



City of Delta
COUNCIL REPORT
Regular Meeting

To: **Mayor and Council**

From: **Corporate Services Department**

Date: **February 21, 2023**

Delta's Social Action Plan 2023-2028

The following report has been reviewed and endorsed by the City Manager.

▪ **RECOMMENDATIONS:**

- A. THAT the Delta Social Action Plan 2023-2028 be endorsed, substantially in the form of Attachment B.
- B. THAT, consistent with research findings and feedback from community groups and Delta residents, work related to the following issues be prioritized for 2023-24:
 - **Thriving children and youth** – explore opportunities for providing increased integrated services for youth and their families - mental health, substance use, education, training, housing, employment and other community and social services – potentially through collaboration with community partners on a neighbourhood or youth hub in Delta.
 - **Active and engaged seniors** – complete an age-friendly assessment of the Delta community and develop an action plan to support seniors to age in place and live active lives.
 - **Safe and resilient Delta** – enhance community capacity to address racism and discrimination, strengthen community resilience and emergency preparedness, and increase safe mobility options for residents.
 - **Inclusive Delta** – work with community partners to enhance settlement services for immigrants and refugees in Delta.
- C. THAT staff report back annually on the progress made in implementing the actions of the Social Action Plan.

▪ **PURPOSE:**

The purpose of this report is to bring forward Delta's Social Action Plan 2023-2028 for Council approval and to identify priority goals and actions for the next 12-18 months.

▪ BACKGROUND:

Community social wellbeing is a shared responsibility with senior levels of government and community partners. Local governments have a limited mandate to provide social services; however, they can make direct and indirect impacts on the quality of life of residents through a variety of mechanisms, including advocating on social planning issues, liaising with community groups, service delivery (eg. seniors' bus), planning and policy (eg. housing and childcare action plans), and direct funding to social service agencies.

Delta's first Social Profile was developed in 2017 and Social Action Plan in 2018. The process to update and consolidate these plans started in 2019:

- **Phase 1** (2019-2021) included consultations with over 200 community partners, government agencies and social service agencies to identify emerging trends and service gaps in the community, and highlight priorities for future actions. The draft Social Action Plan was presented to Council on December 6, 2021 (see Council Report included at Attachment A).
- **Phase 2** (2022) invited feedback from Delta residents and asked them to identify community priorities, and indicate where they thought future resources should be focused. Through a combination of public engagement events, online and paper surveys, videos and the Let's Talk Delta webpage more than 750 people provided feedback on the draft plan.

The Social Action Plan was also informed through various studies that were undertaken during the last 2 years, including Delta's Poverty Needs Assessment, Delta's Childcare Strategy and Action Plan, and a study on the Impacts of COVID-19 on the Homeless Population in Delta. In addition, staff from all departments have been engaged in considering proposed actions and identifying departmental leads and capacities.

▪ DISCUSSION:

The proposed Social Action Plan 2023-2028 retains the foundations of the 2018 Social Action Plan, including the 7 key strategic directions, and introduces 29 corresponding objectives and 190 actions. The final Social Action Plan 2023-2028 (Attachment B) is largely the same as the draft adopted by Council late in 2021, but has been updated and refined to reflect more recent information and the results of the Phase 2 consultation process.

Through the consultation process, the following 4 themes emerged as high priorities for respondents. Consultation feedback on those themes and associated action items in the proposed Plan are briefly summarized below. In addition, as more than 40% of actions

identified in the Social Action Plan are already in progress, some examples of relevant actions already underway are listed. Staff recommend that these 4 priorities be reflected in Council's direction on early implementation of the plan over the next 12-18 months, to continue and extend Delta's work in these areas.

1. Thriving Children and Youth:

Many respondents would like to see increased services for youth and youth-friendly spaces where youth can hang out. We heard directly from Delta youth that they would like: more fun outdoor public spaces; opportunities to learn life skills; more sports and recreation activities; more indoor spaces to get together; and more accessible counselling services.

Delta's Social Action Plan includes 27 actions to increase access to child and youth programs that promote healthy development, and to improve the sense of belonging of Delta's youth and access to services and public places in Delta. Delta staff is working with community partners through the Delta Children and Youth Committee to explore opportunities to establish a youth hub in Delta. Delta's annual funding of counselling and related initiatives for at-risk youth, and its free recreation pass program for youth in the City are other great examples of ongoing actions that support this theme.

2. Active and Engaged Seniors:

Delta's seniors' population continues to grow. Many seniors report that they are living independently, but feel isolated and not connected to any community agency or seniors centre. They would like to have more of a voice in decisions that affect their lives. There is also an urgent need for more affordable and accessible housing for seniors, and better transportation options for them to access services in Delta and surrounding areas.

The Social Action Plan includes 22 actions to improve the sense of belonging and connections for seniors in Delta, to support seniors to age in place and live active lives, and enhance community capacity to support vulnerable seniors. Delta's Seniors Bus service has been extremely successful in providing transportation options for seniors. Delta provides annual funding to Deltassist and seniors' centres to support vulnerable seniors. Delta has also received grant funding to undertake an age-friendly community assessment and develop a specific action plan to support seniors in Delta. This work is expected to be complete later this year.

3. Safe and Resilient Delta:

Residents want to feel safe in their community and prepared for a range of potential emergencies, including extreme weather events such as flooding, heatwaves, wildfires and storms. Residents also want to live free from racism, discrimination, and domestic violence.

The Social Action Plan includes 17 actions to address racism and discrimination, strengthen community resilience and emergency preparedness, and increase safe mobility for all residents. Some actions that have already been implemented include the opening of a new Extreme Weather Shelter in North Delta, the 'Beat the Heat' emergency response strategy to support vulnerable people through heatwaves, the development of the Vision Zero Strategy for road safety and the opening of the first women-only emergency weather shelter in North Delta.

4. Inclusive Delta:

In 2021, there were 35,555 immigrants in Delta (33% of the total population), most of whom live in North Delta. Just over 12% of immigrants are newcomers (came to Canada between 2016 and 2021) and more refugees are calling Delta home – between January and November 2022, 113 Government Assisted Refugees (GARS) settled in Delta, making Delta the third top city for GARS in BC; most came from Afghanistan and Syria, and 44% are children under 18 years of age.

Delta School District provides settlement services to immigrant families with children enrolled in schools, and additional newcomer and language instruction is offered at the George Mackie Library. However, there is no dedicated settlement agency in Delta and many immigrant residents have to seek settlement supports outside of Delta. The Social Action Plan includes 10 actions to enhance settlement services for immigrants and refugees in Delta. The City conducted an Equity, Diversity, and Inclusion (EDI) audit in 2021 and developed an EDI workplan; the Social Action Plan builds on the audit findings and incorporates actions brought forward in the EDI workplan.

In addition to the above-mentioned priorities, two-thirds of survey respondents identified the following issues as 'urgent' or 'high urgency':

Housing & Supports for Homelessness:

Led by Community Planning, Delta's Housing Action Plan was approved in 2021 and reflects the City's commitment to taking action on housing over the next five years, with 8 strategies to address Delta's housing needs. A development cost charge waiver bylaw to incentivize affordable housing was recently enacted by Delta Council. The proposed Social Action Plan 2023-2028 mirrors and complements this plan with 23 actions to increase affordable and supportive housing options and address homelessness in Delta and Delta is already working with community partners to expand services and supports to unhoused community members. For example, the Mobile Outreach Program is a provincially-funded initiative operated by Options Community Services that provides services to homeless or precariously housed people in Delta who would previously have had to travel to Surrey for them.

Community Connections:

The pandemic increased social isolation and eroded community connections for many people. Many survey respondents called for community initiatives that foster relationships, community building and community participation. Progress has already been made; for example, Delta's Street FUN-iture program and pop-up parks are public space activation programs that foster community connections and wellbeing.

Emerging Priority - Food Security and Poverty:

While food security was not identified as a top priority in the survey, it is likely that public perceptions about food resources have changed since this public consultation took place in 2021. For example, in 2022, the use of food banks in BC increased by more than 30% over 2021. We also know that poverty disproportionately impacts certain population groups in our community, including racialized people, seniors and youth. With increasing inflation and the high cost of living in the Metro Vancouver region, Delta has been working to address poverty and food security issues, particularly in North Delta (the Guru Nanak food bank opened in December 2022) and, following on from Delta's Poverty Assessment and Action Plan, staff will be working over the next year with a Poverty Reduction Coordinator (provincially-funded) to develop targeted actions to address a range of poverty-related issues in Delta.

Implementation:

Delta's Social Action Plan is a community-driven initiative, the implementation of which will be a collaboration between the City and various community partners. Corporately, social planning work is coordinated and managed by Delta's Social Planning Manager, with support from a variety of staff from all departments.

As noted above, more than 40% of the actions identified in the Social Action Plan are already in progress. However, some of the actions will require additional resources. In the last 3 years, Delta staff have been successful in receiving provincial grant funding of more than \$600,000 to undertake a needs assessment, develop City-wide plans and advance initiatives aimed to make Delta a more equitable and inclusive city. Staff will continue to pursue grant funding opportunities to expedite the implementation of the Social Action Plan 2023-2028 and work with community partners for greater impact and efficient use of resources.

Implications:

Foundation for the Future Implications – The Social Pursuit is one of the five pillars of Delta's Foundation for the Future to lead and foster collaboration on a wide variety of social issues that affect people throughout the community.

Financial Implications – The phased implementation of the Social Action Plan 2023-2028 will be achieved as far as possible with existing staff resources and within existing budgets. Many of the identified actions are contingent upon availability of staff resources and/or additional funding. Staff continue to monitor grant opportunities and apply for senior government funding for social planning initiatives.

▪ **CONCLUSION:**

Delta's updated and consolidated Social Action Plan 2023-2028 is presented for Council's consideration and approval. The plan is the culmination of 30+ months of work involving research, extensive consultation with community partners, government stakeholders and Delta residents, and it reflects the priorities highlighted by research and data as well as those of the Delta community as they have been expressed throughout the process. The plan provides a blueprint for the City and community partners to building a more equitable, vibrant, and healthy Delta.



Mel Cheesman
General Manager, Corporate Services

Department submission prepared by: Bernita Iversen, Manager of Corporate Policy, and Olga Shcherbyna, Social Planning Manager

This report has been prepared in consultation with the following listed departments.

Concurring Departments		
Department	Name	Signature
Community Planning	Marcy Sangret	MS
Parks, Recreation & Culture	Trent Reid	TR
Engineering	Steven Lan	SL
Fire & Emergency Services	Guy McKintuck	GM
Police	Neil Dubord	ND
Finance	Melanie Kerr	MK
Human Resources	Samantha Pillay	SP

▪ **ATTACHMENTS:**

- A. Council Report dated November 22, 2021 – Draft Social Action Plan
- B. Delta Social Action Plan 2023-2028



City of Delta
COUNCIL REPORT
Regular Meeting

F.06

To: **Mayor and Council**

From: **Corporate Services Department**

Date: **November 22, 2021**

A Social Action Plan for Delta 2022-2027

The following report has been reviewed and endorsed by the City Manager.

▪ **RECOMMENDATIONS:**

- A. THAT the draft Social Action Plan for Delta 2022-2027, provided as Attachment 'A', be posted on the Let's Talk Delta online engagement portal to engage members of the Delta community and encourage feedback and suggestions on the draft plan.
- B. THAT the draft Social Action Plan for Delta 2022-2027 be reviewed and amended, as appropriate, in light of the feedback received from the Delta community, and brought back to Council for further consideration and approval.

▪ **PURPOSE:**

The purpose of this report is to obtain Council's approval to undertake public consultation on the draft Social Action Plan for Delta (2022-2027) before finalizing the plan and bringing it back for Council approval.

▪ **BACKGROUND:**

Delta's Social Profile, which provided an overview of the Delta community and the system of social supports available for Delta residents, was first developed and approved by Council in 2017. From this, Delta's first Social Action Plan, which identifies goals and actions to enhance social supports and strengthen Delta's social fabric, was developed and approved in 2018. Since that time, important progress has been made in creating and enhancing community partnerships and implementing actions that further Delta's goal to be a more inclusive, diverse and connected community.

Key Achievements Since 2018:

Significant progress has already been made to advance social planning initiatives both corporately and in partnership with other agencies. Some highlights include:

- Delta provides approximately \$3 million annually to support community services, including permissive tax exemptions, reduced rent for facilities, and cost-sharing programs.
- Delta provides direct annual funding to organizations that provide services to vulnerable population groups in Delta (Deltassist Family & Community Services, REACH Child & Youth Development Society, Boys and Girls Clubs, and Phoenix Society) in addition to funding specialized counselling services for at-risk youth and their families.
- Delta established the Seniors Bus Program - in 2019 alone, it provided transportation and support to 2,200 seniors.
- Delta worked with community partners to establish Azure Place in 2018 – Delta's first transition house for women fleeing violence.
- Delta secured grant funding to conduct a child care needs assessment and developed Delta's first Child Care Action Plan (2020).
- In 2021, a "Commercial Childcare" map layer was added to Delta Map, and a Guide to Creating Child Care Spaces in Delta has been developed to improve access to information for developers and child care operators.
- In collaboration with Delta Police, Delta School District, Fraser Health and Tsawwassen First Nation, Delta launched the 'End the Stigma' public awareness campaign related to drugs and addictions.
- Delta secured grant funding to conduct a poverty needs assessment from which will be developed Delta's first Poverty Reduction Strategy (2021-2022).
- Delta secured grant funding to expand the Mobile Outreach Service provision to unhoused individuals in Delta, and conduct a study to identify the gaps in service provision to homeless residents in Delta (2021-2022).
- Delta collaborated with the Homelessness Services Association of BC and New Hope Church to establish an Extreme Weather Shelter site in North Delta. It is expected to open in December 2021.
- Delta has improved access to information about social services infrastructure by updating the Directory of Social Service Providers in Delta and developing a You Matter to Delta guide (2021).
- Council adopted the Housing Action Plan (November 2021) which includes a number of concrete actions to advance housing affordability and availability based on Delta's housing needs.

Since 2020, staff have undertaken extensive consultation with City departments, community partners, social service providers and government agencies to update the Social Profile and Social Action Plan and integrate the findings into a single document.

▪ **DISCUSSION:**

The Social Action Plan for Delta is a community-based initiative that will require extensive collaboration and cooperation with community partners for the goals and objectives to be successfully implemented. More than 200 community partners participated in various consultation sessions to update the plan, including 57 youth and 27 community agencies serving children and youth who took part in a survey to share their vision for a child/youth-

friendly Delta. The plan update process has led to a better understanding of the persistent and systemic challenges faced by Delta residents (housing affordability, aging population, access to public transit, gaps in social service provision) and the multiple impacts of the COVID-19 pandemic and extreme weather events on Delta residents (mental health, overdose crisis, increased vulnerabilities). The pandemic health crisis has uncovered some systemic inequalities that have existed in our country for decades and highlighted significant social and societal divides.

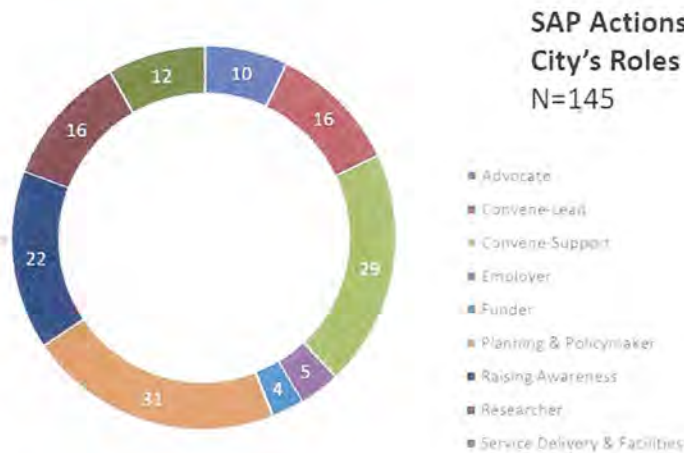
The draft MADE in Delta Social Action Plan 2022-2027 is provided as Attachment 'A'. MADE stands for 'Mobilizing and Driving Equity'. The seven strategic priorities identified in the first plan have been carried over and expanded upon in the new plan, and a total of 28 goals have been identified to help fulfil the strategic priorities, as shown in Table 1 below:

Table 1: Draft Social Action Plan Strategic Priorities and Goals

Strategic Priority 1 City of Delta Leading the Change
<ul style="list-style-type: none"> • Improve access to services and community facilities available in Delta. • Utilize an evidence-based approach to inform City Council, community partners, funders and senior levels of government about emerging community needs and social planning priorities. • Enhance Delta's social planning capacities, both in terms of function and policy, and plan for a long-term commitment and lasting community impact.
Strategic Priority 2 Healthy Delta
<p>Community Health & Connections</p> <ul style="list-style-type: none"> • Improve walkability of the residential environment and work to expand public transit options. • Increase access to low cost and free physical activities for residents. • Enhance community capacity to build a culture of health for all in Delta. • Foster community connections, place-making and sense of belonging in Delta. <p>Mental Health & Substance Use</p> <ul style="list-style-type: none"> • Improve community awareness about mental health and harm reduction services and programs available to Delta residents. • Improve access to mental health and harm reduction services to youth at risk. • Support and enhance community capacity to address the needs of those affected by mental health or substance use disorders. <p>Poverty & Food Insecurity</p> <ul style="list-style-type: none"> • Increase awareness of and accessibility to a broad range of culturally-appropriate and nutritious emergency food resources. • Build on and enhance a strong coordinated network of community partners that work collaboratively to raise awareness of food insecurity and improve food security in Delta. • Improve the City's inter-departmental coordination to address poverty and food insecurity and advance a more sustainable, resilient and healthy food system in Delta.
Strategic Priority 3 Safe and Resilient Delta
<ul style="list-style-type: none"> • Mobilize community capacity to address racism and discrimination. • Strengthen community resilience and emergency preparedness. • Increase safe mobility options for residents.
Strategic Priority 4 Thriving Children and Youth
<ul style="list-style-type: none"> • Improve accessibility, affordability and quality of childcare in Delta. • Increase access to children's programs and services that promote their healthy development. • Improve the sense of community belonging for youth in Delta and improve access to services and public places in Delta.

Strategic Priority 5 Engaged and Active Seniors
<ul style="list-style-type: none"> • Improve the sense of belonging and connections for seniors in Delta. • Support seniors to age in place and live active lives. • Enhance community capacity to support vulnerable seniors.
Strategic Priority 6 Housing and Caring for Delta
<ul style="list-style-type: none"> • Work to increase affordable, supportive and transitional housing options in Delta. • Improve access to services for unhoused community members experiencing or at-risk of homelessness in Delta. • Build on a culture of caring in Delta and raise community capacity to better understand the causes of homelessness.
Strategic Priority 7 Inclusive and Accessible Delta
<ul style="list-style-type: none"> • Build an inclusive community where differences are celebrated and diversity is valued. • Enhance physical accessibility through the built environment and support social inclusion through the elimination of barriers for people with different abilities in Delta. • Enhance community capacity to address immigrant needs in Delta.

From this framework, more than 140 specific actions have been identified (this number has since increased to 170 actions). In terms of Delta's roles in implementing those actions, most fall within the categories of (i) planning and policy-making, (ii) convene-support, and (iii) raising awareness, as shown in the diagram below:



Next steps:

Phase 2 of the plan update process is to invite public feedback through the Let's Talk Delta online engagement portal. Staff propose to post the draft Social Action Plan throughout January and February 2022, and advertise the consultation period in the local newspaper and through social media. Public feedback will be considered, and the plan amended as appropriate, before being brought back to Council for final endorsement in late Spring 2022.

Social Planning Resources:

As previously noted, the Social Action Plan is very much a community initiative, the implementation of which will be a collaboration between the City and community partners. Corporately, social planning work is coordinated and managed by Delta's Social Planner, with support from a variety of staff from different departments.

As work begins on the implementation of the updated Social Action Plan, new post-pandemic realities will emerge, and Delta and community partners will be adjusting priorities and operations. As this process unfolds, we may need to revisit and revise the resources required to support Delta's social planning functions as well as other emerging needs within the community. If funding gaps are identified, staff will report back to Council with recommendations to ensure key social planning supports are maintained and that progress continues to be made on the implementation of the Social Action Plan.

Implications:

Foundation for the Future Implications – the Social Pursuit is one of the five pillars of Delta's Foundation for the Future to lead and foster collaboration on a wide variety of social issues that affect people throughout the community. In addition, the Social Action Plan includes actions to address the need for more diverse and affordable housing in Delta.

Financial Implications – Delta's Social Planning base budget provides for the following service providers/services:

Deltassist	\$139,000
REACH	\$50,274
Boys & Girls Club	\$113,000
Phoenix Society	\$75,000
Youth at Risk Counselling	\$150,000
TOTAL	\$527,274

In 2019, Council approved the inclusion of \$90,000 in Delta's Social Planning budget to respond to emerging opportunities and community needs. As far as possible, the actions of the Social Action Plan will be implemented within the existing Social Planning budget. Should there be any action requiring additional funding, staff will seek prior Council approval.

▪ **CONCLUSION:**

The draft Social Action Plan for Delta 2022-2027 is presented for Council's consideration and approval to move on to Phase 2 of the development process. This will involve public consultation through the Let's Talk Delta online engagement portal in early 2022. Staff expect to bring the final plan back for Council approval in late Spring 2022.



Mel Cheesman
Director of Corporate Services

This report has been prepared in consultation with the following listed departments.

Concurring Departments		
Department	Name	Signature
Community Planning & Development	Marcy Sangret	MS
Parks, Recreation & Culture	Carmen Gonzalez	CG
Engineering	Steven Lan	SL
Fire & Emergency Services	Guy McKintuck	GM
Police	Neil Dubord	ND
Finance	Melanie Kerr	MK

▪ **ATTACHMENT:**

- A. Draft Social Action Plan for Delta 2022-2027



Delta Social Action Plan 2023-2028

Mobilizing and Driving Equity
(MADE in Delta)

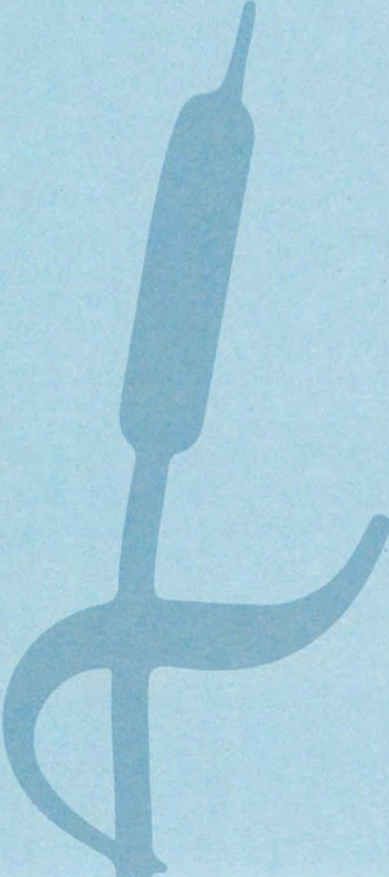
Delta

MARCH 2023



The City of Delta acknowledges that we are on the shared, traditional, ancestral, and unceded territories of the scəwəθən (Tsawwassen), x^wməθk^wəyəm (Musqueam), and other Coast Salish Peoples. We extend our appreciation to these First Nations for the opportunity to enjoy this land together.

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A Word from the Mayor

The City of Delta plays an important role in improving the social well-being of Delta residents and enhancing social inclusion and connection within the community. As a local government, we must look for opportunities to connect and collaborate with community partners to address social issues and continue to build a healthy community in Delta.

During Phase 1 of the community consultations to update Delta's Social Action Plan, we engaged numerous community partners to receive their feedback on priorities and goals for the next five years. In Phase 2 of the Social Action Plan Update (2021-2022), we engaged with hundreds of Delta residents and service providers who provided their feedback on a draft plan and helped us prioritize community needs.

We identified Delta's role as advocate, convener, employer, policy-maker, educator, and service provider, recognizing that the City cannot implement the social plan on its own – it will be a community effort requiring support from every level of government and from all community stakeholders.

As a community leader, City of Delta is poised to help lead this change by improving access to services and community facilities, using an evidence-based approach to informing stakeholders about emerging community needs, and making a long-term commitment to prioritizing social planning so it has a lasting community impact. Together we can make Delta a stronger, more resilient community, and one in which we all support each other, engage, and thrive.

I would like to thank everyone who has participated in the development of the Social Action Plan for Delta – staff, community partners, volunteers, and Delta residents who have provided thoughtful and positive input to the process. The social fabric of our community is a complex, invisible but powerful web of relationships and supports. We can all play a role in protecting, nurturing, and growing that social fabric and creating a community we are proud to call home.

Mayor George V. Harvie



*As a local government,
we must look for
opportunities to connect
and collaborate with
community partners to
address social issues and
build a healthy community
in Delta.*

A Message from the City Manager



It is my hope that the Social Action Plan for Delta will build an even stronger sense of place in Delta – a place where everyone feels they belong.

Delta is known for its community feel, connectedness and generosity. We are fortunate to live in a city where people truly care for each other. The COVID-19 pandemic has affected all Delta residents, but has been particularly detrimental to vulnerable community members – frail seniors, racialized residents and those with limited access to services and supports. This year, we also observed an increasing number of extreme weather events and saw their devastating impacts on British Columbians. As expected, I have witnessed firsthand how Delta community has come together during these difficult times to support those who have been disproportionately impacted; however, more work needs to be done if we are all to emerge from the pandemic stronger and more resilient.

The update of the Social Action Plan for Delta has allowed us to chart the strategic road map needed to mobilize and drive equity in Delta. The plan addresses the needs of under-served and marginalized population groups within the community, and identifies potential mechanisms to remedy and eliminate barriers. It was also an opportunity to reflect on the city's current social planning initiatives and community collective efforts to build an engaging and caring Delta.

The goal of our plan is to create a safe, healthy and inclusive community where children and youth thrive, seniors are active and engaged, and residents of all ages and abilities feel at home. It is my hope that the Social Action Plan for Delta will build an even stronger sense of place in Delta – a place where everyone feels they belong.

I would like to extend my sincere gratitude and appreciation to many the staff who contributed and supported the process, but, in particular, Olga Shcherbyna, Delta's Social Planner, for her commitment and dedication to developing this plan. I am grateful to our Delta residents, community partners and staff who participated in the update of the Social Action Plan that will undoubtedly strengthen the social fabric of our city for many years to come.

Sean McGill, City Manager

1 Executive Summary

The City of Delta is committed to making Delta an equitable, vibrant, and healthy community where residents feel they belong and where supports and services are available to everyone who needs them. Delta has a strong reputation of working collaboratively with community partners to meet the needs of its residents. Phase 1 of the 2023-2028 Social Action Plan for Delta builds on the foundations of the first Social Action Plan, which was developed in 2018, and includes feedback and input obtained through extensive consultations with community partners throughout 2020 and 2021.

Phase 2 of the Social Action Plan for Delta update process took place in the winter/spring of 2022, and engaged Delta residents to seek their feedback on identified social priorities and goals. Community input was a critical part in identifying priority social planning projects and developing concrete actions to advance the plan. The new plan creates a strategic framework and guides the City's policy interventions, decisions and resource allocations in social planning over the next five years.

The new plan creates a strategic framework and guides the City's policy interventions, decisions and resource allocations in social planning over the next five years.

The plan builds on Delta's strong commitment to addressing social issues in its planning, decision making and service delivery. We recognize that the social fabric of Delta is changing and we are becoming a more diverse community, with over one third of our population being racialized residents. In the last ten years, the majority of our population growth has come from immigration. Yet, immigrants experience significantly higher poverty rates and face multiple settlement barriers. Similar to other Canadian cities, our community is grappling with an affordability crisis and the overdose public health emergency. Delta is also experiencing

unique-to-Delta-geographic challenges that vary from limited access to public transit to gaps in social services infrastructure intended to support immigrant residents and our vulnerable youth and seniors.

Over the last two years we have navigated the COVID-19 pandemic, and experienced more extreme and frequent weather events as a result of climate change. The new Social Action Plan for Delta will assess the impacts of these global phenomena on Delta's most vulnerable residents and identify how the City can better address people's needs during these particularly stressful times.

Furthermore, the cumulative effects of the COVID-19 pandemic, the effects of the opioid crisis, and the increasing numbers of hate crimes have changed many people's perception of safety, highlighted Canada's care home crisis, exposed gaps in service provision, affected mental health, and created feelings of social isolation for many people. The pandemic has also highlighted the critical need for child care - not only for working parents but for the economy at-large. With increased workplace demands and more working from home, many people have become less active in group sports and indoor exercise activities and more reliant on outdoor parks and natural spaces. The pandemic is leaving its mark on every Canadian, but not everyone has been impacted equally. Those with privilege - those who are employed, could work from home and who have access to multiple support systems - can better manage and survive the impacts of the crisis.

The pandemic health crisis has uncovered the systemic inequalities that have existed in our country for decades and highlighted significant social and societal divides. The death of George Floyd in Minnesota, USA in 2020 and harrowing discoveries of mass graves of Indigenous children in 2021 marked a new awakening to racism and systemic injustices, prompted us to question our Canadian brand of humanity and reignited the civil rights movement across the country. We see ourselves in a different light and we know that society and its institutional structures need to change.

We are staying hopeful as we begin to witness positive changes in government policy directions that aim to build a more equitable and healthy Canadian society. We applaud the efforts of federal and provincial governments to lift people out of poverty with the introduction of Canada's first national and provincial Poverty Reduction Strategies (in 2018 and 2019 respectively). Both came with new public investments. Canada's Anti-Racism Strategy, released in 2019, also came with multi-million dollar investments and commitments to combat racism and build a more inclusive Canada.

In the same year, our provincial government passed the United Nations Declaration on the Rights of Indigenous Peoples Act into law, becoming the first jurisdiction in Canada to do so. In 2021, the BC government passed the Accessible British Columbia Act and initiated public consultations to help the province shape its new anti-racism legislation. There is so much more we could and should be doing; however, developments like these give us hope that we, as a province and a country, are moving in the right direction.

While the pandemic has many dark sides, it also presented us with many unexpected opportunities to see the world through a different lens, from questioning persistent inequalities to building new ways to do business and staying connected and engaged. It made us rethink how the City of Delta offers services, re-evaluate the importance of green spaces, and reimagine urban spaces. The global crisis has also provided us with an opportunity to recognize that many things are simply beyond our control, and has underscored the importance of being flexible and open to new possibilities. It is not surprising that recurring themes that emerged through the consultations with Delta community partners are **resilience, opportunities, and equity**.

With limited mandate and resources, local governments are challenged to address a broad spectrum of social issues. The proposed vision for a new Social Action Plan for Delta is captured in its title: Mobilizing and Driving Equity (MADE) in Delta. An equity lens was applied to forecast the potential impact of existing policies and practices on under-served and

marginalized population groups, and to identify potential mechanisms to remedy and eliminate barriers.

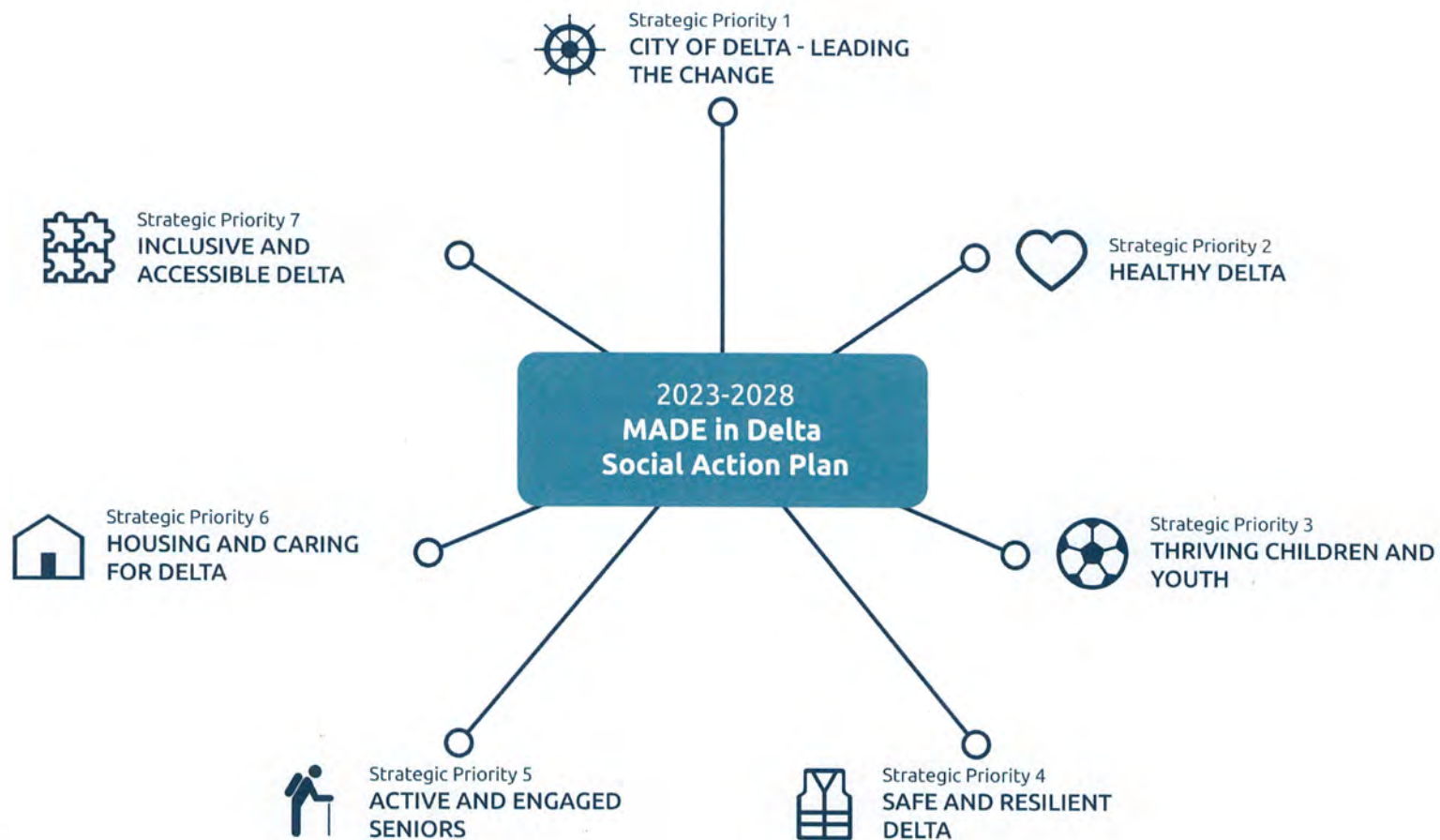
This is not Delta's plan - it is a community plan that is led and driven by the community. Community social wellbeing is a shared responsibility with senior levels of government and community partners, but the City can make both direct and indirect impacts on the quality of life of its residents. The plan identifies various roles that municipalities play in social planning – as a funder, service provider, policymaker, advocate, researcher, and employer. The new plan has seven strategic priorities. The title of each priority signals its corresponding goal:

1. City of Delta – Leading the Change
2. Healthy Delta
3. Thriving Children and Youth
4. Safe and Resilient Delta
5. Active and Engaged Seniors
6. Housed and Caring Delta
7. Inclusive and Accessible Delta

From people with different abilities to racialized Canadians to Indigenous Peoples, the complexities of challenges faced by diverse residents in Canadian communities require multi-faceted collaborative community responses. By initiating the update of the Social Action Plan, the City has shown strong leadership in identifying community challenges and possible responses to urgent and persistent social issues; however, the City's limited capacities to implement the Social Action Plan must be acknowledged.

The City of Delta is fortunate to have an abundance of community assets, including passionate community leaders, engaged residents and faith-based groups, active youth, and a well-established and highly collaborative social service sector. With our strong community relationships and robust city-community collaborations, we are well-positioned to build a more equitable, vibrant, and healthy Delta. The City's continuous commitment and adequate resource allocation will be critical for the successful and timely implementation of this plan.

2 Social Action Plan At-A-Glance



Strategic Priorities & Goals

Strategic Priority 1

CITY OF DELTA - LEADING THE CHANGE

1. **Improve** public awareness of and access to services and community facilities available in Delta.
2. **Utilize** an evidence-based approach to inform City Council, community partners, funders and senior levels of government about emerging community needs and social planning priorities.
3. **Enhance** Delta's social planning capacity and plan for a long-term community impact.

Strategic Priority 2

HEALTHY DELTA

Community Health and Connections

4. **Improve** walkability of the residential environment and advocate for the expansion of public transit options.
5. **Identify** opportunities to increase access to low cost and free physical activities for residents.
6. **Enhance** community capacity to build a culture of health in Delta.
7. **Foster** community connections, place making and sense of belonging in Delta.

Mental Health and Substance Use

8. **Improve** community awareness about mental health and harm reduction services and programs available to Delta residents.
9. **Improve** local access to mental health and harm reduction services to youth at risk.
10. **Support and enhance** community capacities to address the needs of those affected by mental health or substance use disorders.

Poverty and Food Insecurity

11. **Increase** awareness of and accessibility to a broad range of culturally-appropriate and nutritious food resources.
12. **Build** on and enhance a strong coordinated network of community partners that work collaboratively to raise awareness of food insecurity and improve food security in Delta.
13. **Reduce** and prevent poverty in Delta.
14. **Improve** Delta staff and community partners' coordination in reducing poverty and food insecurity and advancing a more sustainable, resilient and healthy food system in Delta.

Strategic Priority 3

THRIVING CHILDREN AND YOUTH

15. **Advocate** for and identify opportunities to improve accessibility, affordability and quality of child care in Delta.
16. **Increase** access to child and youth programs and services that promote their healthy development.
17. **Improve** Delta's youth sense of belonging and access to services and public places in Delta.

Strategic Priority 4

SAFE AND RESILIENT DELTA

18. **Mobilize** community capacity to address racism and discrimination.
19. **Strengthen** community resilience and emergency preparedness.
20. **Increase** safe mobility for all residents.

Strategic Priority 5

ACTIVE AND ENGAGED SENIORS

21. **Improve** the sense of belonging and connections for seniors in Delta.
22. **Support** seniors to age in place and live active lives.
23. **Enhance** community capacity to support vulnerable seniors.

Strategic Priority 6

HOUSING AND CARING FOR DELTA

24. **Increase** affordable, supportive and transitional housing options in Delta.
25. **Improve** access to services for vulnerable community members experiencing or at risk of homelessness in Delta.
26. **Promote** a culture of caring in Delta and raise awareness about the root causes of homelessness in the community.

Strategic Priority 7

INCLUSIVE AND ACCESSIBLE DELTA

27. **Build** an inclusive community where powers are shared, differences are celebrated and diversity is valued.
28. **Enhance** physical accessibility through the built environment and support social inclusion through the elimination of barriers for people with different abilities in Delta.
29. **Enhance** community capacity to address immigrant needs in Delta.

3 Updating The Social Action Plan

Updating the first Social Action Plan for Delta, which was completed in 2018, involved comprehensive research and extensive consultations with community partners throughout 2020-2022. A draft Social Action Plan was presented to Council on December 6, 2021. The final plan went to Council in the summer of 2022. The new plan retains the foundations of the first plan, including the seven key strategic directions, and highlights the achievements and progress made towards building a healthy, inclusive and safe Delta. Close to 1,000 community partners and community members helped to inform the 2023-2028 Social Action Plan for Delta.

What is Social Planning?

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

Social planning is a community planning process that aims to improve the quality of life for all community members. It helps identify community needs and priorities, seeks solutions that are feasible and equitable, and builds on community strengths.

Social Planning Functions in the Municipal Context

- Facilitating effective communications and problem-solving between citizens, citizen groups and City Hall
- Raising community awareness about local government activities and issues
- Doing or commissioning applied social research and providing information for decision-making
- Helping community organizations and self-help groups to take action to solve problems according to their own needs and priorities
- Advising on the social impacts of land use, development, transportation, economic and environmental planning decisions
- Coordinating the planning and provision of human care social services
- Advising on grant funding opportunities for community organizations
- Advocating with senior levels of governments for improved services and funding
- Helping the community to understand and respond positively to social priorities and meeting them equitably in all neighbourhoods

Source: SPARC BC. 1993. A Citizen's Guide to Community Social Planning. For more information and examples of municipal roles in social planning, see chapter 4: City's Roles in Social Planning

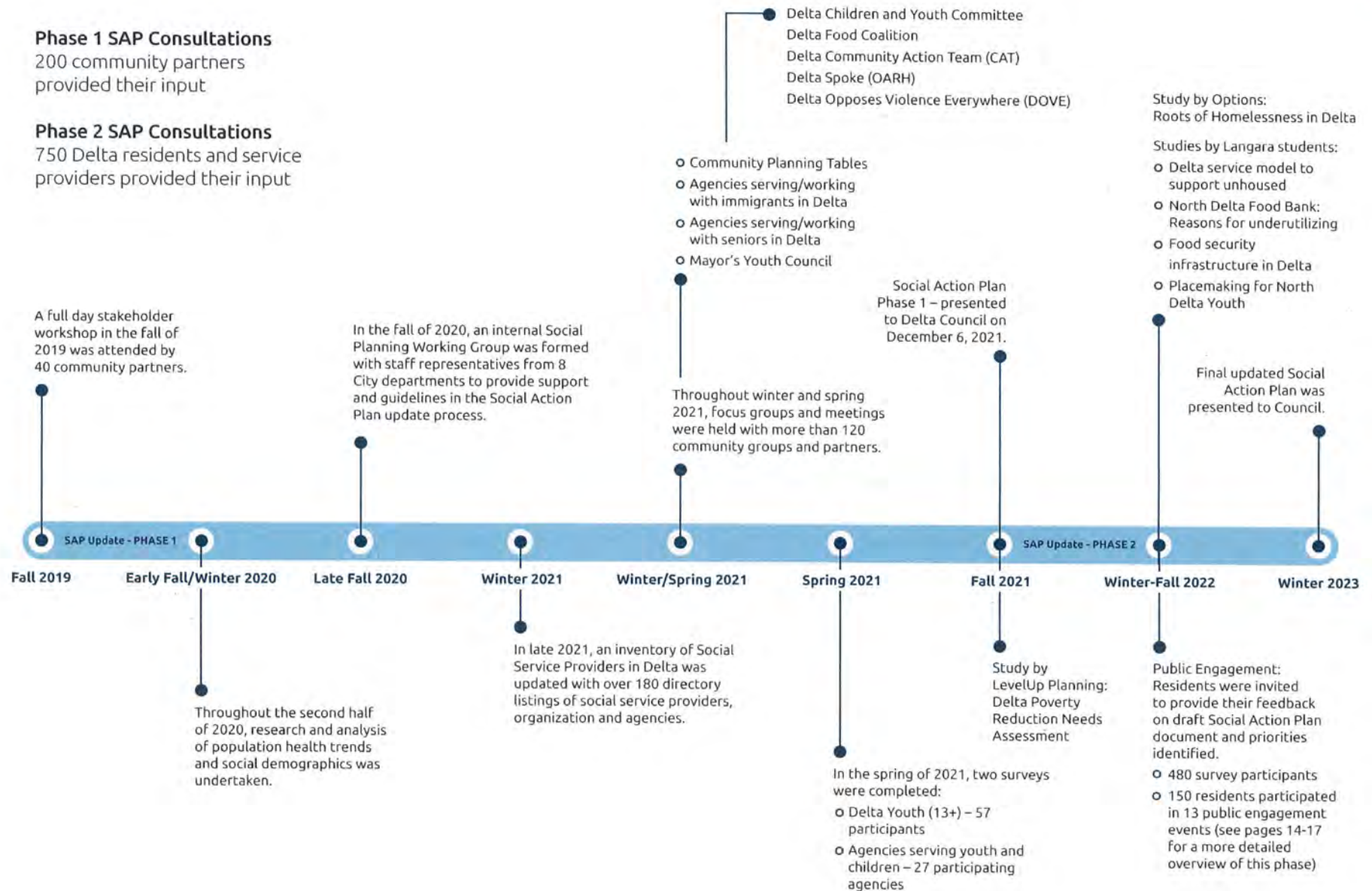
Key Research and Engagement Activities

Phase 1 SAP Consultations

200 community partners provided their input

Phase 2 SAP Consultations

750 Delta residents and service providers provided their input



Phase 1: What Youth Told Us

Children and youth are the decision makers of tomorrow and the future of our communities. We wanted to make sure that the plan is reflective of the needs of future generations.

In their own words

"I don't like how there are very little activities for kids our age; there is nothing to do here. We are bored."

"I think we could use some things like rollerblading, hangouts for older kids or all ages or like bowling closer to us."

"I also wish there were more job options for kids our age."

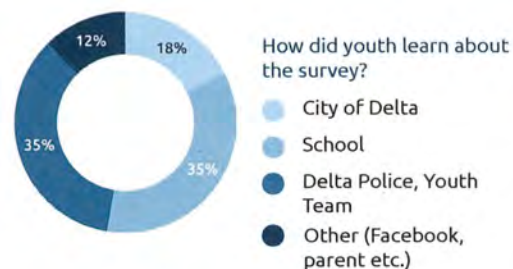
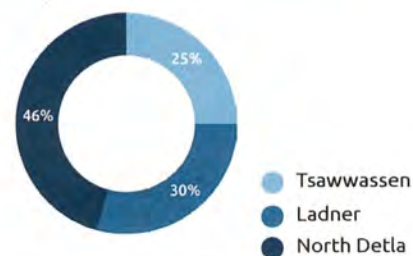
"I really love the sense of community we have here in Delta. It truly makes us unique."

"I feel very safe in Delta. Lots of friends and family here."

"They have many alternative programs for kids struggling with school."

"I like how calm and quiet it is and I like the sports options which are also a part of the school because they are connected."

57 Delta youth (13-19 year old) participated in survey in May 2021



Delta youth want more...

- Fun outdoor public spaces (80.7%)
- Opportunities to learn life skills (61.4%)
- Recreational/sports activities (56%)
- Indoor spaces to get together (50.9%)
- Free counselling services (42%) / Job opportunities (42%)

Source: 2021 City of Delta's Survey with youth.

Seven Guiding Principles

The following guiding principles were applied in identifying key objectives and actions for the 2023-2028 Social Action Plan for Delta:

- 1 Equity:** An equity lens was applied to analyze and forecast potential impacts of existing policies and practices on under-served and marginalized population groups, and to identify potential remedy mechanisms to eliminate barriers. This means asking questions that challenge underlying assumptions, promote diversity and inclusion, and determine how real change can be made, i.e. who is affected and how? who is making decisions?
- 2 Future-driven:** Efforts were made to develop a plan that is reflective of the needs of future generations (engaging youth in developing actions).
- 3 Community Collaborations:** The plan recognizes that the City cannot advance most of the actions on its own, and community relationships and collaborations are the key to their implementation.
- 4 Balanced:** A plan framework is reflective of emerging issues, opportunities and priorities, as well as limited City resources and roles to advance a broad spectrum of social issues.
- 5 Evidence-based:** Actions were informed by data-driven and contextual-to-Delta knowledge that complements community intelligence.
- 6 Asset-based:** The plan presents an opportunity to highlight the good work that is being done in the community, empowers community partners, and motivates them to collaborate more with each other and with the City.
- 7 Climate change vulnerability and adaptation:** As the impacts of climate change become more apparent, marginalised and vulnerable groups face greater challenges in terms of extreme weather events, health effects and food security. The plan looks to reduce those vulnerabilities and build a more resilient support network in the community.

Purpose of the MADE in Delta Social Action Plan

- Develop a better understanding of community needs, pressures, gaps and assets
- Identify key social planning priorities and concrete actions to address gaps and build on strengths
- Identify key community partners and mobilize community partners to build partnerships to develop innovative MADE-in-Delta solutions
- Develop a more inclusive and future-oriented decision-making process by engaging 'seldom-heard voices' (e.g. youth)
- Clarify the City's roles in advancing strategic priorities and actions, and identify resources required for the City to implement City-led actions
- Make community data more accessible to Delta service providers applying for funding to address gaps in services

Phase 2: Public Engagement

5 Key Objectives & Participation Numbers*

1

To share the findings from the Phase 1 SAP public engagement processes that informed the draft SAP for Delta.

- 80,000** Delta residents reached, including:
- 34,400** through printed media
- 29,000** through social media
- 10,000** students and parents through Delta School District
- 1,300** Let's Talk Delta SAP webpage visits
- 260** SAP video views
- 420** documents downloaded
- 200** newcomers through Delta School District e-newsletter

**Numbers are estimated and rounded.*

2

To obtain input from Delta residents and community partners on the City's proposed social action strategies and goals.

- 750** Delta residents/community partners provided input
- 480** SAP survey participants
- 150** people involved in SAP public engagement events
- 8** SAP ideas submitted
- 11** SAP public engagement events, including presentations and focus groups with the following:
 - Climate Action and Community Liveability Advisory Committee
 - Delta Parks and Recreation Commission
 - Mayor's Task Force on Diversity Inclusion and Anti-Racism
 - Delta Mobility and Accessibility Committee
 - End the Stigma partnership group
 - Delta Homelessness Committee
 - Delta Children and Youth Committee
 - Delta Organizing Against Racism and Hate
 - Sessions with faith-based groups, settlement agencies and seniors

3

To help to prioritize the City's actions in advancing social development priorities in the next five years.

SAP Survey Questions:

1. What do you love about Delta?
2. What are the top three challenges related to living, working, and playing in Delta?
3. Check top 3 ideas from the list below:
 - To increase free food resources in Delta
 - To improve access to services to unhoused vulnerable population
 - To improve community connections
 - To increase services and youth friendly public spaces
 - To improve Delta-based settlement services
 - To empower residents and improve their civic literacy
 - To open a child care site operated by the City of Delta
4. The Social Action Plan for Delta has seven strategic priorities. On a scale of 1 to 5, please identify how urgent you think each of these priorities are for our community.

4

To ensure that 'seldom-heard' voices (newcomers, immigrants, seniors, children, etc.) are reflected in Delta's SAP.

SAP SURVEY

- Survey was made available in English and Punjabi in recreation/senior centres and libraries
- **262** seniors responded
- **97** survey respondents are immigrants
- **55** respondents reported having some health impairment or disability
- **10** respondents self-identified as Indigenous

YOUTH

- A Toolkit for Delta Educators to engage students was developed with SFU students and distributed to all Delta schools
- **200** students engaged at the Delta Youth Leadership Forum | *April 2022*

DELTA POVERTY REDUCTION NEEDS ASSESSMENT
Fall 2021

- **150** Delta residents with lived experience of poverty engaged
- **18** newcomers engaged in focus groups
- **10** people with disabilities engaged in a focus group

ROOTS OF HOMELESSNESS IN DELTA STUDY
Winter-Spring 2022

- **50** Delta residents with lived experience of homelessness engaged

5

To utilize the Phase 2 public engagement as a stepping stone for mobilization and activation of community and inter-departmental partnerships to advance Delta's SAP goals.



HEALTHY DELTA: POVERTY & FOOD SECURITY
Fall 2021- Winter 2022

- **18** community partners participated on the Delta Poverty Reduction Steering Committee and engaged in Delta's funding proposal to UBCM to address poverty and food insecurity in Delta



CITY OF DELTA - LEADING THE CHANGE
2021-2022

- **8** community departments engaged on the Delta Social Planning Working Group



HOUSING & CARING FOR DELTA
Spring 2022

- **10+** community partners engaged in Delta's funding application to address homelessness in Delta



HEALTHY DELTA: MENTAL HEALTH & SUBSTANCE USE
2021-2022

- End the Stigma Delta Community Forum - a collaboration between the City, Fraser Health, Tsawwassen First Nation, Delta Fire Department, Delta School District and Delta Police Department



THRIVING CHILDREN & YOUTH
Spring 2022

- Delta Youth Leadership Forum – a collaboration between the DSD, DPD and the City.

Phase 2: Public Engagement – Key Findings

Social Action Plan Update Survey*

SAP Survey: Quick Summary

Opened on
February 23, 2022

Closed on
May 1, 2022

476 total responses

4 key questions to
identify priorities

10 demographic /
other comments /
questions

“Very much appreciate our DPD [police] and fire departments. Appreciate the good communication, including on social media, from our local government.”

~Delta resident

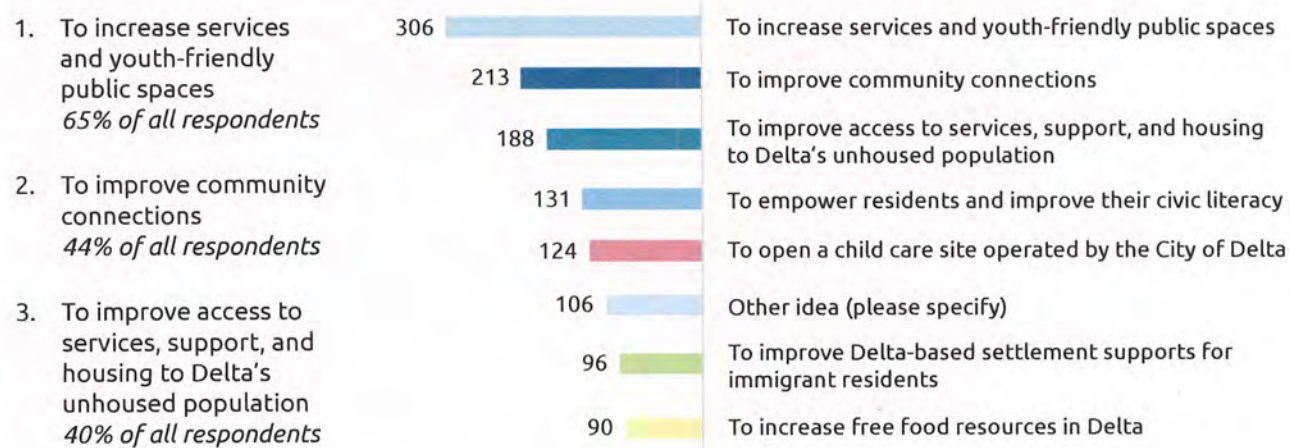
1. What do we love about Delta?*

- **Community Character** (small town, friendly, open spaces, great community to raise kids)
- **Natural assets** (weather, farms, greenspaces, parks, beaches, ocean)
- **City Attributes and Services** (close to airport, highways, and other urban centres, feeling safe, great local businesses, low taxes, free parking, City listens to residents, 911 no call too small)
- **Amenities** (walking and cycling opportunities, rec centres, senior supports / centres, good schools, etc.)

2. What are key community challenges in Delta?*

- **City and Planning Challenges** (development, city initiatives, environmental concerns, port expansion)
- **Public Transit & Transportation Infrastructure** (the Tunnel, lack of parking, traffic, road repair needed, commuting, public transportation)
- **Recreation, Business and Entertainment** (lack of development in business core, limited shopping, outdated)
- **Affordability and Housing** (cost to rent too high, unable to purchase homes, cost of living, access to recreational activities)

3. Top Three Community Priorities: Building a More Inclusive and Healthy Delta



4. Social Action Plan by Level of Urgency

7 out of 10 identified a youth friendly city and safe and resilient community as a top priority.

2022 SAP Survey: Responses by 7 Strategic Directions				
Strategic Direction	High Urgency	Urgent	Total	%
City of Delta – Leading the Change	61	168	229	48%
Healthy Delta	117	172	289	61%
Thriving Children and Youth	158	179	337	71%
Safe and Resilient Delta	136	198	334	70%
Active and Engaged Seniors	117	201	318	67%
Housing and Caring for Delta	149	148	297	62%
Inclusive and Accessible Delta	66	160	226	47%

Priority areas in the survey change depending on who is responding:

8 out of 10 immigrant survey respondents or 77% of North Delta respondents suggested that building a safe and resilient Delta was their top priority (compared to 70% for all respondents)

53% of immigrant respondents suggested that recognizing and celebrating our differences was their top priority (compared to 47% for all respondents)

8 out of 10 of survey respondents who self-reported having some kind of health issue or disability suggested that improving overall community health and access to housing for vulnerable populations (84% and 82%) were their top priorities (compared to 61% and 62% for all respondents)

**Open-ended questions were categorized for key themes.*

Other Ideas:

- Encouraging to build below market, rental housing.
- Developing a campaign to bring more doctors.
- Addressing racism in the community and building more compassion and cultural awareness.

“Attracting more employers would increase the number of local employment opportunities and may decrease traffic congestion.”

~Delta resident

“Town centres feel deserted in the evenings. We need to do more to bring people into these places for added vibrancy and small business.”

~Delta resident

Phase 2: Public Engagement – Key Findings

Social Action Plan Update Survey*

What did we learn from public engagement events?

- **City's Role:** The City has shown true leadership in addressing social issues in Delta, but it can do a better job at highlighting its role in improving community social wellbeing.
- **Housing:** The City can play a more prominent role in addressing the housing crisis in Delta and increasing the affordable rental housing stock.
- **Service Delivery Model:** There are significant gaps in services to address the needs of youth, seniors and immigrants in Delta; new models of service delivery to support these groups should be explored.
- **Poverty & Food Insecurity:** There are over 10,000 residents who live below the poverty line in Delta and who require various supports, including access to nutritious food. Many vulnerable residents live in North Delta and would benefit from a made-in-Delta food hub that provides emergency food supports and community programming, like community kitchens, food exchange, food literacy, etc.
- **Actions vs. Talk:** There are many community planning tables in Delta and a more strategic, action-oriented and upstream approach is needed to address city-wide issues; the City can play a more prominent role in this process.

“We have funding to serve Delta youth but because we do not have space in Delta, youth have to come to our offices in Surrey.”

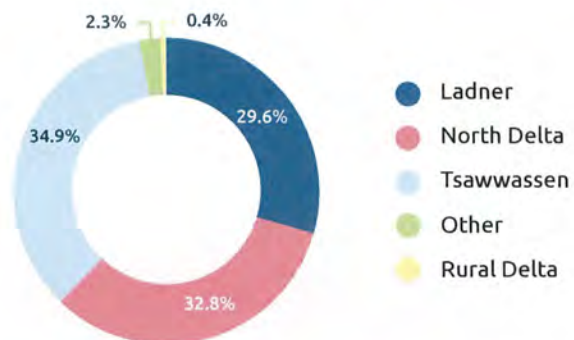
~Community partner

“We appreciate the opportunity to provide our input in an open format of this information session. We would like to have more opportunities to connect with other residents and hear their thoughts.”

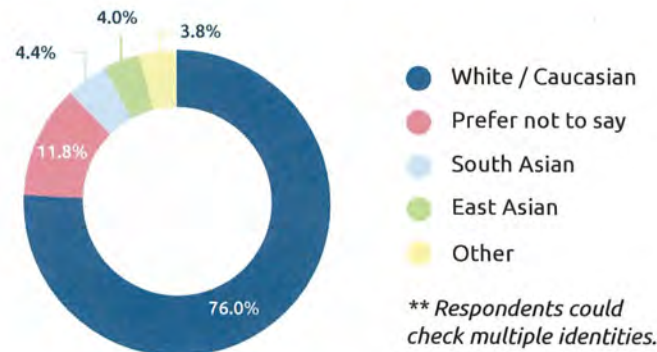
~Delta resident

About SAP Survey: Who Participated

SAP Survey Responses by Delta Community

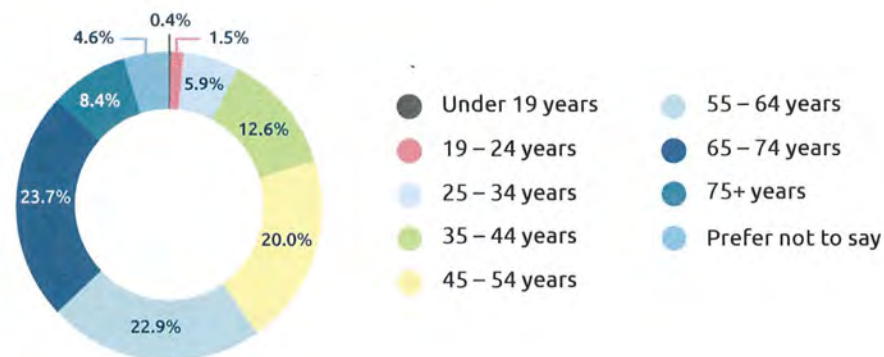


SAP Survey Responses by Cultural Background**



** Respondents could check multiple identities.

SAP Survey Responses by Age



“Delta residents cover a very wide range of incomes and we should be able to support the vulnerable among us, such as those who are struggling to integrate, cope with severe health issues, manage on low incomes.”

~Delta resident

*The survey is not representative of Delta population, but provides some insights on community trends, priorities and opinions.

4 Delta's Context

Population: Delta is a suburban municipality, with a population of approximately 108,455 (Census 2021) located at the mouth of the Fraser River in the Metro Vancouver regional district.

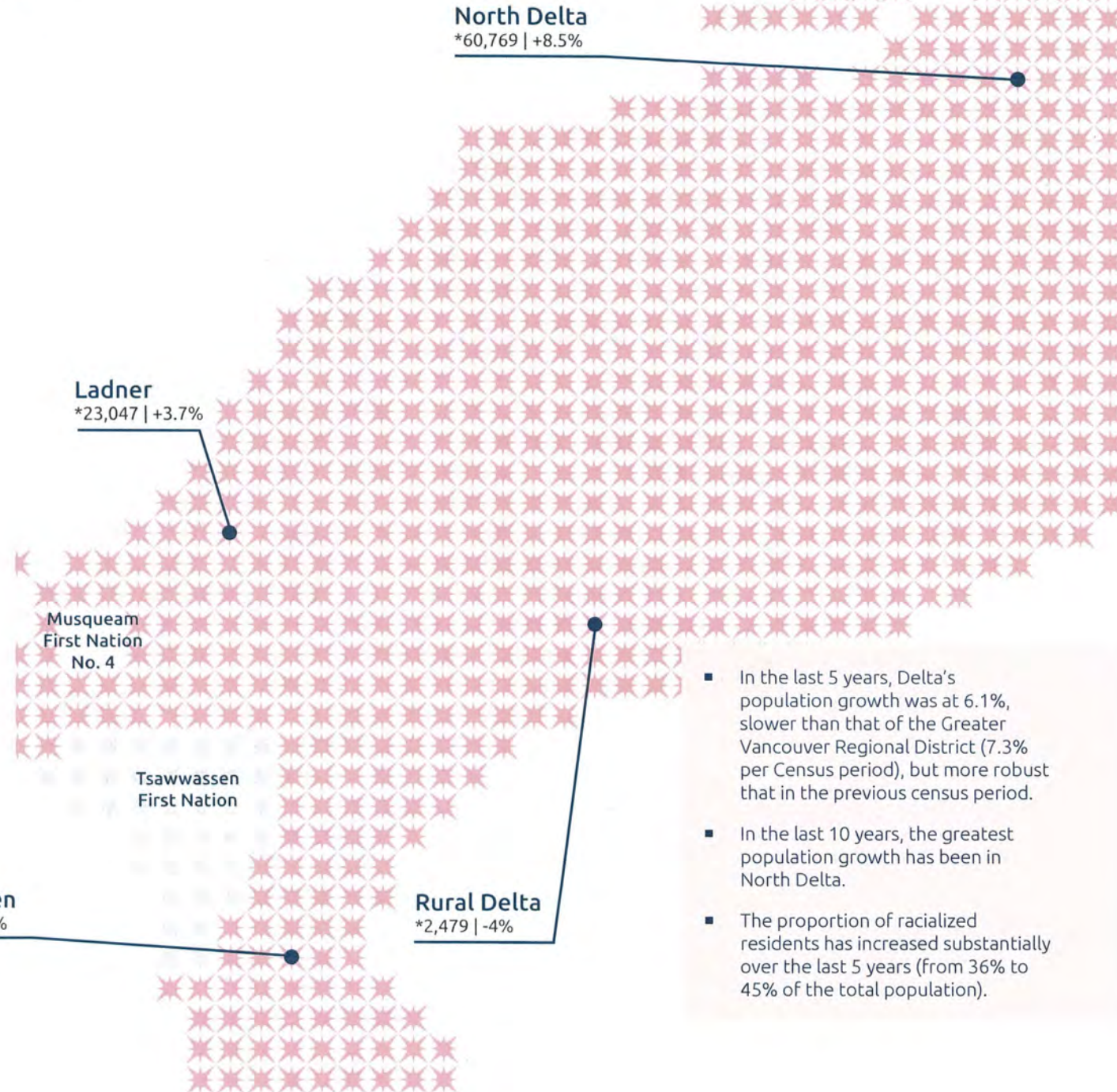
Area: Delta encompasses 180 square kilometres bordered by the Fraser River to the north, the United States border and Boundary Bay to the south, the City of Surrey to the east and the Salish Sea to the west.

Land Use: The ecological conservancy area of Burns Bog takes up almost one-fifth of Delta's land mass. Almost half of Delta land is agricultural.

Tilbury Industrial Park and Annacis Island are two of the largest industrial areas in Metro Vancouver making Delta a large, mixed use municipality.

Communities: Delta has three geographically distinct urban communities – Ladner, Tsawwassen and North Delta. Tsawwassen First Nation is a separate Treaty Nation that is located on the Salish Sea and surrounded by Delta on three sides.

* Source: Census 2021



- In the last 5 years, Delta's population growth was at 6.1%, slower than that of the Greater Vancouver Regional District (7.3% per Census period), but more robust than in the previous census period.
- In the last 10 years, the greatest population growth has been in North Delta.
- The proportion of racialized residents has increased substantially over the last 5 years (from 36% to 45% of the total population).

Delta Demographics, Community Profile, Census 2021

		City of Delta	Greater Vancouver Region
Population	Total Population	108,455	2,642,825
	Population percentage change, 2016 to 2021	6.10%	7.30%
	Average age of the population	42.9	41.7
	0 to 14 years	15.10%	14.10%
	15 to 64 years	64.30%	68.50%
	65 years and over	20.50%	17.40%
	85 years and over	2.40%	2.20%
Visible Minority	Total visible minority population	44.80%	54.50%
	South Asian	25.80%	13.20%
	Chinese	8.90%	19.40%
	Filipino	3.40%	5.40%
Indigenous Peoples	Indigenous Identity	2.90%	2.40%
Place of Birth	Born Outside of Canada	32.80%	41.20%
Highest Certificate, Diploma or Degree	No certificate, diploma or degree*	13.50%	12.80%
	High (secondary) school diploma or equivalency certificate*	32.30%	27.70%
	Postsecondary certificate, diploma or degree*	54.20%	60.20%
Language	Speak neither English nor French	4%	5.30%
Income	Average total Household Income (after tax)	\$107,500	\$96,800
	Low income Measure After Tax (LIM-AT) (lower than 2016)	6.80%	11%
Employment	Unemployment Rate	7.30%	8.60%
Families	Census families with children	18.70%	16.50%
Housing	Owner households	75.60%	62.10%
	Renter households	24.40%	37.80%

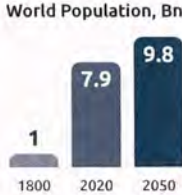
To identify racialized populations, Statistics Canada uses the term 'visible minority'. The Government of Canada defines visible minorities as persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour. The term has been rightly criticized as outdated and harmful, in part because racialized residents outnumber other resident groups in many Canadian communities and because it downplays the diversity of racialized communities and assumes whiteness as the norm.

* Aged 15 years and older

Global Trends Affecting Our Society

Population Growth

Global population will likely double by 2050.¹ In 2021 Canada's population is 38 million which will grow to 46.5 by 2043.²



Global Urbanization

55% of the global population lives in cities and this number is increasing every year

82% of Canadians live in urban areas.^{3,4}

Climate Change

Climate change is accelerating and its impacts are worsening, with record high global average temperatures, ice melt, sea level rise, and more frequent and extreme weather events. In BC, an unprecedented heat wave in the summer of 2021 caused an estimated 526 additional deaths that would not have happened under more typical weather conditions.

See Appendix 2 For Mapping Global Social Trends.

Gig Economy

A growing share (8.2%) of Canada's workforce are gig workers. These are on-demand, freelance workers who are self-employed but do not own a business.⁵

- ✓ Innovation
Flexibility
Freedom
- ✗ Low wages
Job security
Low worker protection

Global Migration

Million Migrants⁷



The majority of growth experienced in Delta between 2011 and 2016 occurred as a result of increased immigration to the area.

Superdiversity

Visible Minority, Delta %



Immigration in the last 20 years has brought a diversity of cultures, languages and backgrounds and transformed the social landscape of Canadian cities.⁸

Aging Population

Globally, the population aged 65 and over is growing faster than all other age groups. In Canada, over the last 40 years, the number of those age 65 and older has tripled in size. Over the next 20 years, Canada's seniors population is expected to grow by 68%.⁹

Housing Affordability Crisis

Buying a home in many parts of Canada has become an unachievable dream for many Canadians as prices have skyrocketed in the last decade. Vacancy rates are historically low. Waitlists for social housing demonstrate that the demand for subsidized housing far outweighs the supply.

Technology Advances

People and cities are connected more than ever. The way we live, work, travel and our lifestyles are being transformed by telecommunication technology.¹⁴

5.1 billion
Have access to a mobile device

3.8 billion
Are currently active on social media

COVID-19 Pandemic

On January 30, 2020, COVID-19 was declared a Public Health Emergency of International Concern. Since that time, the pandemic has affected all facets of our lives. Racialized populations worldwide have been disproportionately affected by the pandemic. In countries, such as the United States and the United Kingdom, that collect race disaggregated data, it has been proven that racialized populations are at a higher risk of COVID-19 infection and mortality.

Systemic Injustices

Systemic racism, also known as institutional racism, presents in a society where white superiority is embedded in its laws, policies or practices governing people's lives. As a result, non-white people are not able to fully participate in a society and face disadvantages in employment, education, health, justice and other social systems.

Systemic racism is deeply embedded in every system in Canada through the history of colonialism that has disadvantaged Indigenous peoples for centuries. Justice Murray Sinclair, former senator and chair of the Truth and Reconciliation Canada estimated that from 15,000 to 25,000 Indigenous children have died at residential schools.¹³

Other racialized Canadians have been discriminated against and denied equal participation in our society.

Sprawling Expansion

The physical expansion of cities historically resulted in a significant loss of density and associated with increased energy use and pollution. While many cities are densifying, today 60% of urban space is still sparsely populated in the world¹⁰.

Overdose Crisis

The opioid overdose crisis has become a global public health challenge. In Canada alone, close to 23,000 people died from opioid overdoses between January 2016 and March 2021.¹⁵

Racialized Poverty

For the last 20 years, extreme poverty was steadily declining in the world and in Canada. Yet, racialized individuals and Indigenous communities experience poverty at disproportionately high rates.^{11,12}

COVID-19 Impacts

<p>Hate Crimes</p> <p>Similar to other communities in Metro Vancouver, there was a significant increase in hate crimes in Delta in 2021¹⁸.</p>	<p>Hate Crimes in Delta</p> <table border="1"> <tr> <th>Period</th> <th>Hate Crimes</th> </tr> <tr> <td>Jan-Dec 2020</td> <td>12</td> </tr> <tr> <td>Jan-Sept 2022</td> <td>42</td> </tr> </table>	Period	Hate Crimes	Jan-Dec 2020	12	Jan-Sept 2022	42	<p>Substance Use</p> <p>Overdose events attended by BC ambulance in Delta¹⁶</p> <table border="1"> <tr> <th>Year</th> <th>Overdose Events</th> </tr> <tr> <td>2019</td> <td>120</td> </tr> <tr> <td>2020</td> <td>167</td> </tr> <tr> <td>2021</td> <td>199</td> </tr> </table>	Year	Overdose Events	2019	120	2020	167	2021	199	<p>Equity</p> <p>Racialized Canadians have been disproportional impacted by the pandemic, reflecting pre-existing inequalities embedded in our societal and power systems.</p>	<p>Seniors</p> <p>The pandemic has highlighted Canada's care home crisis, the existing gaps in service provision and care, and deepened the issue of social isolation for many seniors.</p>
Period	Hate Crimes																	
Jan-Dec 2020	12																	
Jan-Sept 2022	42																	
Year	Overdose Events																	
2019	120																	
2020	167																	
2021	199																	
<p>Food Security and Poverty</p> <p>In the last two years, we saw an increase in uptake of selected food emergency programs in Delta, including the backpack food program for school-aged children. At the same time we saw a decrease in a number of residents using food banks.</p>	<p>Housing</p> <p>Members of racialized communities, Indigenous peoples, people with disabilities, women, new immigrants and youth and older adults are disproportionately represented in households in core housing need. The pandemic has exacerbated precarious housing situations for many vulnerable population groups.</p>	<p>Mental Health</p> <p>Delta service providers report a substantial increase in uptake of mental health services and increased wait lists. Eating disorders and anxiety are on the rise among children and youth in Delta and in BC other communities¹⁷.</p>	<p>Working from Home</p> <p>The COVID-19 pandemic has changed the work location of thousands of Canadian workers.²⁰</p>	<p>Employees in Canada Working from Home</p> <table border="1"> <tr> <th>Year</th> <th>Percentage</th> </tr> <tr> <td>2016</td> <td>4%</td> </tr> <tr> <td>Apr 2020 - Jun 2021</td> <td>30%</td> </tr> </table>	Year	Percentage	2016	4%	Apr 2020 - Jun 2021	30%								
Year	Percentage																	
2016	4%																	
Apr 2020 - Jun 2021	30%																	
<p>North Delta: Starfish Backpacks (per week)</p> <table border="1"> <tr> <th>Year</th> <th>Backpacks</th> </tr> <tr> <td>2019</td> <td>60</td> </tr> <tr> <td>2020</td> <td>92</td> </tr> <tr> <td>2022</td> <td>152</td> </tr> </table>	Year	Backpacks	2019	60	2020	92	2022	152	<p>Community Health</p> <p>Various studies found that, during the pandemic in 2020, Canadians became less active, due to multitude of reasons, including restricted access to recreational facilities, fewer people using public transit, and increased child-care demands on parents.</p>	<p>Gender Violence</p> <p>Social/physical isolation creates barriers to escaping abusive relationships and have led to more domestic violence. Between Oct. 1 and Dec. 31, 2020, Canada's Assaulted Women's Helpline received 20,334 calls, compared to 12,352 over the same period in 2019.¹⁹</p>	<p>Social Services</p> <p>The crisis has altered the funding landscape, donations are becoming less stable, workers are overstretched, and smaller agencies are reporting decreased organizational capacities.</p>	<p>For more information about how the COVID-19 pandemic has impacted us, see Appendix 3</p>						
Year	Backpacks																	
2019	60																	
2020	92																	
2022	152																	

Key Partners

Delta Community Partners and Stakeholders

Canadian municipalities have neither a mandate nor resources to advance all multifaceted social issues in their communities. Local governments rely greatly on partnerships with community partners and senior levels of government to move forward a progressive social agenda for their communities. In this climate, it is difficult to overestimate the role and value of community partners in advancing social wellbeing and complex social issues.

The City of Delta is fortunate to have an abundance of community assets, including passionate community leaders, engaged resident and faith-based groups, active youth, and a well-established and highly collaborative social service sector.

The Directory of Delta Social Service Organizations identifies close to 200 community organizations and groups that regularly participate in the social realm of the city. From child care operators and social housing providers to health authorities and community planning tables, each community partner plays a critical role in making Delta a better place to live, play and work.

Community Planning Tables are community-driven partnerships that bring multiple stakeholders/community sectors together to address complex systemic problems that can not be successfully addressed by a single agency (food security, the overdose crisis, homelessness, etc.).

Multi-sectoral community collaboration often uses upstream interventions. Upstream interventions involve policy changes that can affect large populations, including improved coordination between service providers, regulatory amendments, or changing funding criteria.

Downstream interventions usually focus on symptoms of social problems (through service delivery or temporary solutions, like establishing food banks as an emergency food supply solution). Upstream interventions aim to address root causes of systemic issues (e.g., food insecurity is a symptom of poverty). Delta has nine active Community Planning Tables that work collaboratively on various systemic, social challenges.

Table below in this section provides an overview of key community partners and their engagement in advancing each of the priorities of the Social Action Plan for Delta.

Delta Community Planning Tables

■ **The Healthier Communities Partnership (HCP)**

Chaired by Fraser Health Authority and the City (Parks, Recreation and Culture), the HCP is a multi-sectoral collaboration with a shared vision to build a healthy, thriving and resilient community in Delta.

■ **Community Resilience and Economic Recovery Support Team (CRERST)**

CRERST was established by Delta Council on April 27, 2020 with a goal to support Delta businesses and community organizations impacted by the COVID-19 pandemic. CRERST comprises City of Delta, Delta Chamber of Commerce, Tsawwassen Business Improvement Association, Ladner Business Association, North Delta Business Association, and Tourism Delta.

■ **Delta Child and Youth Committee (CYC)**

CYC is a long-standing community planning table in Delta attended by representatives of public agencies and non-profit organizations, including staff and elected officials, whose work supports children and youth in Delta. This committee meets monthly to share information and resources and to build capacity for collaboration with the goal of improving the wellbeing of children, youth and families in Delta. CYC has multiple funders, including the City of Delta. REACH provides oversight and administration of funds.

■ **Delta Food Coalition (DFC)**

DFC provides coordination of food security initiatives, shares information on available programs and needs, identifies available resources, and makes connections between agencies and resources. It functions as a food hub, sourcing fresh, local food and distributing it to people in need, while connecting individuals and families in need with the appropriate community food programs. Earthwise Society is the lead agency of the coalition.

■ **Delta Spoke – Resilience BC Network**

The Resilience BC anti-racism network offers a multi-faceted, province-wide approach in identifying and challenging racism. The network delivers coordinated services through a centralized “hub” that anchors the program and provides oversight and “spokes” that are community-based branches that help with service delivery. Delta Spoke comprises community members, faith-based groups and Delta School District. Delta Spoke identifies local priorities and moves anti-racism projects forward. It is funded by the Province of BC. Deltassist provides oversight and administration of funds.

■ **Delta Seniors Planning Table**

The Delta Seniors Planning Table is a grass-roots team of active Delta seniors who learn together and plan for the future of Delta residents who are “north of 50”. The group aims to build an age-friendly Delta where seniors can stay physically active and enjoy leisure and social activities.

■ **Delta Opposes Violence Everywhere (DOVE)**

Co-chaired by Victims Services (Delta Police) and Deltassist, DOVE works to prevent relationship violence through education, public awareness and coordinating efforts to reduce gaps in services that may exist. Information, support and resources are provided at various public events scheduled around Delta.

■ **Delta Community Action Team (CAT)**

Co-chaired by Fraser Health and Deltassist, Delta CAT develops a community-based response to the overdose crisis in Delta. It brings together multiple community partners and develops multi-sectoral approaches to raise awareness about the resources available in Delta and reduce stigma around substance use. In partnership with the Ministry of Mental Health and Addiction’s Overdose Emergency Response Centre (OERC), the Community Action Initiative (CAI) is funding Community Action Teams (CATs) across the province. Deltassist provides oversight and administration of funds.

■ **Delta Homelessness Committee**

Convened by Deltassist in 2021, the Delta Homelessness Taskforce comprises service providers and public agencies such as Delta Police, the City of Delta, Fraser Health and others working together to develop a made-in-Delta approach to homelessness.

Social Action Plan Priorities and Delta Community Partners and Stakeholders

COMMUNITY PARTNERS AND STAKEHOLDERS	SAP THEMES							
	Healthy Delta: Community Health and Connections	Healthy Delta: Mental Health and Substance Use	Healthy Delta: Poverty and Food Insecurity	Thriving Children and Youth	Safe and Resilient Delta	Active and Engaged Seniors	Housing and Caring for Delta	Inclusive and Accessible Delta
BC Housing			○			○	○	○
Business Associations		○						○
City's Mobility & Accessibility Committee	○					○		○
Community Organizations and Groups	○	○	○	○	○	○	○	○
CRERST*			○					○
Delta Children and Youth Committee		○	○	○				○
Delta Community Action Team		○		○	○			○
Delta Food Coalition			○	○		○		○
Delta Healthier Communities Partnership	○	○	○	○		○		○
Delta Homelessness Committee		○	○				○	○
Delta Hospital		○				○		○
Delta Libraries	○			○	○	○	○	○
Delta Opposes Violence Everywhere		○			○	○		○
Delta Police Department		○	○		○		○	○
Delta School District	○	○	○	○	○			○
Delta Seniors Planning Table	○	○	○				○	○
Delta Spoke-Resilience BC Network					○			○
DIARC*				○				○
Divisions of Family Practices	○	○		○		○		○
Faith-based organizations			○	○	○	○	○	○
Federal Government	○	○	○	○	○	○	○	○
Fraser Health	○	○	○	○	○	○	○	○
Homelessness Services Association of BC			○		○		○	○
Kids Sports Delta	○			○				○
Non-profit child care operators	○			○				○
Province of BC	○	○	○	○	○	○	○	○
Service Clubs			○	○	○	○		○
Social housing developers							○	○
The Delta Foundation			○	○	○	○	○	○
United Way of the Lower Mainland			○	○	○	○		○

* Community Partners and Stakeholders: CRERST - Community Resilience and Economic Recovery Support Team; DIARC - The Diversity, Inclusion and Anti-Racism Committee

City's Roles in Social Planning

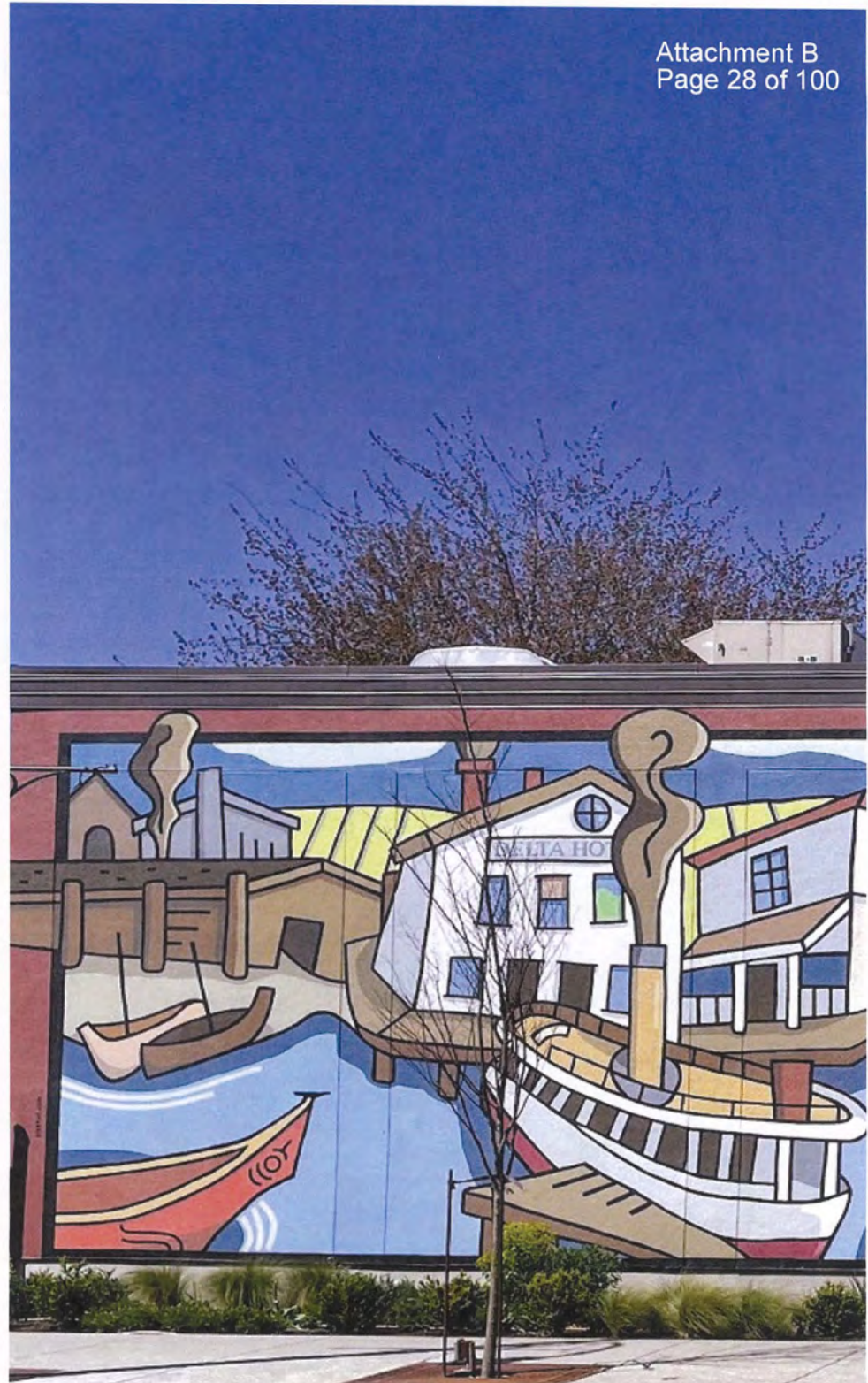
Community social wellbeing is a shared responsibility with senior levels of government and community partners, but the City can make direct and indirect impacts on the quality of life of its residents through a variety of mechanisms (as shown in the table below).

ROLE	DIRECT IMPACT				INDIRECT IMPACT			
	Funder	Planning/ Policy	Service Delivery/ Facilities	Advocate	Convener	Researcher	Raising Awareness	Employer
EXAMPLE	The City provides more than \$500,000 annually to local community agencies.	The City developed the Delta Child Care Action Plan.	The City operates the Delta Seniors Bus program.	Advocated to open COVID-19 vaccination sites in both North Delta and South Delta.	City staff attends/leads various Community Tables.	City staff developed a demographic profile of Delta.	The City, in collaboration with community partners, developed the 'End the Stigma' campaign.	The City is one of the largest employers in Delta.
IMPACT	Gaps in funding are addressed to meet community needs.	Community needs are identified. Targets for child care spaces are established.	Seniors are able to access services throughout the City.	Delta residents had access to vaccination in both communities and direct access to local registration (through the Delta Bus service).	Community information is shared. Grass-root community-wide collaborations are supported by the City.	Data at the community-level is widely accessible. Community programming is better informed.	Delta residents are more aware of the resources available in Delta to support people using drugs.	The City contributes to economic development; people live close to where they work.

5 Strategic Priorities: Why, What and Who



OBJECTIVES



"I love the community events that bring Ladner together (e.g., Ladner Village Market, Car & Quilt Show, May Days, Tour de Delta). I enjoy [going to] the Ladner Leisure Centre and the fact that my kids can go there for free. We also love our soccer and fast-pitch teams and community."

~ Delta resident - 2022 SAP Survey participant





Strategic Priority 1:

City of Delta - Leading the Change

What are we trying to achieve: OBJECTIVES

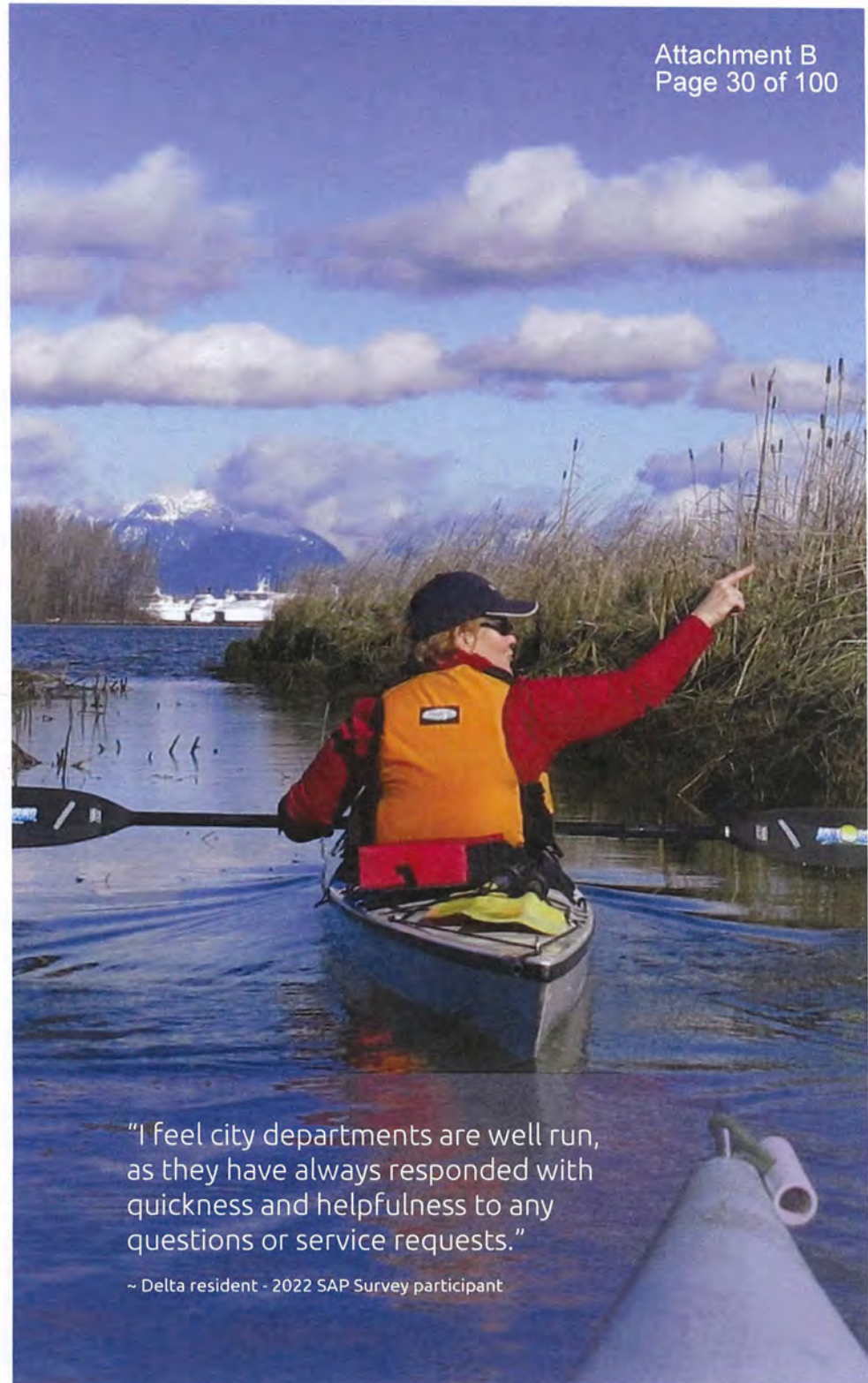
- Improve public awareness of and access to services and community facilities available in Delta.
- Utilize an evidence-based approach to inform City Council, community partners, funders and senior levels of government about emerging community needs and social planning priorities.
- Enhance Delta's social planning capacity and plan for long-term community impact.

A table of actions for each strategic priority can be found on page 64.

Why it is important:

Traditionally, Canadian municipalities had limited jurisdiction over social services; however, local governments have always been the closest level of government to their residents and are often the first point of contact, particularly in crisis situations, as was the case during the COVID-19 pandemic. Over the last several decades, municipalities have been gradually assuming a more active social role in their communities and have been doing it regardless of a limited mandate in the realm of social service provision and limited resources. However, they rely heavily on community partnerships to advance social initiatives.

This section provides information about the needs, gaps and challenges identified through community consultations, which are city-wide concerns spanning various sectors and population groups.



"I feel city departments are well run, as they have always responded with quickness and helpfulness to any questions or service requests."

~ Delta resident - 2022 SAP Survey participant

Strategic Priority 1:

City of Delta - Leading the Change

What we know: LOCAL CONTEXT

People: The City has many departments working together to support and improve residents' wellbeing, including Corporate Services, Parks, Recreation & Culture, Engineering, Bylaws & Compliance, and Community Planning and Development Departments. There are 1,552 staff altogether, including 202 employed by Delta Fire Department and 307 by Delta Police.

Mayor and Council: There are six Councillors and the Mayor. Through a majority vote, council members make collective decisions in the best interest of Delta residents.

The Social Planning Function: The first Social Planner in Delta was hired in 2016. The position is housed in the Corporate Services Department within the Corporate Policy team.

Policy Context:

- **Social Action Plan:** In 2017, Delta's first Social Profile was developed, which informed the development of the first Social Action Plan in 2018.
- **Official Community Plan:** Social Planning is included in Delta's Official Community Plan under the Community Services objective: *Facilitate social planning in the community to build capacity, identify community needs, and encourage the provision of services to meet these needs.*
- **Delta Foundation for the Future:** The Social Pursuit is one of the key pillars of the Delta Foundation for the Future and provides a broad overview of the City's objectives and priorities in this area.
- **Other Plans:** In 2020, the first Delta Child Care Action Plan was developed and endorsed by Council; in 2021, the first draft Delta Housing Plan was developed, and the City initiated a comprehensive poverty needs assessment, and presented Delta Poverty Reduction Strategy to Council in May 2022.



48% SAP survey participants identified this Strategic Priority as 'urgent or highly urgent'.

2022 Public Consultations Key Findings

City's Role: The City has shown true leadership in addressing social issues in Delta, but it can do a better job at highlighting its role in improving community social wellbeing.

Actions vs. Talk: There are many community planning tables in Delta and a more strategic, action-oriented and upstream approach is needed to address city-wide issues; the City can play a more prominent role in this process.

City of Delta: Permissive Tax Exemptions | 2021

The City waives over \$2 million a year in property taxes for more than 70 non-profit community organizations in Delta.

bc211 Report for Delta | 2021

- 528 calls/texts/e-mails/web chats in 2021 (-20% compared to 2020).
- 29% of all requests were related to Housing and Homelessness; 17% - Health-related; 14% - Income and Financial Assistance.
- Out of 1,767 referrals for services given to Delta residents, 40% of those services were located outside of Delta.

What we can build on: DELTA'S ASSETS

Vibrant Community: Delta is home to a vibrant community of caring neighbours who are active participants in civic life and strong advocates for equity and social justice.

Council Priorities: In the past six years, since the establishment of the social planning function, the City of Delta has made significant strides in advancing social planning priorities, from developing its first Social Action Plan to facilitating the opening of a Women's Transition House and second Extreme Weather Shelter in Delta. Various social planning policies and actions plans have been developed.

Service Agreements: the City provides annual funding to local community organizations serving vulnerable populations, including Deltassist, REACH, Boys and Girls, the Phoenix Society, KinVillage and the Delta Children and Youth Committee. In addition, the City funds counselling services to support Delta youth in crisis.

Community Tables: There are various community collaborative tables that bring together multiple sectors to address community-level challenges such as overdose crisis, food insecurity, racism, and violence; there are also community collaborations, such as the Delta Children and Youth Committee that builds sector capacities to improve the lives of children and youth in Delta.

City's Advisory Committees: the City established a robust roster of Advisory Committees to support and advise Council and staff on various social issues; including the Mayor's Taskforce on Diversity, Inclusion and Anti-Racism, the Mobility and Accessibility Committee, and the Mayor's Youth Council (as of September, 2022). These advisory bodies provide opportunities for community members to bring diverse perspectives to the City's decision making processes.

What we heard: CHALLENGES & OPPORTUNITIES

Limited access to funding: Delta's unique geography presents significant challenges for residents in accessing services in Delta and for service providers in accessing funding to address community needs. Historically, funders have divided Delta into South and North Delta, with North Delta often being included in service provision areas for agencies located in Surrey and South Delta being included in service provision

areas for agencies located in Richmond. As a result, Delta's current social services infrastructure does not adequately address the complex needs of its residents. In 2021, 40% of bc211 referrals for services were located outside of Delta.

Limitations to advance the City's social planning priorities: As the scope and complexity of social issues in Delta increases over time, the social planning function has also been expanding. The impact of the COVID-19 pandemic on vulnerable populations and the impacts of extreme weather, paired with the overdose crisis, have added new layers of complexity and demands on social planners across British Columbia.

Challenges finding services in Delta: There are several online listings and databases of services in Delta that are not consistently updated and maintained. At the City consultations session in 2019, participants identified a need for accurate data collection about services and resources and requested that an online map of social service providers and resources be created.

Room for growth in capacity building in Delta: While Delta enjoys a strong culture of collaboration, community partners have identified the need for improved coordination and capacity building in Delta with the City playing a convener role in these efforts across multiple sectors (joint efforts to build staff capacities, joint fundraising, joint proposal writing, joint needs assessments, and collective work to reduce duplication of services).

Limited access to community-level data: One of the challenges for Delta-based social agencies is to demonstrate the need for services. The City can play a leadership role in data collection, compilation, analysis and sharing community-based data with community partners, which will inform community responses and social services programming.

Gaps in communications: At the 2019 stakeholder workshop, community partners identified gaps in communications as one of the key challenges in developing city-wide responses to emerging and systemic community challenges. The City is well-positioned to inform, amplify messages, provide education, and raise awareness in situations of crisis and develop and enhance its day-to-day community communications function to support better coordination and collaboration in the community.

1. Through a collaborative funding effort involving the City of Delta, Delta School District, and the federal and provincial governments, the new **North Delta Track & Field Facility** was opened in August 2021.
2. Delta has 17 Parks, Recreation and Culture facilities that offer diverse programming tailored to different audiences. **Sungod Recreation Centre** features a swimming pool, arena and other recreational facilities.
3. **North Delta Centre for the Arts**, the 2-storey, 146-seat, multi-function theatre, has been designed to facilitate a flourishing arts community in Delta. The Centre was completed in 2020 and features state-of-the-art sound and visual equipment, several multi-purpose rooms, and a piano room.



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2



Strategic Priority 2: **Healthy Delta**

Why it is important:

According to the World Health Organization (WHO), the social determinants of health are “the conditions in which people are born, grow, work, live and age and the wider set of forces and systems shaping the conditions of daily life”. Research has shown that social determinants, such as income, education, food insecurity, built environment, etc. can be more influential on health outcomes than health care or lifestyle choices. Municipalities are well positioned to help mitigate health inequities and inequalities using various policy tools such as poverty reduction/affordable housing plans, zoning bylaws, land use, urban design guidelines, advocating for funding to address city-wide health issues, and delivering programming that promotes healthy lifestyles.

Key Areas:

Strategic Direction 2.1:
Community Health and Connections

Strategic Direction 2.2:
Substance Use and Mental Health

Strategic Direction 2.3:
Food Security and Poverty



I love Delta because ...

“The wide availability of facilities and infrastructure supporting physical activities/sports, such as cycling, curling, tennis, etc.”

~ Delta resident - 2022 SAP Survey participant

Community Health and Connections

What we are trying to achieve: OBJECTIVES

- Improve walkability of the residential environment and advocate for the expansion of public transit options.
- Identify opportunities to increase access to low cost and free physical activities for residents.
- Enhance community capacity to build a culture of health in Delta.
- Foster community connections, place making and sense of belonging in Delta.

A table of actions for each strategic priority can be found on page 66.

Why it is important:

Cities and urban planning are inextricably linked to population health. Starting with the establishment of basic municipal infrastructure (waste management, drinking water, sewage systems, etc.) cities have, for centuries, played an integral role in creating healthy and safe living conditions for their residents. Because of their close proximity to people, local governments can either foster urban cohesion and create compact cities or allow policies that lead to urban sprawl, segregation and health inequities.

While Canadian municipalities have little direct jurisdiction over population health; they play an increasingly influential role in creating healthier and more equitable cities.

What we know: LOCAL CONTEXT

Community Health: According to the 2013/2014 My Health My Community (MHMC) report, 51% of Delta residents reported having excellent or good health. This number falls to 37% in the Jarvis and Kennedy neighbourhoods in North Delta. *Note: All the data below for Local Context in this section was extracted from the MHMC survey.*²²

Environment Promoting Active Lifestyles: 72% of Delta residents commute by car (vs. 55% for Metro Vancouver), only 11.5% walk or cycle to run errands (vs. 20% in Metro Vancouver) and 78% report having transit stops within a 5-minute walk (vs. 84% in Metro Vancouver).

Strong Sense of Community Belonging: Close to 70% of Delta residents report having a strong or somewhat strong sense of community belonging, which is significantly higher than the rate for Metro Vancouver (56%).

Community Resilience: Close to 46% of Delta residents have 4+ people to confide in or turn to for help, which is comparable to the average in Metro Vancouver; however, over 53% of Ladner residents reported having strong community networks and only 38% report the same in the Anniesville, Sunbury, and Nordel areas.



61% of SAP survey participants identified “Healthy Delta” Strategic Priority as ‘urgent or highly urgent’.

Improving community health and connections was identified as one of the top three priorities by Delta resident (2022 SAP survey).

Strategic Priority 2: Healthy Delta

Community Health and Connections

What we can build on: DELTA'S ASSETS

Community Collaborations: Delta has a strong network of community partners delivering health services to the community, including many community agencies and Fraser Health Authority. The *Healthy Communities Partnership* is a partnership between the City of Delta and the Fraser Health Authority, established in 2018 to guide and support an equitable approach to building a healthier Delta.

Divisions of Family Practice: There are two Divisions of Family Practice: the Delta Division and the Surrey and North Delta Division. Both are working with their member physicians to improve patient access to local primary care, increase local physicians' influence on health care delivery and policy, and provide professional support for physicians.

Outdoor Spaces and Recreation: Delta has 17 Parks, Recreation and Culture facilities that offer diverse programming tailored to different audiences; there are 140 parks, reserves and other green spaces in Delta.

Engaging Public Spaces: Delta's *Street FUN-iture* program aims to achieve community wellness by creating community-gathering spaces and pop-up parks for residents – young and old – to connect in a safe and engaging outdoor environment.

What we heard: CHALLENGES & OPPORTUNITIES

Primary Care Challenges: there is a shortage of family practitioners in Delta as older doctors are retiring and it is challenging to attract new physicians to practice in Delta; doctors and patients are often unaware of community supports and services available. Both Divisions of Family Practice are in the process of developing Primary Care Networks in Delta²³.

North and South Delta Service Provisions: Service provision and physicians' engagement is divided in Delta into North and South Delta, served by two distinct Divisions of Family Practice. Often, not all services available in South Delta are also available in North Delta and vice versa. This division creates some challenges in understanding Delta's gaps and developing adequate community responses at the city level.

More Complex Needs and Waiting Lists: Physicians are seeing patients with increasingly complex needs (trauma, anxiety, older patients with multiple chronic conditions, multicultural and multilingual patients, etc.); yet, there are significant waiting lists for mental health supports and for specialists who are often not located in Delta; a lack of culturally-sensitive services was also observed by community partners.

Need for More Space for agencies to provide critical supports (including mental health) for adults, seniors, youth and children in both North and South Delta.

Health inequalities and health inequities are sometimes confused, but these are not interchangeable concepts.

Health inequalities are quantifiable, measurable differences in health outcomes between groups (e.g., people in their 20s enjoy better health than people in their 60s).

Health inequities highlight unjustifiable differences in health outcomes caused by historical, institutional and systemic injustices in society (e.g., in 2020, Toronto's racialized communities accounted for 79% of COVID-19 cases while representing 52% of the city's population).

"The social heart of this city and the way we work together for the most part is why I live here."

~ Delta resident - 2022 SAP Survey participant

1. In November 2021, the City launched the **Kindness Meter Initiative**, in partnership with the Delta School District, to collect spare change for local non-profit charitable organizations impacted by the pandemic. The meters feature artwork by local high schools with the themes "We Love Delta" and "Kindness" in their designs.
2. The eye-catching **food pantry named "Nick's Nook"** was launched in North Delta in the summer of 2021 by local neighbourhood group 'Magical Hearts' to address food insecurity. Over 30 volunteers take turns to clean and stock the pantry to support vulnerable residents in their community. Two more food pantries have been installed in North Delta.
3. Have you seen a **dressed up heron** on the Welcome to Ladner sign on Ladner Trunk Road? For years, anonymous community members have been adding creative decorations that pop up seasonally and on special occasions to celebrate their love for the community.



1



3



2

Strategic Priority 2: Healthy Delta

Mental Health and Substance Use

What we are trying to achieve: OBJECTIVES

- Improve community awareness about the mental health and harm reduction services and programs available to Delta residents.
- Improve local access to local mental health and harm reduction services to youth at risk.
- Support and enhance community capacities to address the needs of those affected by mental health or substance use disorders.

A table of actions for each strategic priority can be found on page 68.

Why it is important:

April 14, 2022 marked the six-year anniversary since the overdose health emergency was proclaimed in B.C., in response to an escalating opioid drug overdose crisis. In 2017, the provincial government launched a province-wide multi-sector response to save lives and improve access to services for people with substance use disorders. While some progress has been made in this area, since 2016 close to 7,000 people have died from overdoses in British Columbia²⁴. Canadian cities and first responders are on the front lines of the opioid and mental health crisis.

How do we support our residents who are using drugs and experiencing addictions? How do we ensure that people do not feel stigmatized and feel able to seek the help they need? These are the questions to which we are seeking answers.

What we know: LOCAL CONTEXT

Mental Health Service Calls: In 2022, Delta Police reported 1,794 calls for service where officers believed a mental health component was involved. According to bc211, the volume of calls from Delta residents related to mental health has increased by 130% from 2019 to 2020 (28 vs. 64) and related to suicide by 400% (2 in 2019 and 10 in 2020). bc211 inquiries related to mental health continued to increase in 2021.

Community Mental Health: 62% of Delta residents ranked their mental health as either excellent or very good compared to 56.5% in Metro Vancouver (2013/14 My Health My Community survey).

Overdose/Drug Toxicity Deaths: In the last decade, there has been a tenfold increase in overdose fatalities in Delta. In 2021, there were 20 overdose deaths in Delta - a situation that mirrors many other Metro Vancouver municipalities with overdose deaths reaching historic highs.²⁵

Overdose Events Attended by BC Ambulance Service: In 2021, there were 199 overdose events attended by BC Ambulance Service (BCAS), compared to 167 in 2020, signaling upward trends in the overdose rate.²⁶

Harm Reduction Supports

As of November 2020, there were 16 'Take Home Naloxone' sites in Delta (1,760 in all BC); 310 clients who were dispensed Opioid Agonist Treatment at Delta pharmacies (23,067 in all BC); and 15 Opioid Agonist Prescribers in Delta (1,558 in all BC).²⁷

Mental Health and Substance Use

What we can build on: DELTA'S ASSETS

City's Commitment: The City of Delta allocates annual funding to support children and youth at-risk through the provision of free counselling services. The Delta Police Youth Liaison Team works closely with Delta School District to identify at risk children and youth and refer them to these counselling services. In addition, the City allocates annual funding to the Phoenix Society to provide limited free counselling and intervention services related to alcohol and drug addiction and recovery for Delta residents and their families.

Local Supports: There are various service providers in South and North Delta delivering free harm reduction education, counselling and other mental health supports to residents affected by substance use disorders.

Delta School District (DSD) Leadership: Since 2019, DSD has significantly increased its capacity to support students' mental health by assembling the Prevention and School Wellness Team, which focusses on mental health more broadly; included in this work is an emphasis on substance use and addiction as a part of a multifaceted approach to mental health promotion in schools.

Delta Community Action Team (CAT): is a community-driven collaborative group, co-chaired by Deltassist and Fraser Health and funded by the Province of British Columbia. The Delta CAT brings together community partners to develop a city-wide response to the overdose crisis in Delta.

What we heard: CHALLENGES & OPPORTUNITIES

Long Waiting Lists and Other Structural Barriers: there are long waitlists at government agencies for Delta residents who need mental health help (particularly for children and youth); and limited funding available for prevention-based resources for families.

A Hidden Problem: many of the overdoses in Delta are taking place in homes or workplaces, with a high concentration of suspected overdoses and addictions in the construction and trades sectors. This presents unique challenges in developing city-wide interventions and support systems for residents who need help accessing resources.

Stigma: can have a tremendous effect on people affected by mental health issues or those using drugs, and their ability to seek help. The language we use about mental health and substance use can have a direct and profound impact on reducing stigma.

Limited Access to Community Data: Data on overdose and harm reduction activities is often only available in an aggregated format (regional/provincial data). Having access to community-level data is critical for effective community planning processes and would help create a better understanding of the impact of the pandemic in our communities and the effectiveness of overdose response mechanisms in Delta.

Systemic Approach to Mental Health

Community partners suggested that there is a need for a more robust city-wide mental health framework/ collaborative that brings community partners together, builds on existing infrastructure, improves communication and addresses the gaps, barriers and stigma around mental health.

End the Stigma - City of Delta's Public Awareness Campaign

In 2021, the City engaged Delta Police, Delta School District, Fraser Health and Tsawwassen First Nation in developing a public awareness initiative – “End the Stigma” and “Share Your Story” campaigns, which are aimed at reducing the stigma faced by people who use substances and remove barriers to seeking treatment and support.



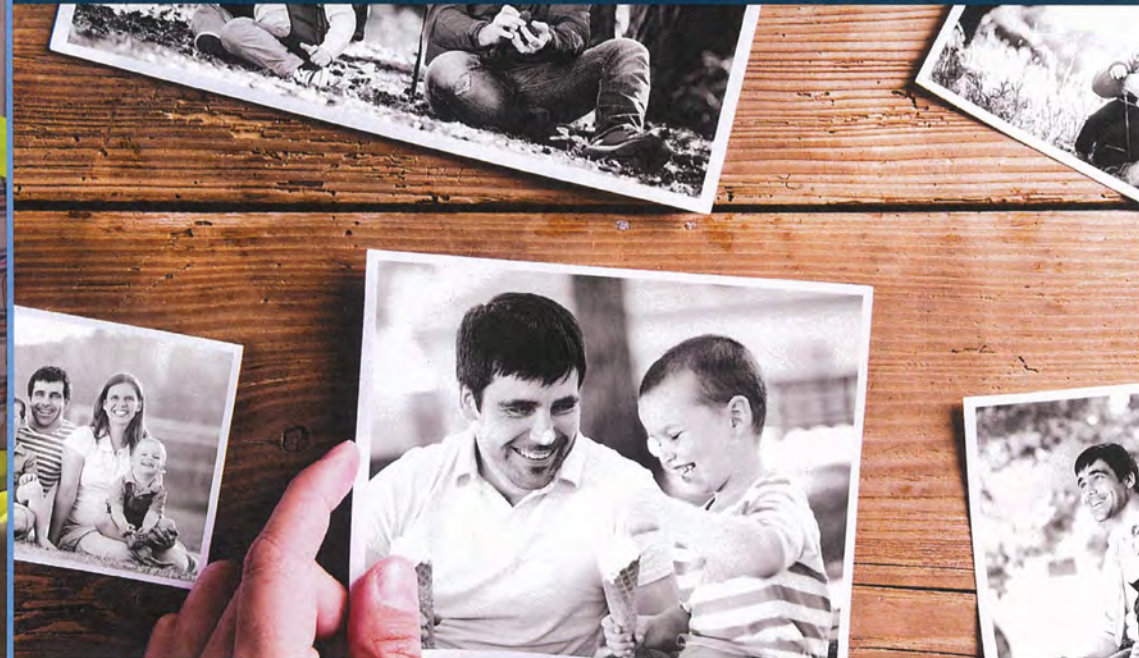
Attachment B
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Substance use is a reality in our communities.

Let's help end the stigma so that people can ask for help.



People use illicit drugs in Delta.



Poverty and Food Insecurity



19% of SAP Survey participants identified 'Increasing Food Resources in Delta' as a community priority.

Key Finding:

Poverty & Food Insecurity: There are over 10,000 residents who live below poverty in Delta and who require various supports, including access to nutritious food. Many vulnerable residents live in North Delta and would benefit from a made-in-Delta food hub that provides emergency food supports and community programming, like community kitchens, food exchange, food literacy, etc.

"**Food insecurity** is the inability to acquire or consume an adequate diet or sufficient quantity of food in socially-acceptable ways, and the uncertainty that one will be able to do so." (Government of Canada). Based on a household's experience, food insecurity can be 3 ways:²⁹

- **Marginal food insecurity**
Worry about running out of food and/or limited food selection due to a lack of money for food.
- **Moderate food insecurity**
Compromise in quality and/or quantity of food due to a lack of money for food.
- **Severe food insecurity**
Miss meals, reduce food intake, and at the most extreme go days without food.

* It is likely that public perceptions about food resources have changed since this public consultation took place. In 2022, the use of food banks in BC increased by more than 30% - the highest ever usage. This is due to high inflation, rising costs of living, especially housing and food, and other issues relating to supply chain issues.

What we are trying to achieve: OBJECTIVES

- Increase awareness of and accessibility to a broad range of culturally-appropriate and nutritious food resources.
- Build on and enhance a strong coordinated network of community partners that work collaboratively to raise awareness of food insecurity and improve food security in Delta.
- Improve Delta's inter-departmental coordination in reducing poverty and food insecurity and advancing a more sustainable, resilient and health food system in Delta.

Table of actions for each strategic priority can be found on page 70.

Why it is important:

Access to food is a fundamental human right and, along with water and shelter, food is considered a basic necessity of life. Across the globe, access to food is being impacted by factors such as population growth, loss of agricultural land, rising food prices and systemic inequalities, water and air pollution, and climate change. Food security is becoming an increasingly pressing issue for many Canadian communities. According to the 2013/2014 My Health My Community survey, approximately 7% of Metro Vancouver residents do not have enough food with some communities in the region having 25% of their population food insecure.²⁸

There is a direct link between poverty and food insecurity - the lower the household/individual income, the higher the risk of food insecurity. We know that certain population groups are more impacted by food insecurity than others; we also know that food insecurity impacts many aspects of our lives, including physical, social, and mental health. How do we create a community where residents have equitable access to nutritious, culturally-appropriate and healthy food? What are the barriers to equitable access? These are the questions to which we are seeking answers.

Strategic Priority 2: Healthy Delta

Poverty and Food Insecurity

What we know: LOCAL CONTEXT

Food Insecurity: There are fewer food insecure residents in Delta than in other communities in Metro Vancouver. Based on the 2013-2014 My Health My Community survey, 3.6% of adults (18+) did not have enough food (compared to 7% in Metro Vancouver).

Food Bank Numbers: There are three operating food banks in Delta. In 2020/21, on average, the South Delta Food Bank served 80-100 clients a month. The North Delta Food Depot served 25-40 clients a month and these numbers have gone up to 50-55 households in 2022. In addition, between 150 and 200 Delta residents access the Surrey Food Bank on a monthly basis. In December 2022, Guru Nanak Food Bank opened their new site in North Delta.

Pockets of Poverty in North Delta: Recent immigrants, children and youth, and seniors in low-income households are at higher risk of being food insecure. Delta-specific data suggests that this is also the case for Delta, with North Delta having the highest proportion of Delta's children and seniors living in poverty (according to SPARC BC Poverty Cards, over 20% for both population groups live below poverty line in selected North Delta neighbourhoods). North Delta also has the highest proportion of all Delta's recent and more established immigrants (2015 Income Levels).

Immigrants and Poverty: Delta has a significantly smaller proportion of low-income residents than that of Metro Vancouver (9.7% or 9,745 residents and 16.5% respectively – LIM-AT, Census 2016); however, since 2010, the proportion of Delta's immigrants with low income has increased. In 2015, while the average income of Delta's labour force was \$49,483, recent immigrants to Delta in this group made less than half of that (\$23,424) (2015 Income Levels).

What we can build on: DELTA'S ASSETS

Unique Geography: Delta has the second largest farm area in Metro Vancouver (9,090 hectares or 24% of the total farm area in the Metro Vancouver region). This presents a unique opportunity for Delta to play a leadership role in regional food security efforts.

A Strong Food Security Network: Delta Food Coalition (DFC) is a collaboration of community groups working together to address food security issues in Delta that allows for information and resources sharing and testing of innovative and collaborative food security initiatives.

Diversity of Food Emergency Programs: Delta has robust community-driven food programming infrastructure, including food banks, emergency food programs, free/low cost community meals, multiple programs with free food/meals, community kitchens and community gardens.

Access to City's facilities: Delta seniors 75 years and older and children and youth ages 10 to 18 get free admission to recreational programming and facilities; the City also provides subsidies to low income residents to access a variety of Parks Recreation and Culture drop in programs - Leisure Access Assistance Program (LAAP).

Delta Poverty Reduction Strategy and Action Plan: The plan was presented to Council on May 16, 2022. It also offers programmatic and systemic interventions to make Delta a more equitable and healthier community.

Food banks are a temporary, emergency solution that do not address the root causes of food insecurity - poverty. According to PROOF, a Toronto-based food policy think tank, "less than 20.6% of food insecure households would use a food bank. People in severe food insecure households are more likely to ask for financial help from a community organization or miss their rent/mortgage/other bills payments than use a food bank. Food insecurity is significantly elevated in households relying on social assistance and/or headed by a female lone parent."

Poverty and Food Insecurity

What we heard: CHALLENGES & OPPORTUNITIES

Limited Awareness About Food Supports: Information about food security programs is not easily available and leads to underutilization of these resources.

Underutilized Food Bank in North Delta: The demand for food emergency supports has significantly increased in Delta. In December 2020, Delta School District distributed close to 200 food holiday hampers to families, and demand for the Starfish Backpack program in North Delta has increased from 60 backpacks a week in 2019 to 92 in 2020. Yet, in 2020-2021, only 25-40 families were using the North Delta Food Depot, despite the fact that this depot can serve up to 150 families.

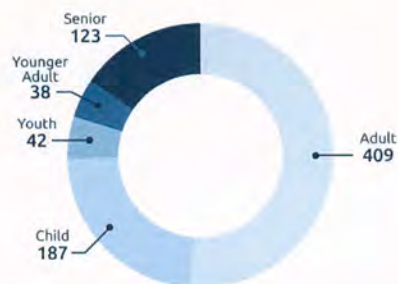
Underutilized Community Facilities: Various faith-based groups and community partners have updated and/or retrofitted their commercial kitchens during the pandemic but, in many cases, these facilities are underutilized due to limited hours of operation (for example, open once a month only).

Poverty Rate: According to latest Census 2021, poverty rates across Canada and in Delta fell down since 2015. Delta's poverty rate (Market Basket Measure) was at 7%, which is lower than national or provincial levels; however Delta children and young adults experience poverty at higher levels (8.9% and 11.8%).

Imports to our food systems: A 2020 Metro Vancouver report on Food Flows estimated that close to 40% of BC food supply comes from international imports; B.C.'s is highly dependent on international imports of fruit (98% of consumption).

Delta residents who received a subsidy through Leisure Access Assistance Program (LAAP)

N=799 | 2019



Measuring Poverty

There are various indicators used to measure poverty in Canada, including the Low-Income Measure Before or After Tax (LIM)³⁰, Low Income Cut-Off Before and After Tax (LICO) and Market Basket Measure (MBM). With the passage of the Poverty Reduction Act in 2019, Canada now uses the Market Basket Measure (MBM) as its official poverty measure.³¹

Low Income Population in Delta Below MBM | 2015³²

All Residents	10%	20%	Aboriginal Identity
Born in Canada	8%	12%	Immigrants
Not a visible minority	8%	14%	Visible Minority
Established Immigrants Arrived before 1991	7%	30%	Recent Immigrants Arrived 2006-2016

Public Consultations Key Finding

Service Delivery Model: There are significant gaps in services to address the needs of youth, seniors and immigrants in Delta; new models of service delivery to support these groups should be explored.



Strategic Priority 3: Thriving Children and Youth

What we are trying to achieve: OBJECTIVES

- Advocate for and identify opportunities to Improve accessibility, affordability and quality of childcare in Delta.
- Increase access to child and youth programs and services that promote their healthy development.
- Improve Delta’s youth sense of belonging and access to services and public places in Delta.

A table of actions for each strategic priority can be found on page 72.

Why it is important:

Children and youth are the decision makers of tomorrow and the future of our communities. They learn by observing and participating; hence, young people are greatly affected by their daily routines and the environments they interact with – the environment adults create for them. What will it look like to grow up in Delta 10 years from now? How do we create a safe, nurturing and child and youth-friendly city where children thrive and which more young families will call their home? The seeds of change we plant today will be our harvest in years to come. Addressing children and youth needs in Delta is a shared responsibility and together with our community partners and senior levels of government, the City will work towards a more children and youth-friendly community.

Delta children and youth by age group,

N=23,250, Census 2021

0 to 4 years old	4,505	19%
5 to 9 years old	5,520	24%
10 to 14 years old	6,400	28%
15 to 19 years old	6,825	29%



I love Delta because ...

“I really love the sense of community we have here in Delta. It truly makes us unique.”

~ Delta youth, 2021 City of Delta survey with youth

Thriving Children and Youth



Increasing services and youth-friendly public spaces was identified by Delta residents as the top community priority.

71% of all SAP survey participants suggested that “Thriving Children and Youth” Strategic Priority was ‘urgent or highly urgent’.

What we know: LOCAL CONTEXT

Fewer Children: Delta has fewer children now than ten years ago. According to Statistics Canada, in 2006, there were 18,135 children under the age of 14. Ten years later, this number has dropped to 16,385. In 2021, the number of children under the age of 14 in Delta did not grow much (16,425).

Kindergarteners’ Vulnerabilities: In Delta 28% or 255 children were vulnerable on at least one area of development as measured by the Early Development Index in Wave 7 (2016–2019). North Delta East has the highest vulnerability rate at 35% and Tsawwassen is one of the neighbourhoods in the province with the fewest vulnerabilities (13%).

After-School Activities: The 2020-2021 Middle Years Development Instrument reports that the majority of Delta’s Grade 4 students (78%) participated in some structured/supervised after-school activity twice or more a week (22% never participate in such activities).

- Only 15% participate in activities offered by youth organizations (Scouts, Boys and Girls Clubs, etc.), which is slightly lower than the average for all School Districts; for teens (Grade 7 and 8) this number was even lower and over 90% suggested they never participate in activities organized by a youth organization. Close to 30% of children and youth said they wish they could do more activities.
- Of those Grade 8 students who wish to be doing additional activities, over 50% wanted to do more physical and/or outdoor activities and close to 25% wanted to do more activities at a community centre.³⁴

High School Completion Rates: Delta School District has significantly higher school completion rates compared to other BC communities.³⁵

2020-2021	BC residents	Indigenous	Special Needs	All Students
Delta School District	96%	74.1%	82.3%	92.3%
Typical range across BC	81% - 91%	63.4%	64.7%	85.6%

What we can build on: DELTA’S ASSETS

Delta School District: Delta’s 24 elementary and 7 secondary schools provide safe, culturally diverse and nurturing learning environments. DSD takes a holistic approach to student learning, which recognizes students’ individual talents and the importance of community collaborations.

A Culture of Collaboration: Delta’s Children and Youth Committee has been bringing together partners serving children and youth for the last 30 years.

Municipal Supports and Services: The City funds various community agencies to deliver services to children, youth and families. The City also offers preschool/playtime programs in all three of Delta’s communities.

The Mayor’s Youth Council was formed in 2019 to provide Council with input on issues affecting youth, increase education and awareness of local government in Delta’s youth, and build future leaders.

Delta’s Child Care Strategy was completed in 2020 and identified key strategic directions and recommendations to improve accessibility, affordability and quality of childcare in Delta.

Strategic Priority 3

Thriving Children and Youth

What we heard: CHALLENGES & OPPORTUNITIES

Gaps in Services: In the 2021 City of Delta survey of service providers, North Delta was identified as the most underserved area for children and youth in Delta; teenagers (13-15 year old) and youth (16-18 year old) were identified as the most underserved age groups in Delta. A gap in services for vulnerable youth was recognized as one of the most pronounced challenges, and service providers called for better community-wide coordination on this pressing issue. Consultations highlighted the desire for designated staff to advance youth issues city-wide.

Youth Voices: Delta youth, who participated in the 2021 City of Delta survey, would like to see more outdoor public spaces (82% of respondents); more job opportunities for youth, more recreational and sports activities; more indoor spaces to get together and more opportunities to learn life skills and participate in civic life.

Parents Voices: According to the 2015 DeltaKids survey³⁶, Delta parents believe that their children feel welcome at Delta schools; however, parents are concerned about limited recreational/sports programs available for children in Delta as well as limited opportunities for children and youth to make decisions that affect the whole community.

Childcare Needs: In Delta's Child Care Needs Assessment (2020), the state of childcare was described by parents, childcare providers and community partners as a significant community limitation; parents are struggling to afford and access quality child care and care providers are struggling to meet the needs of the community in an economically viable way. It was estimated that Delta would need to add additional 1,051 child care spaces in the next 10 years to reach the current Canadian average ratio per 100 children (27.2).³⁷

Persistent Problems: Five years later, the challenges identified in the 2017 Social Profile are still prevalent in Delta, including inconsistent or decreased funding for specialized supports for children with different abilities; lack of accessible, low-cost space for programs and services throughout Delta and limited funding and persistent need for family services, mental health supports and outreach workers for agencies.



StoryWalk® Promotes Physical Literacy in Delta

In 2021, the Delta Children & Youth Committee, in partnership with the City, Fraser Valley Regional Library, Delta Literacy, Delta School District and Rotary Clubs, brought the StoryWalk® initiative to all three communities in Delta. StoryWalk® was created by Anne Ferguson of Montpelier, Vermont and has been installed in 50 US states and 13 countries.

FUN-iture Initiative

In 2020, the City of Delta initiated a street FUN-iture program. Evidence shows that small urban greenspaces and pop-up parks build more connected communities and provide social benefits to residents, including opportunities for social interactions, physical and mental wellness, reductions in “screen time”, and more overall time spent outdoors.





Strategic Priority 4: Safe and Resilient Delta

What we are trying to achieve: OBJECTIVES

- Mobilize community capacity to address racism and discrimination.
- Strengthen community resilience and emergency preparedness.
- Increase safe mobility for all residents.

A table of actions for each strategic priority can be found on page 75.

Why it is important:

Canadian municipalities face increasingly complex public safety challenges. First responders are on the front lines responding to public health emergencies, crimes, and natural disasters like floods and wildfires. The traditional approach to public safety (i.e. reactive interventions and punishments through policing or criminal justice system) has not proven to be highly effective on its own. We also know that this approach often disproportionately affects racialized groups. The COVID-19 pandemic, a rise in hate crimes and recent extreme weather events have changed our relationships with and perception of safety. Thinking about safety has become a part of our day-to-day lives. It is a part of our 'new normal'. Municipalities are strategically positioned to mobilize coordinated community responses and effectively engage other key players in emergency and crises situations.

The community safety approach recognizes the systemic societal inequities, and is based on collective efforts to prevent and reduce crime, build safe communities and mobilize community collaborations to develop equitable and proactive interventions.



I love Delta because ...

“One major asset is the relative low crime rate & safety of living here.”

~ Delta resident, 2022 SAP survey participant

Safe and Resilient Delta



70% of SAP survey participants suggested “Safe and Resilient Delta” Strategic Priority was ‘urgent or highly urgent’.

What we know: LOCAL CONTEXT

Low Crime Severity Index (CSI): According to Delta Police Department (DPD), Delta’s 2021 CSI was 57.62; Delta also has a significantly lower CSI than the average in BC (92.6).³⁸

Increased Traffic Violations and Collisions: While crime levels have generally decreased, Delta saw a substantial increase in traffic violations and collisions in 2021. Traffic collisions have gone up by 43%, and tickets for traffic violations by 62% (DPD Statistics, 2nd Quarter, 2021).

Rise in Hate Crimes: Similar to other communities in Metro Vancouver, there was a significant increase in hate crimes in Delta in 2021 and 2022. While in 2020 Delta Police recorded 12 instances of suspected hate crimes, in 2021, they registered 59 such incidents and 42 in January-September 2022. Racial slurs and anti-Semitic narrative were the most common behaviours noted.

Emergency preparedness: According to the 2013/2014 My Health My Community survey, 32% of Delta residents reported having emergency supplies for at least three or more days, compared to 26.7% in Metro Vancouver. Residents of Sunshine Hills reported the highest level of emergency preparedness (46.3%), compared to 27.4% in Jarvis & Kennedy.

What we can build on: ASSETS

City’s Emergency Plan: One of the critical elements of robust community emergency preparedness is municipal emergency management planning. Delta’s Emergency Management Plan that guides municipal responses in emergency was updated in 2021 to include the heatwave response strategy and plans for cooling centres. In 2022, Delta also developed the Extreme Heat Response Plan.

Easy Access to Data: Data about crime levels in Delta is easily available on DPD’s website; it is updated quarterly and allows for comparison with previous years and quarters.

Coordination Between First Responders: Delta Police, Delta Fire & Emergency Services Department and the City’s Emergency Response team have established strong working relationships which allow for robust community response in case of emergency. The Delta Emergency Planners Committee, led by Delta Fire Department, brings together staff from multiple City departments and various community partners (Delta School District, Fraser Health, etc.)

Delta Police Equity, Diversity and Inclusion Unit was formed in 2020 to centralize and support ongoing efforts to examine DPD policies and procedures through an EDI lens.

The Delta Transition House – Azure Place - for women and children fleeing violence opened in 2017. It is located in Delta in an unidentified location and provides a safe home environment for women and their families who need a short-term place to stay during a time of crisis in their life.

Strategic Priority 4

Safe and Resilient Delta

Strong Community Collaborations Through Planning Tables:

- **Delta Opposes Violence Everywhere (DOVE)** works to prevent relationship violence through education, public awareness and coordinating efforts to reduce gaps in services that may exist. Information, support and resources are provided at various public events scheduled around Delta and on social media.
- **Delta Spoke BC** is a part of the Resilience BC anti-racism network and brings community members, faith-based groups and Delta School District together to identify local priorities and move anti-racism projects forward.
- **Safe Active Transportation Delta** is a collaboration between FHA, City of Delta, ICBC, Delta Police and other community partners, working together to make Delta a safer community. The group promotes Vision Zero as a platform for eliminating traffic fatalities and severe injuries.

What we heard: CHALLENGES & OPPORTUNITIES

Racism and Discrimination-A Troubling Trend: As Delta sees a rise in hate crimes, community stories paint a similar sober picture. There have been stories in local newspapers of residents being discriminated against, yelled at, not being treated fairly and not feeling safe in their community.

Safety During the Pandemic: The COVID-19 pandemic changed our perception of safety. The pandemic also highlighted pre-existing societal inequities, from a real risk of getting a life-threatening disease to impacts on our mental health, travel and job security. According to Statistics Canada, in the context of the pandemic, visible minorities generally report feeling less safe in their neighbourhoods than the rest of the population.³⁹ Domestic abuse reports in Canada have climbed during the COVID-19 pandemic. Since the beginning of the pandemic in March 2020, organizations supporting survivors reported an increase in violence of 20 to 30% in certain regions.⁴⁰

Impacts of Climate Change: The summer of 2021 marked the year when BC's communities experienced all-time temperature records. According to the BC Coroners Service, the number of deaths recorded across BC during the province's record-breaking heat wave (June 25-July 1, 2021) was 815 people and 70% are deemed to be "heat-related".⁴¹ Various climate models indicate that Canadian communities will continue experiencing notable increases in the number of hot days/nights and extreme weather events (air quality advisories) as a result of climate change. These changes will continue having a disproportionately negative impact on vulnerable populations, including children, seniors, people with chronic health conditions and people living in poverty.



In June 2022, the Progress Pride Flag Pole has been vandalized at Delta City Hall. Within a day, City staff put up a much larger Progress Pride flag that was risen on one of City's fire trucks. The message was loud and clear:

***There is no place for hate in our city.
Love is Love.***



Strategic Priority 5:

Active and Engaged Seniors

Attachment
Page 82

What we are trying to achieve: OBJECTIVES

- Improve the sense of belonging and connections for seniors in Delta.
- Support seniors to age in place and live active lives.
- Enhance community capacity to support vulnerable seniors.

A table of actions for each strategic priority can be found on page 78.

Why it is important:

For the first time ever in Canada, seniors outnumber children. Like many other communities in Canada, Delta's population is aging. In 2001, seniors comprised only 11% of Delta's population, and by 2020 this number had increased to 20.5%. Older residents increasingly prefer to stay in their own homes in their own communities. Municipalities and the not-for-profit sector play an important role in enabling seniors to 'age in place', i.e., live independently and stay active and connected to their communities. As Canadians live longer, older residents with more complex medical needs are entering nursing homes, which puts additional pressure on these facilities. As family structures change, in 30 years, a typical 85-year old will be less likely than today to be married and have children who can provide care for them. How do we ensure that older residents are supported in Delta, enjoy a good quality of life, and have access to all the resources they need? How do we support frail seniors in Delta who might not have much support from their immediate families? These are the questions to which we are seeking answers.

“Most seniors express a strong desire to live in their own homes as they age, and it is key that they have the financial supports necessary to live with dignity.”

~The Office of Seniors Advocate. 2020 Monitoring Seniors Services Report



70% of SAP survey participants suggested “Active and Engaged Seniors” Strategic Priority was ‘urgent or highly urgent’.

Active and Engaged Seniors

What we know: LOCAL CONTEXT

Fastest Growing Population: Between 2006 and 2016, the most significant population increase in Delta was observed amongst those between 65 and 84 years of age (5.9% or 5,710).⁴⁴

Distribution in Delta: Tsawwassen hosts a higher proportion of those aged 65 and over (compared to Ladner and North Delta); however, North Delta accounts for over 42% of all senior residents in Delta (8,140).

Low-Income Seniors: Since 2013, income has decreased by 6.3% for BC's seniors.⁴⁵ Close to 9% of seniors in Delta live in poverty, which is comparable to the provincial average poverty rate for seniors. A large proportion of Delta's low-income seniors is concentrated in North Delta (up to 22% in select neighbourhoods). Seniors living on limited incomes have been affected by increased costs of living and limited access to essential services, such as home supports.

What we can build on: DELTA'S ASSETS

Seniors Centres: There are three Seniors' Centres supported by the City of Delta: Kennedy Seniors Recreation Centre, McKee Seniors Recreation Centre, and KinVillage Recreation Centre.

City's Seniors' Supports Coordinator plays an essential role in connecting seniors to resources and supports. Recreation centres also provide programming specifically designed for seniors

Service Providers: Seniors are also being supported through an established infrastructure of services offered by local community partners. The City provides funding to support this work.

Delta Seniors' Bus program was launched by the City of Delta in 2016, and it is an important service for seniors who live in isolation and/or those who rely on others for transportation.

City's Services to Senior | 2019 and 2022

- 1,550 seniors were members of McKee and Kennedy Seniors Societies in 2022 (2,200 in 2019).
- 840 seniors have a Super Senior pass to use recreational facilities (75 years and older) in 2022.
- Over 7,900 trips have been made through the Seniors Bus Program in 2022, both for seniors and other residents in need of transportation support (2,200 seniors only in 2019).

What we heard: CHALLENGES & OPPORTUNITIES

Seniors' Value and Voice: In the 2021/2022 consultation sessions on seniors, participants talked about how seniors should have more of a voice in the community and a say in the decisions that affect their lives. Their values should be better recognized and appreciated.

Social Isolation: Many Delta seniors live independently and are not connected to any community agency or seniors' centres.

Housing: There are more low-income seniors now. Seniors are having a hard time finding affordable and accessible housing in Delta. In recent consultations on Delta's Housing Plan, affordable housing for seniors was identified as a key priority. *Note: see Strategic Priority 6 for more actions on Affordable and Accessible Housing.*

Mobility and Transportation: Delta's unique geography presents significant challenges to seniors moving around and accessing services in Delta and other communities.

Services for Seniors: There are significant gaps in services for seniors in Delta that impede their ability to age in place. Many seniors are not connected to Delta senior centres or other service providers and are not aware of resources available to them.

Better Coordination: During consultations with service providers, some key priorities have emerged, including the need for more culturally-appropriate services for seniors, and better collaboration and coordination between service providers working with seniors.



Strategic Priority 6:

Housing and Caring for Delta

What we are trying to achieve: OBJECTIVES

- Increase affordable, supportive and transitional housing options in Delta.
- Improve access to services for vulnerable community members experiencing or at risk of homelessness in Delta.
- Promote a culture of caring in Delta and raise awareness about the root causes of homelessness in the community.

A table of actions for each strategic priority can be found on page 80.

Why it is important:

Canadian municipalities have been faced with a housing affordability and homelessness crisis for decades now. We live in one of the most unaffordable regions in the world. According to the National Bank of Canada, in 2021, housing affordability in Canada worsened substantially in the last three decades. We are also seeing an increase in unhoused individuals in Metro Vancouver. While historically, unhoused individuals were predominantly older, single men, the face of homelessness is changing now and more families, youth, seniors and women experience homelessness. Not all homelessness is visible. Youth experience hidden homelessness more than any other population group. Affordability is a factor for families in poverty. Over 1.7 million households in Canada are in core housing need. Members of racialized communities, Indigenous peoples, people with disabilities, women, new immigrants and youth and older adults are disproportionately represented in households in core housing need. The pandemic has exacerbated precarious housing situations for many vulnerable population groups.

While there are various effective actions that municipalities can take to improve housing supply, affordability, and address the roots of homelessness, these solutions will require robust cross-sectoral partnerships between public, private and not-for-profit players.



Improving access to services, supports and housing to Delta's unhoused population was identified as one of the top three community priorities by Delta residents (2022 Delta SAP survey).

Housing and Caring for Delta

A SOCIAL Action Plan for Delta

Delta HOUSING Action Plan



Homelessness

- **Homelessness:** People become unhoused for various reasons, including losing their home due to eviction or losing a job; fleeing domestic violence; or exiting institutional care, such as foster care, hospital or incarceration.

- **Temporary Winter Shelters** operate 24/7 during cold weather and have been very effective in moving people off the streets and out of encampments. Delta does not have a temporary winter shelter.

- The Extreme Weather Response (EWR) program is a provincially funded initiative that supports community-based services to provide additional temporary emergency shelter spaces during periods of extreme winter weather which threaten the health and safety of individuals experiencing homelessness. It is activated from November 1 and March 31 of each year and typically the shelter is open from 9pm to 7am. **Delta has two EWS sites - one in South Delta and another one in North Delta.**

- **Permanent Shelters:** Year-round shelters operate 24/7 and are designed to meet the emergency housing needs of individuals and families. Professional case managers work one-on-one with guests to support service access and set goals to help them move from the shelter into more permanent housing. **There are no permanent shelters in Delta.**



Temporary Shelters



Permanent Shelters



Transitional Housing

- **Transitional housing** is an intermediary step between emergency crisis shelter and permanent housing. It provides supportive but temporary accommodation that seeks to address the gap between homelessness and permanent home and usually includes common areas and supports and supervision on site. **There is one Transition House in Delta for women fleeing violence.**

- **Supportive housing** is permanent housing in purpose-built/scattered sites with ongoing supports for people who are not able to live independently, i.e. senior assisted living, supportive housing for people facing mental health/substance use challenges. **For example, in Delta, KinVillage provides seniors' supportive housing and publicly-subsidized assisted living to aging adults, which includes health and hospitality services.**

- **Social or Subsidized housing** requires capital grants or ongoing government subsidies to improve access to affordable housing for low-income households. It is usually developed in partnerships between various levels of government and not-for-profit housing providers.



Supportive Housing



Social Housing



Purpose Built Rental



Other Types of Housing

- **The purpose-built rental market**, also known as the primary rental market and includes occupied rental units in purpose-built rental buildings of three units or more.

- **Secondary Market Rental:** The secondary rental market consists of rented condominiums, subsidized rental units, rented row houses and rental units with structures with fewer than three units.

- **Affordable Home Ownership:** BC Housing through the Housing Hub program, is responsible for the delivery of the Affordable Home Ownership Program (AHOP) for eligible home buyers (middle income households, using BC Housing's low interest interim construction financing/equity contributions).

- **Market Home Ownership:** Housing that is available on the private market, not limited to any specific income level and, does not receive public subsidy or other incentives.

Housing and Caring for Delta

What we know: LOCAL CONTEXT

Homelessness Count: The 2020 Homelessness Count showed a small decrease from 19 residents experiencing homelessness in 2017 to 17 in 2020; however, the point-in-time counts generally underestimate the number of homeless people since they do not include the 'hidden homeless' (e.g. couch-surfing youth). It is probable, therefore, that this number does not adequately represent the true number of homeless in Delta, and experts suggest this number should be multiplied by three to four which translates into estimated 50-70 homeless in Delta.

At-risk of homelessness: Poverty and homelessness are strongly associated. Low income residents and families are at the highest risk of homelessness. Statistics Canada estimates that one in ten residents in Delta were considered low-income (Low-Income Measure After Tax is 9.7% in Delta compared to 15.5% for the province, Census 2016).

Current housing situation: The Delta Housing Needs Assessment provided a critical overview of the housing stock in Delta. Only two out of 10 Delta homes are rental households (7,575); 77% of Delta rental stock is secondary market⁴⁷. A number of subsidized rental units has dropped from 906 in 2011 to 795 in 2016. There were a total of 129 households on BC Housing waitlists in 2011, and 230 households on waitlists in 2019; this represents a 78% increase in the demand for the specialized forms of housing administered by BC Housing. The demand for co-operative housing in Delta was high in both the Housing Survey and the community workshops, and discussions with stakeholders revealed there were long waitlists and limited availabilities.

Households in core housing need in Delta: The Delta Housing Needs Assessment identified that 7% or 1,905 owner households were within core housing need, compared with 11% in the region. Of the 7,140 renter households, 30% (2,140 households) were identified as being within core housing need in Delta, compared to 31% in the region (Census 2016).

Core Housing Need

According to Census Canada, "A household is said to be in 'core housing need' if its housing falls below at least one of the adequacy, affordability or suitability standards AND it would have to spend 30% or more of its total before-tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards)."

Homelessness

The Canadian Observatory on Homelessness defines homelessness as, "The situation of an individual or family without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, stressful and distressing."

Housing and Caring for Delta

What we can build on: DELTA'S ASSETS

Strong community advocacy: Delta has many strong community voices. Delta Housing Be Mine Society (DHBMS) has been a strong advocate for housing for adults with varying abilities; the current focus is people with intellectual disabilities. The purpose of the society is to create affordable, inclusive, and supportive housing options for these citizens. The Delta Seniors Table also voiced housing affordability as one of the key challenges for seniors.

City's Housing Action Plan: Since 2019, the City has been developing a Housing Action Plan to help address Delta's current and future housing needs and developed a Delta Housing Needs Assessment. This plan includes strategies to increase housing affordability in Delta. The final Housing Plan was presented to Council in November 2021. Many of the strategies aim to increase affordability in Delta.

Azure Place - A Transition House for women and children fleeing violence opened in 2017. It provides a safe home environment for women and their families who need a short-term place to stay during a time of crisis in their lives.

Extreme Weather Shelters: There are two EWR sites in Delta. The South Delta EWR site is operated in Ladner in partnership between Ladner United Church and Options Community Services. It had a nine bed-capacity prior to the pandemic; reduced to five beds in 2020-2021 to comply with public health orders. Between November 1, 2020 and March 31, 2021, over 430 guest visits were registered at Delta's extreme weather shelter during the 120 nights the shelter was open (36 nights at or over capacity). The North Delta EWR site was opened in December 2021 and it is now a partnership between Lookout Society and New Hope Church.

The Mobile Outreach Team is operated by Options Community Services and provides supports to individuals who experience homelessness in Delta. Services include emergency food supply, harm reduction supplies, linkage to other resources, and housing search support.

The Canadian Alliance to End Homelessness (2014) estimated that every \$10 invested towards housing and support of chronically homeless individuals results in savings of \$21.72 related to health care, social support, housing and the involvement in the justice system.



62% of SAP survey participants suggested "Housing and Caring for Delta" Strategic Priority was 'urgent or highly urgent'.



Housing and Caring for Delta

What we heard: CHALLENGES & OPPORTUNITIES

Increased affordability pressures: Various factors impact affordability in Delta, including limited rental and affordable housing stock, aging housing stock, aging population, and a significant gap between housing prices and household incomes.

Purpose-built Rental: Recognizing that 77% of Delta rental stock is secondary market and rental rates within the secondary market (housing that is not purpose-built for rental) may be higher than those observed in the primary rental market, policies which support an increased supply of purpose-built affordable rental units may help to improve housing affordability in the City.

Supportive Housing: The 2020 Delta Housing Needs Assessment identified limited housing options for people with intellectual and physical disabilities as a major inclusion barrier for Delta citizens. The 2018 Delta Housing Need and Demand Study, conducted by Delta Housing Be Mine Society (DHBMS), estimated that at least 413 people with intellectual disabilities living in Delta will need housing within the next ten years. Parents of people with intellectual disabilities voiced serious concerns over the lack of housing options. Shelter rates (\$375) for BC Persons with Disabilities (PWD) Designation are significantly below market rates, and the lack of affordable and inclusive rental housing in the region puts further pressure on people with intellectual disabilities.

City's limited capacities: Delta's capacity to advance affordable housing initiatives is limited by jurisdiction, as well as staffing and other resources.

Gaps to support unhoused individuals in Delta: There is no supportive/transitional housing for unhoused individuals in Delta (with exception of Azure place that provides temporary housing for women fleeing violence); up until recently there was only one temporary Extreme Weather Shelter in Delta and only one service provider, funded by BC Housing, that provides ad hoc Mobile Outreach supports to unhoused individuals in Delta.

Myths and stigma around homelessness: Homelessness is becoming more visible in Delta and there is increasing public awareness about the issue. However, the root causes and contributing factors to homelessness are often not well understood by the general public, and the resulting stigma can prevent people from seeking help. Debunking myths about and understanding causes of homelessness will help reduce stigma, break stereotypes and build a more caring and empathetic Delta.

Delta COVID-19 Homelessness Response Study: was conducted by the Options research team in 2022. The study highlighted 'hidden homelessness' phenomena in Delta and the need for permanent service provider for unhoused individuals in Delta.

Delta Housing Action Plan (2021) identifies 8 key strategies:

1. Promote priority housing types through a comprehensive incentives package
2. Explore ways to increase land availability for priority housing
3. Introduce tenant relocation and rental stock protection policies
4. Pilot pre-zoning in select areas near town centres
5. Create opportunities for gentle density
6. Increase the number of accessible units in Delta
7. Strengthen partnerships and advocacy
8. Pilot inclusionary zoning

KinVillage Phase 1 Project

KinVillage operates 310 affordable rental units for seniors, including 68 in assisted living and 100 in residential care, as well as a community centre.

KinVillage is proposing to construct a new six-storey (four-storeys for a portion of the building) purpose-built seniors' affordable rental apartment building. The proposed 152-unit development is being funded and financed through BC Housing's Community Housing Fund.

Through the Community Housing Fund, a capital grant and on-going subsidies will allow for a mix of 20% subsidized, 50% rent geared to income, and 30% moderate income housing units, all while ensuring that existing residents do not face displacement or increased monthly rent payments.





Strategic Priority 7: Inclusive and Accessible Delta

What we are trying to achieve: OBJECTIVES

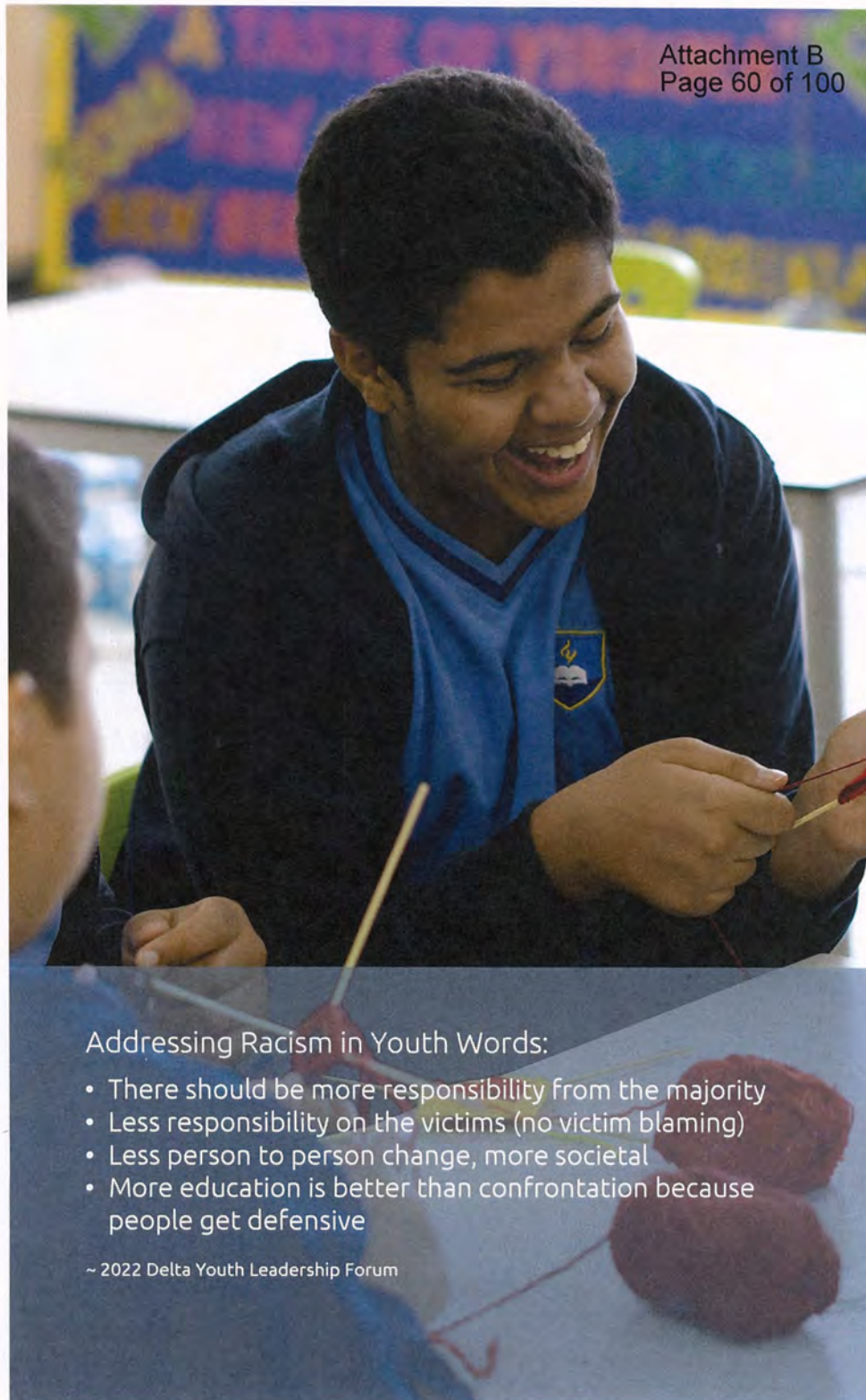
- Build an inclusive community where powers are shared, differences are celebrated and diversity is valued.
- Enhance physical accessibility through the built environment and support social inclusion through the elimination of barriers for people with different abilities in Delta.
- Enhance community capacity to address immigrant needs in Delta.

A table of actions for each strategic priority can be found on page 83.

Why it is important:

Equity and inclusion are imperative for municipalities. Systemic and institutionalized forms of discrimination have created cities that don't work for everyone. The COVID-19 pandemic has highlighted multiple pre-existing and growing inequalities that vulnerable residents face when accessing health, employment and housing. From people with different abilities to racialized Canadians to Indigenous Peoples, the complexities of challenges faced by diverse residents in Canadian communities require multi-faceted collaborative community responses. Addressing social inequalities is challenging in the current climate and governance environments with limited municipal mandates and increasing demands in the social realm. Despite limited powers and resources, Canadian municipalities have been at the forefront in advancing social justice and inclusion.

“Building back fairer” and addressing structural inequities will require even more dramatic rethinking and shifts in the status quo policies and approaches from all levels of government.



Addressing Racism in Youth Words:

- There should be more responsibility from the majority
- Less responsibility on the victims (no victim blaming)
- Less person to person change, more societal
- More education is better than confrontation because people get defensive

~ 2022 Delta Youth Leadership Forum

Inclusive and Accessible Delta

What we know: LOCAL CONTEXT

Diversity and Equity: In 2021, there were 48,625 Delta residents who identified as visible minority, which represents 45% of the total population (compared to 36% in 2016). South Asian residents represent 58% of the visible minority group in Delta.

Immigrants and Equity: In 2021, there were 35,555 immigrants in Delta or 33% of the total population; the majority of immigrants live in North Delta and 12% of all immigrants are newcomers (came to Canada between 2016 and 2021).

- **More Refugees:** More refugees are calling Delta home. From January 1 to November 9, 2022, 113 Government Assisted Refugees (GARs) have settled in our community, making Delta the third top city for GARs in BC; most came from Afghanistan and Syria and 44% are children under 18.

Indigenous Population: In 2021, there were 2,820 people identified as having Indigenous and non-Indigenous ancestry living in Delta or 3% of the total population.

Strong Sense of Community Belonging: The 2013/2014 MHMC survey indicated that close to 70% of Delta residents have a strong or somewhat strong sense of community belonging, which is significantly higher than the rate for Metro Vancouver (56%).

Proportion of Delta selected population groups

	1996	2001	2006	2016	2021
Indigenous ancestry	0.9%	1.6%	1.8%	2.7%	3%
Visible minority	17.5%	23.4%	28.1%	36%	45%
Immigrants	24.3%	26.8%	27%	31%	33%

Source: Canada Census 1996-2021.

What we can build on: ASSETS

Vibrant Community Voices: Delta is a home to strong community voices. From Delta Pride Society and Housing Be Mine Society to The Harmony Initiative Society and Sher Vancouver, the voices and needs of diverse residents and families are amplified through active community groups and organizations.

Language and Settlement Supports through Delta Schools: Delta School District provides settlement services to immigrant families with children enrolled in schools and newcomers enrolled into the DSD's Language Instruction for Newcomers in Canada (LINC) program. Settlement Workers in Schools (SWIS) services are offered in a range of languages including English, French, Arabic, Cantonese, Dari, Hindi, Mandarin and Pashto.

Mayor's Task Force on Diversity, Inclusion and Anti-racism: in 2020, the City established a Mayor's Task Force to provide recommendations to Council on actions and initiatives to support diversity and inclusion and combat racism and discrimination at the City and in the community.

City's Accessibility and Mobility Advisory Committee (MAC): in 2020, the City formed a new Advisory Committee that gives residents with different abilities in Delta the opportunity to provide direct input on new and existing city infrastructure and programs to support mobility and accessibility.

Delta Police: was the first in Canada to sign the 30 x 30 Pledge, a series of low-cost actions that police departments can take to improve the representation of women in law enforcement, committing to the goal that 30% of its officers will be women by 2030. A new Delta Police Diversity and Inclusion unit was formed in 2021.

Strategic Priority 7

Inclusive and Accessible Delta

What we heard: CHALLENGES & OPPORTUNITIES

Lack of supports for immigrants: There is no settlement agency in Delta and many immigrant residents seek settlement supports outside of Delta. Delta is home to a large number of Temporary Foreign Workers who often do not speak English fluently and might not know their rights in Canada.

City's Equity Diversity and Inclusion (EDI) Audit revealed room for improvement: A broad range of opportunities have emerged from the internal EDI audit conducted by an external party, including a need for more robust internal capacities to advance the EDI work.

More inclusive community engagement: The City regularly engages residents to identify community needs and develop approaches and strategies to address various issues, including land use, budgeting, new facilities, etc. As the City's makeup is changing, so should public engagement strategies to ensure that the City's decision-making processes are inclusive of the needs and voices of its diverse residents.

Various accessibility challenges: Various accessibility challenges have been identified by MAC and other community members, from challenges for people with different abilities to receiving City communications, including accessing web content to accessing transportation and public spaces.



53% of SAP survey immigrant respondents suggested that recognizing and celebrating our differences was their top priority (compared to 47% for all respondents).



Implementation 6

The following table summarizes actions in progress as well as other proposed actions for each of the seven Social Action Plan strategic priorities. For each of the actions, the City's role and timelines are identified.

Actions At-A-Glance

- Total actions | 190, including
 - Actions in-progress | 42%
 - New actions | 58%
 - Short-term (1-2 years) actions | 37%
 - Long-term (3-5 years) actions | 16%
 - Ongoing actions | 46%



Social Action Plan | Table of Actions

STRATEGIC PRIORITY 1 CITY OF DELTA – LEADING THE CHANGE		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Improve public awareness of and access to services and community facilities available in Delta	1. Conduct an inventory of facilities owned by Delta and community partners and develop a database of community spaces available for rent or for free in Delta.	O	SD&F	Short-term
	2. In collaboration with community partners, develop information brochures (printed and online) on key social service issues and services in Delta and promote them throughout the City, and online through digital advertisements and social media communications.	O	RA	Ongoing
	3. Continue to provide the Facility Rental Fee grant to local non-profits to support affordable access to Delta's facilities.	O	F	Ongoing
	4. Develop a Parks, Recreation & Culture Allocation Policy to ensure fair, equitable and transparent distribution to City facilities for all local non-profit organizations.			Short-term
	5. Annual review and update in collaboration with community partners of the following: <ul style="list-style-type: none"> □ 'You Matter to Delta' pocket guide with information about emergency resources for vulnerable people. □ Social Planning webpages to promote information about current social planning activities, services and programs in Delta. □ The City's inventory of Social Service providers in Delta. □ bc211 helpline. 	O	RA	Ongoing
	6. Review existing online databases of social services in Delta and collacollaborate with community members to reduce duplication and identify gaps.		R	Short-term
	7. Work with community partners and the bc211 team to promote bc211 in Delta to ensure that Delta's social services are fully reflected in the bc211 database.		RA	Ongoing

CITY'S ROLES

- A** ADVOCATE
- C-L** CONVENE-LEAD
- C-S** CONVENE-SUPPORT
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- F** FUNDER
- P&P** PLANNING AND POLICY
- R** RESEARCHER
- RA** RAISING AWARENESS
- SD&F** SERVICE DELIVERY FACILITIES

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 1 CITY OF DELTA – LEADING THE CHANGE		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 2 Utilize an evidence-based approach to inform City Council, community partners, funders and senior levels of government about emerging community needs and social planning priorities	1. Review service agreements with community agencies to ensure they reflect the post-pandemic reality in terms of community needs and service delivery.	O	F	Short-term
	2. Continued participation at community tables to support community collaborations, share information, build relationships and networks, and build community capacity to enhance social inclusion and social equity in Delta.	O	C-S	Ongoing
	3. Seek funding opportunities to develop a comprehensive demographics profile for Delta based on Census 2021 and My Health My Community data and share it with community partners and funders to inform community planning, programming and funding processes.	O	R	Short-term
	4. Support community partners in accessing funding opportunities to address City-wide social planning priorities and targeting the services allocation where they are most needed.	O	R	Ongoing
	5. Advocate to senior levels of government on the needs and funding gaps in the community.	O	A	Ongoing
	6. Develop a City Community Grants policy to ensure fair and equitable and transparent distribution of public funds to community agencies and groups.		F	Short-term
	7. Conduct regular consultations/a survey with service providers to identify key emerging social issues and possible policy interventions.		R	Ongoing
	8. Advocate to senior levels of government, as appropriate (through UBCM resolutions or other avenues).		A	Ongoing
OBJECTIVE 3 Enhance Delta's social planning capacity and plan for a long-term community impact	1. Review social planning capacities in other comparable municipalities.	O	R	
	2. Identify options to increase Delta's capacity to advance social planning priorities.	O	E	
	3. Establish a Delta Social Service Providers Roundtable to better understand the impact of the pandemic on social services in Delta and create a platform for cross-sector collaboration and advocacy.		C-L	Ongoing

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 2 HEALTHY DELTA – COMMUNITY HEALTH AND CONNECTIONS		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1				
Improve walkability of the residential environment and advocate for the expansion of public transit options	1. Continue advocating to other authorities to enhance the provision of public transit services for Delta residents.	O	A	Ongoing
	2. Continue to promote Delta's Seniors Buses as effective mode of transportation in the community.	O	SD&F	Ongoing
	3. Continue utilizing Neighbourhood Livability and Safety Improvements fund to improve sidewalk connectivity in Delta.	O	P&P	Ongoing
	4. Conduct a review of promising urban planning practices to promote walking and cycling and implement policies (area plans, OCP) to improve walkability in Delta's neighbourhoods.		P&P	Short-term
	5. Apply an 'equity lens' to the development of the Delta Cycling Plan to ensure equitable levels of access to affordable and reliable transportation options.		P&P	Short-term
OBJECTIVE 2				
Identify opportunities to increase access to low cost and free physical activities for residents	1. Continue to support projects that promote physical literacy and expand free physical activity options for diverse audiences (e.g. FUN-iture, StoryWalk, etc.).	O	F	Ongoing
	2. Continue to offer the Leisure Access Assistance Program to Delta low income individuals/families in Delta access to drop-in recreation activities in Delta.	O	SD&F	Ongoing
	3. Continue to promote community support programs which assist with securing funding or providing access to recreation (ex: JumpStart, CKNW Orphans Fund, Eric Ripplinger Memorial Fund etc.).	O	RA	Ongoing
	4. Conduct a full review of Delta's Leisure Access Assistance Program (LAAP) that allows eligible, low income Delta residents to access a variety of recreational drop-in programs.		R	Long-term
	5. Conduct a review of Delta's Leisure Access Assistance Program (LAAP) to better understand the demographics of those accessing the program and establish a system to collect data for review.	O	R	Short-term
	6. Conduct a review of low cost and free physical recreational activities for Delta residents, identify potential barriers to access and identify potential solutions to address the barriers.		SD&F	Short-term
	7. Apply a 'healthy City' lens when planning or upgrading parks and playgrounds, developing recreational programming when approving new developments to ensure that residents have access to various public spaces that foster healthy physical activities.		P&P	Ongoing
	8. Work with community partners on a national ParticipACTION Community Better Challenge; create a City-wide awareness and engagement campaign to encourage the participation of City employees, Delta residents, businesses and sport associations.		C-S	Ongoing

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 2 HEALTHY DELTA – COMMUNITY HEALTH AND CONNECTIONS		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 3 Enhance community capacity to build a culture of health in Delta	1. Continue leading City-wide efforts in building a culture of health in Delta through the Healthy Community table - a community collaboration led by the City of Delta and Fraser Health; identify key City-level health challenges and work with community partners in developing collaborative public campaigns and community responses to address the issues.	O	C-L	Ongoing
	2. Continue working with South Delta and Surrey and North Delta Divisions of Family Practice to ensure a Delta-wide approach to improving residents' health outcomes and access to supports and services.	O	C-S	Ongoing
	3. Increase the marketing reach of Delta's recreation and culture programs and services to emphasize their positive health impacts.		RA	Short-term
	4. Promote passive recreation and outdoor spaces as low cost or free alternatives to standard programming.		RA	Short-term
	5. Promote the results of a new My Health My Community survey to community partners and the community at-large; share the results with various City departments and Delta community tables to inform their work.		RA	Short-term
	6. Collaborate with FHA Healthy Built Environment staff on neighbourhood plans and other built environment related committees.		P&P	Ongoing
	7. Consult with Delta residents on how best use outdoor spaces to promote community connection while being inclusive of diverse populations in Delta (especially in areas reporting poor community networks - Annieville, Sunbury and Nordel areas).		P&P	Ongoing

CITY'S ROLES

A ADVOCATE

C-L CONVENE-LEAD

C-S CONVENE-SUPPORT

E EMPLOYER

F FUNDER

P&P PLANNING AND POLICY

R RESEARCHER

RA RAISING AWARENESS

SD&F SERVICE DELIVERY FACILITIES

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 2 HEALTHY DELTA – COMMUNITY HEALTH AND CONNECTIONS		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 4 Foster community connections, place making and sense of belonging in Delta	1. Continue to seek opportunities to install more Street FUN-iture in Delta's business districts and seek grant opportunities to develop more engaging public spaces in Delta.	O	C-L	Ongoing
	2. Continue to work with Delta Foundation to promote Neighbourhood Small Grants and increase access to funds for diverse residents.	O	RA	Ongoing
	3. Continue to work with the United Way of the Lower Mainland on the "Hi Neighbour" project in North Delta to help cultivate engaged and connected neighbourhoods.	O	C-S	Ongoing
	4. Collaborate with business and community partners on Delta's annual 'Home for the Holidays' campaign and identify other opportunities to foster community connections and celebrate the sense of belonging in Delta.	O	C-S	Ongoing
STRATEGIC PRIORITY 2 HEALTHY DELTA – MENTAL HEALTH AND SUBSTANCE USE		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Improve community awareness about mental health and harm reduction services and programs available to Delta residents	1. Continue collaborating with community partners to develop and promote mental health resources available in the community.	O	RA	Ongoing
	2. Continue the anti-stigma awareness campaign using Delta's communication channels and social media to elevate the messaging.	O	RA	Ongoing
	3. Consider opportunities to develop future educational and community awareness campaigns about mental health supports and harm reduction supports and services.		RA	Ongoing
	4. Work with HCP and Mental Health Substance Use (MHSU) Community of Practice group to create a culture of safe and brave spaces to discuss innovative ways of addressing mental health and substance use issues in Delta.		C-S	Ongoing
	5. Advocate to senior levels of government and local health authority about the need to increase access to local mental health supports and reduce the wait times to access mental health services in Delta.		A	Ongoing

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 2 HEALTHY DELTA – MENTAL HEALTH AND SUBSTANCE USE		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 2 Improve local access to mental health and harm reduction services to youth at risk	1. Advocate to senior levels of government to address the gaps in Delta's service provision to youth at risk and to ensure that community needs are adequately funded.	O	A	Ongoing
	2. Conduct a review of the City's funding approaches to support youth at risk (Youth Counselling Program) to ensure that the City's funding model is aligned with emerging community needs.	O	F	Short-term
	3. In partnership with Delta Police, DSD and other community partners, conduct a comprehensive review of trauma-informed mental health supports available to youth at risk in Delta and identify the gaps in service delivery and funding models.		R	Short-term
OBJECTIVE 3 Support and enhance community capacities to address the needs of those affected by mental health or substance use disorders	1. Continue participating and support the work of Delta Community Action Team (CAT) to develop City-wide responses to the overdose crisis.	O	C-S	Ongoing
	2. Continue working with the Fraser Health Authority, Centre for Disease Control, Delta Police and others to streamline access to overdose-related data specific to Delta and inform a more robust, City-wide approach to the overdose crisis; produce an annual report on the overdose activity in Delta and inform the public and Council.	O	R	Ongoing
	3. Work with members of Delta CAT and business associations on organizing a forum for all service providers to better understand the challenges and opportunities of the mental health and substance use supports service provision in Delta.		C-S	Short-term

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Social Action Plan | Table of Actions

STRATEGIC PRIORITY 2 HEALTHY DELTA – POVERTY AND FOOD INSECURITY		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Increase awareness of and accessibility to a broad range of culturally-appropriate and nutritious food resources	1. Continue working with community partners to better understand food bank usage in North Delta and develop solutions to decrease barriers to usage.	O	C-S	Short-term
	2. Continue promoting the availability of food emergency supports to Delta residents.	O	RA	Ongoing
	3. Collaborate with community partners and FHA on the comprehensive annual update of the FHA food resources for Delta and actively promote it in the community.		RA	Ongoing
	4. Work with community partners to ensure the continuum of food supports is offered to vulnerable children and their families outside of school days.		R	Ongoing
	5. Work with Delta School District (Settlement Workers in Schools) and other community partners to better understand and respond to food security needs of the growing immigrant population in Delta.		C-S	Short-term
OBJECTIVE 2 Build on and enhance a strong coordinated network of community partners that work collaboratively to raise awareness of food insecurity and improve food security in Delta	1. Continue supporting the Delta Food Coalition's collaborative work and its member expansion in Delta.	O	C-S	Ongoing
	2. Continue encouraging community collaborative and innovative programs that utilize an equity lens to reduce food waste, recover food and distribute culturally appropriate food to those in need in Delta.	O	C-S	Ongoing
	3. Work with community partners on improving access to and utilization of existing commercial kitchen facilities in the community.		C-S	Short-term
	4. Support community-wide initiatives that increase understanding of the roots of food insecurity (e.g. myth-busting campaigns, City-wide celebration of World Food Day, champion the Welfare Food Challenge, etc.).		RA	Long-term
	5. Examine the relationship between high agricultural output in Delta and the high level of food imports to help address food security in Delta.		P&P	Long-term

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 2

HEALTHY DELTA – POVERTY AND FOOD INSECURITY

OBJECTIVE 3

Reduce and prevent poverty in Delta

- | | ACTIONS IN PROGRESS | CITY'S ROLE | TIMELINE |
|---|---------------------|-------------|------------|
| 1. Conduct a poverty needs assessment and develop a Delta Poverty Reduction Plan. | O | P&P | Short-term |
| 2. Establish a Delta Poverty Reduction Collaborative to address poverty at the city level. | | C-L | Short-term |
| 3. Pursue funding opportunities to address poverty and advance poverty prevention initiatives. | O | P&P | Ongoing |
| 4. Explore various service provision models (such as Wellness Hub, Neighbourhood House, etc.) to address systemic service gaps for vulnerable population groups in Delta (seniors, newcomers, youth, low income families). | | P&P | Short-term |
| 5. Conduct a review of the Seniors Bus Program to ensure equitable access for seniors in need. | | SD&F | Short-term |
| 6. Form a Delta Poverty Reduction Task Force to address poverty and food insecurity issues at the community level; develop participatory platforms for vulnerable population groups to ensure their voices are included in decision making processes. | | | |

OBJECTIVE 4

Improve Delta staff and community partners' coordination in reducing poverty and food insecurity and advancing a more sustainable, resilient and healthy food system in Delta

- | | | | |
|---|--|-----|------------|
| 1. Work with Delta Food Coalition members to better understand and reduce the barriers to establishing and operating community meal programs in Delta, including mobile meal programs. | | C-S | Short-term |
| 2. Advocate to senior levels of government for people-centered, evidence-based public policy interventions that are income-based and can tackle poverty and inequality. | | A | Ongoing |
| 3. Review the living wage program to consider internal and external applications. | | E | Long-term |
| 4. Review Delta-specific actions in Metro Vancouver's Regional Food Systems Action Plan and continue collaborating with other municipal and regional partners to advance these initiatives. | | P&P | Short-term |

CITY'S ROLES

A

ADVOCATE

C-L

CONVENE-LEAD

C-S

CONVENE-SUPPORT

E

EMPLOYER

F

FUNDER

P&P

PLANNING AND POLICY

R

RESEARCHER

RA

RAISING AWARENESS

SD&F

SERVICE DELIVERY FACILITIES

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 3 THRIVING CHILDREN AND YOUTH		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Advocate for and identify opportunities to improve accessibility, affordability and quality of child care in Delta	1. Participate in a City-wide Delta Child Care Task Force to support implementation of the Delta Child and Youth Child Care Strategy (e.g. continue identifying the needs, tracking child care targets, etc.).	O	C-S	Ongoing
	2. Develop and promote a child care zone to improve access to information for developers and child care operators about potential child care sites.	O	P&P	Short-term
	3. Advocate for an increase in the number of publicly-funded and non-standard-hour child care spaces, when new spaces are being proposed in development applications.	O	A	Ongoing
	4. Collaborate with community partners to develop and promote a guide to opening or building new child care facilities in Delta.	O	P&P	Short-term
	5. Develop an inventory of municipal buildings and outdoor spaces that can be used to house/build licensed child care.		P&P	Short-term
	6. Continue working to identify opportunities to establish licensed preschool and before and after school programs in Delta facilities.	O	SD&F	Ongoing
	7. Review land use, zoning, or other bylaws to remove barriers to development for prospective operators.		P&P	Short-term
	8. Consider the inclusion of specific provisions for child care in the next update of the City's Official Community Plan.		P&P	Long-term
	9. Develop the City's Child Care Policy.		P&P	Long-term
	10. Work with Delta School District to explore the options of co-located child care programs in elementary schools in the City.		C-S	Long-term
	11. Work with the development community to provide new spaces and/or fund child care facilities through new development and amenity contributions.		P&P	Ongoing

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 3 THRIVING CHILDREN AND YOUTH		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 2 Increase access to child and youth programs and services that promote their healthy development	1. Work with the Child and Youth Committee (CYC) to better understand the needs of families with young children in North Delta East, in particular, and collaborate on solutions aimed to decrease vulnerabilities for children.	O	R	Short-term
	2. Enhance and develop the City's adaptive play programming to ensure that children with diverse abilities can take advantage of the City's offerings.	O	SD&F	Ongoing
	3. Conduct a review of after-school and recreational programming for teenagers offered through youth organizations and the City's Parks, Recreation and Culture Department to understand gaps and work to increase the number and variety of offerings for this population group.		SD&F	Long-term
	4. As part of the development of a Parks, Recreation & Culture Allocation Policy, promote an equity approach in sports activities and healthy children development.		RA	Long-term
	5. Work with DSD and Indigenous partners on identifying ways to provide culturally-appropriate after-school supports and activities for Indigenous students.		C-S	Ongoing
	6. Collaborate with community partners (i.e. Safe Active Transportation Delta) to support and promote active school travel planning and enhance walkability around schools/ childcare in Delta.		C-S	Ongoing
	7. Work with DSD to promote current recreational programming in Delta to children and youth.		RA	Ongoing

CITY'S ROLES

- A** ADVOCATE
- C-L** CONVENE-LEAD
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- F** FUNDER
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- R** RESEARCHER
- RA** RAISING AWARENESS
- SD&F** SERVICE DELIVERY FACILITIES

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 3 THRIVING CHILDREN AND YOUTH		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 3 Improve Delta's youth sense of belonging and access to services and public places in Delta	1. Work with community partners to decrease barriers for youth to participate in decision making processes that affect them and empower all youth in developing youth-friendly spaces, events and programs in our City.	O	C-L	Short-term
	2. Collaborate with CYC members to identify possible sites, partners and operational and funding models to open a youth hub or other youth-centric services center/model in Delta to develop a more holistic approach to address youth needs in Delta.		C-S	Short-term
	3. Collaborate with CYC members to increase the types of recreational and other programming for youth that support a sense of belonging and the transition into adulthood.		SD&F	Short-term
	4. Collaborate with community and government partners to increase teen and youth programs and services in North Delta in particular, with a focus on vulnerable populations.		SD&F	Short-term
	5. Explore the possibility of adding City staffing resources to support youth-related programming City-wide and improve city's capacity to attract and retain youth in Delta.		E	Long-term
	6. Continue building community partnerships to celebrate BC Youth Week, which takes place annually May 1-7.	O	C-L	Ongoing
	7. Work with community partners to address the need for more employment supports designed specifically for youth.		C-S	Ongoing
	8. Apply a youth lens when developing new and redeveloping existing public and green spaces.		P&P	Ongoing
	9. Conduct a follow up survey with service providers and youth to track progress on action items in this Plan.		R	Long-term
	10. Explore options for hiring co-op students and investigate access to funding for young adults to work within Delta.		E	Short-term

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 4 SAFE AND RESILIENT DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Mobilize community capacity to address racism and discrimination	1. Develop an anti-racism campaign to educate local residents about how to be allies to racialized neighbours.		RA	Short-term
	2. Continue supporting community groups in their efforts to build a community response to incidents of racism and hate in Delta and raise awareness about community resources and supports; support expanding the Delta Spoke membership to include more diverse community partners/residents.	O	C-S	Ongoing
	3. Continue seeking funding to build and enhance community capacity to combat racism and discrimination in Delta.	O	P&P	Ongoing
	4. Continue working with the Mayor's Task Force on Diversity, Inclusion and Anti-racism to elevate community voices and experiences in addressing systemic and institutionalized racism and discrimination.	O	C-L	Ongoing
	5. Collaborate with other public agencies (Libraries, Delta School District, Delta Police, Fraser Health, etc.) to enhance and coordinate inter-organizational efforts to promote social justice and combat racism in Delta.		C-S	Ongoing
	6. Promote the City's employment opportunities to underrepresented groups.		E	Ongoing

CITY'S ROLES

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Social Action Plan | Table of Actions

STRATEGIC PRIORITY 4 SAFE AND RESILIENT DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 2 Strengthen community resilience and emergency preparedness	1. Continue to promote the work of the Emergency Support Services Program in providing for the needs of individuals and families who have been evacuated from their homes as a result of fires, floods, earthquakes or other emergencies.	O	RA	Ongoing
	2. Continue working with community, provincial and federal agencies to support the long-term recovery of individuals and families impacted by disasters and emergencies (e.g. Red Cross, Salvation Army etc.).	O	SD&F	Ongoing
	3. Continue to promote emergency preparedness in Delta by delivering the Neighbourhood Emergency Preparedness Program (NEPP) to various community groups.	O	RA	Ongoing
	4. Continue working with community partners to develop proactive community emergency responses that support vulnerable populations (seniors, unhoused, poorly housed, etc.) in Delta and address historic and ongoing systemic discrimination that increases individual vulnerabilities.	O	C-L	Ongoing
	5. Continue working with DOVE to prevent violence against women, seniors, children and other vulnerable groups and support their coordinated efforts to reduce gaps in services that may exist.	O	C-S	Ongoing
	6. Continue collaborating with Azure Place, and other community partners to assist in their efforts to expand housing opportunities for vulnerable women with children fleeing violence in Delta.	O	C-S	Ongoing
	7. Initiate a City-wide public educational emergency preparedness campaign for vulnerable populations (seniors, newcomer residents, etc.) to increase their awareness about the resources and supports available to them.		RA	Short-term
	8. Review municipal long-term strategies to mitigate the impacts of climate change (tree planting, build environments, etc.).		P&P	Short-term
	9. Ensure planning decisions employ an equity lens to avoid contributing to worsening spatial injustice against differently abled, racialized and/or people experiencing poverty.		P&P	Ongoing

Social Action Plan | Table of Actions

**STRATEGIC PRIORITY 4
SAFE AND RESILIENT DELTA**

OBJECTIVE 3

Increase safe mobility for all residents

	ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
1. Continue promoting Vision Zero as a platform for eliminating traffic fatalities and severe injuries.	O	C-S	Ongoing
2. Apply an equity lens to the development of active transportation plans and policies to ensure safe mobility for all and consider cultural and other differences that may affect their access, participation and inclusion.		P&P	Ongoing
3. In collaboration with Delta Police, Safe Active Transportation Delta and other community partners, develop a Delta Safe Mobility Strategy to improve the safety of Delta streets for all users.		P&P	Short-term

CITY'S ROLES

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Social Action Plan | Table of Actions

STRATEGIC PRIORITY 5 ACTIVE AND ENGAGED SENIORS		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Improve the sense of belonging and connections for seniors in Delta	1. Continue providing the Seniors Bus program to improve seniors' access to various activities and events in Delta.	O	SD&F	Ongoing
	2. Continue promoting local programming and activities available for seniors.	O	RA	Ongoing
	3. Through a collaboration with community partners, develop an annual calendar of events to recognize the challenges seniors face and celebrate seniors' value in the community (e.g. Seniors Week, National Seniors Day, World Elder Abuse Awareness Day, etc.).		P&P	Short-term
	4. Consider forming a Seniors Advisory Committee to provide an opportunity for seniors to inform the City on relevant policies and priorities.		C-L	Short-term
	5. In partnership with community partners, conduct a review of City-wide programs for seniors and increase programming that builds connections and reduces isolation (e.g. book clubs, digital literacy workshops, English classes, intergenerational programming).		SD&F	Short-term
	6. Conduct an overview of public engagement processes to ensure that diverse seniors' voices are represented in various consultations and accommodations are being made to engage them online and in-person.		P&P	Long-term
OBJECTIVE 2 Support seniors to age in place and live active lives	1. Continue developing "Age in Place" workshops at the seniors centres to assist seniors in how to effectively age in place.	O	SD&F	Long-term
	2. Consider developing Delta's Age-Friendly City Strategy; identify funding options to fund strategy development.		P&P	Long-term
	3. Partner with other levels of government, developers, and non-profit housing providers to expand the availability and variety of affordable/supportive housing for seniors.		C-S	Ongoing
	4. Work with community partners (Safe Active Transportation Delta, Fraser Health, etc.) to conduct a comprehensive review of transportation options available to seniors, identify gaps and work with other levels of government and community partners to improve mobility for senior residents in Delta (HandyDART, City's Seniors Bus program, volunteer driving programs, public transit, etc.).		R	Long-term
	5. Conduct a comprehensive review of sidewalks to increase accessibility for senior residents in Delta.		P&P	Long-term
	6. Working with community partners, develop Delta's Active Aging Guide.		P&P	Long-term

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 5 ACTIVE AND ENGAGED SENIORS		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 3 Enhance community capacity to support vulnerable seniors	1. Continue support vulnerable seniors through the work of the City's Seniors Support Coordinator.	O	SD&F	Ongoing
	2. Develop, update, and promote emergency resources and supports for vulnerable seniors (e.g. Youth Matter to Delta pocket guide).	O	RA	Short-term
	3. Establish a City-wide group comprising service providers, BC Housing, FHA, local Divisions of Family Practice and other levels of government and City departments working with seniors to improve information and resources sharing, enhance safety outcomes for seniors and build community capacity to reach and support vulnerable older residents, with a particular focus on vulnerable seniors in North Delta.		C-L	Short-term
	4. Consider expanding/supplementing the Delta Seniors Supports Coordinator position to fully address the emerging needs of seniors in Delta.		E	Short-term
	5. Conduct an overview of existing programs and supports available to vulnerable seniors in Delta and update Council on the gaps and recommended solutions.		R	Short-term
	6. Conduct an inventory of subsidized and supportive housing options for seniors and work with BC Housing and other partners on reducing barriers for vulnerable seniors to access affordable housing in Delta.		R	Long-term
	7. Collaborate with Seniors Centres and apply an equity lens to seniors programming in Delta to ensure that the diversity of programming reflects the needs of culturally-diverse and English Language Learner seniors.		SD&F	Ongoing
	8. Advocate to senior levels of government about the need to address a nation-wide crisis in long term care in Canada to ensure that frail residents are safe and receive the best care possible.		A	Short-term

CITY'S ROLES

F FUNDER

A ADVOCATE

P&P PLANNING AND POLICY

C-L CONVENE-LEAD

R RESEARCHER

C-S CONVENE-SUPPORT

RA RAISING AWARENESS

E EMPLOYER

SD&F SERVICE DELIVERY FACILITIES

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 6 HOUSING AND CARING FOR DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Improve affordable, supportive and transitional housing options in Delta	1. Continue working with BC Housing to boost Delta capacities to support unhoused and at-risk of homelessness population (mixed income rental developments, a Housing First Program, a permanent site for supportive housing, etc.).	O	P&P	Ongoing
	2. Continue advocating to senior levels of government about the trends and housing needs in Delta.	O	A	Ongoing
	3. Build on the initial Delta Housing Needs Assessment and develop a Delta Social and Supportive Housing Strategy.		P&P	Long-term
	4. Consider forming a City of Delta Affordable Housing Task Force to support the City's commitment to developing a more affordable and equitable Delta.		C-L	Long-term
	5. Conduct a promising practice study about the intergenerational housing model. Share the results with developers and community groups.		R	Long-term
	6. In collaboration with community partners, conduct an overview of promising practices in providing a continuum of housing to vulnerable populations in other comparable municipalities.		R	Short-term
	7. In collaboration with community partners, developers and BC Housing, identify opportunities to pilot an affordable, inclusive housing model for people with diverse abilities.	O	P&P	Ongoing
	8. In partnership with Azure Place, review the impact of the COVID-19 pandemic on vulnerable women and their children fleeing violence and work together to ensure that Delta Transition House reflects transitional housing needs of these populations. Explore opportunities to bring more transitional housing options to Delta.		C-S	Short-term
	9. Develop a database of purpose-built rental stock in Delta, including proposed development applications to build rental housing.		R	Short-term

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 6 HOUSING AND CARING FOR DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 2 Improve access to services for vulnerable community members experiencing or at risk of homelessness in Delta	1. Work with community partners to develop a comprehensive understanding of the homelessness situation in Delta.	O	RA	Short-term
	2. In collaboration with community partners identify a potential permanent shelter and/or drop in site for unhoused in Delta.	O	C-S	Short-term
	3. Continue working with the Delta Homelessness Committee to improve coordination between agencies serving people who experience homelessness in Delta.	O	C-S	Ongoing
	4. Continue working with service providers, monitoring and applying for funding available to improve Delta capacities to support residents experiencing or at-risk of homelessness in Delta.	O	C-L	Ongoing
	5. Continue improving support system navigation and increase awareness about community emergency supports available to unhoused individuals (updating an inventory of service providers in Delta, updating the You Matter to Delta pocket guide, etc.).	O	RA	Short-term
	6. In collaboration with community partners, develop new solutions to offset the impacts of the pandemic on people experiencing homelessness in Delta.		C-S	Short-term
	7. Advocate to senior levels of government to secure funding for the summer Extreme Weather Shelter season to mitigate the impacts of heatwaves and poor air quality.		A	Short-term
	8. Improve public access to water by installing water fountains at major Delta parks, outside all recreation centres and in town centres.		SD&F	Short-term

CITY'S ROLES

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C-L CONVENE-LEAD

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SD&F SERVICE DELIVERY FACILITIES

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 6 HOUSING AND CARING FOR DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 3 Promote a culture of caring in Delta and raise awareness about the root causes of homelessness in the community	1. Conduct a study about the experiences of unhoused residents in Delta.	O	R	Short-term
	2. Raise public awareness about the causes of homelessness, and the benefits of diverse housing options and supportive services to the whole community.		RA	Short-term
	3. Work with community partners and people experiencing homelessness or at risk of homelessness to raise awareness and provide education about experiences of, and stigma around, homelessness and conduct a myth busting campaign.		RA	Short-term
	4. Work with members of the Delta Homelessness Task Force to engage unhoused residents or those with experience of homelessness as members of the Task Force to ensure that their voices are included when developing solutions that affect their lives.		C-S	Ongoing
	5. Seek funding and conduct City staff training to improve culturally-appropriate responses to unhoused people in Delta on City-owned properties (trauma-informed, no-door-is-a-wrong-door approach, etc.).		E	Ongoing
	6. Engage businesses and work with CREST in a dialogue about homelessness and explore promising practices from other communities in creating innovative systems solutions to solving homelessness.		C-L	Ongoing

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Social Action Plan | Table of Actions

STRATEGIC PRIORITY 7 INCLUSIVE AND ACCESSIBLE DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 1 Build an inclusive community where powers are shared, differences are celebrated and diversity is valued	1. Deepen the City of Delta's commitment to Equity, Diversity and Inclusion (EDI) and align the Truth and Reconciliation calls to action with the City's work:	O	E	Ongoing
	<ul style="list-style-type: none"> □ Conduct an internal EDI audit of the City's policies, practices and procedures, develop a City of Delta EDI statement and develop a comprehensive Delta EDI strategy and workplan. 	O	P&P	Short-term
	<ul style="list-style-type: none"> □ Review the local government-related calls to action in the Truth and Reconciliation Commission summary report and pursue actions to advance Reconciliation. 		R	Short-term
	<ul style="list-style-type: none"> □ Develop an evaluation framework for the EDI workplan and report to Council and MTFDIA on the progress on an annual basis. 		P&P	Ongoing
	2. Continue building community capacity by establishing linkages between the EDI work done by the City and other public agencies in Delta (DSD, FHA, Police, etc.).	O	C-L	Ongoing
3. In collaboration with community partners, develop a "Celebrating Our Differences" public awareness campaign to feature diverse local residents and their talents and passions.		RA	Short-term	
4. Develop a City's statement on Diversity and Inclusion and feature it on City's materials and website.		E	Short-term	
5. Collaborate with community partners in exploring a Citizens Academy to empower residents to be more involved in their community and support the participation of diverse residents in decision making processes that affect their lives (governance structures, boards of non-profit organizations, advocacy, etc.).		C-L	Long-term	

Social Action Plan | Table of Actions

STRATEGIC PRIORITY 7 INCLUSIVE AND ACCESSIBLE DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 2 Enhance physical accessibility through the built environment and support social inclusion through the elimination of barriers for people with different abilities in Delta	1. Conduct a comprehensive accessibility audit of City-owned facilities with a focus on universal design improvements, share the results and recommendations with the public and leverage grant money available for universal design improvements.	O	SD&F	Short-term
	2. Continue engaging residents with different abilities through the City's Mobility and Accessibility Committee to make Delta a more accessibly and inclusive community.	O	C-L	Ongoing
	3. Continue applying an accessibility lens when developing, delivering, seeking input on and promoting City services that accommodate different abilities.	O	P&P	Ongoing
	4. Collaborate with Fraser Health and other community actors on accessibility issues.		C-S	Ongoing
	5. Continue applying an accessibility lens in planning processes, including updating the City's Official Community Plan, developing new policies and plans and creating new and updating existing public spaces.	O	P&P	Ongoing
	6. Continue increasing public awareness about mobility and accessibility challenges through City's public awareness campaign (during national AccessAbility Week).	O	RA	Ongoing
	7. Collaborate with Fraser Health and other community actors on accessibility issues.		P&P	Long-term
	8. Develop a statement for the City on Accessibility and feature it on appropriate City's public documents and website.		E	Short-term
	9. Ensure the City's website meets recognized accessibility standards, and the City's communication mechanisms and public materials reach residents with different abilities.		R	Ongoing

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Social Action Plan | Table of Actions

STRATEGIC PRIORITY 7 INCLUSIVE AND ACCESSIBLE DELTA		ACTIONS IN PROGRESS	CITY'S ROLE	TIMELINE
OBJECTIVE 3 Enhance community capacity to address immigrant needs in Delta	1. Continue collaborating with Delta School District and immigrant-serving agencies in addressing immigrant needs in Delta and seek funding to address the gaps to support newcomers in Delta.	O	C-L	Short-term
	2. Working with community partners, develop a Newcomer Guide to support newcomers settling in Delta.		RA	Short-term
	3. Advocate to senior levels of government about immigrant needs and gaps in service provision in Delta.	O	A	Short-term
	4. Continue raising awareness about immigrant needs by bringing an immigrant needs lens to Delta's community planning tables and their priorities (sharing survey results, gaps in service provision, etc.).	O	RA	Long-term
	5. Working with community partners, conduct a survey of immigrant residents to better understand the needs and challenges for newcomer residents to settle in Delta.		R	Short-term
	6. Working with community partners, conduct a scan of programs and services for immigrant residents, develop a brochure to improve referral systems in Delta and immigrants' access to settlement, employment and language services; promote it through the City's website and social media.		RA	Short-term
	7. Working with community partners, establish a Newcomers Welcome Centre to provide services to new immigrants in Delta.		C-L	Long-term
	8. Undertake a review of public engagement methods and platforms to better understand the challenges of immigrant residents to participate in public engagement processes in Delta.		R	Long-term
	9. Explore a potential partnership between City of Delta and the Immigrant Employment Council (BC's Mentor-Connect program) to support immigrants developing knowledge about and connections in the Canadian labour market.		E	Long-term
	10. In collaboration with Delta's business associations, explore the Sector Labour Market Partnership program to help Delta industries and employers understand and respond to labour market changes and build back with an equity lens in mind.		C-L	Long-term

Reporting and Monitoring

Resource Allocation

The successful and timely implementation of Delta's SAP depends primarily on the availability of City staff resources and the effectiveness of community partnerships. The SAP addresses a broad range of social issues which will be challenging to address under current staffing levels. SAP recommended actions will be prioritised and implemented according to Council direction, community need and other organizational support.

Monitoring and Reporting

The progress of SAP implementation will be tracked as follows:

- 23 population level indicators for each of the strategic priorities have been established, including the starting baseline and future targets (See table Progress Indicators). While it is often challenging to establish 'cause and effect' correlations, indicators can be useful tools to track population trends.
- Bi-annual reports on progress indicators will be presented to Delta Council.
- Progress SAP reporting template will be developed in the fall of 2022.
- Annual reports on SAP progress will be presented to Delta Council, providing more detailed information about progress on actions for each Strategic Priority.



Population-level Indicators by Delta SAP Strategic Direction						
Strategic Priority	Progress Indicators	Description	Baseline	Target	Baseline Year	Source
HEALTHY DELTA Community Health & Connections	Health Inequity	Percentage of Delta residents reporting having excellent or good health.	51%	↑	2013/2014	MHMH*
	Access to Family Doctor	Percentage of Delta residents reporting having access to a family doctor.	90%	↑	2013/2014	MHMH*
	Environment Promoting Active Lifestyles	Percentage of Delta residents reporting walking or biking when running errands.	11%	↑	2013/2014	MHMH*
HEALTHY DELTA Mental Health and Substance Use	Community Mental Health	Percentage of Delta residents self-reporting their mental health as either excellent or very good.	60%	↑	2013/2014	MHMH*
	Overdose Events	Number of overdose events in Delta attended by BC Ambulance Service.	199	↓	2021	FHA
	Overdose Deaths	Number of overdose deaths in Delta.	20	↓	2021	BC Coroners Service
HEALTHY DELTA Poverty and Food Insecurity	Poverty Rate	Percentage of Delta population living in poverty (below MBM).	7%	↓	2020	Census 2016
	Food Insecurity Rate	Percentage of Delta residents reporting to be food insecure.	3.6%	↓	2013/2014	MHMH*
THRIVING CHILDREN & YOUTH	Child Poverty Rate	The highest percent of children in low income families live in North Delta neighbourhoods. Compared to Delta's lowest percent on this indicator: in Ladner – 8.2%.	22.4%	↓	2015	Census 2016
	Youth Activities	Percent of teens (Grade 8) in Delta who report participating in activities organized by youth organizations.	10%	↑	2020	MDI, HELP-UBC
	Early Childhood Vulnerability	The highest percent of the Kindergarten population that is vulnerable on at least one of the five scales of the EDI in Delta neighbourhoods. Currently, it is in North Delta; compared to Delta's lowest percent on this indicator: in Tsawwassen – 13%. 2016-2019.	35%	↓	2020	EDI, HELP-UBC

* My Health My Community survey

Population-level Indicators by Delta SAP Strategic Direction						
Strategic Priority	Progress Indicators	Description	Baseline	Target	Baseline Year	Source
SAFE AND RESILIENT DELTA	Crime Severity Index	Crime Severity Index. Currently it is significantly lower than the average in BC (95.71).	57.62	↓	2021	Statistics Canada
	Hate Crimes	Number of suspected hate crimes in Delta.	57	↓	2021	Delta Police
	Emergency Preparedness	Percentage of Delta residents reported having emergency supplies for at least three days.	32%	↑	2013/2014	MHMH*
ACTIVE & ENGAGED SENIORS	Seniors Poverty	The highest percent of seniors in poverty in Delta. Currently, it is in North Delta neighbourhoods. Compared to the Delta's average ~ 9%.	22%	↓	2015	Census 2016
HOUSING & CARING FOR DELTA	Homelessness	Number of homeless population in Delta. 2020	17	↓	2020	Homelessness Count
	Rental Stock	Percentage of rental stock from the overall housing stock in Delta.	24%	↑	2021	Census 2016
	Purpose-built Rental Units	Number of purpose-built rental units.	1,731	↑	2018	Housing Needs Assessment
	Shelter-Cost-To-Income Ratio	Percentage of tenant households spending 30% or more of its income on shelter costs	33.2%	↓	2021	Census 2016
INCLUSIVE & ACCESSIBLE DELTA	Immigrants & Equity	Average income of recent immigrants. It is currently less than a half of what total population earns (\$49,483)	\$23,424	↑	2015	Census 2016
	Racialized residents and Equity	Percentage of visible minority residents in poverty.	14	↓	2016	Census 2016
	Community Belonging	Percentage of Delta residents reporting to have a strong/somewhat strong sense of community belonging.	70%	↑	2013/2014	MHMH*

* My Health My Community survey

Appendices **7**

Appendix 1: Acknowledgements

The City of Delta would like to acknowledge the time and commitment of our community partners and staff who provided their input and guided the development of the 2023-2028 Social Action Plan for Delta.

The following organizations and public agencies have provided their input either through surveys, focus groups, community partner meetings or individual interviews with the Corporate Social Planner.

Addiction Recovery Society
 Azure Place – Delta Transition House
 BC Housing
 Boys & Girls Clubs – Delta
 Canadian Federation of University Women
 Canadian Mental Health
 Centre for Child Development
 Childcare OPTIONS Resource and Referral
 Dan’s Legacy Foundation
 Deltassist
 Delta Children and Youth Committee
 Delta Community Action Team
 Delta Community Foundation
 Delta Community Living Society
 Delta Division of Family Practice
 Delta Food Coalition
 Delta Homelessness Task Force
 Delta Housing Be Mine Society

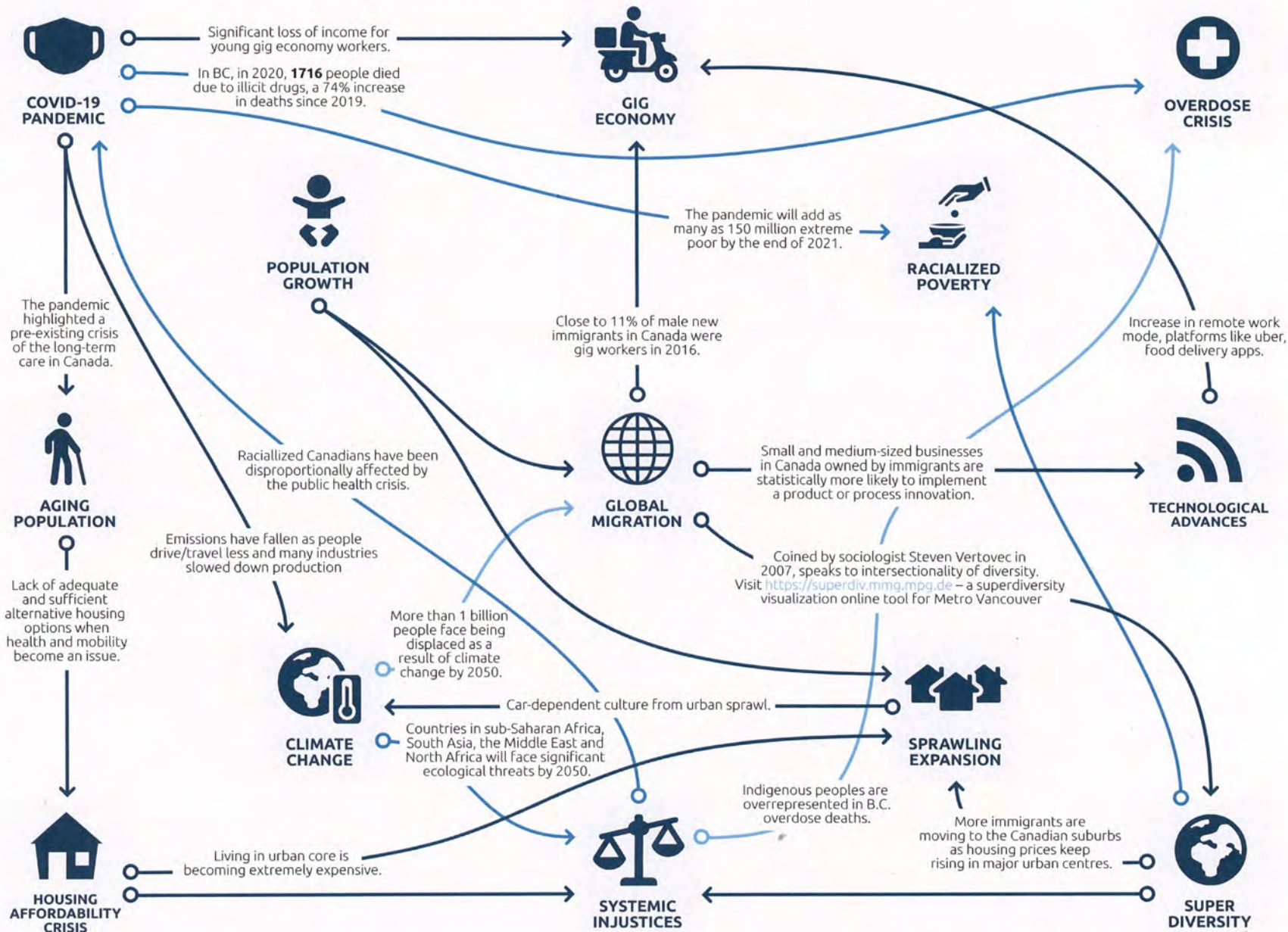
Delta Literacy
 Delta Opposes Violence Everywhere (DOVE)
 Delta Police
 Delta School District
 Delta Seniors Planning Table
 Delta Spoke (OARH)
 DiverseCity
 Earthwise Society
 Faith-based groups and churches
 Fraser Health Authorities
 Fraser Valley Region Libraries
 Homelessness Services
 Association of BC
 Human Early Learning Partnership (HELP)
 ISSofBC
 Kids Sport Delta
 KinVillage
 Ladner United Church – Delta Extreme Weather
 Shelter Working Group

Little House Alcohol & Drug Options Community Resources
 Mayor’s Task Force on Diversity, Inclusion and Anti-racism
 Mayor’s Youth Council
 Ministry of Children and Family Development
 M.O.S.A.I.C.
 Northside Community Church – North Delta Food Depot
 Pacific Community Resources
 Phoenix Society
 REACH
 SOURCES Community Resources Centres
 Surrey Food Bank
 Surrey-North Delta Division of Family Practice
 United Way of the Lower Mainland

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Appendix 2: Mapping Global Social Trends



Appendix 3: Exploring COVID-19 Pandemic Impacts

Mental Health and Substance Use

The pandemic has had a significant impact on the mental health of all Canadians; however, those with pre-existing mental health and addiction issues have been hit the hardest. The number of deaths due to illicit drugs and overdose events attended by BC Ambulance Services skyrocketed in 2020⁶¹.

Public health experts suggest that response protocols and processes introduced to prevent the spread of COVID-19 may have resulted in unintentional and negative consequences for those with substance use disorders. The following was observed in 2020: increased drug toxicity, disrupted social services infrastructure, social isolation and increased propensity to use alone, a significant spike in mental health issues – these factors most likely contributed to the observed increase in drug consumption.

Seniors

The COVID-19 pandemic has had a profound impact on older adults. The challenges have varied greatly in depth and breadth from accessing information, dealing with frauds, and learning new technology to accessing food/medications/services and receiving assistance. There has been a tremendous impact on mental health. The pandemic has highlighted Canada's care home crisis, the existing gaps in service provision and care and deepened the issue of social isolation for many seniors.⁶³

Children and Youth

Everybody has been affected by the COVID-19 pandemic. The world of children, youth and parents has been turned upside down. From remote schooling and no playdates to mask wearing and parents working from home, children's routines have been greatly affected. Studies have shown unpaid care and domestic work during COVID-19 have fallen disproportionately on women, making working moms one of the hardest hit populations⁶⁴.

The pandemic highlighted the essential role of child care not only for working parents but the economy at-large. Social isolation has taken a toll on children's mental health. A 2021 research by the Hospital for Sick Children showed a significant negative impact of the loss of in-person social interactions on child and youth mental health. Youth employment was severely impacted by business shutdowns and modifications necessitated by public health orders. These impacts may be felt for years to come and have been identified as likely to contribute to lower mental health among youth and increased use of substances.⁶⁵ Delta's residents are coping with trauma, anxiety, illness and disruption and will require the commitment of the City and its community and government partners to recovery and support for our children and residents.

Community Health and Connections

Various studies found that, during the pandemic, Canadians became less active, due to multitude of factors, including restricted access to recreational facilities, fewer people using public transit, and increased child care demands on parents.⁶⁶

On March 17, 2020, the Province of British Columbia declared a public health emergency. Beyond taking lives, the pandemic, and associated public health restrictions, has resulted in increased uncertainty, job insecurity, eroded social networks and isolation for many. Service providers are observing a significant increase in clients with anxiety and difficulties to cope with uncertainty, and reporting an increase in the demand for mental health services. Increased workplace demands, such as working from home and 'staying connected', have had a significant impact on working Canadians and their physical and mental health.

Food Security and Poverty

The COVID-19 pandemic has had a significant impact on food security for families in need with children in all Canadian communities. The 2020 Statistics Canada survey confirmed that Canadians living with children are now more likely to be in a food-insecure household than those with no children (19% and 12%).

Appendix 3: Exploring COVID-19 Pandemic Impacts

According to the recent report by Community Food Centres Canada, Black Canadians and Indigenous Peoples experience the highest food insecurity rates (close to 30%). Other racialized groups, such as Arabs, West Asians and South Asians, all have higher food insecurity rates than that of non-racialized people. We know that the pandemic disproportionately affected marginalized groups, including their access to income and unemployment rates. While non-racialized groups experienced a 9.3% unemployment rate in July of 2020, South Asian, Arab and Black Canadians faced much higher unemployment rates (17-18%).⁶⁷

Diversity and Equity

The COVID-19 pandemic left its footprint on every Canadian, but not everyone has been impacted equally. The pandemic highlighted systemic inequalities that have existed in our country for decades. Those with privilege, i.e. those with higher incomes, who had jobs, who could work from home and who had access to multiple support systems (private space to isolate, access to mental and other supports, etc.) were more able to duck the virus. Racialized Canadians have been disproportionately impacted by the pandemic, reflecting pre-existing inequalities embedded in our societal and power systems.

Statistics Canada⁶⁸ reported that racialized Canadians are overrepresented in the essential worker industries (i.e. jobs with greater exposure to COVID-19; 34% of front-line essential service workers identify as visible minorities) and among low wage employees (for example, 32% of South Asian Canadians made less than \$16.03 per hour compared to 16% of non-visible minority or Indigenous). While currently, there is no requirement to collect race-based data in Canada related to COVID-19, in Ontario, it was found that neighbourhoods with higher concentration of visible minorities had COVID-19 infections, hospitalization rates and deaths much higher than less diverse neighbourhoods. In addition, in the summer of 2020, the unemployment rate was significantly higher for several visible minority groups compared to the national rate – this is in part due to over representation in hard hit sectors. Evidence suggests that immigrants are more affected by economic recessions than non-immigrants and impact of COVID-19 on immigrants' employment could reverse gains made in recent years to

close the gap. In addition, racialized Canadians were more likely to report poor mental health and symptoms of anxiety than white respondents. The pandemic highlighted the need for place-based and people oriented approaches in building back and applying an equity lens in developing recovery regional and municipal plans.

Social Services

All social service providers in Canada were affected by the COVID-19 pandemic, and Delta is no exception. COVID revealed the critical value of organizational digital literacy and agency's ability to pivot. New partnerships and innovation have become a silver lining and a hope for systemic change in this time of crisis; however, the hit that not-for-profit organizations has taken is undeniable and will be felt for years to come.

According to a recent Imagine Canada report that surveyed 1,000 registered charities in November 2020, the pandemic is dramatically changing how many social service organizations operate. The crisis has altered the funding landscape, donations are becoming less stable, workers are spread thin, and smaller organizations are reporting decreased capacities. A significant fraction of charities are concerned about long-term viability. According to Susan Phillips, professor in the philanthropy and non-profit leadership program at Carleton University, 50% of charities in Canada have suffered revenue losses and it is on top of long standing underfunding in social services infrastructure. Understanding how the pandemic impacted social service providers is critical in advancing community wellbeing in Delta.

Appendix 4: Glossary of Terms

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

The Agricultural Land Reserve (ALR): is a provincial zone in which agriculture is recognized as the priority use. Farming is encouraged and non-agricultural uses are restricted (Province of BC).

bc211: is a British Columbia, non-profit organization that provides a free, confidential, multilingual service that links people to resources for help, where and when they need it. Services are searchable under 21 categories. Help is available 24/7 by calling or texting 211. Interpretation is available in over 160 languages to better communicate with callers, and connect them to services that can help.

BC Healthy Communities: is a province-wide not-for-profit organization that facilitates the ongoing development of healthy, thriving and resilient communities.

Core Housing Need: According to Census Canada, “A household is said to be in ‘core housing need’ if its housing falls below at least one of the adequacy, affordability or suitability standards AND it would have to spend 30% or more of its total before-tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards).”

The Crime Severity Index (CSI): measures changes in the level of severity of crime in Canada from year to year. In the index, all crimes are assigned a weight based on their seriousness. The level of seriousness is based on actual sentences handed down by the courts in all provinces and territories. More serious crimes are assigned higher weights, less serious offences lower weights. As a result, more serious offences have a greater impact on changes in the index. The PRCSI is standardized to 100 in base year 2006. (Statistics Canada, 2021)

Diversity: a range of human differences such as, race, ethnicity, gender, gender identify, sexual orientation, age, social class, education, religion and other differences.

Diversity of Thought: is shaped by our culture, background, experiences, personalities, the way we think, age, and education. All of these traits that make us human bring a unique perspective to the workplace and the decision making process.

Early Childhood Development Index: The EDI is a questionnaire developed by Dr. Dan Offord and Dr. Magdalena Janus at the Offord Centre for Child Studies at McMaster University in Hamilton, Ontario. It has been used across Canada, and internationally, to better understand the development of Kindergarten children. As of 2019, there are over 1.3 million EDI records for children in Canada. In BC, the EDI questionnaire is used province-wide. HELP has been collecting EDI data since 2001 and over the course of this period they have

collected data for 293,039 Kindergarten children in BC. About 10% of vulnerability is biologically expected. Early Childhood Development Index measures developmental vulnerability for children and provides insights into the healthy development of children in BC across jurisdictions, and, over time. The current provincial vulnerability rate (Wave 7, collected between 2016–2019) for children Vulnerable on One or More Scales of the EDI is 33.4% (the lowest vulnerability rate is 13% while the highest is 54%).

Equitable communities: consider how policy and the built environment are shaped by these factors, and strive to reduce barriers for individuals to lead healthy and happy lives.

Equity: is the fair distribution of opportunities, power, and resources to meet the needs of all people, regardless of age, ability, gender, income, education level, culture or background.

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

Food Insecurity: exists when all people, at all times have physical and economic access to sufficient, safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life.” (World Food Summit, 1996).

Appendix 4: Glossary of Terms

Food Security: is the inability to acquire or consume an adequate diet quality of sufficient quantity of food in socially-acceptable ways, and the uncertainty that one will be able to do so." (Government of Canada).

Food Systems Approach: "A food system refers to all the processes involved in keeping us fed: from growing and harvesting food to its processing, packaging, transportation, distribution, preparation, marketing, and its final consumption. A sustainable food system meets the needs of the present generation without compromising the ability of future residents to meet their needs." (Metro Vancouver, Regional Food Systems Strategy, 2011).

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

Gender: refers to the socially constructed roles, behaviours, expressions and identities of girls, women, boys, men, and gender diverse people.

Harm Reduction: is a public health approach that focuses on keeping people safe and minimizing harmful consequences of substance use, such as death, disease and injury associated with risk behaviours.

Health Equity: exists when all people can reach their full health potential and are not disadvantaged from attaining it because of their race, ethnicity, religion, gender, age, social class, socioeconomic status, sexual orientation or other socially determined circumstance.

Healthy Built Environment: a provincial initiative through Plan H* to support the creation of built environments that can support physical, mental and social health and well-being. The phrase "built environment" refers to human-made physical surroundings in which people live, work and play.

Homelessness: The Canadian Observatory on Homelessness defines homelessness as "The situation of an individual or family without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, stressful and distressing."

Indigenous: Queen's University Terminology Guide references "Indigenous" is an umbrella term for First Nations (status and non-status), Métis and Inuit. "Indigenous" refers to all of these groups, either collectively or separately, and is the term used in international contexts, e.g., the 'United Nations Declaration on the Rights of Indigenous Peoples' (UNDRIP).

Leisure Access Assistance Program:

Delta's Leisure Access Assistance Program (LAAP) allows eligible, low income residents (individuals or families) of Delta to access a variety of PR&C drop in programs. Eligibility for the program is based on the total household income, and approved applicants are entitled to a six month pass that allows access to any of Delta's drop in recreation programs. Individual applicants in receipt of ministry sponsored disability benefits are entitled to a one year pass.

The Low-income Measure (LIM): differs depending on the type and size of the community and a number of people in a household. According to Stats Canada, the Low-income measure after tax (LIM-AT) is a fixed percentage (50%) of median adjusted after-tax income of households observed at the person level, where 'adjusted' indicates that a household's needs are taken into account. Adjustment for household sizes reflects the fact that a household's needs increase as the number of members increase, although not necessarily by the same proportion per additional member.

The Market Basket Measure (MBM): with the passage of the Poverty Reduction Act in 2019, Canada now uses the Market Basket Measure (MBM) as its official poverty measure. The Market Basket Measure basket is comprised of five major components: food, clothing, transportation, shelter and other necessities to determine who is above, and below, the poverty line. According to the MBM, a family is in low income if its disposable income is less

Appendix 4: Glossary of Terms

than the Market Basket Measure threshold for a family of its size in its region.

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

The Middle Years Development Instrument (MDI): is a self-report questionnaire, administered by HELP-UBC, that asks children in Grade 4 and Grade 7 about their thoughts, feelings and experiences in school and in the community. The MDI uses a strengths-based approach to assess five areas of development that are strongly linked to well-being, health and academic achievement.

Multi-stakeholder Collaborations: often take form of Community Planning Tables that bring multiple sectors together to develop community-driven response to systemic societal problems that can not be resolved by one agency on its own (homelessness, climate change, racism, etc.) Members participate in discussions, decision-making and implementation of responses by sharing resources and knowledge.

My Health My Community: is the most recent and comprehensive population-level survey (2013) that measured the health and wellbeing of communities in BC, including Delta. It provides critical data to help support decision makers and service providers understand the trends, resourcing needs and health inequalities of the individuals who live and work in their communities.

LGBTQ2S+: Lesbian, Gay, Trans, Bisexual, Queer 2 Spirit and additional sexual orientations and gender identifies.

Neurodiversity: the conditions of ADHD, Autism, Dyspraxia and Dyslexia make up 'Neurodiversity'. Neuro-differences are recognized and appreciated as a social category on par with ethnicity, sexual orientation, gender, or disability status.

Permissive Tax Exemptions: A permissive tax exemption may be provided to an eligible property by bylaw at the discretion of a municipal council, and in some cases, a regional district board. Local governments may provide such exemptions for periods of up to 10 years. Some examples of properties generally eligible for permissive tax exemptions include public parks owned and held by an athletic or service club, art galleries or museums owned by a charitable or philanthropic organization, not-for-profit seniors and community housing property located around a place of public worship but not eligible for a statutory exemption (The Province of British Columbia).

Physical Literacy: is the motivation, confidence, physical competence and knowledge to value and take responsibility for lifelong engagement in physical activities. (International Physical Literacy Association).

PlanH: implemented by BC Healthy Communities Society, facilitates local government learning, partnership development and planning for healthier communities where we live, learn, work and play. Working together

with health authorities, UBCM and the Ministry of Health, PlanH supports the Province's health promotion strategy. <https://planh.ca>

Primary Care Network: is a geographic space where all community-based primary healthcare providers are networked together. PCN members work together to collaboratively provide comprehensive, patient-centred, team-based and culturally safe healthcare to meet the needs of their individual patients as well as the community (Divisions of Family Practice).

Recent immigrant: refers to a person who obtained a landed immigrant or permanent resident status up to five years prior to a given census year.

Secondary rental market: consists of the rental stock that is not purpose-built rental, i.e. secondary suites in single family homes, coach houses, condominium apartments, and other dwelling types rented out by owner/investors, etc.

Social capital: is a form of economic and cultural capital in which social networks are central, transactions are marked by reciprocity, trust, and cooperation, and market agents produce goods and services not mainly for themselves, but for a common good.

Social Determinants of Health (SDOH): are the economic and social conditions and their distribution among the population that influence individual and group differences in health status. These determinants are the conditions in which people are born, grow,

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work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems.

Social Housing: is a housing development that government subsidizes and that either government or a non-profit housing partner owns and/or operates.

Substance Use: The term “substance use” refers to the use of drugs or alcohol, and includes substances such as cigarettes, illegal drugs, prescription drugs, inhalants and solvents. A substance use problem occurs when using alcohol or other drugs causes harm to you or to others. Substance use problems can lead to addiction (HealthLinkBC).

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

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

Upstream: is a movement to create a healthy society through evidence-based, people-centred ideas. Upstream seeks to reframe public discourse around addressing the social

determinants of health in order to build a healthier society. Predominantly used as a term in health and drug use prevention, upstream thinking is about addressing the things that have the greatest influence on health, including income, employment, education, early childhood development, housing, nutrition and the wider environment.

Visible Minority: to identify racialized populations, Statistics Canada uses the term ‘visible minority’. The Government of Canada defines visible minorities as persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour. The term has been rightly criticized as outdated and harmful, in part because it downplays the diversity of racialized communities and assumes whiteness as the norm.

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