few resources should not pay disproportionately.

TABLE I

1. To help the poor in Vancouver, please gradually shift the financing of public transportation from the "fare box" to property and business taxes. This shift would benefit the traffic congestion, air pollution and it would help the bus drivers focus on driving. Calgary and Seattle do it in the City centre area.
2. From the \$9 million per year endowment, the City can lease land to social housing – non-profit agencies, at a nominal fee, so they can house the poor.
3. Community centres, swimming pools, and recreation activities should be paid by from the cultural and festivities budget and community budget rather than by admission fees.
4. Please raise taxes. Don't cut services.

KEY MESSAGES

- Raise taxes – don't cut services.

TABLE J

1. Portion of money to police services is too high.
2. What's happening with the money from funding cuts to welfare "recipients" and safe houses?
3. Emphasis should be put on "homelessness" and poverty.
4. Dealing with non-addicted persons on the system.
5. City services and Parks Boards be structured as an employability skills orientation.

"I'd like to suggest a "mandatory" welfare to work in team with 2010, for steel companies and temporary labour agencies to work with dockside and other offices by way of cooperation."

KEY MESSAGES

- "Prioritize funding away from policing and put it towards health and public homeless related issues"

TABLE K

1. There is an increase of visibility of these issues. They have always been there.
2. What is considered affordable housing:
 - less than \$350
 - illegal suites are too expensive for homeless people and landlords would not accept them and the social services required are not available
3. People with issues are not welcome because others are afraid of them
4. They need housing but also support. Housing by itself does not help.
5. Everybody is adversely impacted: all classes!
6. The initiative has our full support because not supporting it would mean we have given up.
7. More efficiencies at VPD but that means some issues will not be looked at. We would like to see a 10% increase of the numbers of officers. We all would like to see an increase.

KEY MESSAGES

- It's a complex problem, which has no solution. Only mitigations are possible. There is a huge lack of affordable and suitable housing with appropriate support.

TABLE L

Question 1:

1. It is a big issue but it is long-term project.
2. Need longest time from the area - it is the location. Disagree it's not positive
3. Need a business plan cost benefit to back Georgia Straight Services (jail policing) the money is better spent in enforcement.

4. 40,000 each 600 people cost \$240,000. Can be used in other ways.

Question 2:

5. Actually only 11, 12 officers if you resolve 1st question.
6. Think no, need to get back police community, they are not around like before when we need, no, bring back the priority services.

Question 3:

7. More venerable people involved in the community. No mention for family with young children abusing child - day care systems example of parent education to the children (crimes, addiction, mental health, upgrade schools)

KEY MESSAGES

- Emphasis must be placed on help to families and young children. We know who they are through day care centers, schools and clinics. Prevention must be done at the earliest point in a child's life. That would save millions. The studies have been done. Now do it! Need housing not more police.

TABLE M

1. We must get to the root cause of poverty and homelessness
2. We should be exploring alternative approaches to reduction and alienation of poverty
3. Support for integrated service delivery is more talk; we need action.
4. Policing only deals with the symptoms.
5. Root cause – literacy
6. Refrain from more evaluation – “Action on what we know re: focus on root causes”
7. Homelessness (housing) / mental illness / addiction
8. No more front end evaluation – “but act on what we know” Re: root causes – literacy – housing – mental health – addicts FOLLOWED BY EVALUATION
9. Increase property taxes – based on value of house in consideration of individual (sr.) with fixed income – want to know where money is going
10. Do not cut back on social programs
11. Recommends policing same as national average but recognizing that it is still addressing symptoms rather than root causes

KEY MESSAGES

- We need to deal with the root causes of poverty. No police increase
- Emphasis on social services, particularly across government levels
- Action!

TABLE N

1. RAV line enormously expensive. People of Vancouver DID NOT choose this. There was no transparency with citizens on reasons for this decision and they weren't consulted.
2. Artistic Director of Public Dreams Society (produces free arts events such as Day of the Dead; Illum.) has never struggled more since 1985 (founding of company) to produce free arts events. There is a need NOT to cut funding for culture.

3. Tax cut vs. service cut choice not realistic – there are more choices than just two. What are the choices? Perhaps individual neighbourhoods could decide which services could be cut, in the case of service cuts.
4. We do NOT approve of service cuts. We would rather pay more taxes / increased rent. We advocate 6% property tax increase. If there are cuts, it should happen to policing and city staff. Policing should work to be more effective.

Question 1:

5. Support for integrated service delivery.
6. Police presence – more community liaison work. Get out of your cars! Take your hands off your guns! Encourage change in police culture. It needs to be more user-friendly.
7. Decrease police numbers; can encourage community to police itself in some neighbourhoods, e.g., North Vancouver near Capilano, although this may not be possible in some neighbourhoods.
8. Take some of services and social housing out of Downtown Eastside
9. COPE campaigned on “Speaking the Voice of Vancouver” which opposes provincial government cuts. The whole municipal government should voice its concerns re cuts to the Province of BC (and feds).
10. Ask Surrey and other municipalities not to send homeless to Vancouver (from Surrey crisis centres, etc.). Surrey and other municipalities should take care of their own homeless.
11. Is there a way to cut down on police paperwork? Police spend time doing paperwork, when they could be policing. Instead of having more police, we could have more support staff.
12. Can we consolidate some services that overlap in the Downtown Eastside? Is there some inefficiency that could be remedied?
13. Regarding Four Pillars strategy. Only one pillar has been implemented. The other three need to be implemented!!!

KEY MESSAGES

- We do NOT approve of service cuts and would prefer a tax increase; however there are more than two choices (service cut vs. tax increase) and there needs to be more creative problem solving. Regarding any service cuts that affect the homeless: the City of Vancouver could alleviate some strain on services to the homeless by encouraging homeless service agencies from other municipalities (e.g., Surrey) to care for their own homeless, rather than sending their homeless to Vancouver, which often happens.

TABLE O

1. Just what we need – more programs that only benefit the senior staff and coordinators. More meetings.
2. More officers? Like buying more ammo for wars – create the war; make money for those benefiting from the war
3. What percentage of homeless people are aboriginal?
4. People who become homeless, women and children, whole families – direct result of federal and provincial cuts

Question 1:

5. Want to see resources targeted directly to tackling homelessness – whether short term or chronic
6. Support multi-barrier chronic homeless
7. Yes, INTEGRATED service delivery, but not service cuts of any kind

Question 2:

8. Re-allocate police
9. Supportive role in helping people find shelter
10. Continuum of care through various supports until homeless have long-term stable housing

Question 3:

11. Comprehensive approach to all human-related programs and services

OTHER ACTIONS

12. Stronger relationship with urban aboriginal community (60,000 to 70,000 in Vancouver)
13. Community services budget should be increased as percentage of total budget – separate cultural and community services in budget lines
14. Women are at bottom of every identifiable group in our society

KEY MESSAGES

- Well-being of a society measured by how it treats its women, seniors, and children. Since women are at the bottom of every identifiable group of disadvantaged people in our city, ensure that all programs and financial resources are looked at through a gender lens to ensure those who need support the most get it—whether that's housing or addiction services or whatever

February 11, 2004 Forum

Media

Qui Li Sing Tao
Robert Zimmerman CBC Radio
S. Moore GV
Michael McLaughlin News 430

Registered Participant List

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Dee (illegible), Elders Coordinator	Chris Windeyer
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Mike Clarke
Rink Harris
David Walton

Wayne Clark
Frank Frigaw
Stephanie Fung
Janelle Kelly
Siluia Maere-Garcia
Annabel Webb
Loretta Woodcock
Kelly Donan
Lynda Perry

Appendix III

Mayor's Forum, February 14, 2004 West End Community Centre

Participant Input

TABLE A

1. Question 1: Is this like a "city-wide," huge N.I.S.T. or several NISTs – too vague. We generally support it if every neighbourhood has a specific team and is involved.
2. Question 2: We support adding the 50 officers, provided that the delegation of the officers is transparent to those paying the bills – e.g., citizens want officers walking the beat, or biking the beat.
3. Question 3: To push for a Vancouver Caucus – all 3 levels. Go back to *causes* – why are people *becoming* criminals, homeless, etc. Look at that, put focus on children, education. Look at a "Vancouver Agreement" model for municipalities.

KEY MESSAGES:

- Everybody wants to go to heaven but nobody wants to die: i.e., everybody wants beats but their own 911 calls **MUST** be answered quickly. We support the increase if the police budget stipulates that a set percentage of the funds goes to beats and bike cops.
- Focus on prevention at a young age (child care, parenting, education, etc.)
- Strengthen law enforcement and consequences of crimes
- Get three levels of government working together to deal with the problems citizens are concerned about

TABLE B

1. Concern expressed about policing at Port of Vancouver, especially with respect to importations of drugs, etc. How this impacts on policing on streets of Vancouver.
2. More foot patrol by police including dogs to protect officers.
3. Require more rehabilitation for drug addicts, clinics, etc.
4. Issue of closing mental health facilities without adequate community backup support for displaced people.
5. Crystal meth ingredients should be made illegal to try to stem terrible increase in this addiction.
6. Civic, provincial and federal agencies to work on integrated solutions for policing.
7. Concern over weapons found in schools and need for control measures.
8. Prepared to accept reasonable tax increase especially if it provides far improved police service.
9. There is need for federal housing to assist poor. Concern voiced that some present housing of this kind not adequately covered.

KEY MESSAGES:

More police on the street to clean up crime in city. No members at table feel safe walking in the West End, especially at night. Enforce law.

TABLE C

Question 1:

1. Qualified support – but have to identify priorities and what is most relevant to community. Action, not words. Must identify existing organizations and get them to work together.
2. Addressing youth getting into crime, drug and alcohol addition, alternative programs, after school programs.
3. Increased bylaw enforcement – otherwise why do you have them
4. If a pilot project is in a particular neighbourhood, e.g., West End, there should be a report back to the community, not just council and other levels of government – must be grounded in local community, direct community involvement

Question 2:

5. Police should be out in neighbourhood, not in cars – bike patrols are good – must be visible in community.
6. Support increased police services but should not take funds from other essential services
7. Address problem of drug dealers and organized crime – this requires provincial and federal participation and investigation

All three questions: What follows from pilot should lead to social sustainability, directions. Neighbourhood representation municipally will help increase accountability.

KEY MESSAGES:

- Any integration of services must be grounded in the community and accountable to the community – there should be a report back on the results at another round table forum.

TABLE D

BAN SHOPPING CARTS – THEY ARE STOLEN PROPERTY AND RUIN OUR NEIGHBOURHOOD

(Louis Paquette 2020 Comox Street)

We don't need:

- * Senior planners
- * Integrated panels
- * More money

Protect law-abiding citizens

The mayor doesn't seem to care about us or our neighbourhood. He seems to be concerned for druggies and thieves, but not law-abiding citizens.

KEY MESSAGES:

- Ban stolen shopping carts – quit making excuses and start doing your jobs!

TABLE E

Question 1:

1. Community development: Integrated service delivery should focus upon each district's individual needs as each area will require their own different solution. Community policing needs to be supported by council. In order to find the support from the community, people in the area need to be encouraged to participate. Within each community all participants: youth, seniors, residents, businesses, disenfranchised individuals, others. Recognized communication channels between city services and each community.

Question 2:

2. Additional police services – increase of civilian police administration resources to work in conjunction with an office (VPD & Com.). More police to be hired to be dedicated to community needs, development and proactive solutions. Preventive measures to stop processing through the courts (CJS) to utilize police discretion in the CPC environment. Prevention in education funding needs to be available to support the long-term effects, i.e., the support before extra policing.

Question 3:

3. Social sustainability – Combining the increase of police within community sustainability. Communities need to lead by becoming involved, to describe their needs. A system to be sustained to be the voice of each community in Vancouver. Communities to be responsible for fund allocation and provide proof of budgeting, viability in order to prevent people in communities looking for someone or another government to save their community. Council should lobby provincial/federal governments to get the support back. And not to punish the disenfranchised by not assisting by refusing to increase taxes.

KEY MESSAGES:

- Support for the concept of the guidelines in Section 1. This must be developed to be more inclusive, comprehensive and integrated for community needs – not just pilot projects. *Highlighting: “Direct Community Involvement” in planning needs to be “community directed” and council to lobby strongly on our behalf to the provincial and federal government.

TABLE F

Question 1:

1. Get judicial system on board.
2. Yes, it's important, but let's also look at the efficiency of the existing systems.
3. Bylaws need to be applied to building owners/managers to “encourage” their active participation.
4. We've evaluated – let's do something
5. Beat patrols, longer hours @ CPO's, 12 to 6 AM, more police = deterrent
6. Less concentration in downtown area

Question 2:

7. Rate of downtown officers needs to reflect (1) citizens; (2) work; (3) tourists
8. Of utmost importance – leads to prevention and proactivity

9. More beat officers we are a unique community
10. Need police (& liaisons) back in schools to reinstitute values and teach kids from ground up (also teach new families), collaborate with health services

KEY MESSAGES:

- A proactive (preventative) approach to our issues is needed – one that we can implement now and sustain well into the future. Government/police/citizens must work together toward this goal.

TABLE G

Question 1:

1. Yes to extended NIST. We want West End to be part of pilot project. * Importance of public participation.

Question 2:

2. Police training needs review – dealing with minorities. Not convinced we need more police. Better resources.

Question 3:

3. Repatriation: Establish fund to repatriate offenders to original area where they have other serious outstanding warrants, and those areas are not prepared to fund cost of repatriation
4. Must address problem of illegal immigrants and people of failed refugee claimants who are involved in illegal activities including drugs. Federal government establish a fund to repatriate these individuals.

KEY MESSAGES:

- We want the other three pillars: prevention, treatment, harm reduction, established in Vancouver.

TABLE H

Question 1:

1. Add in community health centres
2. Move away from police being solely responsible for solving problems
3. Youth groups involved in process
4. This initiative has the potential of doing what increasing police resources might not accomplish
5. Generally agreed high priority within the budget

Question 2:

6. Policing levels need to be determined based on a clear understanding of all aspects. Hard for a group like this without all the data to say what the best level is. Currently believe return to prior levels is a good idea.
7. Other issues (rehab facilities, prevention) have a higher priority in budget.
8. Have a forum on police issues and what the priorities should be.

Question 3:

9. Social programs are a priority. Social housing, needs to be a priority. There was a divergence of opinion in this area.

TABLE I

1. Create pride and increase use of problem areas by legitimate and positive activities through sanitation, infrastructure and program support. Encourage community involvement and neighbourhood use.
2. Provide support to addiction recovery and HIV+ services to people who can benefit and tough on crime and dealers
3. Police foot/bike patrols – long term permanent officer assignments
4. Street and alley flushing with hydrogen peroxide to sanitize and deodorize alleys
5. Create outdoor restroom facilities and encourage legitimate street vendors
6. Create Denman Street Merchants Association to (1) clean up (2) provide employment (food/local business vouchers to reward participants) – create street level merchants' associations throughout the City.
7. Involve communities in parks – focus on problem areas
8. Legalize addictive drugs (by prescription) to make treatment available to addicts and bankrupt organized crime. Needs federal government leadership.
9. Provide subsidies to encourage retired people to assume the role of elders
10. Encourage volunteer participation
11. Affordable housing for seniors and shelters that homeless people will use
12. Maintain social infrastructure and education and inner city funding

KEY MESSAGES:

- Keep pressure on politicians to enforce and reform laws – encourage community members to participate in positive community activities and events

TABLE J

Question 1:

1. These groups tend to be self serving and we believe that there would be more talk than action – cost estimates usually are overrun
2. Put money into community centres already existing and/or police costs. We disagree with the need or use of these groups.

Question 2:

3. We need more policemen on the beat – teams of two – walking the West End trouble spots 24 hours a day, i.e., 24/7. We see that rampant sexual activity takes place in Stanley Park – particularly at night – laws against public sex acts and nudity must be enforced. We cannot call this a world class city when Stanley Park is developing a bad reputation – police should patrol the park at all times. We feel that the West End and Stanley Park are “Paradise Lost”. The experiment of 4 AM club openings is a disaster. There must be strict laws against carrying knives, guns or other weapons.
4. Another point regarding street safety is the problem of jay-walking. Police must return to giving out tickets and fines for jaywalking. Should Vancouver be receiving funds for extra policing costs for public events from other communities or GVRD when the events are only occurring in Vancouver and draw crowds from other municipalities.

5. Is the Four Pillars doing its job? Is it money well spent? Has crime been reduced as a result of this program (4-pillars).
6. A major need to provide social sustainability is to reduce the crime which drug addicts etc. must engage in to get money for drugs.

KEY MESSAGES:

- Must make our criminal system more effective by having judges support police efforts. We recommend a "three strikes and you're out" policy.

TABLE K

Integration is KEY for service delivery.

Policing:

1. Service levels from pre-retirement (150 officers)
2. Improve training
3. Increase the community focus
4. Take a city-wide approach
5. More "beat cops" and school liaison officers

Community services need to be improved:

6. Population specific services to meet needs of community: seniors, youth, Vietnamese
7. Public phones
8. Community policing
9. Create opportunities to hear from all the people we continue to talk about – we need to talk TO them AND LISTEN, LISTEN, LISTEN*
** Work on getting them to the events! **
* How to help panhandlers and squeegee people in order to remove them from the streets.
10. This table feels that better training for police officers is needed. As well as more beat cops. No one should be disenfranchised from society. People's circumstances arise from different scenarios, e.g.
 - Binnars
 - Street youth

KEY MESSAGES:

- Better training for police officers is needed as well as more beat cops. No one should be disenfranchised from society. People's circumstances are from different scenarios. Therefore, able-bodied people should be sent to work, people on welfare should be helped, and again, no one should be forgotten. We shouldn't make the excuse that this is a big city; this is not acceptable.

TABLE L

Question 1:

If we increase funding for more police officers (which we support):

- (a) What are the goals of the increased policing?

- (b) Admittedly increased dollars will see increased results but in terms of value are the provincial courts and penal institutions able to handle an increase demand.
- (c) What is the relative value of spending more money on police versus increased spending on housing or addiction treatment?

KEY MESSAGES:

- Do you expect an increase in federal funding to cities and in what fiscal year?
- We need better information on outcomes and measures of success to make decisions on how money should be spent.

TABLE M

Question 1:

1. The problem of crystal meth in cities and neighbourhoods is extremely dangerous and escalating to the point of disastrous consequences. Immediate attention must be given to this problem from an education, treatment and enforcement perspective.
2. Increase the social safety net to stop drug problems and homelessness.
3. We need to have a ward system to allow citizens to direct their specific concerns to representatives who will plead their case before the municipal government.
4. City Hall is a complete bureaucracy that doesn't really address the concerns of any particular group. City Hall is indifferent as a collective entity to the needs of citizens.

Question 2:

5. We do need additional police services, despite some who say no.
6. Police need to be distributed to different parts of the City to do foot and bicycle patrols. Why have all the high tech and police equipment, which is very costly. Why not hire more police to do foot patrols instead of buying expensive equipment.
7. What are the equivalent levels of police officers in cities of comparable size? Why do there seem to be so few.
8. Hiring more police officers must be a high priority.

Question 3:

9. Don't move the problem around from one community to another.
10. City government should act as an advocate for the citizens to other levels of government (federal and provincial) in representing.

KEY MESSAGES

- Police must patrol the neighbourhoods proactively on foot, or on bicycle, and be extremely visible.
- Integrated ward system to address specific concerns of individuals.
- City government must be proactive in advocating for the needs of citizens.

TABLE N

Question 1: Support a NIST.

Question 2: Need more police on the beat and bikes in twos.

Question 3: Four Pillars approach treatment lacks facilities.
We support 1, 2 and 3 with above comments.

Comments:

1. More involvement by the community into the community
2. Consciousness raising among residents
3. City must put pressure on province to ensure Crown Counsel is enforcing the law – to reduce the revolving door syndrome
4. Social contract to make the neighbourhood safe, livable
5. Enforce bylaws such as postering
6. Review of public spaces to increase use by community
7. Anti graffiti paint
8. Increased budget for community groups to contract a NIST on a specific issue – cost effective delivery of services (worked well in the 70s) then funded through social planning
9. Problem congregating bars, etc. in one area
10. Varied closing times of drinking establishments
11. Speeding traffic. Safer crosswalks – longer lights
12. Double penalties for drivers committing pedestrian-related violations (not obeying crosswalks, etc.)
13. Ban hand-held cell phones
14. More support for services to youth, particularly those made ineligible for welfare or on independent living who cannot cope
15. Clone Mole Hill's use of alley space for community meeting space (gardens, etc.)
16. Bike lanes in West End

KEY MESSAGES:

- Support and revamp the NIST teams – accountable to the community, to work with community to address unique issues. This worked well in the 70s.

TABLE O

Question 1: Integrated services

1. We support this initiative but feel that funding needs to be allocated to create greater flexibility for the team.
2. They don't necessarily have to stay in one community – need to be able to go where the problems exist
3. They need to be given the authority to make changes
4. They need to publicize the existence of this program and rethink it to make it more responsive
5. They would be a natural in a ward system

Question 2: Adding police resources

6. Need to reallocate current resources to develop programs that focus on prevention, especially social issues, school liaison officers
7. Police on food patrol!! An addition to cops in cars
8. Increase drug courts
9. Increased police presence acts as deterrence
10. We shouldn't be asking police to solve our social issues

11. We need dollars allocated for social services but in the meantime we need to feel safe.
12. Discussion around the number – suggestion +600 (to 1800)??
13. How important - no consensus – can we reallocate the existing resources to higher priority social needs – we need to maintain existing city services – need to figure out other ways to pay for it.

Question 3: Social sustainability

14. We all agree in #1
15. Need to negotiate with developers who are getting density/amenity bonuses and DCLs to ensure they are allocated to community services rather than specific development.

KEY MESSAGES:

- Most of the problems we are experiencing are due to funding cuts from provincial and federal governments. We encourage our Mayor and Council to continue lobbying strongly for restored funding levels.

TABLE P

1. Private enterprise for road construction and garbage pickup
2. Wage increase in line with economic time – city should NOT be giving salary increases
3. Police more a part of our community – cops need to be visible on the street
4. Public education campaign models of policing
5. Power for police board to direct policy
6. City should provide incentives to communities and business to improve their buildings and provide shelter for homeless: provide incentives not penalty. Let the experts not the City.

Question #1:

7. Convert low-income housing by providing incentives to owners to improve their existing properties. Let the experts be involved. Attitude of permits and licenses to encourage not ball bust people improving housing.
8. I would like police people walking and riding on the beat and getting to know the communities they serve.
9. 4 AM bar closings are not the problem. The way the distribution system works is the problem.

Community involvement:

1. Provide FREE meeting space in community centres for community groups (network of drug users)
2. Facilitate the involvement of citizens in solving community issues and problems (determined by citizens)

I think a wide community education/discussion on “good policing” is necessary to begin solving our huge police problems so we can be positive about what we want and NOT be stuck constantly criticizing our current police department. So:

1. No more police; no more dollars for police
2. Hold a series of workshops on policing around the City to both educate about policing models and to determine citizen vision for policing.

February 14, 2004 Forum

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Alice Ng (VCBIA)
Valerie Clayton
Louis Paquette
Jimmy Dung Du
Laura Bergen
Sr. Elizabeth Kelliher S.A.
Sherry Dance

Submissions

Pacific Association of First Nations Women – Main Issues and Concerns:

January 9, 2004 – Meeting with Larry Campbell, Mayor of Vancouver

1 Homelessness and Affordable Housing for Aboriginal Peoples;

Issue: Lack of affordable housing for Aboriginal people (ie: families, Elders and disabled).

Recommendation:

- Include Aboriginal people in new housing project development being built on the south east shore of False Creek.
- Fund an Aboriginal tenants rights liaison worker.

2 Preschool and Daycare Subsidies.

Issue: Lack of financial support; reduced enrollment; parents unable to afford increased costs.

Recommendation:

- Increase subsidy to daycares and preschools especially inner city areas.
- Increase individual subsidy.

3 Home Care Facilities and Home Care Support Workers.

Issue: Lack of in-home support for Aboriginal Elders, terminally ill, disable and post-operative.

Recommendation:

- Development of Aboriginal second stage care facility, post release from hospital.
- Aboriginal In-Home Support service development.

4 Residential School Healing Foundation Projects ending this year.

Issue: End of funding for Federal A.H.F. Projects, which include: counseling, educational workshops, traditional and contemporary healing, advocacy and referrals, community kitchen, healing circles and drop in. These projects have saved government approximately \$12 million (cost out of what these projects save the system for one year) through reduced ambulance services, hospital emergency and hospital stays, prevention of child removal and placements.

Recommendation

That the City advocate for on-going funding from the Federal Government and Vancouver Coastal Regional Health Authority to continue the above services.

5 Police Liaison Worker.

Issue: VCP closed – the Native Liaison Program office. Aboriginal People are uncomfortable going to police station to obtain information and make inquiries, and reports.

Recommendation:

- Re-establish the Native Liaison Office, or -
- Have Aboriginal Officers available by pager so Aboriginal People could access them.

6 Hiring of Aboriginal People within the City of Vancouver.

Issue: Aboriginal people receive training and education but have difficulties obtaining employment with the City.

Recommendation:

- Review how many Aboriginal people are currently employed within the city.
- Revise existing personnel policy to include the encouragement of Aboriginal people to be hired.

7 Recreational Support for Aboriginal Children and Youth.

Issue: lack of affordable recreation activities for low income Aboriginal people (ie: minimum wage employees), especially for children and youth.

Recommendation:

Maintain and increase funding for child, youth and family recreational programming.

8 Cross-Cultural Training for City Workers,

Issue: Desire to create integrated and collaborative approaches for Aboriginal issues.

Recommendation:

Training to increase or enhance Aboriginal cultural knowledge and sensitivity.

9 Hardship funding.

Issue: Aboriginal people from out-of-town sometimes require one-time emergency funding for transportation, food and/or accommodation.

Recommendation:

- To create one time emergency grants available to Aboriginal people from out of town who don't meet the criteria for other sources of funding.

10 Handi-Dart Services for Elders and Handicapped.

Issue: Punctuality and reliability problems where the Handidart is late resulting in missed medical appointments and keeping Elders waiting 2 hours past their pick-up time.

Recommendation:

- Increase the number of drivers available so pick-ups are not too closely scheduled.
- If drivers are going to be late, call and say the pick-up is going to be late.



PACIFIC ASSOCIATION OF FIRST NATIONS' WOMEN

MANDATE

Since 1981 PAFNW has been committed to supporting Aboriginal Women and their families.

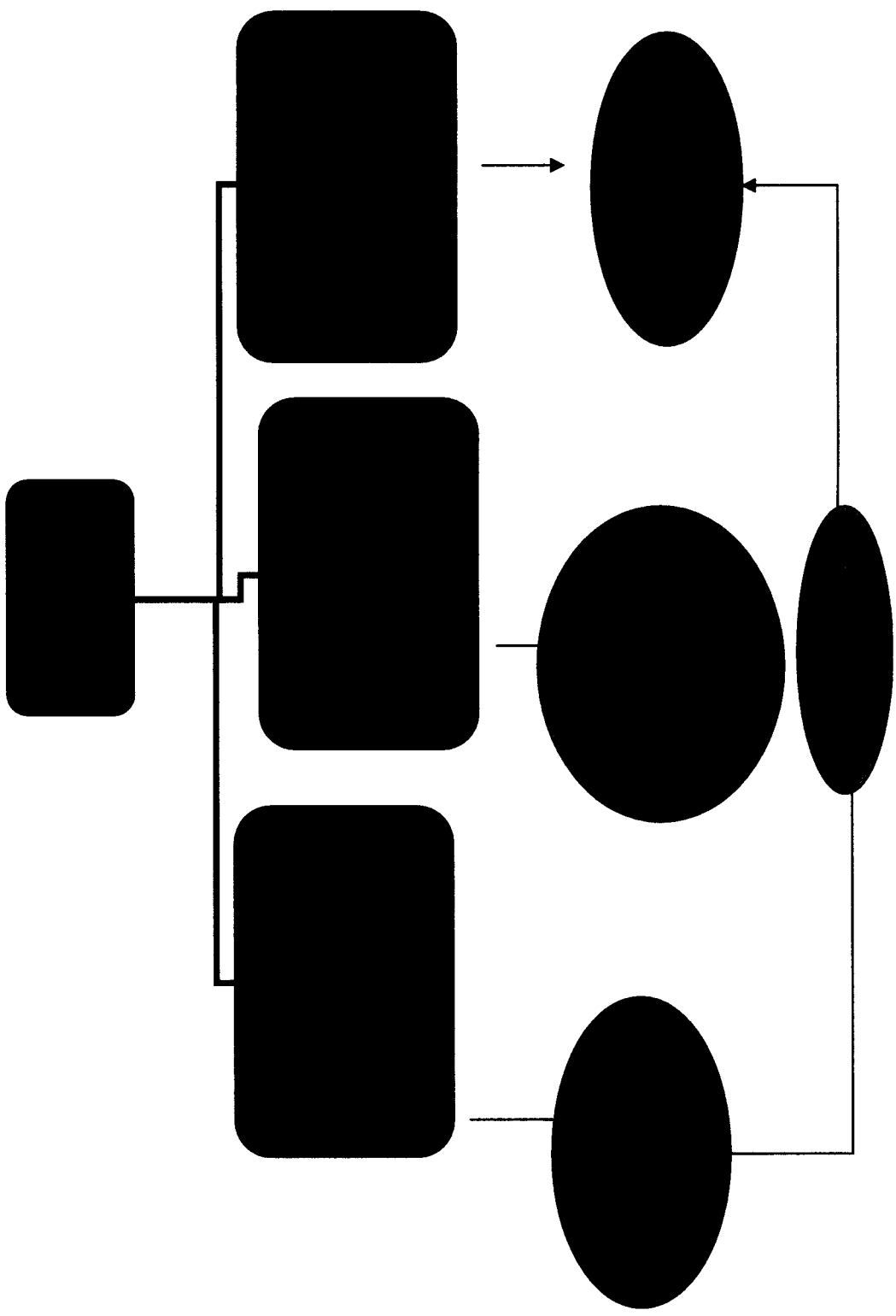
Assists in accessing health care services, to provide awareness/support, and to aid with education and social services issues.



PAFNW SERVICE AREAS

- EDUCATION
- LIAISON
- ADVOCACY
- RESEARCH
- COUNSELLING AND SUPPORT
- EMPLOYMENT DIRECTION
- REFERRAL
- CONSULTATION

ORGANIZATIONAL STRUCTURE





Funding issues

Major barrier to women accessing services = absence of services developed and managed by Aboriginal women.

Core funding must be directly designated to Aboriginal organizations and programs.



Funding issues

- Current criteria for funding often prohibits Aboriginal organizations from even applying for program funds



Recommendation 9

**Provide training by Aboriginal women
focused on capacity building within
Aboriginal communities**

**Topics would include: leadership,
inter-sectoral coordination, policy
and protocol development**



Recommendation 10

Aboriginal women's involvement in policy making must extend beyond "violence against women" to include treaty and all other issues impacting Aboriginal peoples.

All social, health, justice and economic policy ministries in BC



Recommendation 15

Review current government funding criteria to ensure that it is accessible, relevant and equitable to Aboriginal women and peoples.

**The Ministry of Public Safety & Solicitor
General, Ministry of Community,
Aboriginal and Women's Services,
Ministry of Health Planning, Ministry of
Health Services and Ministry of Children
and Family Development**



*To be a leader in
promoting
volunteerism and
strengthening the
voluntary sector*

Challenge

Volunteer Vancouver has the challenge of increasing awareness of our organization in the community. Our most important challenge is always to effectively deliver our mission: **"To be a leader in promoting volunteerism and strengthening the voluntary sector."**

Individuals in the general public and, more importantly, even in the voluntary sector, do not understand volunteerism is a VERY large concept. It is about much more than the traditional, conservative thinking of volunteers as candy strippers, canvassers, and envelope stuffers. It is about citizenship. It is about meaningful involvement. It is about BEING a volunteer, not doing volunteer work. It is not only the "benevolent do-gooder" kind-of-thing. It is about who we are as Canadians. The message is that we care about each other, not only for each other. Only all of us together can really build this community. The value of one. The power of many.

We understand there will always be limited financial resources (from government, business, foundations, individuals, etc.)

By contrast, there are almost unlimited human resources. As a result, our challenge is to help other organizations understand that their current focus of looking for additional funding to afford more human resources must change. The voluntary sector has the luxury of not requiring large amounts of \$\$ for increased human resources. We are encouraged to involve volunteers. REALLY involve the people! Volunteer Vancouver can assist all organizations in comprehending - and shifting their thinking to meaningfully engage volunteers.

A willingness to invest our **limited** financial resources in the volunteer human resources can ensure sustainability. That way we can build the community in which we all want to live, work, learn, and grow.

Solution

Organizationally, our solution means that we have fourteen paid staff and eighty-three volunteers (sixty-eight of those in non-traditional positions) that are passionate about delivering our mission by focusing on four areas specifically in 2004:

1. Marketing
2. Our own Volunteer Vancouver Internal Volunteer Program
3. Financial Stability
4. Leadership Stability

The City can help us by ensuring organizations and citizens truly comprehend volunteerism as meaningful engagement. As citizenship.

- 1. Political and City staff awareness of Volunteer Vancouver**
- 2. Referral of organizations to Volunteer Vancouver**
- 3. Link points (people in each department) from the City to Volunteer Vancouver**



Honorary Patron: The Honourable Iona V. Campagnolo, P.C., C.M., O.B.C., Lieutenant-Governor of British Columbia
Patrons: The Honourable David C. Lam, C.V.O., C.M., K.St.J., LL. D., D.H.L., D.Mil. Sc., D.H.
Mr. Daniel T.T. Chan, B.Sc.

www.success.bc.ca

January 6, 2004

His Worship Larry Campbell,
Mayor of City of Vancouver
City of Vancouver
453 West 12th Avenue,
Vancouver, BC
V5Y 1V4

Dear Mr. Mayor:

On behalf of S.U.C.C.E.S.S., I would like to thank you for the opportunity to meet with you to discuss various issues of concern of the community.

For your review and consideration, we have provided you a copy of our discussion paper on the issues of immigrant settlement and employment, strategies dealing with drug addictions and equal opportunities. We look forward to receiving your feedback.

Please feel free to contact me or Lilian To, C.E.O. at S.U.C.C.E.S.S. My office phone number is 604-688-6191 or my cell number is 604-317-6022.

Yours sincerely,

Lawrence Woo
Chairman

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Social Service Centre
Dr. Dorothy Lam Building (Head Office)
28 West Pender St., Vancouver, B.C. V6B 1R6
Tel: 604-684-1628 Fax: 604-408-7236 | <input type="checkbox"/> Business Development Centre
#501-1788 West Broadway, Van., B.C. V6J 1Y1
Tel: 604-732-3278 Fax: 604-732-9818 | <input type="checkbox"/> Richmond Service Centre
#220-Caring Place
7000 Minoru Blvd., Richmond, B.C. V6Y 3Z5
Tel: 604-279-7180 Fax: 604-279-7188 | <input type="checkbox"/> Tri-City Service Centre
#2058 Henderson Place
1163 Pinetree Way, Coquitlam, B.C. V3B 8A9
Tel: 604-468-6000 Fax: 604-464-6830 |
| <input type="checkbox"/> Simon K.Y. Lee Seniors Care Home
555 Carrall St., Vancouver, B.C. V6B 2J8
Tel: 604-608-8800 Fax: 604-408-6728 | <input type="checkbox"/> Fraser Service Centre
5836 Fraser Street, Vancouver, B.C. V5W 2Z5
Tel: 604-324-1900 Fax: 604-324-2536 | <input type="checkbox"/> C.A.N.N. Office
#280-8191 Westminster Hwy., Rmd., B.C. V6X 1A7
Tel: 604-270-0077 Fax: 604-270-6008 | <input type="checkbox"/> Surrey Service Centre
#206-10090 152nd St., Surrey, B.C. V3R 8X8
Tel: 604-588-6869 Fax: 604-588-6823 |
| <input type="checkbox"/> S.U.C.C.E.S.S. Training Institute
#118-5021 Kingsway, Bby, B.C. V5H 4A5
Tel: 604-438-2100 Fax: 604-438-9100 | <input type="checkbox"/> Granville Service Centre
#203-8268 Granville St., Van., B.C. V6P 4Z4
Tel: 604-323-0901 Fax: 604-323-0902 | <input type="checkbox"/> Burnaby-Coquitlam Service Centre
435B North Rd., Coquitlam, B.C. V3K 3V9
Tel: 604-936-5900 Fax: 604-936-7280 | |

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Background Notes for Discussion with

***Mayor Larry Campbell
City of Vancouver***

Prepared by

S.U.C.C.E.S.S.

January 6, 2004

S.U.C.C.E.S.S. (United Chinese Community Enrichment Services
Society)

28 W. Pender Street, Vancouver, B.C. V6B 1R6

Tel: 604-684-1628 Fax: 604-408-7234

1. Immigrant Settlement and Employment

Role of S.U.C.C.E.S.S. as a Community Immigrant Settlement Service Provider in Vancouver

Immigration has been strategic in improving the international links and economic health of Vancouver.

S.U.C.C.E.S.S., as a major player in the specialized settlement and integration services, provides settlement services in airport reception, settlement orientation and counseling, language training, employment services and job training, public education and community development through 4 offices in the Vancouver area, including a Business development and Training Centre located at West Broadway and Burrard.

We have also worked closely with the Vancouver Economic Development Commission in helping the development of small businesses in Vancouver. This included the Gateway to Asia program which encourages export and trading. An Export Trade Show is scheduled for January 31, 2004, for immigrants to access B.C. products. The Vancouver Economic Commission has been a sponsor for the past few years.

It is recommended that the City of Vancouver should recognize the important role of the community immigrant settlement service sector and continue the commitment and support for settlement and integration services including services for families, youth, children and small business development.

Employment and Job Training

Employment and job training is the key to economic contribution by immigrants and social cohesion.

According to CIC Statistics, 64% of the new arrivals in B.C. in 1996 were economic class who came in as skilled workers, entrepreneurs or investors. Family class made up 27.7 %, refugees 4.5% and others 3.8%¹.

In addition, the English language ability of immigrants is improving as 67.5% of the principal applicants in 1996 knew either English or French (only 54.6% knew English or French in 1981).

¹ CIC, Landed Immigrant Data System

Problem

In fact, immigrants groups face multiple barriers, which include the lack of language skills, cultural knowledge, social network, local work experience and information about occupational training opportunities and foreign credential recognition. As most of the government funded occupational training programs are only for those Income Assistance recipients or Employment Insurance recipients, most of the immigrants are not eligible and thus cannot benefit from these programs.

These barriers will make it impossible for immigrants to survive and to compete in the labour market, if they are not provided with the appropriate support and assistance. The barriers have created not only adaptation difficulties and unemployment; they lead to an even greater problem of underemployment among the immigrant groups, particularly the independent category of immigrants who have come with good education background and skills that are being under-utilized. Underemployment widely exists and many highly educated or highly skilled people are not working full time, although they are willing and able to do so.

Problems faced by Professional Immigrants include:

Inadequate recognition of foreign educational / professional credentials and lack of information, financial resources and social support for pursuing a locally recognized credential, and the shortage of opportunities for people to obtain local working experience in their own specialty field.

It is recommended that the City of Vancouver, in conjunction with other levels of government and community groups help:

- (a) ensure that immigrants have access to credential recognition and employment and training
- (b) affirm its commitment to the principle of employment equity and strengthens the enforcement of equity targets with the Vancouver City government's work force.

2. Strategies Dealing with Drug Addictions

A safe community and social environment as Government's top priority

S.U.C.C.E.S.S. advises that in tackling the drug issue, Government should give top priority to safety of the community and social environment. Without a comprehensive prevention and treatment program and other measures, efforts would be ineffective.

Need for Long-term Solutions and a Pro-active Plan

The three levels of government should seek to implement long-term solutions rather than devote scarce resources and energy on short-term measures. A more proactive, rather than a reactive plan, is needed.

Drug Court

In rehabilitating drug addicts and reintegrating them with the community, government should expand and strengthen the drug court system supported by sufficient detox and treatment centres and law enforcement to encourage voluntary treatment.

Decentralization of Drug Treatment and Related Facilities in DTES

It is fundamentally wrong for any government trying to concentrate drug facilities in any geographically confined community. We propose that government should seek to regionalize these facilities to bring them closer to their clientele.

Drug Prevention Education Program

There should also be more drug prevention education programs to increase the community's awareness, especially among young people, of the health and social hazards of illegal drugs. S.U.C.C.E.S.S. has taken a number of initiatives to facilitate the involvement of parents, community organizations and youth in prevention programs and support from the City would be crucial in our community efforts.

3. Equal Opportunities

An Overview

The principle of equal opportunity and freedom from discrimination and racism are entrenched in the policy of multiculturalism. We believe that both the government and community share the responsibility in safeguarding these aspects.

Certain government and public services are not accessible to the diverse community because of the lack of language interpretation or because of the lack of cultural sensitivity. Improvements in government programs and policies are required to ensure equal access by BC's diverse population.

Culturally and linguistically competent social services for families, women, youth and seniors are essential to ensure the well-being of a diverse ethnic community. Currently, those who face cultural or linguistic barriers in accessing these services from "mainstream" institutions demand to be given equal access to specialized services such as family and youth counseling, women's programs, and health services for seniors from immigrant serving organizations.

Equal Opportunities and Seniors, and Health Services

Seniors Programs and Services

As the aging population continues to grow, the demand for senior's services is growing rapidly. However, shrinking funding and insufficient manpower makes the provision of services very challenging.

In an attempt to enhance seniors' quality of life and consequently, their health, seniors services are provided at our Pender, Fraser and Granville offices in Vancouver.

It is recommended that the City recognize that by providing social programs to seniors, it would enhance the quality of life of seniors and help them remain independent for a longer period and thus, rely less on the Health Care system.

S.U.C.C.E.S.S. is also committed to providing a continuum of care to the community. This would not only enhance the lives of our community, but also alleviate some of the costs on our health care system. S.U.C.C.E.S.S. is providing a much-needed Multi-Level Care Home and Adult Day Centre that offers seniors quality-care in a culturally and linguistically familiar environment.

It is recommended that the City continues to recognize that social programs for seniors would enhance their quality of life and help them remain independent and in their own homes for a longer period and thus, rely less on the Health Care system. For the same reasons, it is also **recommended** that the City support our efforts to develop more seniors housing and care services in Vancouver.

Equal Opportunity to Family and Youth Services

Culturally and linguistically competent counseling services are essential to serve the needs of individual emotional and family-related issues.

Our family and youth counseling services began over 15 years ago to meet demands in the Chinese community. Our goal is to facilitate the empowerment of individuals and families in order that they can acquire new skills to improve their quality of life and to advocate for the rights of individuals and families.

With the continuous influx of immigrants of Chinese origins, our services are in great demand. Our team assumes a pivotal role in shaping family and youth counseling services for the Lower Mainland Chinese. We provide approximately 20,000 service-contact hours annually through counseling, group programs, family life education and outreach.

Family Violence Prevention

Although we receive little government funding, we have tried to provide services for a high number of family-violence cases, which illustrates the need to help both victims and perpetrators of abuse.

It is recommended that the City recognize that Chinese-Canadians in the Lower Mainland encounter language and cultural barriers when it comes to individual emotional and family-related issues.

It is recommended that the City continues its support for S.U.C.C.E.S.S.' much-needed youth counseling services and programs.