

City of Maple Ridge

COUNCIL WORKSHOP AGENDA

September 28, 2021

10:00 a.m.

PLEASE NOTE THE CHANGE IN TIME

Virtual Online Meeting including Council Chambers

The purpose of the Council Workshop is to review and discuss policies and other items of interest to Council. Although resolutions may be passed at this meeting, the intent is to make a consensus decision to send an item to Council for debate and vote or refer the item back to staff for more information or clarification.

The meeting is live streamed and recorded by the City of Maple Ridge.

REMINDER: Council Meeting – September 28, 2021 at 7:00 p.m.

1. APPROVAL OF THE AGENDA

2. ADOPTION OF MINUTES

2.1 Minutes of the September 7, 2021 Council Workshop Meeting

3. PRESENTATIONS AT THE REQUEST OF COUNCIL

4. UNFINISHED AND NEW BUSINESS

4.1 Alouette-Stave-Ruskin Water Use Plan Order Review 10:00 to 11:00 a.m.

Presentation by BC Hydro

Staff report dated September 28, 2021 providing background information prepared by BC Hydro outlining issues which may be considered in development of a new Water Use Plan (WUP) Order.

4.2 Maple Ridge Social Services: Outcomes of the Gap Analysis

Presentation by Monica Petek, Researcher, Social Planning and Research Council of British Columbia

Staff report dated September 28, 2021 recommending that housing related priority areas and community safety related priority areas identified in the findings of the Maple Ridge Housing and Mental Health, and Substance Use Research Project be reviewed and recommendations be provided for consideration.

4.3 **Business Planning Fall Check-In**

11:30 to 11:45 a.m.

Staff report dated September 28, 2021 introducing educational videos and a presentation providing additional context as part of the business planning Fall check-in to ensure alignment with business planning in November 2021.

4.4 **Follow-up Report: Options for Reducing GHG Emissions from Buildings and Transportation**

Staff report dated September 28, 2021 providing additional information to a report provided at a Council Workshop Meeting held on April 27, 2021.

5. **CORRESPONDENCE**

6. **BRIEFING ON OTHER ITEMS OF INTEREST / QUESTIONS FROM COUNCIL**

7. **MATTERS DEEMED EXPEDIENT**

8. **NOTICE OF CLOSED COUNCIL MEETING**

9. **ADJOURNMENT**

APPROVED BY:



DATE:


PREPARED BY

DATE:

CHECKED BY:

DATE:


Sept. 23, 2021

Sept. 23, 2021


Sept 23/2021

COUNCIL WORKSHOP MINUTES

September 7, 2021

The Minutes of the City Council Meeting held on September 7, 2021 at 11:07 a.m. held virtually and hosted in the Council Chambers of the City Hall, 11995 Haney Place, Maple Ridge, British Columbia for the purpose of transacting regular City business.

<i>PRESENT</i>	<i>Appointed Staff</i>
<i>Elected Officials</i>	A. Horsman, Chief Administrative Officer
Mayor M. Morden	C. Goddard, Acting General Manager Planning & Development Services
Councillor J. Dueck	C. Crabtree, General Manager Corporate Services
Councillor C. Meadus	S. Hartman, General Manager Parks, Recreation & Culture
Councillor G. Robson	D. Pollock, General Manager Engineering Services
Councillor R. Svendsen	T. Thompson, Chief Financial Officer
Councillor A. Yousef	S. Nichols, Corporate Officer
 <i>ABSENT</i>	
Councillor K. Duncan	<i>Other Staff as Required</i>
	C. Cowles, Manager of Community Social Safety Initiatives
	F. Smith, Director of Engineering
	M. Vogel, Computer Support Specialist
	L. Zosiak, Manager of Community Planning

Note: These Minutes are also posted on the City's Web Site at www.mapleridge.ca
Video of the meeting is posted at media.mapleridge.ca/Mediasite/Showcase

Note: Due to the COVID-19 pandemic, Councillor Robson and Councillor Yousef participated electronically. Councillor Robson was not in attendance at the start of the meeting. The Mayor chaired the meeting from Council Chambers.

1. APPROVAL OF THE AGENDA

R/2021-WS-063

It was moved and seconded

That the agenda of the September 7, 2021 Council Workshop Meeting be approved as circulated.

CARRIED

2. ***ADOPTION OF MINUTES***

2.1 **Minutes of the July 27, 2021 Council Workshop Meeting**

R/2021-WS-064

It was moved and seconded

That the minutes of the Council Workshop Meeting of July 27, 2021 be adopted as circulated.

CARRIED

3. ***PRESENTATIONS AT THE REQUEST OF COUNCIL***

The General Manager of Engineering introduced Forrest Smith, the new Director of Engineering.

4. **UNFINISHED AND NEW BUSINESS**

4.1 **Metro 2050**

Presentation by Jerry Dobrovolsky, Commissioner/Chief Administrative Officer and Heather McNell, General Manager, Planning & Housing Services, Metro Vancouver

Mr. Dobrovolsky provided a detailed introduction to the Metro 2050 draft plan and advised that over the next three months presentations will be given to all member municipalities.

Ms. McNell provided an overview of the content of the draft Metro 2050 Plan and noted the intent of the presentation is to help member jurisdictions prepare to provide comments by November 26, 2021.

Note: Councillor Yousef left the meeting at 11:52 a.m. and returned at 11:56 a.m.

4.2 **TransLink – Transport 2050**

Presentation by Eve Hou, Manager of Policy Development, Strategic Planning & Policy, TransLink

Ms. Hou gave a presentation providing an update on TransLink's Transport 2050 project. She outlined the 30 year blueprint for regional transportation projects, policies and programs. She provided a definition for Transport 2050 and its goals and spoke on the previous and future plans for transportation projects in the Metro Vancouver area.

Note: Councillor Robson left the meeting at 12:49 p.m. and returned at 12:57 p.m. during the staff presentation on Item 4.3

4.3 CSSI: Consultation Outcomes and Proposed Next Steps for a Community Safety Strategy

Presentation by Catherine Rockandel, IAF Certified Professional Facilitator & Public Engagement Specialist, Rockandel & Associates

Staff report dated September 7, 2021 recommending that that staff proceed with proposed next steps in the development of a Community Safety Plan.

The General Manager of Corporate Services provided a brief history of the public consultation process. Manager of Community Social Safety Initiatives provided background on the strategy and reviewed the staff report;

Catherine Rockandel spoke on the development of an public engagement plan, outlining the guiding principles, goals, objectives, process purpose and outreach strategy and events. She advised on the feedback received as a result for the public engagement process.

The Manager of Community Planning outlined the next steps in the ongoing development of a Community Safety Strategy.

R/2021-WS-065

Moved and seconded

That the staff report dated September 7, 2021 titled "CSSI: Consultation Outcomes and Proposed Next Steps for a Community Safety Strategy" be received into the record for information.

CARRIED

R/2021-WS-066

Moved and seconded

That the Council Workshop Meeting be recessed for 30 minutes.

CARRIED

Note: The meeting was reconvened at 2:36 p.m. Councillor Robson was not in attendance.

4.4 **Quarterly Corporate Update – Q2 2021**

Staff report dated September 7, 2021 providing a corporate update on the advancements to Council's strategic priorities during the second quarter of 2021.

The Director of Bylaw and Licensing, the Executive Director of Human Resources, the Director of Recreation and Community Engagement, the Chief Building Inspector and the Chief Financial Officer provided a detailed presentation on the works completed by staff in Q2.

Staff responded to questions from Council.

4.5 **Strategic Transportation Plan Project – Interim Report #1**

Staff report dated September 7, 2021 providing the first of three interim reports on the Strategic Transportation Plan project presenting an overview of the current transportation conditions in Maple Ridge.

The Director of Engineering reviewed the staff report and introduced Allison Clavelle, Urban Systems

Ms. Clavelle gave a detailed presentation on work carried out during Phase 2 of the strategic transportation plan project which looked at existing and future transportation conditions in the City of Maple Ridge. She spoke on the next steps involved in the ongoing process of the development of a strategic transportation plan.

Staff and the consultant responded to questions from Council.

5. **CORRESPONDENCE – Nil**

6. **BRIEFING ON OTHER ITEMS OF INTEREST/QUESTIONS FROM COUNCIL – Nil**

7. **MATTERS DEEMED EXPEDIENT – Nil**

8. **NOTICE OF CLOSED COUNCIL MEETING – Nil**

9. **ADJOURNMENT** – 4:13 p.m.

M. Morden, Mayor

Certified Correct

S. Nichols, Corporate Officer



City of Maple Ridge

TO: His Worship Mayor Michael Morden
and Members of Council

MEETING DATE: September 28, 2021
FILE NO: 11-5225-05

FROM: Chief Administrative Officer

MEETING: Workshop

SUBJECT: Alouette-Stave-Ruskin Water Use Plan Order Review

EXECUTIVE SUMMARY:

The Alouette River ecosystem is a valuable resource not only to Maple Ridge residents but all of the Metro Vancouver Region. The City has a vested interest in its restoration, preservation, protection and the improvement in the overall health of the Alouette watershed. Each watershed has its own Water Use Plan (WUP) Order which defines the operating parameters, rights to provincial water resources and takes account of multiple water uses.

In 2009, the Comptroller of Water Rights (Comptroller) required a WUP as a water licence condition for the Alouette Reservoir. The Alouette WUP regulates fish flow releases, water storage and recreation, flood mitigation, ramp rates, priorities of water usage and monitoring.

BC Hydro is conducting a review of the Alouette and Stave River WUP Orders, which is Step 13 in BC'S Water Use Planning process. The review will consider if adjustments are required to the current WUPs.

The purpose of identifying 'priority issues' at the start of the review process is to focus the analysis and deliberation on key questions and concerns in consideration of the context and scope of the review process. Once priority issues are confirmed, the next step will be to develop and evaluate operating alternatives and/or actions that could address the issues that have been identified.

As the Alouette and Stave River watersheds are connected and operated as one system, the Water Use Plan Order Review (WUPOR) will be combined into one report that will be submitted to the Comptroller and will result in a single Order for the Alouette-Stave-Ruskin system.

Attached to this report is background information prepared by BC Hydro that outlines a number of issues that may be considered in the development of a new WUP. BC Hydro staff will present information on the WUPOR process and Council will have an opportunity to provide feedback.

RECOMMENDATION:

This report is submitted for information.

CONCLUSION:

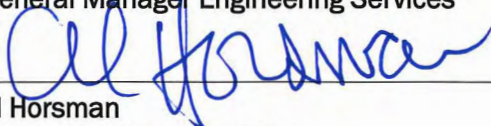
BC Hydro is updating the terms for the Alouette-Stave-Ruskin Water Use Plan Order Review (WUPOR) and will provide background information, seek feedback from identified stakeholders (City of Maple Ridge, City of Pitt Meadows, District of Mission, the Regional Districts and the Alouette River Management Society) and identify next steps in the WUPOR process. The stakeholder session, which was held on September 22, 2021 followed the public open house on September 14, 2021.



Prepared by: **Tracy Camlre**
Executive Assistant to General Manager of Engineering



Approved by: **David Pollock, P.Eng.**
General Manager Engineering Services



Concurrence: **Al Horsman**
Chief Administrative Officer

Attachments:

- (A) BC Hydro - Pre-reading Memo for Issues Identification – Alouette-Stave-Ruskin Water Use Plan Order Review (WUPOR)

Pre-reading Memo for Issues Identification

Alouette-Stave-Ruskin Water Use Plan Order Review (WUPOR)

As per WUP Guidelines, the WUPOR should focus on priority issues

Each watershed has its own Water Use Plan Order which sets out operating requirements, as well as any monitoring programs, or physical works, ordered by the Comptroller of Water Rights. BC Hydro is conducting a review of the Alouette and Stave River Water Use Plan Orders, which is Step 13 in BC's Water Use Planning process. The review will consider if adjustments to the Ordered requirements should be made given the results of the Ordered operations and any new information that has arisen since the Orders were implemented. As per the Province's *Water Use Plan Guidelines* (1998), this step should be oriented to specific priority issues that may arise during the plan's implementation.

The purpose of identifying 'priority issues' upfront in the review process is to focus the analysis and deliberation on the key questions and concerns in consideration of the context and scope of the review process. Once priority issues are confirmed, the next step will be to develop and evaluate operating alternatives and/or other actions (e.g. physical works, monitoring) that could address those issues.

The Alouette and Stave River watersheds are connected and operated as one integrated system. To reflect this, the Water Use Plan Order Review (WUPOR) will be merged together into a single report which will be submitted to the CWR. It is expected that the outcome will be a single Order for the Alouette-Stave-Ruskin system. Background information on Water Use Planning in this system is provided in Appendix A.

A preliminary identification and sorting of issues are provided in this memo for discussion

To identify and sort issues relative to the Alouette-Stave-Ruskin WUPOR, BC Hydro's project team took the following steps:

1. Reviewed the expected results of the Orders for each WUP objective as described in the Alouette and Stave River Water Use Plans and their associated Consultative Committee Reports.
2. Reviewed new information obtained since the Orders were issued related to the WUP objectives and Hydro's operations at Alouette and Stave-Ruskin, including:
 - Results of the WUP monitoring studies required in the Orders; and,
 - Operational experience.
3. Sorted issues into three categories for discussion: (1) likely priority issues (2) possible priority issues (would benefit from further discussion) and (3) likely not a priority based on existing information (but new information could be reason to adjust). The intention with this preliminary sorting is to provide a starting point for dialogue on issues for the Order review with Indigenous Nations, regulators, and key stakeholders. An issue has been identified as a 'likely' or 'possible' priority when it seems to fully or partially meet the following criteria:
 - The expected performance of the Order relative to a WUP objective has not been achieved and/or there are outstanding questions related to the effects of Ordered operations; or,
 - New information or new issues that were not incorporated into the WUPs have arisen since the Orders were issued.

Table 1 (below) provides the results of this preliminary identification and sorting of issues for the Alouette-Stave-Ruskin WUPOR. Assessments based on the above criteria are not straight forward and require technical and/or values-based judgements based on best available information. These preliminary judgements benefit from review and discussion with First Nations, regulators, stakeholders and the public.

BC Hydro has planned an iterative, engaged, process to confirm the priority issues for the Alouette-Stave-Ruskin WUPOR. This process involves seeking input from regulators, Indigenous Nations and key stakeholders, including 1:1 meetings with the WUPOR 3rd party facilitator (Compass Resource Management). Once input on priority issues has been provided, the Facilitator will update the list and provide it for review and discussion at the initial meeting of the Order Review Committee. More information regarding the Order Review Committee will be presented at the Issues Identification meeting.

Table 1: Preliminary issues identification and sorting for Alouette-Stave-Ruskin WUPOR

Shading in the right-hand column indicates the preliminary sorting of the issues into three categories for discussion and input: Grey indicates issues that are unlikely to be a priority. Orange indicates issues that are possibly a priority. Green indicates issues that are likely a priority.

REF #	Location	Operational Issue	Program	Monitoring Program Highlights / Operational Findings	Preliminary Sorting (for discussion and input)
Fish & Aquatic Ecosystem					
1	Alouette-Stave System	Prioritization of Operations	New Issue	In 2006 the The Consultative Committee recommended that a communication protocol (or mechanism) be developed in the event that the Alouette Water Use Plan cannot be met (because of unusual circumstances) and there are allocation decisions (intersystem trade-offs) with the Stave system.	Likely to be a priority - there are significant reservations with this proposal, but it is likely to improve transparency and future relationships.
2	Alouette Reservoir	Reservoir Productivity	Alouette and Stave/Ruskin Fisheries Act Authorization (FAA)	A condition of the 1997 Authorization for the Stave Falls redevelopment was to implement the nutrient enrichment program on Alouette Reservoir, to improve the sockeye fishery and offset increased entrainment from Stave Falls operations.	Not likely to be a priority – fertilization program to continue as per FAA
3	Alouette Reservoir	Fish Entrainment	Fish Passage Decision Framework (FPDF)	Originally identified as a low to moderate risk for residualized sockeye entrainment (Squires 2010), entrainment of sockeye through the Alouette tunnel is a key concern of First Nations and stakeholders. In response to these concerns, a 3-year smolt outmigration study at Alouette will start in spring 2021 as planned through the Alouette River Salmon Restoration Program (ARSRP) to address requirements under the Fish Passage Decision Framework (FPDF). The study will integrate tunnel entrainment monitoring, experimental tunnel and spillway operations, and Alouette River smolt outmigration monitoring to determine how operations and entrainment influence smolt outmigration. Tunnel operations will be restricted due to Dam Safety requirements until the Alouette Tunnel Upgrade Project is complete (likely beyond 2026). Spillway operations are also restricted unless approved spillway gate seismic risk mitigation measures are implemented.	Likely to be a priority; - will ultimately be resolved through FPDF - may require inclusion into Order once complete
4	Alouette Reservoir	Smolt Outmigration	Order (#1,3,16a,16b) and FPDF	ALUMON-02 to 2014; FPDF to current: Spillway surface flow releases are effective at attracting Sockeye migrants during the outmigration timing window. Apr 15 - Jun 14 is the appropriate timing for surface flow releases. Pulse flow releases mid-June are not effective at the end of the surface flow release period. Earlier scheduled pulse flow releases have been implemented and their effectiveness is under review (FPDF).	Likely to be a priority; - will be informed through FPDF study (REF#3 above) - may require inclusion into Order once complete

REF #	Location	Operational Issue	Program	Monitoring Program Highlights / Operational Findings	Preliminary Sorting (for discussion and input)
				BC Hydro Operations has requested the option of ending the outmigration surface spill early if the smolt trapping program indicates the outmigration has finished.	
5	Alouette Reservoir	Fish Stranding	2006 WUP Review	Fish stranding in Alouette Reservoir was not identified as an issue in the 1996 WUP and 2006 WUP Review.	Not likely to be a priority
6	Alouette Reservoir	Spawning Habitat/ Tributary Access	2006 WUP Review and FPDF	ALUMON-06: The 2006 WUP Review process identified spawning habitat, spawning success and tributary access as potential issues associated with Alouette Reservoir operations. The analysis in this study showed that reservoir operations had no impact on juvenile recruitment in Alouette Reservoir. Hebert (2019) has subsequently identified that both residualized and anadromous Sockeye spawn at elevations unlikely to be impacted by reservoir operations.	Not likely to be a priority
7	System-wide	Climate Change	New Issue	<p>BC Hydro is studying future projections of climate and streamflow changes in BC Hydro-managed regions, but there is a great deal of uncertainty in these projections when they are applied to specific watersheds over shorter timeframes.</p> <p>Climate change is embedded in the observations of operations and results of the monitoring studies included in the Order review. For example, any water conveyance issues with the Orders will be reviewed, even if they are not definitively attributable to climate change. As water conveyance issues may also occur in the future, it is possible they will trigger a review of operations at that time.</p> <p>First Nations have asked how BC Hydro is adjusting operations to account for low inflow years to ensure that the reservoir levels required for smolt outmigration are not missed again, or that the LLO flows do not carry sediments resulting from an unplanned drawdown.</p>	Likely to be a priority for discussion.
8	Alouette River	Stranding	Order (#13)	Ramp rates developed in the original 1996 WUP (5cm/hr in the ALU Dam plunge pool) were seen as adequate to mitigate stranding impacts during flow reductions post high inflow events.	Not likely to be a priority
9	Alouette River	Adult Passage	Order (#16d) and FPDF	<p>ALUMON-04: Returning sockeye adults have been genetically identified as Alouette stock indicating migrating smolts had successfully adapted to an anadromous existence. The majority of adults are returning mid-July and mid-August each year; the majority of those that return outside of this window have been identified as strays. Ocean survival rates of Alouette River Sockeye are much lower than expected for other Fraser River sockeye stocks.</p> <p>Adult sockeye trapped at the fish fence operated in Allco Park are enumerated and transported to the reservoir. There is considerable community and First Nations interest to install a fish ladder to allow for free access to the reservoir.</p>	Free fish passage is likely to be a priority issue, despite the success of fence and transport operations.

REF #	Location	Operational Issue	Program	Monitoring Program Highlights / Operational Findings	Preliminary Sorting (for discussion and input)
10	Alouette River	Juvenile Habitat	Order (#1, 2, 3, 4, 16a, 16b)	<p>ALUMON-01: Ordered outlet gate operations support expected salmonid productivity. Current base flow targets and timing support Sockeye smolt outmigration.</p> <p>ALUMON-05: Temperatures within the Alouette River do not exceed salmonid tolerance thresholds.</p> <p>Despite the 2006 WUP Review confirming downstream flows meet expected habitat requirements for the river, there is renewed interest to implement a more natural hydrograph to dissuade floodplain development and restore channel function.</p>	Like to be a priority despite historic support for WUP flow regime.
11	Alouette River	Spawning Habitat (Substrate)	Order (#2, 16c)	ALUMON-03: Natural frequency of flushing flows has proved to be effective in moving fine sediments with no further need for prescribed flushing flows. Wolman's pebble count methodology has proved to be an effective long-term indicator of substrate quality.	Not likely to be a priority
12	Alouette River	Base flows	1996 WUP	<p>In the 1996 WUP it was decided by consensus that base flows would be limited to the current capacity of the Low Level Outlet, and that a Management Committee would, in the future, evaluate and provide a recommendation regarding increasing flows beyond the capacity of the existing LLO for fisheries purposes.</p> <p>First Nations have requested higher base flows to support fish restoration in the Alouette River.</p>	Likely to be a priority for discussion. Expanding capacity of LLO requires extensive capital upgrades.
13	Stave and Hayward Reservoirs	Littoral and Pelagic Productivity	Order (Schedule B #1.1.1 and 1.2)	<p>SFLMON-01-02: While pelagic productivity in both Hayward and Stave Reservoirs were found to be independent of reservoir operations, littoral productivity in Stave Reservoir was found to be sensitive to both variability in reservoir levels and the timing of reservoir reductions at the end of the summer period. The studies recommended a delay in the Stave Reservoir drawdown to improve littoral production.</p> <p>SFLMON-03: There were no observed improvements in the fish population levels in Stave Reservoir as a result of the WUP operations. Given pelagic productivity is independent of operations, it is unlikely that any change to operations would elicit a change in pelagic (residualized sockeye) fish populations.</p>	Likely to be a priority for discussion given the interest to change the Order requirement.
14	Lower Stave River	Spawning habitat	Order (Schedule A #1.1-1.3 and Schedule B #1.1.2)	<p>SFLMON-04: The limited block load operations successfully mitigated chum spawning habitat stranding at high elevations.</p> <p>SFLMON-05-06-07: Fry and adult stranding were deemed to be within acceptable ranges set out in the WUP, but further study was recommended to confirm continued success and diel timing of outmigrating chum fry.</p> <p>Given issues with low summer inflows, opportunities to reduce the timing for the fall block loading period through direct observations of chum spawning cessation would reduce likelihood of variances.</p>	Likely to be a priority for discussion.

REF #	Location	Operational Issue	Program	Monitoring Program Highlights / Operational Findings	Preliminary Sorting (for discussion and input)
15	Lower Stave River	Rearing habitat	Order (Schedule B #1.1.2)	SFLMON-08: There is no evidence to suggest that minimum flow block loading requirements on the Lower Stave River have impacted resident rearing fish; however, further information to confirm habitat requirements for those resident species observed in the system are recommended to confirm.	Unlikely to be a priority for discussion unless resident fish use is a priority.
Power Production					
21	Alouette Reservoir	Summer Operations	Order #5, 6, and 7	Ordered recreation reservoir levels are unnecessarily complicated and would benefit from consistent reservoir elevation of approx. 121.8 to 122 m during recreation season (15 Jun - 15 Sep)	Likely to be a priority but unlikely to result in significant consultative effort.
22	Lower Stave River	Climate Change	Order (Schedule A #1.1)	Minimum tailwater requirements in the Lower Stave River result in significant variance requests to the Comptroller of Water Rights due to insufficient inflows to the system during summer months. Proposed operating changes to either (a) decrease the tailwater requirements during the summer or (b) prescribe tailwater reductions based on reservoir capacities would likely reduce Variance requests.	Likely to be a priority for discussion given the interest to change the Order requirement.
Protect Cultural Values & Resources					
15	Alouette-Stave System	Traditional Environmental Knowledge (TEK)	2006 WUP Review	In 2006 ALU WUP Review, WUP Traditional Ecological Knowledge (TEK) was identified as providing a potential source of information to supplement scientific information in this process; however, TEK was not included in the review process due to the short timeline and the opinion that science and TEK are very different ways of understanding and communicating information. We can expect TEK to be a topic of discussion.	Likely to be a priority for discussion
16	Alouette Reservoir	Archaeology	Order (#16g) and Reservoir Archaeology Program (RAP)	ALUMON-07: Non-intrusive study of the drawdown zone of Alouette Lake reservoir and in the Alouette River concluded that further archaeological surveying and testing was required. These activities fall under the purview of the Heritage Conservation Act and are outside the jurisdiction of the Comptroller of Water Rights. Further study has been completed under the Reservoir Archaeology Program (RAP). The 2006 WUP did not include a Heritage/Cultural measure in the consequence table. Katzie accepted the recommended Alternative with conditions regarding addressing heritage impacts from drawdowns to 116 m.	Likely to be a priority for discussion, but as the issue falls outside the domain of the Water Sustainability Act, there is likely limited opportunity to address any issues.
17	Stave and Hayward Reservoirs	Archaeology	Order (Schedule B #4)	SFLMON-10: Archaeological sites in the Lower Stave River Delta region and upper Hayward Reservoir are affected from spilling. The study results recommended limiting spill episodes and considering operational strategies that promote re-vegetation of the shoreline which may better protect sites in the upper part of the drawdown zone (e.g., keeping water levels low during growing season). Kwantlen has expressed concerns with the high fluctuation of the reservoir levels and impacts to heritage sites.	Likely to be a priority for discussion.

REF #	Location	Operational Issue	Program	Monitoring Program Highlights / Operational Findings	Preliminary Sorting (for discussion and input)
Flooding					
23	Alouette River	All	Order (#8, 9, 10, 11)	<p>The proposed conditions in the 2009 Water Use Plan are expected to maintain current levels of flood mitigation in Alouette River below Alouette Dam. The flood management triggers and communication protocols established during implementation of the September 1996 Water Use Plan have proven effective and did not warrant any changes other than clarification. Organizational changes to the communications protocols have occurred to better align them with the District of Maple Ridge roles and responsibilities (2009 ALU WUP).</p> <p>Local inflows downstream of the Dam can be significant during flood routing events. Local inflow contribution and interactions of the South Alouette River and North Alouette River may lead to localized flooding in developed areas when BC Hydro is releasing 42.5 cms through the spillway gate for flood routing purposes. Reports from property owners tend to occur when the Water Survey of Canada gauge Alouette River at Haney (232st Bridge) > 90 cms which is BC Hydro's flood alert level.</p>	Likely to be a priority for discussion, particularly if there is further discussion on increased flow releases to support fish values.
Recreation					
18	Alouette Reservoir	All	Order #5, 6, and 7	Monitoring and assessment of this benefit was completed and considered Pre-2009 WUP.	Not likely to be a priority
19	Alouette River	All	2006 WUP	Assessments conducted prior to the 2006 WUP Review concluded that there were recreational benefits associated with the WUP minimum flow regime to the South Alouette River.	Not likely to be a priority
20	Stave Reservoir	All	Order (Schedule A #3.1)	Recreation constraints set in the WUP were developed based on performance measures developed by the Consultative Committee. The subsequent WUP requirement to operate the reservoir between 80.0 and 81.0 m for 53 of the 115 day period between May 15 and September 7 is proposed by BC Hydro to be simplified to ensure the reservoir is above 76.0 m for the entire recreation period.	Likely to be a priority for discussion given the interest to change the Order requirement.
Wildlife					
24	Alouette River	All	None	No changes have been observed for wildlife interests. SARA listings in the watershed may have changed since 2009.	Not likely to be a priority
Drinking Water					
25	Hayward Reservoir	Water Quality	Order (Schedule A #2, and Schedule B #1.1.3)	SFLMON-09: Current minimum operating elevation of 39.5 m. between Feb 15- May 15 and Oct 15- Nov 30 does not impact drinking water quality.	Unlikely to be a priority for discussion unless fish stranding is a priority for Hayward Reservoir.

REF #	Location	Operational Issue	Program	Monitoring Program Highlights / Operational Findings	Preliminary Sorting (for discussion and input)
				Given the potential for fish stranding below 40.5 m, there is interest to replace the minimum reservoir elevation of 39.5 m with 40.5 m.	

Appendix 1 – History of Alouette and Stave WUPs

Introduction

The Stave River and first Alouette Water Use Plans (WUPs) were initiated as a result of Condition 14 of the Stave Falls Powerplant Replacement Energy Project Certificate, which allowed BC Hydro to construct and operate the new power facilities at Stave Falls in Mission, B.C. This condition required BC Hydro to undertake water use planning processes for both their Alouette River and Stave River power facilities, including Alouette, Stave Falls, and Ruskin Dams and Generating Stations. These were the first WUPs conducted by BC Hydro.

Separate consultation processes were conducted to complete the Alouette and Stave River WUPs. The original Alouette WUP was submitted to the CWR in September 1996 and the Stave River Water WUP was initially submitted to the CWR in November 1999. Following advice from the office of the CWR, revisions were made and the Stave River WUP was re-submitted in 2003. The second Alouette Project WUP process was implemented over four years starting in 2005. This process followed the *Water Use Plan Guidelines* developed by the province (Province of British Columbia 1998).

Alouette WUP

The changes to operations recommended in the 1996 Alouette Project Water Use Plan were implemented in September 1996 under a Section 39 Order issued October 3, 1997. The Order included changes to the operation of the Alouette Project to improve fish habitat in the south Alouette River, operations to reduce flood risk, and provisions for a downstream fish monitoring program.

Development of the second Alouette WUP involved a review of data collected since implementation of the 1996 WUP, an assessment of new knowledge in the basin, including changes in resource values, and a refinement in proposed conditions for the operation of the Alouette Project. The overarching goal of the review process was to find a balance between competing uses of water such as fish and wildlife, recreation, heritage, flood control, and power generation, which are environmentally, socially, and economically acceptable to British Columbians. The plan was developed through a consultative planning process involving a Consultative Committee comprised of representatives from BC Hydro, Katzie First Nation, provincial and federal government agencies, municipal governments, and local stakeholders.

Once accepted by the CWR, the operational changes and monitoring studies recommended in the WUP became mandatory through the issuance of an Order (April 20, 2009) under s. 88 of the former Water Act (WUP Order) replacing operations previously governed by the Section 39 Order issued October 3, 1997. Although not part of the Order, a Monitoring Advisory Committee, as recommended by the Consultative Committee, was created from a core group of CC members.

At a high level, the objectives of the Alouette WUP were:

- **Power:** Maximize economic returns from power generated at Alouette Generating Station
- **Fish:** Maximize outmigration success of kokanee¹ smolts and increase abundance of salmonids
- **Aquatic Ecosystem:** Maximize area and integrity of the aquatic and riparian ecosystem
- **First Nations:** Protect integrity of cultural resources
- **Recreation:** Maximize recreation quality and opportunities
- **Flooding:** Avoid increase in downstream flood risk.

¹ At the time of the Alouette WUP and first Order review, residualized sockeye were referenced as kokanee.

As a result of the Order, seven monitoring studies were conducted between 2008 and 2014 with five focussed on the south Alouette River and two on Alouette Lake Reservoir.

Stave WUP

Development of the Stave River WUP was also undertaken through a consultative process. The conditions proposed in the Stave River WUP reflect the June 1999 consensus recommendations of the Stave River WUP CC. The proposed changes, recommended by the CC, to the operation of the Stave Falls and Ruskin facilities (dams, reservoirs and generation stations) were expected to result in enhanced habitat for fish in the Stave River watershed, improved water levels in Stave Lake Reservoir for industry and recreation, and enhanced archaeological site protection and investigation opportunities. They also allow for improved peaking flexibility on power operations at Ruskin Generating Station.

The consensus agreement of the CC was contingent on the implementation of monitoring programs to reduce uncertainties over time and an ongoing management program to address priority issues related to operational impacts. Once accepted by the CWR, the operational changes, and monitoring studies recommended in the WUP became mandatory through the issuance, on May 6, 2004, of an Order under s. 39 of the *Water Act* (Stave River WUP Order).

At a high level, the objectives of the Stave River WUP were:

- **Power:** Avoid increased cost of generation and disruption to industrial operations
- **Recreation:** Support recreational opportunities
- **Wildlife:** Support viability of wildlife populations
- **First Nations:** Protect and preserve First Nations heritage values
- **Fish:** Support viability of fish populations

As a result of the Order, ten monitoring studies were conducted between 2004 and 2014 with three focussed on Stave and Hayward reservoir productivity, six on the lower Stave River downstream of Ruskin Dam and one on archaeological monitoring.

Combined Order

Planning for a combined Order has been underway since the Stave WUP was developed as per the following information from the Alouette Consultative Committee Report, the Alouette WUP and discussions with the Comptroller:

- Alouette Consultative Committee Report: "The Consultative Committee agreed to an eight-year review period for the revised Alouette Water Use Plan after its implementation to coincide with the review of the Stave Water Use Plan. It is expected that the next Water Use Plan will be undertaken on a system wide basis in combination with the review of the Stave Water Use Plan ...".
- Alouette Water Use Plan "A full review of the 2009 Alouette Water Use Plan is recommended to coincide with the Stave Water Use Plan review. The reviews will be merged into a single Water Use Plan that better reflects the integrated nature of the Alouette, Stave Falls, and Ruskin hydroelectric power developments."
- Letter from the Comptroller of Water Rights dated July 28, 2009, in relation to the Stave Redevelopment Project Certificate and the Alouette WUP: "As contemplated by the EPC and the Alouette WUP of 2008, when the Stave and Alouette water use plans are ready for the next review, they should be brought together as a single plan for a single coordinated system..."

TO: His Worship Mayor Michael Morden
and Members of Council
FROM: Chief Administrative Officer
SUBJECT: Maple Ridge Social Services: Outcomes of the Gap Analysis

MEETING DATE: September 28, 2021
FILE NO:
MEETING: Workshop

EXECUTIVE SUMMARY:

In the fall of 2019, the City engaged the Social Planning and Research Council of B.C. (SPARC BC) to provide an update on the social services available in Maple Ridge in order to advance work with key community partners, including Fraser Health and BC Housing. Through several in-person and video workshop meetings, the results of the 2020 Inventory were developed and tested. The 2020 Inventory was presented to Council in May 2020.

At the July 14, 2020 Council Workshop, staff were directed to begin a gap analysis to identify key trends, strengths and opportunities related to social services in Maple Ridge. The City engaged SPARC BC to assist and conduct elements of the scope of work. The gap analysis consisted of:

- online surveys of service providers;
- phone interviews with service providers and other key stakeholders in the community; and
- virtual engagement with partners from the City of Maple Ridge, BC Housing, and Fraser Health, to elicit input and guidance on the research work and to facilitate action planning.

The results of the consultants work is summarized in Appendix A, including technical appendices outlining key findings from the survey, interviews and workshops. This report also seeks direction to bring back recommendations, based on the identified priority areas and results, for housing, community safety and the delivery of social services in Maple Ridge.

RECOMMENDATIONS:

1. That staff review the housing related priority areas, identified in the findings of the Maple Ridge Housing, Mental Health, and Substance Use Research Project included as Appendix A to the staff report dated September 28, 2021, and bring back recommendations for Council consideration.
2. That staff and the CSSI Action Team review community safety related priority areas, identified in the findings of the Maple Ridge Housing, Mental Health, and Substance Use Research Project included as Appendix A to the staff report dated September 28, 2021, and integrate relevant recommendations into the CSSI Action Plan.

1.0 BACKGROUND:

1.1. Context

As part of the Maple Ridge Resilience Initiative in 2016, the City of Maple Ridge embarked on a process to review the delivery of social services in the community, particularly within the context of mental health, substance use, homelessness and housing. The Social Services Delivery Research Project was developed to:

1. Gain a clear understanding of the current service delivery and funding models in the areas of mental health, substance use, and housing supports for marginal populations.
2. Assess and analyze the effectiveness of current delivery and funding models in meeting the community's needs, and preparing to meet future/growing needs.
3. Develop recommendations designed to position Maple Ridge to advocate for improved service delivery, enhanced funding, increased resources and better coordination and service delivery models.
4. Design metrics, as well as an ongoing mechanism, to measure the collective impact of service delivery and funding models at the local level.

On September 20, 2016, the Social Services Delivery Research Project Final Report was endorsed.

Over the summer of 2019, Council expressed interest in a similar scope and scale initiative to the 2016 Social Services Delivery Research Project in order to advance work with key community partners.

1.2 Work To-date

In the fall of 2019, the City engaged the Social Planning and Research Council of B.C. (SPARC BC), the original authors of the 2016 Inventory, to refine the project methodology and provide an update on the social services available in Maple Ridge.

Several in-person and video meetings took place between the consultant team, City staff from the Planning, Recreation & Community Engagement, Licences & Bylaws Departments, and key staff from the Fraser Health Authority and BC Housing. Through these meetings, the results of the 2020 Inventory were developed and tested.

While the 2020 Inventory is based on the 2016 Social Services Delivery Research Project Final Report, it also incorporates information from the [Pathways Community Service Directory for Maple Ridge – Pitt Meadows](#), websites of major social services providers in the City, and information directly provided by staff from BC Housing and Fraser Health. Once a draft Inventory was developed, each service provider was contacted by phone to verify the information listed about their programs.

The 2020 Inventory offers an updated snapshot of social services from the original analysis completed in 2016. The 2020 Inventory has been developed to help the City and key stakeholders identify trends, strengths, and opportunities related to the service system in Maple Ridge.

Most of these services provide intervention and support to individuals in acute need. However, as acknowledged by project partners, prevention and early intervention also play important roles when addressing these challenges in the community. It is beyond the scope of this particular inventory to capture the full range of social services and supports that may impact mental health, substance use, and housing.

The 2020 Inventory identifies a range of information regarding each service, including program category (mental health, substance use, housing), name and address, service description, target population, as well as other information.

The results of the social mapping project, originally undertaken by the Recreation & Community Engagement Department in 2016, indicated there were 100 active programs at that time. Through the 2020 update, the results indicate an increase in active programs with a total of 145.

On May 26, 2020, SPARC BC presented the 2020 Inventory to Council. At that meeting, Council received the Inventory as information and requested that the Gap Analysis Scope of Work return for Council consideration and comment.

On July 14, 2020, staff were directed to begin a gap analysis to identify key trends, strengths and opportunities related to social services in Maple Ridge. The City engaged SPARC BC to assist and conduct elements of the scope of work.

1.3 Scope of Gap Analysis

The report (included as Appendix A) summarizes the findings of the Maple Ridge Housing, Mental Health, and Substance Use Research Project.

The main purpose of this project is two-fold:

1. Assess current strengths and gaps in social services related to housing, mental health, and substance use in the City of Maple Ridge, and
2. Facilitate collaboration between the City of Maple Ridge, BC Housing, Fraser Health, and other community partners to plan actions to further support areas of strength and address gaps in service.

Representatives from organizations offering low-cost or free services and supports related to housing, mental health, and/or substance use in Maple Ridge were invited to participate in the project through two major engagement activities:

- **Service Provider Survey.** This survey was conducted online from April 14 to May 15, 2021. It received 59 responses from frontline workers and organizational leaders.
- **Key Informant Interviews.** Phone interviews were conducted with 14 representatives from 12 service provider organizations between May and August 2021. A complete list of participants can be found in Appendix D of Appendix A.

The attached report synthesizes input and suggestions from community service providers.

It should be noted that while municipalities have neither the mandate nor the resources to address housing, mental health, and/or substance use on their own, **the aim of this project is to support the City in its capacity as a partner, planner, advocate, and community leader.** SPARC BC also facilitated a number of virtual workshops with partners from the City of Maple Ridge, BC Housing, and Fraser Health, to elicit their input and guidance on the research work and to facilitate action planning. The results of this work are summarized in Appendix A, with technical appendices outlining key findings from the survey, interviews, and workshops.

2.0 DISCUSSION:

This section summarizes the findings from the engagement activities described in Section 1.3. For the survey and interview questionnaires and list of interview participants, please refer to the Appendix A.

2.1 Outcomes

The report included as Appendix A summarizes the findings of the Maple Ridge Housing, Mental Health, and Substance Use Research Project. This project synthesizes input and suggestions from community service providers. Representatives from organizations offering low-cost or free services and supports related to housing, mental health, and/or substance use in Maple Ridge were invited to participate in the project through two major engagement activities, highlighted in Section 1.3.

As discussed in Section 1.3 above regarding the outcome objective is that the work is able to support the City in its capacity as a local government partner, planner, advocate, and community leader.

Community strengths

Service providers identified many important strengths and successes in Maple Ridge related to housing, mental health, and substance use. Key messages heard include:

- There are many organizations in Maple Ridge that offer high-quality services and supports to meet community need.
- There is strong collaboration between service providers. Both frontline workers and organizational leaders meet regularly to share information, to identify and respond to gaps, and to coordinate care for clients.
- Maple Ridge has gained important local supports for youth experiencing mental health challenges, including the Foundry.
- Many individuals who were previously homeless are now living in modular housing.

Gaps and barriers to accessing services

Service providers also identified gaps in housing availability and affordability, as well as in mental health and substance-use related supports and services. Key messages heard include:

- Many service providers identified lack of affordable housing as a major challenge, with 82% of survey respondents rating below-market rental housing in particular as “highly inadequate or not available”.
- There are limited affordable and suitable housing options for groups that may be more vulnerable, including seniors and youth.
- Due to limited availability of services, residents can face long wait times to access supports for mental health and substance use. Long wait times are frustrating and discouraging, and sometimes mean that individuals in crisis cannot access immediate care.
- There are few local options for withdrawal management (detox) and licensed substance use addictions treatment.
- Survey respondents were asked to identify major barriers to accessing existing supports in Maple Ridge. The most common barriers include lack of knowledge about available services (83%), stigma around accessing services (73%), administrative processes (60%), transportation (58%), and hours of operation that conflict with work or school schedules (58%).

Top priorities for action

Service providers were asked to identify their top three to five priorities for action in Maple Ridge and these are provided in the bullet points below. As noted above, these actions are not intended to be the sole responsibility of local government but would require continued collaboration between service providers and the support and leadership of local and senior levels of government.

- Increase supply of affordable housing, including housing for vulnerable groups (e.g., seniors, youth).
- Increase mental health services available at no-cost, including specialized mental health care for more complex and severe mental health challenges.
- Increase local access to licensed withdrawal management (detox) and treatment options.
- Increase funding for service provider organizations to meet community need.
- Coordinate community education to address misinformation and stigma about homelessness, mental health, substance use, and addiction.
- Support and broaden use of harm reduction approaches and other research-based practices.
- Strengthen relationships between service providers and key partners, such as the RCMP and the hospital.

2.2 Next Steps

The 2020 Inventory offered an updated snapshot of social services in Maple Ridge. The gap analysis, through this report, identifies key trends, strengths, and opportunities related to the service system in Maple Ridge. The results of the gap analysis will be shared with the project partners, Community Social Safety Initiative Action Team, and presented to the Municipal Advisory Committee on Accessibility (MACAI) and Social Policy Advisory Committee (SPAC).

Figure 1 – Phase II – Gap Analysis Process



Through Pathways, our local online community service directory, the goal would be to provide an accurate and meaningful picture of current available services. Staff will continue to work on refining our online presence as it relates to social services in Maple Ridge and will continue to provide easy access to information on the various social services initiatives underway in the City. As such, staff will share information with the Pathways coordinator, as well as update the information available on the City's website (including the Open Government Portal) to act as a portal to Pathways. Staff would ensure this information portal is engaging and accessible by the general public.

In order to help the City and service providers establish consistent, innovative and coordinated service delivery and improve accessibility of services, a number of recommendations will be brought forward for Council consideration under the third Phase of this work item.

The outcomes of the gap analysis will be reviewed through a three-pronged process:

- 1) Housing-related priority areas, such as the supply of affordable housing options for vulnerable groups, will be reviewed by Planning and associated staff. Recommendations and follow-up information reports will then come before Council, identifying alignment between existing City policy and plans as well as possible next steps for Council to consider.
- 2) The priority areas will be provided to the CSSI Action Team, including the City's CSSI Experts, who will be able to review and identify which areas and opportunities may be best integrated into the implementation of the CSSI Action Plan. Possible areas include how to strengthen existing relationships between service providers and key partners.
- 3) Any remaining priority areas will be reviewed by staff and relevant stakeholders. Recommendations and follow-up information reports will then come before Council, identifying alignment between existing City policy and plans as well as possible next steps.

Each priority area (housing, community safety, and general social services) will be brought back to Council under their respective timelines. The recommendations and suggested actions will incorporate Council comments heard at the September 28, 2021 Council Workshop meeting.

3.0 Strategic Alignment:

As part of the City of Maple Ridge Strategic Plan 2019 – 2022, under its Community Safety theme, that people who need services can access them easily is identified as a key priority of Council.

4.0 Policy Implications:

The Social Services Inventory & Gap Analysis work aligns with the Implementation Strategy of the City's Housing Action Plan, the City's Social Housing Plan and with the goals of the Maple Ridge Youth Strategy.

5.0 Interdepartmental Implications:

The Planning, Parks, Recreation & Culture, and Bylaws & Licensing Services Departments, along with the Community Social Safety Initiative Team, continue to collaborate on research and policy matters to help implement social services in Maple Ridge. Other interdepartmental efforts to address issues related to community safety and to create greater housing choice as well as to offer more affordable, rental, and special needs housing options are ongoing.

6.0 Financial Implications:

The Maple Ridge Social Service Inventory & Gap Analysis is currently a part of the 2021 Workplan.

CONCLUSION:

On July 14, 2020, staff were directed to begin a gap analysis to identify key trends, strengths and opportunities related to social services in Maple Ridge. The City engaged SPARC BC to assist and conduct elements of the scope of work. The gap analysis consisted of:

- online surveys of service providers;
- phone interviews with service providers and other key stakeholders in the community; and
- virtual engagement with partners from the City of Maple Ridge, BC Housing, and Fraser Health, to elicit input and guidance on the research work and to facilitate action planning.

The results of this work are summarized in Appendix A, including technical appendices outlining key findings from the survey, interviews, and workshops. This report seeks Council direction to bring back recommendations, based on the identified priority areas and results, for housing, community safety and the delivery of social services in Maple Ridge.

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Chief Administrative Officer

Appendix A: Maple Ridge Housing, Mental Health, and Substance Use Research Project (SPARC BC)

Maple Ridge Housing, Mental Health, and Substance Use Research Project

Service Provider Engagement Report

September 7, 2021

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Executive Summary

This report summarizes the findings of the Maple Ridge Housing, Mental Health, and Substance Use Research Project. This project was contracted by the City of Maple Ridge to help the City and its partners better understand community strengths, gaps, and priorities related to housing, mental health, and substance use. It builds on the Social Services Inventory and accompanying 2016 to 2020 comparison report, both completed in spring 2020.

The Mental Health, Housing, and Substance Use Research Project synthesizes input and suggestions from community service providers. Representatives from organizations offering low-cost or free services and supports related to housing, mental health, and/or substance use in Maple Ridge were invited to participate in the project through two major engagement activities:

- **Service Provider Survey.** This survey was conducted online from April 14 to May 15, 2021. It received 59 responses from frontline workers and organizational leaders.
- **Key Informant Interviews.** Phone interviews were conducted with 14 representatives from 12 service provider organizations between May and August 2021. A complete list of participants can be found in Appendix D.

While municipalities have neither the mandate nor the resources to address housing, mental health, and/or substance use on their own, the aim of this report is to support the City in its capacity as a partner, planner, advocate, and community leader.

Community strengths

Service providers identified many important strengths and successes in Maple Ridge related to housing, mental health, and substance use.

- There are many organizations in Maple Ridge that offer high-quality services and supports to meet community need.
- There is strong collaboration between service providers. Both frontline workers and organizational leaders meet regularly to share information, to identify and respond to gaps, and to coordinate care for clients.
- Maple Ridge has gained important local supports for youth experiencing mental health challenges, including the Foundry.
- Many individuals who were previously homeless are now living in modular housing.

Gaps and barriers to accessing services

Service providers also identified gaps in housing availability and affordability, as well as in mental health and substance-use related supports and services.

- Many service providers identified lack of affordable housing as a major challenge, with 82% of survey respondents rating below-market rental housing in particular as “highly inadequate or not available”.
- There are limited affordable and suitable housing options for groups that may be more vulnerable, including seniors and youth. For instance, several service providers highlighted the need for a Youth Safe House.

- Due to limited availability of services, residents can face long wait times to access supports for mental health and substance use. Long wait times are frustrating and discouraging, and sometimes mean that individuals in crisis cannot access immediate care.
- There are few local options for withdrawal management (detox) and licensed substance use addictions treatment.
- Survey respondents were asked to identify major barriers to accessing existing supports in Maple Ridge. The most common barriers include lack of knowledge about available services (83%), stigma around accessing services (73%), administrative processes (60%), transportation (58%), and hours of operation that conflict with work or school schedules (58%).

Top priorities for action

Service providers were asked to identify their top three to five priorities for action in Maple Ridge. As noted above, these actions are not intended to be the sole responsibility of local government but would require continued collaboration between service providers and the support and leadership of local and senior levels of government.

- Increase supply of affordable housing, including housing for vulnerable groups (e.g., seniors, youth)
- Increase mental health services available at no-cost, including specialized mental health care for more complex and severe mental health challenges
- Increase local access to licensed withdrawal management (detox) and treatment options
- Increase funding for service provider organizations to meet community need
- Coordinate community education to address misinformation and stigma about homelessness, mental health, substance use, and addiction
- Support and broaden use of harm reduction approaches and other research-based practices
- Strengthen relationships between service providers and key partners, such as the RCMP and the hospital

Background

To better understand community need, strengths, and gaps related to housing, mental health, and substance use in the City of Maple Ridge, the consulting team gathered input from community service providers through an online survey and through key informant phone interviews.

The online Service Provider Survey was open to frontline workers and organizational leaders working at organizations involved in the provision of free or low-cost housing, mental health, and/or substance use related services within Maple Ridge. The survey was open from April 14 to May 15, 2021 and received a total of 59 responses. This survey included open-ended questions about strengths, gaps, and priorities for action in Maple Ridge, as well as close-ended questions asking respondents to rate the adequacy of different types of housing, mental health, and substance use related services.

In addition, the consulting team conducted interviews with 14 representatives from 12 service provider organizations. The interviews were conducted between May and August 2021. Interviewees were asked about their own organization's greatest strengths and challenges, about what is working well and what gaps may exist in the community, as well as their suggestion for action for the City, senior levels of government, and other community agencies.

This report summarizes the findings from these engagement activities. For the survey and interview questionnaires and full list of interview participants, please refer to the Appendices.

Service Provider Survey

Introduction

The Service Provider Survey was used to gather input from directors, managers, and frontline workers at organizations involved in providing free or low-cost housing, mental health, and/or substance use related services within the City of Maple Ridge. The survey asked respondents about the services offered by their organizations, overall community need and availability of services, barriers to accessing existing services, and suggestions for action.

The survey was distributed directly to service provider organizations and promoted through the Social Service planning table. It was open from April 14 to May 15, 2021 and received a total of 59 responses.

Limitations

To preserve anonymity of responses, survey respondents were not asked to name their service provider organization. As such, it is not possible to verify which organizations are represented in the survey responses. The exact number of staff at each service provider organization in Maple Ridge is also not known. For these reasons, it is not possible to estimate the extent to which the survey sample is representative of the target population. The responses should be interpreted with caution, but nonetheless offer an important snapshot of service provider perceptions of community need.

About the Survey Respondents

Which types of services is your organization involved in providing? Check all that apply.

Respondents were asked to indicate the area(s) in which their organization provides services. 68% of respondents worked at organizations that provide mental health services. 49% worked at organizations involved with provision of housing and housing-related supports. 39% worked at organizations that provide substance use related services.

54% of respondents provided additional information about the services their organization offers through the 'other' category. Many respondents used this category to describe target populations or specific types of services related to housing, mental health, and substance use offered by their organization.

Table 1: Types of services provided

Type of service	Percent ¹	Number
Mental Health	67.8%	40
Housing	49.2%	29
Substance Use	39.0%	23
<i>Other (please specify)²</i>	54.2%	32
<i>Child protection and family support programs</i>	8.5%	5
<i>Services for youth</i>	6.8%	4
<i>Services for seniors</i>	6.8%	4
<i>Victim services</i>	6.8%	4
<i>General outreach and support</i>	6.8%	4
<i>Services for families</i>	5.1%	3
<i>Education</i>	5.1%	3
<i>Food</i>	5.1%	3
Total		59

¹ Respondents were invited to select multiple responses so percentages may not sum to 100%.

² The most common "other" responses are summarized in the Table. Additional responses included legal services, counselling, services for persons with disabilities, financial support, services for women, emergency shelter and support for persons experiencing homelessness, harm reduction, advocacy, and library services.

What best describes your role?

54% of respondents identified as frontline workers. 15% were program managers and 19% were directors or organizational leaders.

Table 2: Survey respondent role

Respondent role	Percent	Number
Frontline worker	54.2%	32
Program manager	15.3%	9
Director/Organizational leader	18.6%	11
Other (please specify) ³	11.9%	7
Program coordinator or facilitator role	6.8%	4
Total	100%	59

Overall Perception of Strengths and Gaps

What is working well in Maple Ridge with regard to housing, mental health, and/or substance use services?

Thirty-five individuals responded to this question, including three who described what is not working well in Maple Ridge with regard to housing, mental health, and substance use. These responses are summarized below. For verbatim comments, please refer to Appendix B.

Fourteen respondents identified collaboration between service providers as a community strength. Several respondents also mentioned that mental health services for youth are working well, with seven respondents identifying the Foundry as an important community asset. Two also mentioned Child and Youth Mental Health.

Five respondents identified that there are increased housing options available, relative to a few years ago. Some respondents noted that frontline workers are providing good support for individuals in need and key services are available for those able to find and access them. Two respondents observed increased uptake of harm reduction approaches to substance use and three identified Alouette Addictions as a key service provider for individuals who use substances.

³ Other responses included Medical Office Administrative Assistant, Support Worker, and Volunteer.

What are the biggest gaps you've experienced or observed in Maple Ridge with regard to housing, mental health, and/or substance use services?

Forty-one individuals responded to this question. These responses are summarized below. For verbatim comments, please refer to Appendix B.

The most frequently identified gap, noted by 19 respondents, is the lack of affordable housing in the community. There are limited housing options available for low-income residents. Respondents also identified gaps in both rental housing and supportive housing for specific groups. Since the closure of Iron Horse Youth Safe House in 2014, there have been no safe house or supportive housing options for youth in Maple Ridge. Six respondents identified this as a major gap, with four noting the overall lack of affordable housing options for youth, including youth out of care.

Some respondents identified as gaps the lack of safe and affordable housing options for specific populations, including women and women with children, seniors, and newcomers with larger families. Two respondents also identified as a gap the lack of supportive housing options for people who wish to avoid environments where people are actively using substances.

A few respondents noted gaps around emergency shelters and services for persons experiencing homelessness. Two respondents noted there are no places persons experiencing homeless can go to use showers, do laundry, or get food. One respondent noted that some individuals face barriers to accessing the shelter, while others may not feel safe at the shelter.

Twenty-two respondents identified that there are not enough mental health services available and thirteen identified there are not enough substance use support and treatment services. Fourteen respondents mention long waitlists to access mental health and/or substance use-related services. The long wait times are discouraging and frustrating for clients, and often mean individuals in crisis cannot access immediate care. Three respondents noted that Maple Ridge residents sometimes have to travel to other communities to access services. Three respondents noted that there are not enough staff and that caseloads are full.

It is sometimes difficult for individuals in need to find and access services. Two respondents noted that the cost of counselling, especially specialized counselling for trauma, can be prohibitive for individuals who do not qualify for subsidies. Two respondents noted that some people do not fit typical models of treatment and that it can be difficult to keep clients connected to Adult Mental Health Services. One respondent noted the need for increased coordination and integration between Child and Youth and Adult Mental Health Services. Three respondents identified as a gap that there are no safe consumption sites in Maple Ridge, and one respondent noted lack of access to safe drug supply.

Some survey respondents also identified areas of increased or emergent needs. A few respondents reported that they observe increased substance use, particularly among youth. Some noted that the COVID-19 pandemic has also negatively impacted mental health and that online services and supports do not necessarily meet need. The Albion area was identified by a few respondents as an area with increased need, due to high rates of eviction and isolation from other services and community amenities. In addition, three respondents noted that a major gap is stigma and lack of community knowledge and support around homelessness, mental health, and substance use. Two respondents reported concerns about increased policing of poverty.

Housing

Please rate the adequacy of the following types of housing and housing-related support relative to need for those services in Maple Ridge.

Respondents were asked to rate the adequacy of different types of housing and house-related supports relative to community need as “adequate”, “needs improvement or expansion”, or “highly inadequate or not available”. Please note that respondents were given the option to select “don’t know or no opinion”. These responses are excluded from the Table below for ease of analysis. Overall, 82% of respondents identified below-market rental housing as highly inadequate or not available. This was followed by community or assisted living for seniors and persons with disabilities (53%), supportive or transitional housing (53%), and rental assistance (50%).

Table 3: Ratings of adequacy of housing and housing-related supports

	Highly inadequate or not available	Needs improvement or expansion	Adequate	Total
Below-market rental housing	81.6%	18.4%	0.0%	100%
	31	7	0	38
Community or assisted lived for seniors and persons with disabilities	53.3%	40.0%	6.7%	100%
	16	12	2	30
Supportive or transitional housing	52.6%	42.1%	5.3%	100%
	20	16	2	38
Rental assistance	50.0%	36.8%	13.2%	100%
	19	14	5	38
Housing for women and children fleeing violence	42.4%	45.5%	12.1%	100%
	14	15	4	33
Independent seniors housing	41.7%	41.7%	16.7%	100%
	10	10	4	24
Emergency shelter for persons experiencing or at risk of homelessness	41.2%	55.9%	2.9%	41.2%
	14	19	1	34
Resettlement services	33.3%	52.4%	14.3%	100%
	7	11	3	21
Prevention, outreach, and support for persons experiencing or at risk of homelessness	15.8%	76.3%	7.9%	100%
	6	29	3	38

Do you have any additional comments about housing and housing-related support services in Maple Ridge?

Twelve respondents provided additional comments. For verbatim comments, refer to Appendix B.

In the words of one respondent, “housing is an absolute emergency”. Respondents described how market prices and rents have increased drastically. Several mentioned the need for more low-income and below-market housing. Some respondents also mentioned barriers to finding and accessing the low-income housing that does exist. One respondent suggested the need for expanded eligibility for rental and housing assistance. A few respondents noted that there is need for more accommodations for persons experiencing homelessness and that some clients have safety concerns at the shelter. One respondent identified a need for more transitional and second-stage housing.

Several respondents also highlighted the housing needs for specific vulnerable groups. Four respondents noted the need for emergency and supportive housing for youth. Other groups identified as having heightened need for suitable and affordable housing include single mothers, women and children fleeing violence, seniors, and women with mental health and/or substance use challenges with children.

Mental Health

Please rate the adequacy of the following types of mental health services relative to need for those services in Maple Ridge.

Respondents were asked to rate the adequacy of different types of mental health related supports relative to community need as “adequate”, “needs improvement or expansion”, or “highly inadequate or not available”. Please note that respondents were given the option to select “don’t know or no opinion”. These responses are excluded from the table below for ease of analysis.

Mental health services were most commonly rated as “needs improvement or expansion”. Over 40% of respondents rated counselling and other treatment services and in-patient services as highly inadequate or not available. Only 8% rated public education as adequate, with 75% rating this an area that needs improvement or expansion.

Table 4: Ratings of adequacy of mental health supports

	Highly inadequate or not available	Needs improvement or expansion	Adequate	Total
Counselling and other treatment services	42.1%	50.0%	7.9%	100%
	16	19	3	38
In-patient services	40.6%	50.0%	9.4%	100%
	13	16	3	32
Assessment	35.3%	50.0%	14.7%	100%
	12	17	5	34
Information and referral	17.5%	60.0%	22.5%	100%
	7	24	9	40
Public education	16.7%	75.0%	8.3%	100%
	6	27	3	36
Support services (e.g. peer support, employment support, drop-in programs)	15.8%	60.5%	23.7%	100%
	6	23	9	38

Do you have any additional comments about mental health services in Maple Ridge?

Seventeen respondents provided additional comments. For verbatim comments, please refer to Appendix B.

Although one respondent commented that they feel Maple Ridge has improved a lot in this area over the past few years, with more resources available for youth in particular, most of the comments emphasize that there are not enough mental health services available to meet community need. Four respondents mentioned long wait times in particular, and two noted the need for more staff and clinicians. Two respondents commented that mental health need has increased due to the pandemic.

In addition, several respondents mentioned specific gaps in services, including affordable counselling for mild to moderate mental health concerns, 24-hour supports, mental health outreach counsellors, and assessment services. A few respondents reported the need for a separate youth psychiatric ward, as currently youth must go to the same ward as adults. One respondent noted that they would like to see more self-referral services available at low or no cost, including trauma-based counselling. Another respondent reported it would be valuable to have additional support for individuals and families with Ulysses Agreements or other proactive safety plans.

Several respondents also described barriers to accessing the mental health services that currently exist. Hours of care sometimes conflict with work and school schedules and it can be difficult to access services without a referral. One respondent also noted that people with mental health challenges sometimes face discrimination and inadequate support, which can make them fearful of using the health system. Another respondent suggested the need for one centralized place where the most vulnerable can receive support around mental health treatment, housing, employment or supported volunteering, and other needs.

A few respondents also noted ways in which the existing services could be improved to better meet the needs of clients. Two respondents suggested that clients often have difficult experiences while accessing mental health care. Another noted the need for better consistency and standard of care, informed by client feedback about services. Other suggestions for improvement of existing services included increased communication between service providers, better integration of mental health workers among first responders, and better coordination between Child and Youth and Adult Mental Health Services.

Substance Use

Please rate the adequacy of the following types of substance use and addictions services relative to need for those services in Maple Ridge.

Respondents were asked to rate the adequacy of different types of substance use related supports relative to community need as “adequate”, “needs improvement or expansion”, or “highly inadequate or not available”. Please note that respondents were given the option to select “don’t know or no opinion”. These responses are excluded from the table below for ease of analysis.

Most substance use related supports were also commonly rated as needing improvement or expansion. Overall, 53% of respondents identified residential treatment and 43% identified treatment in general as highly inadequate or not available.

Table 5: Rating of adequacy of substance use related supports

	Highly inadequate or not available	Needs improvement or expansion	Adequate	Total
Residential treatment	52.9%	35.3%	11.8%	100%
	18	12	4	34
Treatment	42.9%	42.9%	14.3%	100%
	15	15	5	35
Harm reduction services	29.4%	50.0%	20.6%	100%
	10	17	7	34
Information and referral	27.0%	56.8%	16.2%	100%
	10	21	6	37
Public education	22.2%	61.1%	16.7%	100%
	8	22	6	36
Support services (e.g. peer support, employment programs, drop-in programs)	20.6%	58.8%	20.6%	100%
	7	20	7	34

Do you have any additional comments about substance use services in Maple Ridge?

Fourteen respondents provided additional comments. For verbatim comments, please refer to Appendix B. Three respondents noted that Alouette Addictions is doing important work supporting people who use substances. Five respondents made general comments that there are not enough resources and services available in the community to meet the need. Three respondents reported as a gap the lack of safe consumption sites and one noted lack of safe supply. One respondent noted that many individuals are on long waitlists to access treatment, and another noted that there is need for more options for treatment, including Indigenous models of treatment. Respondents also mentioned the need for intensive non-residential treatment programs, as well as safe and affordable housing for those in recovery.

Other gaps mentioned include the need for more services for people with both mental health challenges and substance use, need for more preventative work with persons experiencing or at risk of homelessness, and need for more dedicated prevention and outreach workers in high schools. One respondent noted the need to improve existing services, so they are better integrated, and solicit client feedback to learn how to improve follow-through with clients. One respondent reiterated the need to address community stigma and lack of knowledge around addiction and substance use.

Barriers to Accessing Existing Services

What are the biggest barriers faced by individuals in need of these services? Check all that apply.

The barriers to accessing existing services most frequently identified by the respondents include lack of knowledge about available services (83%) and gaps in services available (83%), followed by services or capacity affected by the COVID-19 pandemic (73%) and stigma around accessing services (73%).

Table 6: Barriers to accessing services

Barrier	Percent ⁴	Number
Lack of knowledge about available services	82.5%	33
Adequate services not available (gaps in services)	82.5%	33
Services or capacity affected by the COVID-19 pandemic	72.5%	29
Stigma around accessing services	72.5%	29
Difficulty navigating the administrative processes and forms	60.0%	24
Lack of transportation to services	57.5%	23
Available hours of operation to clients	57.5%	23
Eligibility requirements	52.5%	21
Lack of trauma-informed, non-oppressive services	50.0%	20
Accessibility of location	42.5%	17
Lack of culturally safe services	42.5%	17
Lack of digital access	37.5%	15
Lack of support in languages other than English	27.5%	11
<i>Other (please specify)⁵</i>	12.5%	5
<i>Long waitlists</i>	5.0%	2
Total		40

⁴ Respondents were invited to select multiple responses so percentages may not sum to 100%.

⁵ Other responses include lack of places to bathe; normalization of poverty, violence, and rape culture; and the need for one stop services, with changes to ensure people connect and stay connected.

Do you have any suggestions for what could be done to address these barriers?

Ten respondents provided a response to this question. For verbatim comments, please refer to Appendix B. Many of these additional comments reiterated previous comments about gaps in housing availability and mental health and substance use supports.

To reduce stigma, two respondents suggested the need for more community education and engagement. Other suggestions to address barriers included enhanced harm reduction services, dedicated counsellors to help people with mental health challenges navigate the system, more one-stop centralized locations for programs and services, and more programs and services offered outside the downtown core. One respondent noted the need to look at issues through a feminist lens and another suggested obtaining feedback from clients about what can be improved to reduce barriers to services.

Action Suggestions

Survey respondents were asked to suggest actions they would like to see from the City of Maple Ridge, senior levels of government, community agencies, and others. Action suggestions are presented verbatim below, categorized by theme.

City of Maple Ridge

Housing

Work with senior levels of government to create more affordable housing in Maple Ridge

- Great work - more advocacy for housing at leadership political levels
- Extensive cooperation with provincial government around housing
- More housing and supports
- More low-income housing is needed in this community
- Stop blocking the provincial government from creating housing
- Support for rental housing
- The city could provide land to offer for co-operative housing
- Encourage more affordable and subsidized housing projects

Prioritize housing for seniors

- As far as Seniors Housing goes, we need to attend to building many more affordable housing units
- Provide land and zoning opportunities for seniors housing

Prioritize youth safe house

- Bringing back a youth safe house in this community. It's a missing gap in services in this community.
- Government funded youth safe house
- Make a commitment to have affordable supportive housing for youth at-risk of homelessness

Increase services for persons at risk of homelessness or experiencing homelessness

- Encourage more no barrier shelters and other programs
- Facility providing showers and laundry to the vulnerable sector
- Other levels of safe homes that are drug free, but are for homeless, seniors, women, trans gendered who want to feel safe

Mental Health

- More clinical counselling services would be beneficial as the current wait lists prevent some families from accessing services in a timely manner
- Better crisis mental health services in Maple Ridge Hospital so clients don't have to go to Surrey or Children's hospital
- Crisis Care Team dedicated to work with families whose young people are suicidal
- Post Covid world where children and youth mental health will be at a extreme levels

Substance Use

Support harm reduction

- Embrace harm reduction
- Focus services and resources on harm reduction models rather than abstinence based (which are no longer the preferred model based on current research)
- Advocate for a safe injection site in Maple Ridge

Faster intake for youth with substance abuse struggles

Overarching Supports and Guiding Approach

Provide facility space for services

- Create space for a centralized wholistic group of services
- Provide space for service providers to run programming in areas outside the downtown core.
- Use municipal owned property for housing and services

Provide funding to service providers

- funding for collaborative programs
- More funding to support these aspects.
- More funding it is a very high needs issues.
- provide adequate funding
- Provide reliable funding to organizations who are experts in delivering the programming so they can expand

Support complementary community services

- Free education programs to develop employable skills.
- Work with the schools to provide barrier free pre-school, after-school and summer opportunities for vulnerable families

Collaborate with community agencies and senior levels of government, and facilitate their collaboration with one another

- Meaningful connection and coordination with social service agencies and decisions based on research and best practices/ transparent decision making
- More teamwork, amalgamation, client feedback and involvement in making the changes.
- Partner with government and community agencies

Play leadership role with regard to inclusion, compassion

- Distance yourselves from ignorant political beliefs that reinforce the problems and adopt compassionate, effective, practical policies
- Demonstrate leadership around areas of inclusivity and cultural safety to contribute to developing a community that is supportive and welcoming to all.
- Actually give a shit about people. Mayor needs to stop pushing his hateful agenda.
- Understanding / vision

Advance community education

- Continue education around addiction and homelessness
- Host town halls with presentation of science based information to the public about addiction to educate them and allow discussions to take place. This will reduce stigma.
- Messaging and Communication to reduce stigma. Education of Community Members (even in schools to plan ahead)
- Promote prevention and education
- Host town halls to present science-based information about addiction, to reduce stigma

Stop policing and bylaws enforcement for homelessness/addiction

- Stop absurd policing and bylaws enforcement for homelessness/addiction and start putting in real solutions.

Senior levels of government

Housing

Increase overall investment in affordable housing

- Funding that includes support & resources included with funding for housing/infrastructure
- Funding for housing
- Make significant investments in supportive and affordable housing
- get more housing
- More funding for housing
- To offer money for more family orientated housing that blends families and community members from all aspects of life and not specific to one issue such as homelessness and addictions. Many of our community members are elderly and those on disability and they are being missed among all the calls for housing for homelessness yet these may be the next people on the streets, Housing for Prevention of homelessness should be a model, safe, affordable and something to have pride of when coming home.

Prioritize housing for youth

- Bringing back a youth safe house in this community. It's a missing gap in services in this community.
- Emergency youth services are also needed since the Iron Horse Safe House closed

Prioritize housing for seniors

- Provide funding to assist in low cost senior residential housing
- Seniors housing is in serious need right now

Mental Health

Increase funding for mental health services

- Funding for mental health
- More funding for mental health services
- Increase funding for Child and Youth Mental Health services.
- Post Covid world where children and youth mental health will be at extreme levels
- Long term treatment centres for complex Mental Health illness - ie instead of being taken to hospital, spending a short time in acute psych wards and then released with little or no support into the community. Many of the people who are using drugs or are homeless have complex mental health issues that are just being banded in acute care settings.

Substance Use

Increase support for harm reduction

- Fund prevention and harm reduction based programs
- Use powers to deploy more services i.e. Overdose Prevention Site, Safe Consumption Site
- Faster intake for youth with substance abuse struggles
- Funding for treatment
- Mandate more engagement between community agencies and hospital and mental health

Overall Suggestions and Approach

Improve and integrate services

- More and better localized services across communities
- Build centres which encompass all of the needs so they only have to go to one place and deal with one facility. Having it spread out is overwhelming and often not achievable for those who are so impacted and suffering with debilitating illness.

Meet with service providers and community members to understand frontline issues

- Meet with them, team work on improving these serves not just for Maple Ridge but for the overall province of British Columbia. Certainly more funded is needed.
- More awareness of the front line and the issues and pressures trying to help people who are on the verge of homelessness. Our seniors included.

Follow best practices

- Check with other countries, provinces who has a better cutting edge approach to this ongoing problem. We need more cutting edge research in the fields overall to advance support services, using methods other areas are using that are showing more success.

Increase funding

- Fund more programs and services
- Funding
- funding to City of Maple Ridge
- More funding
- provide adequate funding
- Provide necessary funding to support increased available services and housing
- Provide reliable funding to organizations who are experts in delivering the programming so they can expand

Address gaps in public transportation, education, family support, health care, and law enforcement

- Add more public transportation
- Improve the quality of education in our schools
- Improve child, youth and family services in our schools
- We also need more foster parents in this area, as more children are residing in care outside of this area, which poses a challenge to parents, caregivers, and support services (such as facilitating court-ordered supervised access visits for parents and children that are in care).
- Increase education for law enforcement and healthcare employees to improve interactions with those institutions
- decriminalize addiction and homelessness and use those funds to support preventative and treatment options
- understanding / vision / practice

Community agencies

Continue strong collaboration

- Better communication between agencies
- Closer integration - so that services aren't duplicated
- No overlapping services - funding should be used in the right way
- Collaborate to maximize on funding and sharing best practices - as well as referrals for integrated care
- Collaboration
- Examine how each service is delivering support services to clients, it is a more fragmented approach, get feedback from the specific support services, committees etc to develop advanced resources one stop as much as possible. Most agencies are dealing with a variety of programs services how well is that working, how can it be improved upon and again amalgamated.
- Increase awareness of the services available in this community (for community members as well as a greater awareness among the various service providers).
- Working together on projects

Funding

- Access to adequate funding
- Funding
- Keep requesting money from governments and keep the pressure going as we need more funding as this city grows bigger and more complicated
- More funding to expand the personnel in these organizations
- More workers, more money
- Pursue grants and other opportunities to increase available programming

Recruit, retain, and support staff

- Not enough staff to accommodate all the mental health issues, and drug issues prevalent in our community
- Reasonable case loads and encouragement of self care

Focus on services from client perspective to reduce barriers

- Continue to offer flexible services for clients
- Have MH workers (Community Living and Semi-Independent Living) on flex schedule to meet clients outside regular Fraser Health business hrs
- Continue to adapt to client needs
- Provide barrier free services

Continually improve quality of services

- Hold themselves to best practice standards and pursue accreditation to ensure quality service.
- Offer specialized trauma counselling (low no cost) EMDR, CBT, CPT

Advocate for more affordable seniors housing

- Advocate for more housing for our seniors being displaced by high rentals and the lack of availability
- Band together to advocate and be involved in building and running low cost seniors housing

Support harm reduction

- More drug testing
- Safe injection sites

What would you say are the top three to five priorities for improving social services related to housing, mental health and/or substance use in Maple Ridge?

Thirty-two respondents provided a response to this question. The most commonly identified priorities are summarized in the Table below. For verbatim responses, please refer to Appendix B.

Overall, the most common priorities were affordable housing (44%), increased mental health services (34%), and increased access to detox and treatment (25%).

Table 7: Top priorities

Priority Area	Percent ⁶	Number
Affordable housing	43.8%	14
Increase mental health services	34.4%	11
Increase access to detox and treatment	25.0%	8
Increase funding	18.8%	6
Housing for seniors	15.6%	5
Housing for youth	15.6%	5
Community stigma	12.5%	4
Harm reduction	12.5%	4
Total		32

⁶ Respondents were invited to select multiple responses so percentages may not sum to 100%.

Key Informant Interviews

Introduction

To better understand service provider perspective on community needs and priorities, the consulting team interviewed 14 individuals from 13 organizations involved in the provision of free or low-cost housing, mental health, and/or substance use related supports in Maple Ridge. Interviews took place over the phone and were conducted between May and August 2021. Key informants were asked questions about the successes and challenges faced by their own organizations, their perception of community strengths and potential gaps, and their suggestions for actions and community priorities. A full list of the individuals interviewed and the organizations they represent is available in Appendix D and the Key Informant Interview Guide is available in Appendix C.

Organizational Perspective

Please briefly describe your organization's role in providing services related to housing, mental health, and/or substance use services in Maple Ridge and your own role in the organization.

A summary of major activities by each of the participating organizations is shown in Table 8 below.

Table 8: Overview of participating organizations

Overview of Participating Organizations	
Act 2 Child and Family Services	Provide specialized counselling for children, youth, and their families who have experienced or witnessed violence or abuse.
Alouette Addictions	Provides free counselling, group supports, outreach and housing support services, and an Opioid Replacement Therapy Clinic.
Coast Mental Health	Operates three supportive housing sites with 151 units total, as well as Homeless Outreach Program and Homeless Prevention program.
Community Action Table Peer Team	Provides outreach support as well as water, bagged lunches, and harm reduction supplies.
Community Network	Formal table that brings together service providers, government, non-profits, and public and private partners to network, share resources, and share information.
Family Education and Support Centre	Offers group-based support for wide range of mental health challenges.

Overview of Participating Organizations	
Foundry	Offers integrated, client-driven supports for young people and their families. Offers clinicians for mild to moderate mental health challenges, substance use support workers, youth and family peer support, and therapeutic recreation.
Maple Ridge/Pitt Meadows Community Services	Hosts many mental health and substance use related services, including Clubhouse, Foundry, Community Living and Semi-Independent Living, and range of services for seniors. Community Services also recently completed 94 units of below-market housing for individuals and families, to be opened in fall 2021.
MPA Society	Operates four housing programs with different levels of support for people with mental health challenges.
PLEA Community Services	Provides holistic one-on-one supports to youth involved with the Ministry of Child and Family Development.
RainCity Housing and Support Society	Offers harm reduction services through a team of peers and a clinical counsellor, as well as an ICM (Intensive Case Management) team, based on a housing first model.
Ridge Meadows Seniors Society	Operates a centre in Maple Ridge and offers outreach services to seniors.

What are some of your organization's greatest successes in providing services related to housing, mental health and/or substance use?

Many interviewees reported success in offering high-quality, needed supports that help improve their clients' lives. Service providers strive to make their services as welcoming and accessible as possible. Some ways in which organizations make their services accessible include offering walk-in models of care and self-referrals, offering supports outside typical business hours, and offering services at no cost. Key informants emphasized the importance of responding to clients in a non-judgemental and trauma-informed way that makes them feel welcome and safe. Several highlighted the success of client-led and strength-based approaches.

Another important strength for many organizations is their staff. Key informants highlighted the dedication, experience, and skill level of their staff, as well as their resilience. Peer-led support is also highly valuable. Peers with lived experience can help individuals and their families navigate and access supports in a non-judgemental way.

Community organizations also benefit from strong learning cultures. Key informants mention the importance of following research-based best practices and continual education based on emerging community needs.

Key informants emphasized the benefits of centres offering integrated services, such as the Foundry or the Child and Youth Advocacy Centre. The integrated service model allows clients to access all the services they need in one place and facilitates collaboration between service providers to provide holistic care for the client. More generally, strong relationships and collaborations between community organizations are a major community strength.

Key informants also highlighted the importance of community support. Some agencies benefit from volunteer and donor contributions, and many highlight the importance of “ownership and pride” of their organizations from community members.

What have been some of your organization’s greatest challenges in providing services related to housing, mental health and/or substance use?

Many key informants described challenges keeping up with the demand for services. Several noted that their ability to provide services and hire staff is limited by the amount of funding they receive. It can be challenging to hire and retain staff with competitive rates, especially considering the highly challenging nature of their work. One key informant noted that short-term funding contracts also make it difficult to retain qualified staff.

While there are many benefits to integrated service models, key informants note that since the model is new, there is ongoing learning and adaptation, and that there are still some bureaucratic barriers to full integration. Key informants reported challenges to improving access, including helping clients overcome the stigma of seeking support and helping clients navigate different services, including long wait times. In general, many key informants described challenges based on gaps in housing supply or mental health and substance use related supports that their clients need.

Community Perspective

What do you believe is working well in Maple Ridge regarding housing, mental health, and/or substance use services? Which types of services are most available and accessible?

Key informants highlighted strong relationships and collaboration between service providers in Maple Ridge. The Community Network plays an important role in facilitating these connections. Through regular meetings between both frontline workers and organizational leaders, community agencies share information and respond quickly to emerging needs. Several interviewees noted that service providers in Maple Ridge are good at working together to identify gaps and have been successful at advocating for and securing supports needed in the community. This ongoing collaboration also greatly benefits clients, as service providers can learn from each other, more easily provide clients referrals to community resources, and even engage in collaborative case planning. Key informants also mentioned the importance of collaborative relationships with public partners, especially the City.

Many interviewees also highlighted specific service providers and community assets. While not a comprehensive listing, some of the service providers most frequently mentioned include the Salvation Army, Alouette Addictions, the Friends in Need Food Bank, and Maple Ridge/Pitt Meadows Community Services, including the Foundry. Key informants also highlighted the work of the Intensive Case Management (ICM) team and recently established Assertive Community Treatment (ACT) team, as well as the integrated Child & Youth Mental Health team in Maple Ridge. Key informants also mentioned the importance of the Community Action Table and Overdose Committee, as well as the Community Action Table Peer Team and Maple Ridge Street Society. Some interviewees also described the success of the modular homes for people experiencing homelessness in Maple Ridge, as well as the positive impact of the Community Safety Officers.

What do you believe is not working well or the biggest gaps in Maple Ridge with regard to housing, mental health, and/or substance use services? Are there additional services or supports that are needed? Please describe.

Housing and Supports for Persons Experiencing Homelessness

The gap most frequently mentioned by key informants was the lack of affordable housing in Maple Ridge. Key informants described diminished supply of rental stock, low vacancy rates, and soaring rents. While the new affordable housing building being developed through Community Services is cited as a welcome development, interviewees express the need for much more affordable housing in Maple Ridge to meet demand. Many renters are forced to accept housing in poor condition or in locations far from work, school, or community amenities. People living on fixed incomes, such as pensions, disability, or social assistance, have additional difficulty meeting rental costs. High rents are also a major barrier preventing people from transitioning out of supportive housing into market rentals. Key informants emphasize that access to secure and suitable housing is fundamental to physical and mental well-being.

In addition to the overall gap in affordable housing, there are also specific types of housing that are limited or unavailable. Many seniors struggle to find accessible, safe, and suitable housing that they can afford on fixed income. As a result, some seniors are forced to decide between rent, food, and medications; to accept unsafe housing; or to lose housing altogether. Interviewees also described need for more housing for youth, single parents, and emergency and second-stage transitional housing for women and children fleeing violence. Several key informants noted the need for supportive or transitional housing for people who want to reduce substance use or who do not use substances, as well as second-stage or transitional housing for people to move into from the supportive housing sites.

For persons at risk or currently experiencing homelessness, key informants noted the need for safe, non-judgemental spaces where people could take care of hygiene needs or store belongings without staying in the shelter. One interviewee noted that they would like to see no blanket bans for the shelter or supportive housing sites, but more options for people to try different buildings or to try again at a later time.

Mental Health

Many key informants described the need for more mental health workers and expanded access to mental health services. Service providers are described as struggling to keep up with the growing demand for supports, resulting in long wait-times for clients. Some key informants anticipate demand for mental health care will increase even more drastically in the near future due to the impacts of the COVID-19 pandemic. Key informants reported need for free mental health counselling, including free specialized counselling for trauma, as cost is a major barrier to accessing mental health care. Other reported gaps include need for mental health services for families where youth are involved with the Ministry of Child and Family Development (MCFD) and for youth aging out of care. In addition, many specialized mental health services are not available in Maple Ridge. While some individuals are able to access these specialized supports in other communities, other face barriers to doing so. This can mean individuals are simply not receiving the care they need for more complex or severe mental health challenges.

Several key informants mentioned the need for relationships between the ICM and ACT teams and the RCMP for responding to clients on extended leave under the Mental Health Act who are legally mandated to take medication. This would allow mental health outreach workers to respond to individuals who are not taking their medication directly, rather than the RCMP directly taking these individuals to the hospital.

Substance Use

Many key informants described the need for improved access to detox, treatment, and recovery. Key informants note that treatment centres in Maple Ridge all require detox, but that there are very limited detox supports available. Several mentioned that there is typically a short, critical window of opportunity when people wish to seek treatment, and that long wait times to access detox or treatment often mean that window of opportunity passes before people get access to a space. Key informants also described the need for more licensed treatment facilities with a diverse range of treatment options. Key informants also mentioned the need for second-stage housing for people post-treatment. One interviewee mentioned the need for expanded treatment options for women with children and second-stage post-treatment housing for women. There is also need for detox and treatment supports specifically for youth.

Several key informants described need for increased harm reduction services and safe supply to address the overdose crisis. While the Province is phasing in policy to expand access to prescribed safe supply, there are currently no physicians in Maple Ridge who prescribe safe supply. Interviewees also identified as a gap that there are no overdose prevention sites in Maple Ridge. Some key informants mentioned that substance use and overdose prevention seem compartmentalized, associated with only a few community agencies, but that they would like to see better integration of substance use support and provision of harm reduction supplies through other service providers.

Some key informants mentioned the need for better integration of both mental health and substance use support through schools, including prevention and early intervention.

Overarching Gaps

Several key informants described an overarching need for more funding for housing, mental health, and substance use supports, adequate to meet community need. Key informants also described need to address community stigma and misconceptions about homelessness, mental health, and substance use.

Some key informants voiced desire for more integrated services, such as a Health Contact Centre. In general, several reported the need for better integration between mental health and substance use services and the general health care system. Some key informants reported that people who use substances feel a lot of stigma and often have negative experiences when they try to access health services, which makes them highly reluctant to seek care. Some key informants would also like to see greater recognition of the role of family physicians in working with people with mental health and substance use related challenges, or who are homeless, with consistent mechanisms for compensating physicians to work in integrated service centres or sit on planning tables.

Better integration of health and mental health support is also described as critical for addressing the need of psychogeriatric care in older populations. Key informants reported that there are few assisted living spaces, which means that there are both seniors at home without adequate support and individuals with complex medical needs related in supportive housing.

Some key informants noted general lack of supports for LGBTQ+ youth and adults, especially transgender people. There is also lack of support for people who are involved in sex work and for women fleeing violence who also use substances.

What are the biggest barriers for individuals in need of these services?

The barrier most frequently mentioned by key informants is that it is challenging for people to know what resources are available and navigate the system, especially when they are in distress. There are also often long waitlists to access some types of care and bureaucratic barriers that make some people ineligible for support. Another major barrier is the stigma associated with mental health and substance use, which can prevent people from seeking support. Some people will also have had negative experiences accessing services in the past, which can make them reluctant to try again. In Maple Ridge, many also face transportation and geographic barriers to accessing services. Many residents also cannot afford services like private counselling. In addition, children and youth can also face complex barriers to accessing care when parents or caregivers are also in need of support.

Are there any unique aspects of the local context of Maple Ridge that are important to note when planning for housing, mental health, and/or substance use services?

Key informants noted that the population of Maple Ridge has grown and changed dramatically over the past several years. There is need for adaptation to the changing and emerging needs of the community. There are also aspects of the local context that should be considered regarding accessibility of services. For instance, many residents work out of town, and hours of services may need to reflect this. Lack of transportation is also a barrier for some residents. As one interviewee described, if a bus only arrives once an hour, it can be easy to miss it and miss an appointment.

Key informants noted the importance of public understanding and. Several interviewees noted the need for more research-based public education to reduce stigma and address misconceptions about homelessness, mental health, and substance use.

Suggestions and Priorities for Action

Key informant suggestions and priorities for action are recorded here and categorized by theme.

City of Maple Ridge

Continue to work with service providers and community and based on best practices and research

- Increased transparency around decision-making processes
- Make decisions based on best practice and research
- Continue to develop relationships with service providers
- Value lived experience
- Transparency and collaboration amongst service providers
- Continue Community Action Table and Townhalls
- Facilitate best practice sharing, dialogue, planning, and action with service providers

Facilitate community building and connection

- Facilitate community building and connections
- Host more community events (e.g, farmer's market, poetry in the park) where everyone in the community can come together

Advocate to and partner with senior levels of government

- Advocacy based on gaps identified by the community
- More conversations with the City and with the Province

Work with other partners to address gaps

- Work with the Greg Moore Youth Centre to be more welcoming and supportive of at-risk youth
- Support getting local physicians to prescribe safe supply
- Support relationship between RCMP and service providers – RCMP should learn more about local service providers
- Support creation of Health Contact Centre

Support development of more affordable housing

- Identifying potential spaces for new housing projects and sharing this information with the community
- Be open to more affordable and supportive housing of all types and for different populations
- Have an open mind to different models of housing

Prioritize Youth Safe House

- Prioritize low-barrier youth safe house
- Youth Safe House

Help address transportation and other accessibility barriers

- Work to address transportation barriers
- Improve general accessibility in the City for persons with disabilities and seniors

Continue Community Safety Program

- Continue the Community Safety program
- Maintain or grow the Community Safety program

Reduce Community Safety Program

- Stop putting money into policing and Community Safety Officers
- Do not increase bylaw and Community Safety officers – people are reluctant to trust outreach workers because they are scared they are bylaw officers

Play a leadership role in community education and engagement

- Help share positive stories about people who are improving their lives through supports, reduce stigma and hate
- Proactively provide information, messaging, and education to counter misconceptions and myths
- Use broad reach and voice to play role in community education around mental health and substance use

Senior levels of government

Prioritize overdose crisis and housing crisis

- Treat the overdose crisis with the same urgency as the pandemic
- Address housing crisis
- Understand on the ground reality, make decisions informed by conversations with frontline people

Be open to innovative and new solutions

- Be a leader and support innovative new solutions, such as modular housing
- Be open minded about the model “sometimes push the envelope a bit”
- Move to more integrated programs that serve people where they are already

Increase funding for services

- More funding for frontline workers to expand services available
- More funding for needed services
- Provide funding not just based on population but based on need
- Fund increased facilities for seniors

Improve outreach and support through school system

- Increase outreach and other supports in schools – key to connect youth that are struggling to resources

Improve integration between health and social services

- Better integration of health and social services, including health care funding, for mental health services
- Provide support around physician engagement and education around safe supply

Community Agencies

- Help share positive stories to reduce stigma
- Improve relationship with Mental Health Centre
- No blanket bans from all supportive housing sites (let people try again)

What would you say are the top three to five priorities for improving social services related to housing, mental health, and/or substance use in Maple Ridge?

Increased housing, supports, and assisted living facilities for seniors with different level of need

- Housing for seniors, then services in place to age well at home
- Seniors housing
- Accessible apartment for seniors who can live independently or semi-independently
- Housing and supports for seniors with moderate need for care, including those with Alzheimer's and dementia
- More spaces in assisted living and long term care facilities

Housing for youth

- Increase affordable housing for youth and young adults – possibility to explore and be creative of what that looks like
- No barrier youth safe house
- Youth housing

More affordable housing

- Low-income housing
- More affordable market rentals
- Affordable housing for all levels of individuals

More modular, supportive, and subsidized housing

- More modular housing
- Supportive housing for people who want to reduce or abstain from using
- More subsidized units for people to live on their own with mental health challenges

Improved accessibility of services

- Improve accessibility of services, including affordability, offering beyond typical business hours. Ask youth and young people to tell us what increased access would look like, think outside the box.
- Get a clear understanding of barriers that stop people from accessing services in our community (ask service providers and community members)
- Develop centralized hub where people can access services
- Expand Enhanced Housing Support model, where service are taken into building where people already live

Understand and respond to community need

- Information gathering. Get a clear understanding of demographics of the community. Then match services in the community to meet those needs. Work with senior governments to make the case for additional support based on the need.
- Continue to prioritize addressing community need in these areas. "It's not going away anytime soon". Need sustainability and long-term commitment to change.

Reduce stigma and increase community knowledge

- Work on reducing stigma
- Leverage city's resources through a transparent and collaborative process to raise awareness around substance use and overdose prevention – City has capacity to reach the masses

Improved access to detox and treatment

- More spaces and quicker access to treatment
- Facility for detox & second stage-housing and treatment

Mental health workers to respond to emergency mental health alongside the RCMP

- Better emergency health services, accompanying the RCMP
- RCMP liaison

More funding for service providers

- More funding for service providers

More specialized services offered locally

- More specialized services offered locally – even if on contract, or through another community agency that comes once or twice a week. Explore creative options to do this.

Improved relationships between City, law enforcement, and youth

- More supportive relationships established and maintained between City Council, RCMP Safety Officers, bylaw officers and youth. For decision-makers to get out and speak to at-risk youth, learn what their experiences and issues are.

Involve service providers and community in discussions and planning

- Continue to involve service providers and community members in discussions and planning

Appendix A – Service Provider Survey Questionnaire

The City of Maple Ridge is trying to better understand strengths and gaps in the housing, mental health, and substance-use related services currently available in Maple Ridge.

As part of this work, we are asking key stakeholders and service providers located in Maple Ridge to share their experiences and knowledge through this online survey. The survey is to be completed by **Directors, Managers, Organizational Leaders, and Frontline Workers of organizations involved in providing free or low-cost housing, mental health, and/or substance use related services within the City of Maple Ridge.** It includes questions about your own organization, your perspectives on community need and availability of services, as well as your suggestions for action.

This survey takes approximately 10 to 15 minutes to complete. Your responses are anonymous, and participation is entirely voluntary. Please skip any questions you are unable or do not want to answer.

If you have any questions, please contact Monica Petek, SPARC BC, at mpetek@sparc.bc.ca.

Background Information & Assessing Eligibility for Survey

Which types of services is your organization involved in providing? Check all that apply.

<input type="checkbox"/> Housing
<input type="checkbox"/> Mental Health
<input type="checkbox"/> Substance Use
<input type="checkbox"/> Other (please describe): _____

What best describes your role?

<input type="checkbox"/> Frontline worker
<input type="checkbox"/> Program manager
<input type="checkbox"/> Director/Organizational leader
<input type="checkbox"/> Other (please describe): _____

Community Perspective

What is working well in Maple Ridge with regard to housing, mental health, and/or substance use services?

What are the biggest gaps you've experienced or observed in Maple Ridge with regard to housing, mental health, and/or substance use services?

Please rate the adequacy of the following types of housing and housing-related support relative to need for those services in Maple Ridge.

	Adequate	Needs improvement or expansion	Highly inadequate or not available	Don't know/ No opinion
Emergency shelter for persons experiencing or at risk of homelessness				
Prevention, outreach, and support for persons experiencing or at risk of homelessness				
Community or assisted lived for seniors and persons with disabilities				
Independent seniors housing				
Supportive or transitional housing				
Rental assistance				
Below-market rental housing				
Resettlement services				
Housing for women and children fleeing violence (including safe homes, second-stage, and transitional housing)				

Do you have any additional comments about housing and housing-related support services in Maple Ridge?

Please rate the adequacy of the following types of mental health services relative to need for those services in Maple Ridge.

	Adequate	Needs improvement or expansion	Highly inadequate or not available	Don't know/ No opinion
Public education				
Information and referral				
Assessment				
Counselling and other treatment services				
In-patient services				
Support services (e.g. peer support, employment support, drop-in programs)				

Do you have any additional comments about mental health services in Maple Ridge?

Please rate the adequacy of the following types of substance use and addictions services relative to need for those services in Maple Ridge.

	Adequate	Needs improvement or expansion	Highly inadequate or not available	Don't know/ No opinion
Public education				
Information and referral				
Treatment				
Residential treatment				
Harm reduction services				
Support services (e.g. peer support, employment programs, drop-in programs)				

Do you have any additional comments about substance use services in Maple Ridge?

What are the biggest barriers faced by individuals in need of these services? Check all that apply.

<input type="checkbox"/> Accessibility of location
<input type="checkbox"/> Lack of transportation to services
<input type="checkbox"/> Available hours of operation to clients
<input type="checkbox"/> Lack of knowledge about available services
<input type="checkbox"/> Difficulty navigating the administrative processes and forms
<input type="checkbox"/> Lack of digital access
<input type="checkbox"/> Eligibility requirements
<input type="checkbox"/> Lack of trauma-informed, non-oppressive services
<input type="checkbox"/> Lack of culturally safe services
<input type="checkbox"/> Lack of support in languages other than English
<input type="checkbox"/> Services or capacity affected by the COVID-19 pandemic
<input type="checkbox"/> Adequate services not available (gaps in services)
<input type="checkbox"/> Stigma around accessing services
<input type="checkbox"/> Other (please describe): _____

Do you have any suggestions for what could be done to address these barriers?

--

What do you think might be some key actions that various parties could take to improve housing, mental health, and/or substance use related services in Maple Ridge?

The City of Maple Ridge.

--

Senior levels of government.

--

Community agencies.

Others (please specify).

What would you say are the top three to five priorities for improving social services related to housing, mental health and/or substance use in Maple Ridge?

Do you have any additional comments you would like to share?

THANK YOU FOR YOUR PARTICIPATION!

Appendix B – Verbatim Responses to Service Provider Survey

Which types of services is your organization involved in providing?

Which types of services is your organization involved in providing? Other responses.
Advocacy
Assistance for seniors in many services including the above
Assisting Seniors
child protection support working with MCFD
Childcare resource and referral, legal advocacy, legal services, parenting programs, seniors programs, volunteer programs, victim services
counselling
CYSN
education
Education which includes social and emotional learning
Emergency Shelter, Emergency Food, Back pack programs, Emergency clothing, Community services as needed
emotional and material support for women
Family Preservation and Reunification
Family Strengthening Outreach Services (Goals are determined by the needs of the family and/or MCFD protection concerns)
Family Strengthening Outreach Services / Supervised Access Visits and many other programs
Finances
Food distribution
From babies to elderly we have services to offer.
Harm reduction
High School Counsellor
Library Services
Parenting, socialization, safety
resource support
Seniors, Family, Childcare, Legal, Youth
social service sector

Which types of services is your organization involved in providing? Other responses.
Support services for youth
Victim Services
Victim Services
Victim Services, Child/youth advocacy, Law Advocacy, Parenting programs, Family strengthening outreach, etc.
We are referral bases for housing, mental health and substance use. We are to help, guide and support youth when they reach out.
We assist clients with accessing supports for all of the above
we give free food to low income singles and families
Youth Services

What is working well in Maple Ridge with regard to housing, mental health, and/or substance use services?

What is working well in Maple Ridge with regard to housing, mental health, and/or substance use services?
-Alouette and Cythera services through self referral is great
-CYMH intake clinics (walk in assessment for services)
-Foundry is a great MH resource for those over 13 yrs old
CN: collaboration amongst service providers that reduces duplication and maximizes opportunities, research based best practices for interventions
collaboration between service providers
collaboration of agencies coming together to support individual
collaboration within organizations
collaborative work within community partners helping marginalized individuals find & sustain housing
communication among professionals
consistency in providing services for the clients
Coordination and support between organizations
Foundry for Mental Health is a great introduction to services and will help families navigate the services.
Foundry providing services to young people in one spot (counselling, parent support, sexual health).
Foundry Ridge Meadows, Alouette Addictions
-Foundry was an excellent addition
-Alouette Addictions

What is working well in Maple Ridge with regard to housing, mental health, and/or substance use services?
-Greg Moore Youth Centre -Child and Youth Mental Health
Having housing for those who were living in the camps. We offer outreach harm reduction supplies and there are many people welcoming them.
Housing is not working, it is in very short supply with rentals above where most seniors can afford
Housing options are gradually increasing, frontline workers are doing well to provide support and fill gaps created by waitlists created by the pandemic effect on mental health
I have worked with clients who have accessed housing, mental health, and substance use services and sometimes attend collaborative meetings to support my clients, when appropriate.
I'm not sure this is not really my area of expertise
improved communication between the resources; excellent training is available.
increased supportive housing, outreach teams working together, harm reduction integration.
Maple Ridge has developed some great resources for youth in this community. The Foundry has been a direct link for us to refer youth who are struggling with mental health.
Maple Ridge has grown a lot in a short time, though we have many services we do not have enough staff to cover all areas of needs such as housing, mental health outreach and counselling services are hard to access. We do our best based on what we are able to with the resources provided.
Multi level services seem to be available for those able to understand and access the services.
Not sure - still a new employee
nothing. it takes forever to get into see a mental health worker, there is no low income housing and family drs are hard to come by. maybe start helping people that aren't addicts or have mental health issues
Partner collaboration
partnerships between ministries, agencies - increased integration and expansion of services between substance use services (Fraser Health) and Mental Health (MCFD)(i.e. pathways to hope)
providing information
shortage of affordable housing, there are mental health and substance services. What needs to be looked at more closely is are they working well?
Some fantastic collaboration happening between agencies providing work
The Foundry, people seem to be comfortable using it and can access it faster than many other services
The low cost, low barrier housing ended the camp at Anita Place.
The new housing has made a dent in homelessness
Unsure
Variety of services available

What is working well in Maple Ridge with regard to housing, mental health, and/or substance use services?

We have dedicated frontline workers who will fight for their clients despite huge barriers.

We have good committees and involvement with key players. There has been healthy open discussion.

Yes, there is a lot of new housing in MR everywhere. Thin townhouses with high prices.

What are the biggest gaps you've experienced or observed in Maple Ridge with regard to housing, mental health, and/or substance use services?

What are the biggest gaps you've experienced or observed in Maple Ridge with regard to housing, mental health, and/or substance use services?

- The community can be very judgemental at times
- Lack of market housing due to increase in rental prices
- Lack of space for folks to go for showers, laundry, food, etc

A huge gap is when there are crisis situations regarding mental health of young people being put on waitlists. These are youth that have been to the hospital and are feeling suicidal who need services right away. There is also a lack of support for parents to navigate the mental health services. Housing is being missed at all levels for young people. No safe house and no supportive housing for young people who can't be at home for safety reasons.

affordable housing for young adults; waiting lists for mental health services; waiting lists for treatment centres for people who want to stop using substances

attitude and stigma, perpetuated by our mayor. Lack of housing available, again because of our mayor and his supporters. Lack of understanding from mayor and council about what needs to be done. Lack of support for programs such as safe houses for youth or supported housing. Trying to police away poverty is failing, the new bylaws officers and "aggressive panhandling" policies further entrench poor people and do nothing to stop the actual issues. Our Mayor and council need to actually listen to people who know what they are talking about with regards to homelessness, mental health and substance use. Waitlists are huge. Our psych department is a just a catch and release system, there is no actual care that goes on there, and when people are released there is no referral, no follow up and nowhere to go.

Case loads are full. Clients are frustrated and want a faster response time.

Confidence to take on responsibility for client; concern for multiple resources or confidentiality. Knowing if client has other resources.

funding

Housing, more help for mental health

Increase in rents, low income persons cannot afford. Renovictions, forcing persons out and they have no where to go. Gaps in service for Mental Health, or not enough service for persons with MH issues. Substance use? Do not appreciate our streets being cluttered with groups of persons using substances and being aggressive. Increase of same group crossing the road in front of cars, not using crosswalks, also just walking across the street anywhere, anytime and do not even bother looking.

What are the biggest gaps you've experienced or observed in Maple Ridge with regard to housing, mental health, and/or substance use services?
It is brutally difficult to access functional supports from Mental Health; It is slightly improving with the Hospital - but also massive barriers and adverse experiences our clients experience trying to access medical and mental health supports -
Lack of accessible and welcoming services for Youth/adults with mental health. Long waits for counselling for individuals suffering with mental health issues. Lack of affordable housing, especially for youth out of care.
Lack of affordable housing for fixed income seniors. Covid and lack of interaction is having a major effect on mental health of seniors.
Lack of affordable/safe/secure housing, lack of addictions services, homelessness.
lack of housing in rentals for seniors rentals are too high building manager and landlords not doing maintenance where needed for weeks after a report has been lodged
lack of housing. lack of one to one mental health services.
<ul style="list-style-type: none"> -Large wait times for outside services (can take months) -More counselling time for schools -Has been really difficult with services moving online with covid (students don't want to access online services) -Only 2 outreach workers for all of the high schools/parents (high in demand and not enough time) -More amenities for youth needed in Silver Valley/Albion area to keep them busy -Bus schedule in upper 240th area leaves youth feeling very isolated -High housing prices/rent prices have really affected families in a negative way
less low/med rental housing available because of house sales boom, waitlist for CYMH, dramatic rise in hard drug substance use with youth and no emergency housing for youth within Maple ridge/Pitt meadows proper
limited housing options, often unaffordable or apartment is in very poor condition but still charging \$1100.
<ul style="list-style-type: none"> -limited subsidized or affordable housing spots compared to the need -cost of specialized trauma counselling is a barrier for those who do not qualify for CVAP or similar subsidy programs -mental health services not available to all who want to access the service (who may not meet criteria) -need for mental health services that are tailored to those who don't fit the typical models of treatment, I have seen a current trend to closing files, in some cases I feel too soon (trend to not servicing clients with personality disorders long term (burning through supports), those who choose not to medicate) -walk in services for children 8- 13 years when in crisis have gotten better but wait times are still too long, have to go to surrey or children's hospital for emergency MH care
Long wait times, harsh enforcement action
<p>Major Gaps.</p> <p>Can see homeless people all over Maple Ridge.</p> <p>Low income people can not find suitable and safe housing. Lack of safe affordable housing for women and women and children.</p>

What are the biggest gaps you've experienced or observed in Maple Ridge with regard to housing, mental health, and/or substance use services?

<p>Long wait lists for services like counselling / mental health.</p> <p>No safe drug supply or safe spaces to use. People using on the street.</p> <p>Many many gaps that need to be addressed</p>
Mental Health services, shelters, public washrooms/showers
more awareness on lifeskill programs pertaining to living and moving forward in a clients life
More still needs to be done as we do not have a youth safe house, there are long waitlists for MH services, and substance misuse is still very high.
Need for overdose prevention site or safe consumption site
no supportive housing for low income housing for vulnerable people
Not enough affordable counselling services available for children/youth/families in regards to trauma counselling.
Not enough affordable, safe and appropriate housing options for people living in poverty, also lack of coordination and integration between child mental health services and adult mental health services, a significant gap is political decisions made by the city that are not based on best practice and exclude social services and committee members such as the youth housing subcommittee
Not enough is being done to help people get mentally well - harm reduction programs do not help people recover fully from addiction and only band aid long term mental health issues.
Not sure - still a new employee
people not allowed in shelter, people not feeling safe in shelter, lack of treatment, lack of housing (low income), mental health resources for people who use or are homeless
Rental housing is difficult to find, regardless of the cost of rent. Regarding Adult Mental Health Services, it can be challenging to connect a client to Adult Mental Health and, if they do not remain consistently connected to services, their files can be closed after 2 or 3 "no shows".
<p>Safe affordable housing for people that struggle with mental health issues. The idea of mixing housing for those that have addiction and blending with those that have mental health issues are two separate things. Our clients need safe and secure housing that isn't surrounded by those that have persistent and complicated addictions as this is a high risk for our community members that are vulnerable to their mental health.</p> <p>We also need more live in housing for addiction with an expectation that the residence is to be for those in recovery and not actively using as this has also created a problem for our clients that struggle with addictions, achieving recovery is difficult when surrounded by poverty and active use of drugs and alcohol in residence.</p> <p>Harm reduction counselling services and general free counselling services are highly needed as many people go without ever seeing a counsellor or psychiatrist due to the length of time to access free services. Timely and supportive services that can be available to the client when they are ready for change.</p> <p>We need more workers within the clubhouses as this is front line work and its a huge resource but low staffing makes the longer wait times for services and its providers to support effectively and in a timely manner.</p>
<p>Stigma towards and lack of knowledge about drug addiction.</p> <p>Lack of safe injection sites</p>

What are the biggest gaps you've experienced or observed in Maple Ridge with regard to housing, mental health, and/or substance use services?

Support for those with mental health barriers who seem unable to navigate through an often complex system.

The biggest gap in services is youth who are homeless, couch surfing. After losing the Safe house years ago its a struggle to find youth in this community a safe place to sleep. All of support and referrals are out of town and quite frequently in the Vancouver area. A lot of the youth who come and ask for support struggle financially, have mental health struggles or are unable to stay with family. A huge barrier is getting the youth to a safe house. There are multiple bus changes, its late, their alone and are not familiar with the communities in which they are travelling to. A lot of the time we have to get a taxi to give the youth a direct link to the safe house and ensure they arrive quickly and safely.

Maple Ridge needs a Safe House now more then ever. We have a lot of struggling youth in this community and this is one resource that is a major gap in the Fraser Valley area.

The challenge I observe is for large newcomer families. It is very difficult to get social housing if you are a family larger than four.

There is a serious deficit of affordable housing. Many of my clients cannot afford to live independently so they life with unhealthy or abusive partners to get by. Many referrals request support around housing and it is difficult as there is next to nothing. Single female parents and Youth are at a significant disadvantage, especially if on disability.

Personally, I recently moved to Maple Ridge from Port Coquitlam and the numbers of addicts, homeless etc are shockingly high.

there is not a lot of low income housing and the low income housing that there is takes forever to get into. We don't need anymore housing for addicts or mental health issues

There is service. But clients don't know or don't use. Find the service in other cities.

wait lists for most everything are long, people get discouraged and then are less motivated to follow through when they have been waiting for months.

Waitlists for Child and Youth Mental Health, Concurrent disorders, lack of face to face services due to COVID. In the Albion community many families being pushed out of basement suite rentals due to the housing market. Landlords are selling and families can not find affordable rentals anywhere in the area or Maple Ridge in general. Causing stress on the family and worry for the children.

Do you have any additional comments about housing and housing-related support services in Maple Ridge?

Do you have any additional comments about housing and housing-related support services in Maple Ridge?
build more low income housing and make it easier to find help getting into low income housing
House prices/rent are SO expensive. Families are being forced to leave their families/community they have ties to so they can better afford housing. Rental/housing assistance threshold to qualify is too low. Very little financial support for single moms. No supportive housing available to youth in Maple Ridge since Iron Horse closed.
Housing is an absolute emergency. \$1500 per month for a 1 bedroom basement suite is insane. Stable housing is the foundation for all other social change. Adequate housing and supported/affordable housing will have a ripple effect and there will be improvement across many area's including crime, vandalism, child protection reports, domestic violence, healthcare and more.
Maple Ridge is in need of housing for seniors as soon as possible there is a shortage of safe, affordable housing
<p>Need additional shelter beds for women and children fleeing violence.</p> <p>Need second stage housing and beds for women and children fleeing violence.</p> <p>Need the Youth Shelter back in Maple Ridge.</p> <p>Need affordable below market cost housing for women and children.</p> <p>Need housing for women, women & Children, substance users, and those with mental health disabilities that have on site support, programs and services to help keep the vulnerable safe, healthy and families together when possible.</p> <p>Need more opportunities for smaller single family lots to have small homes added to property.</p>
Out community needs specific housing for youth that is based on capacity building and life skills for young adults towards increased capacity and independence, housing that includes supports
So many clients do not want to use the Salvation Army facility due to aggressive behavior and drug use of other persons staying there.
Stop building townhomes that people can't afford and start building housing for everyday people.
The closure of the youth safe house is still having a negative impact in our community. The lack of emergency mental health services for youth is inadequate. Youth going to an adult psych ward is not reasonable for families to get the support they need in an adult system.
there are very little accommodations for homeless
We need more co-operative housing that blends community together. Housing that isn't just focused on poverty and addictions but housing that allows a blend of people in differing income brackets and for young families to give them a home to raise children. Affordable and reasonable rates that allow families to have space and safety and comfort for them to thrive. Housing is a huge struggle for most of our members that are single as well, these individuals feels they have no where to go that feels good and reasonable. Clients living with multiple people in one home is common here and its one bedroom with shared house and the cost is around 750 a month. This is not ideal for adults needing their own space and home but is sometimes the only option.
we need more low income housing and transitional housing (2nd stage, etc)

Do you have any additional comments about mental health services in Maple Ridge?

Do you have any additional comments about mental health services in Maple Ridge?
6 month waitlist for Child and Youth Mental Health services, we need more clinicians in Maple Ridge to service our youth.
Adult mental health is inadequate for those who need face to face support
expansion of services is needed and fully expected when we have been affected by the pandemic
Having additional support to help individuals and families with "Ulysses Agreements" or specific and proactive safety plans would be beneficial to some.
I think there is a lack of 24 hour support. I also think there should be more integration of mental health workers amongst first responders, instead of police alone responding to emergency mental health issues
it is so bad in Maple Ridge - reports from clients unable to even access by phone -being turned away, having difficult experiences once they are accessing services
Lack of coordination and integration between adult MH services and child/youth MH services
make it faster and easier to get into see a mental health worker
<p>Many individuals I work with who have mental health concerns experience discrimination and inadequate support within the system. These individuals are afraid to go to hospital as they anticipate being treated poorly.</p> <p>Many clients with less acute mental health concerns cannot access supports through the mental health center.</p> <p>Community Services lost funding for its affordable counselling program and there is not much else out there for regular families.</p> <p>Waitlist for psychiatrists are very lengthy</p> <p>Community Outreach programs work very hard to fill the gaps, but require more flexibility and resources to be more effective.</p>
Maple Ridge has come along way in this area. Mental health is on the rise and will see continued increase as we shift out of covid lockdowns. Other then possible wait times I believe Maple Ridge is taking the right steps to have places/resources and dedicated counselors available for youth to see, talk and work though a lot of their health issues.
More mental health out reach counsellors
<p>Need mental health services that are all under one roof for the most vulnerable: Housing, help with medication, counselling and supported volunteer/employment, activities.</p> <p>Need additional supports for those who are just barely managing.</p>
Reduce waitlists, increase assessment services, increase communication between service providers without the city trying to step in and push the mayor's agenda.
<p>-services for those who may not qualify for subsidy or referrals is a barrier</p> <p>-more self referral services (low or no cost) including trauma based specific counselling like EMDR, DBT</p>
there needs to be a relook at the services, how can standards and consistency be improved. Obtain client feedback information as well which will be very helpful. A lot of clients are not following through and are always overwhelmed, how can contact and follow up with them be improved.

Do you have any additional comments about mental health services in Maple Ridge?

Three staff for one drop in centre is not enough. Clubhouses are now employment services and volunteering services as well as being a facilitation centre for many programs such as Wrap, Community Kitchen, Therapeutic volunteering, employment readiness, supportive employment, social time, housing and resources and paperwork, these are just a few of the things we do in clubhouse. There is not nearly enough staffing. Part time staff would be a huge help for in house at the clubhouse for evening programming and the requirements of Fraser Health. Statistics WDA employment, housing, mental health support, resourcing, cooking, cleaning of the space, organizing the space and keeping up with current and constant change from funders is daunting. The overall expectation of mental health staff is extensive and case loads are high, staffing is low. To have one staff member strictly for employment readiness and the WDA would be helpful.

We are so lucky to have Foundry (still only one psychiatrist)! The wait time for services is still very long (can take months for services from CYMH). The timing for intake does not fit for working families (Intake for CYMH is 9-4 Thursdays and that is when families are working and children are in school). Maple Ridge does not have a youth psych ward and this can lead to a scary experience for youth to be with adults or in emergency.

Do you have any additional comments about substance use services in Maple Ridge?

Do you have any additional comments about substance use services in Maple Ridge?

Addictions services in Maple Ridge do their best but they would need significantly more resources to serve the large addict population in the community.

Alouette does a great job, but the needs in Maple Ridge are greater than they can support in a timely manner

It is extremely concerning that at any time, driving through Maple Ridge, you can see individuals using drugs, acting erratically, and often endangering themselves and others by wandering onto Lougheed Hwy or Dewdney Trunk. This is unacceptable, and not just because I don't particularly want to "see it", but because these people are sick and completely vulnerable, and highly at risk. They need more than counselling. They need appropriate housing with services that are required to participate in, in order to live there.

Its needed more for clients

Many people I meet are waiting long periods to get into a treatment program

More support in this area is needed!

need more services for people with mental health issues AND substance use issues

Need to have safe supply and safe places to use drugs off the streets and alleys.

not at moment

Over the years, Alouette Addictions has provided numerous services for the youth and adults in our community. They tend to work directly with my clients, so I don't know specifically what supports are available regarding harm reduction services, the current availability and options for residential treatment, etc. The drop-in groups and one-on-one counselling support that Alouette Addictions has been helpful, particularly for clients who are on wait lists for clinical counselling service.

Do you have any additional comments about substance use services in Maple Ridge?

-safe sites for use and more services are needed
 -more models of treatment to choose from including indigenousness models (heavy reliance on 12 step programs)
 -intensive non-residential programs for addiction
 -preventative work with those at risk of being homeless or those who are homeless in creating networks of connected people so addiction does not become a coping strategy (as we know not all people are homeless because of addiction but may turn to addiction as an unhealthy coping mechanism)

Stop treating addicted people like they don't matter. You can't police away addiction. Listen to people who know what they are talking about. Hire actual experts and then do what they say.

The whole field of work of substance support services needs to be revamped and integrated. People drop out easily and do not follow through. Do the services need to be more integrated, one stop services. Need client feedback on how it can be improved.

There are only two prevention workers to service all of the 7 high schools in our school district. They are also expected to provide outreach services and parent education. It's an impossible job.

We need more safe and affordable housing for those in recovery.

What are the biggest barriers faced by individuals in need of these services? Check all that apply.

What are the biggest barriers faced by individuals in need of these services? Other responses

Again one stop services, build in changes to ensure, people connect and stay connected. The impacts of these mental health issues are totally overwhelming for clients. A newer, fresher, effective approach is needed.

Long waitlists make clients not want to even try. Tired of being put on another waitlist for services.

No where to bathe

Normalization of poverty, violence and rape culture

waitlists

Do you have any suggestions for what could be done to address these barriers?

Do you have any suggestions for what could be done to address these barriers?

An in person counsellor/social worker who can help with the complex navigation process for those with mental health barriers.

Community engagement, empowerment and teaching.

Continue to expand safe, affordable housing. Offer targeted housing and integrate support services with the locations.

Enhance or reinvest in mental health services, particularly affordable counselling and services for individuals with milder mental health issues as an investment in prevention.

Do you have any suggestions for what could be done to address these barriers?
Significantly enhance harm reduction services and minimize the need to do crime to pay for drugs through alternative programs (harm reduction, prescription alternatives). Invest heavily in education and messaging to reduce stigma and create safety within the community.
improve publicly funded mental health and medical services
More prevention work. More early interventions. More interventions programs and services that are for everyone. More "community" and all under one roof programs and services. More looking at the issues from a feminist lens.
Obtain meaningful feedback from clients and community, focus groups, they can provide more insight to what would be more helpful for them And work on improving it from that direction.
Overall more trained staffing on the front line work. More dollars towards affordable and safe housing. A place of residence for people to overcome their addictions and mental health issues without being surrounded by others that are not ready for change. Not blending housing for mental health and addictions but recognizing these are differing issues and mental health struggles can create a place of vulnerability for members of our community.
Service locations that are outside the downtown core, Albion area and Pitt Meadows have no service providers. Requires families and youth to commute to receive services, that's a barrier for many. Some find the downtown core an unsafe area and do not want to access services there.
start building more low income housing
To have a facility specifically for persons who are drug free, more family orientated, for seniors and safe to be.

Action Suggestion for the City of Maple Ridge.

Action Suggestion for the City of Maple Ridge.
As far as Seniors Housing goes we need to attend to building many more affordable housing units
Bringing back a youth safe house in this community. It's a missing gap in services in this community. Faster intake for youth with substance abuse struggles. Post Covid world where children and youth mental health will be at a extreme levels.
Create space for a centralized wholistic group of services
Embrace harm reduction.
-encourage more affordable and subsidized housing projects, no barrier shelters and other programs -continue education around addiction and homelessness -better crisis MH services in Maple Ridge Hospital so clients don't have to go to surrey or Children's hospital
facility providing showers and laundry to the vulnerable sector
focus services and resources on harm reduction models rather than abstinence based (which are no longer the preferred model based on current research)
funding for collaborative programs
Government funded youth safe house

Action Suggestion for the City of Maple Ridge.
great work - more advocacy for housing at leadership political levels
Host town halls with presentation of science based information to the public about addiction to educate them and allow discussions to take place. This will reduce stigma. Also advocate for a safe injection site in Maple Ridge.
Make a commitment to have affordable supportive housing for youth at-risk of homelessness. Free education programs to develop employable skills. Crisis Care Team dedicated to work with families whose young people are suicidal.
Meaningful connection and coordination with social service agencies and decisions based on research and best practices/ transparent decision making
Messaging and Communication to reduce stigma. Education of Community Members (even in schools to plan ahead). Extensive cooperation with provincial government around housing. distance yourselves from ignorant political beliefs that reinforce the problems and adopt compassionate, effective, practical policies. Demonstrate Leadership around areas of inclusivity and cultural safety to contribute to developing a community that is supportive and welcoming to all
More funding to support these aspects.
more housing and supports
More low income housing is needed in this community. More clinical counselling services would be beneficial as the current wait lists prevent some families from accessing services in a timely manner.
More teamwork, amalgamation, client feedback and involvement in making the changes. More funding it is a very high needs issues.
Other levels of safe homes that are drug free, but are for homeless, seniors, women, trans gendered who want to feel safe.
provide adequate funding
Provide land and zoning opportunities for seniors housing
Provide reliable funding to organizations who are experts in delivering the programming so they can expand
Provide space for service providers to run programming in areas outside the downtown core.
Stop blocking the provincial government from creating housing. Use Municipal owned property for housing and services. Promote prevention and education Partner with government and community agencies Work with the schools to provide barrier free pre-school, after-school and summer opportunities for vulnerable families
Support for rental housing. Stop absurd policing and bylaws enforcement for homelessness/addiction and start putting in real solutions. Actually give a shit about people. Mayor needs to stop pushing his hateful agenda.
The city could provide land to offer for co-operative housing.
understanding / vision

Action Suggestions for Senior Levels of Government.

Action Suggestion for Senior Levels of Government.
<p>Bringing back a youth safe house in this community. It's a missing gap in services in this community. Faster intake for youth with substance abuse struggles. Post Covid world where children and youth mental health will be at a extreme levels.</p>
<p>-decentralize addiction and homelessness and use those funds to support preventative and treatment options -more and better localized services across communities</p>
<p>Fund more programs and services Add more public transportation Improve the quality of education in our schools. Improve child, youth and family services in our schools.</p>
Funding
Funding for housing, treatment, mental health.
Funding that includes support& resources included with funding for housing/infrastructure
funding to City of Maple Ridge
<p>Increase education for law enforcement and healthcare employees to improve interactions with those institutions. Fund prevention and harm reduction based programs. Make significant investments in supportive and affordable housing</p>
Increase funding for Child and Youth Mental Health services.
<p>Long term treatment centres for complex Mental Health illness-ie instead of being taken to hospital, spending a short time in acute psych wards and then released with little or no support into the community. Many of the people who are using drugs or are homeless have complex mental health issues that are just being banded in acute care settings.</p>
mandate more engagement between community agencies and hospital and mental health; get more housing;
<p>Meet with them, team work on improving these serves not just for Maple Ridge but for the overall province of British Columbia. Certainly more funded is needed. Check with other countries, provinces who has a better cutting edge approach to this ongoing problem. We need more cutting edge research in the fields overall to advance support services, using methods other areas are using that are showing more success. Build centres which encompass all of the needs so they only have to go to one place and deal with one facility. Having it spread out is overwhelming and often not achievable for those who are so impacted and suffering with debilitating illness.</p>
More awareness of the front line and the issues and pressures trying to help people who are on the verge of homelessness. Our seniors included.
<p>More funding for housing and mental health services. Emergency youth services are also needed since the Iron Horse Safe House closed. We also need more foster parents in this area, as more children are residing in care outside of this area, which poses a challenge to parents, caregivers, and support services (such as facilitating court-ordered supervised access visits for parents and children that are in care).</p>
More funding.

Action Suggestion for Senior Levels of Government.
provide adequate funding
Provide funding to assist in low cost senior residential housing
Provide necessary funding to support increased available services and housing
Provide reliable funding to organizations who are experts in delivering the programming so they can expand
Seniors housing is in serious need right now
To offer money for more family orientated housing that blends families and community members from all aspects of life and not specific to one issue such as homelessness and addictions. Many of our community members are elderly and those on disability and they are being missed among all the calls for housing for homelessness yet these may be the next people on the streets, Housing for Prevention of homelessness should be a model, safe, affordable and something to have pride of when coming home.
understanding / vision / practice
Use powers to deploy more services i.e. OPS. SCS

Action Suggestions for Community Agencies.

Action Suggestion for Community Agencies.
access to adequate funding
Advocate for more housing for our seniors being displaced by high rentals and the lack of availability
Band together to advocate and be involved in building and running low cost seniors housing.
Better communication between agencies.
closer integration - so that services aren't duplicated
collaborate to maximize on funding and sharing best practices - as well as referrals for integrated care
collaboration
<ul style="list-style-type: none"> -continue to offer flexible services for clients -have MH workers (CLS / SIL) on flex schedule to meet clients outside regular Fraser Health business hrs -continue to adapt to client needs - offer specialized trauma counselling (low no cost) EMDR, CBT, CPT,
Examine how each service is delivering support services to clients, it is a more fragmented approach, get feedback from the specific support services, committees etc to develop advanced resources one stop as much as possible. Most agencies are dealing with a variety of programs services how well is that working, how can it be improved upon and again amalgamated.
Funding

Action Suggestion for Community Agencies.
Increase awareness of the services available in this community (for community members as well as a greater awareness among the various service providers).
Keep requesting money from governments and keep the pressure going as we need more funding as this city grows bigger and more complicated.
More drug testing Safe injection sites
More funding to expand the personnel in these organizations.
more workers, more money
no overlapping services - funding should be used in the right way
Not enough staff to accommodate all the mental health issues, and drug issues prevalent in our community.
Provide barrier free services
Pursue grants and other opportunities to increase available programming. Hold themselves to best practice standards and pursue accreditation to ensure quality service.
Reasonable case loads and encouragement of self care.
working together on projects

Actions for Others (Please Specify).

Actions for Others (Please Specify).
Advocate for decriminalization of all drugs to reduce stigma and allow for police funds to be better spent elsewhere.
Broad marketing with a message similar to Bonny Henry's for COVID of "Be Kind, Be Calm, Be Safe" and directed towards the general public related to how people who use drugs or are harmless are treated.
Community - educate and a movement from blame to support and understanding
Funding
MR/PM Community Services is an amazing service provider and continues to do their best even when dollars are tight. They strive to push to the next level and to offer more services to this community, they are progressive in thinking and producing for our community members. I would say the city of Maple Ridge is lucky to have a service provider that makes every dollar count and that keeps working hard for a better, healthier community.
None, it feels overwhelming to deal with and work with and then try to develop systems that are more functional, supportive, effective and client centred where they really feel a significant difference and change in their life overall. Everything is so overloaded, fragmented and not as effective overall they way we are all approaching this field of service.
Offer operating hours that allow easier access for those with mental health and or transportation issues

Actions for Others (Please Specify).

Our schools are a hub of available opportunities. All levels of government and community agencies need to be partnering with our schools to provide programs and services to families as a preventative measure to mental health, housing and substance crisis's

We also have a huge gap in mental health counseling services for those with trauma....

What would you say are the top three to five priorities for improving social services related to housing, mental health and/or substance use in Maple Ridge?

What would you say are the top three to five priorities for improving social services related to housing, mental health and/or substance use in Maple Ridge?

- More sustainable housing for people with barriers

- More sustainable housing and services for the elderly

- More treatment facilities

We currently have no second stage housing for folks leaving treatment that is publicly funded, and/or supported with a subsidy, in Maple Ridge

1) more subsidized housing

2) choices for supports for clients struggling with addiction and various models of treatment including intensive non-residential treatment and indigenousness treatment models

3) Mental Health wait times for youth or not qualifying for services: localized services and access to services for those who don't qualify for subsidy or referrals

1. get mental Health functioning in this community - it is not good at all.

2. Get the hospital to work with other agencies and with vulnerable population receiving services

1. Safer streets

2. Good job of keeping the vacant properties that were nicely treed, and now barren of nature and enclosed with chain fencing.

3. Another facility for safe living for homeless, drug free.

1: Additional funding for front line workers, not management.

2. Increase service accessibility for areas outside the downtown core: Albion/East Maple Ridge and West Maple Ridge.

3. Expand hours for services, youth and families are working and at school from 9am-4pm. Later hours for services would increase accessibility.

1. affordable housing 2. housing for young people and young adults with pets 3. increase services in mental health 4. increase services for substance use 5. increase concurrent services (for people with mental health AND substance use)

What would you say are the top three to five priorities for improving social services related to housing, mental health and/or substance use in Maple Ridge?
<ul style="list-style-type: none"> 1. More funded 2. Redefine mental health, integrated support services, newer ideas, approaches which will improve service 3. More affordable housing, funded to build more, increase in social Assistance for people living in poverty. 4. Advanced research other province and countries what are they doing that has made a change. 5. Most important consumer involvement, feedback, information on how services are impacting them, what is missing and what is needed to improve services, their lives and health overall.
<ul style="list-style-type: none"> 1.Youth specific affordable housing that includes life skills and capacity building resources, 2.affordable housing options for seniors seeking independent housing options, 3.for the city to continue to support and fund the CN
<ul style="list-style-type: none"> 1-Accessible counselling and guidance services to help steer those in need toward affordable housing and treatment options. 2-Hub to centralize services. 3-Affordable housing.
<ul style="list-style-type: none"> Access to longer term inpatient Mental Health Services Education of the public to reduce stigma will result in more development of safe injection sites and access to drug testing Widespread access to harm reduction supplies
<ul style="list-style-type: none"> Affordable housing Easier access to counselling services Community knowledge
<ul style="list-style-type: none"> Affordable Housing for seniors, young people and families. More staff for mental health drop in services. Residential long term for addictions, treatment that includes a second stage housing for success.
<ul style="list-style-type: none"> Affordable housing, substance use treatment, harm reduction services.
<ul style="list-style-type: none"> Availability of funds to build seniors housing affordability for seniors buildings and services designed for seniors mobility
<ul style="list-style-type: none"> availability, transportation, wait list, knowledge of whats available
<ul style="list-style-type: none"> Below market value rents for seniors more availability of seniors housing
<ul style="list-style-type: none"> collaboration with other cities / learn from existing successful services in other cities / believe in each person's strength
<ul style="list-style-type: none"> detox/treatment facility, HUB
<ul style="list-style-type: none"> Funding for counselling/psychiatrists to reduce waitlists Affordable housing - co-op, rentals, supported housing. Bring social services into planning for reducing issues Available and accessible REGISTERED 60+ day treatment beds for youth and adults Overhaul of RMH psych unit - better referrals, follow up, treatment plans in hospital.
<ul style="list-style-type: none"> Funding, funding, funding
<ul style="list-style-type: none"> Funding, funding, funding, funding, and funding
<ul style="list-style-type: none"> housing, bathing, mental health services, treatment, financial

What would you say are the top three to five priorities for improving social services related to housing, mental health and/or substance use in Maple Ridge?

Increase affordable and supported housing for mental health, addiction and families leaving abuse.
Mental health supports for children under 12
increase low cost or free counseling

low barrier support
proper long term funding of programs targeted to prevention
crisis support
youth safe house

make it affordable (some of the apartments are so run down and still far too expensive for an individual on Income Assistance to afford)

Housing for families (outrageous costs) and often families are discouraged to apply

Pets-many people with mental health issues have a pet as a means for comfort, a reason to get up every day. There is virtually no housing that will permit a pet.

Substance use on the streets has got to stop. I'm tired of driving down Lougheed and seeing the same groups of people shooting up and passing drugs to their friends. It's hard to not be resentful and pass judgement. These people often intimidate others, and frankly, why should I not be able to take a 3 year old to a local playground? The closest is Nokia Park on 222nd Street, and it's ridiculous that the "supportive housing" is dealing in the park, right across from the building. As a working and tax paying person, I feel really ticked off that we have "supportive housing" and it's the biggest drug house in the community.

MORE HOUSING
LESS STIGMA
SIGNIFICANTLY EXPANDED SERVICES
HARM REDUCTION FOCUS

More rental housing available for lower income households
Easier access to clinical counselling services for individuals and families
Easy access to services to assist individuals and families to complete current and/or past tax returns as many families I've know that are on income assistance fail to complete past tax returns which can impact their ability to apply for government benefits (such as applying for the Canada Child Tax Benefit if their child was removed and then returned to their care).

OPS/SCS
Increased rental subsidy
Collaboration

remove of stigma around the vulnerable sector
appropriate housing
need of more shelters

Sourcing funding - integrated models of care - collaboration between organizations

Top of the list is safe affordable (below market) housing for women and women & children

Support and lobby the government for increases to the minimum wage.

What would you say are the top three to five priorities for improving social services related to housing, mental health and/or substance use in Maple Ridge?

Partnerships with schools to increase the supports that help prevent housing, mental health and/or substance crisis

Youth Safe House

Faster and more efficient youth substance abuse issues.

Pro-active approach for post covid world and the high increase of mental health struggles for children and youth.

Do you have any additional comments you would like to share?

Additional Comments.

I would highly recommend an additional SWIS worker in SD42. Two would help manage the needs of the growing number of newcomer families.

none at this time. Thank you for looking at this more closely. Support services in community overwhelmed with needs, A sense that we need to do something more and different as clients do not seem to follow through, what we are doing overwhelms them. It certainly requires a fresh new outlook and improving services for them.

our seniors have so little choice on what housing looks like for them, they need safe, secure accommodation where some of their needs are met as far as wider passages, bathrooms that can fit a walker, apartments that allow for scooters

Thank you for doing this.

This is as important as the COVID crisis, and should be given top priority and treated with as much urgency since it too is a health care crisis!!

Appendix C – Key Informant Interview Guide

Thank you for taking the time to speak with me. As you may be aware, the Social Planning and Research Council of BC (SPARC BC) has been contracted by the City of Maple Ridge to conduct research on housing, mental health, and substance-use related services available in Maple Ridge.

As part of this work, we are interviewing key stakeholders like you to better understand the successes and challenges faced by social service and housing providers in Maple Ridge and to gather your ideas for action priorities. All of the interview responses will be summarized together so you will always remain anonymous. The interview analysis will be shared with the City, as well as key partners at Fraser Health and BC Housing. This analysis will include a list of all individuals interviewed.

The interview should take about 30 to 45 minutes. Participating is an entirely voluntary process and you may skip any questions you do not want to answer and end the process at any time.

1. Do you agree to take part in this interview process?

☐

a. Yes: Continue to the next question

☐

b. No: Thank you for your time (interview terminated)

Section A: Background Information

Note: The information below is noted for record-keeping purposes only. It will not be included in the interview analysis and no comments will be directly attributed to the interviewee. A list of all interviewees will be included as an Appendix to the final report to show who has participated in this engagement process.

Organization Name:

Interviewee Name:

Interviewee Role/Position:

Time and Date of Interview:

Section B: Organizational Perspective

2. Please briefly describe your organization's role in providing services related to housing, mental health, and/or substance use services in Maple Ridge and your own role in the organization.

3. What are some of your organization's greatest successes in providing services related to housing, mental health and/or substance use?

4. What have been some of your organization's greatest challenges in providing services related to housing, mental health and/or substance use?

Section C: Community Perspective

Please answer the following questions with reference to the types of services you are most familiar with.

5. What do you believe is working well in Maple Ridge with regard to housing, mental health, and/or substance use services?

a) Which types of services are most available and accessible?

6. What do you believe is not working well or the biggest gaps in Maple Ridge with regard to housing, mental health, and/or substance use services?

a) What are the biggest barriers for individuals in need of these services?

b) Are there additional services or supports that are needed? Please describe.

7. Are there any unique aspects of the local context of Maple Ridge that are important to note when planning for housing, mental health, and/or substance use services?

Section D: Priorities for Action

8. What do you think might be some key actions that various parties could take to improve housing, mental health, and/or substance use related services? What actions would help address some of the challenges faced by service providers and by individuals needing services?

a) the City of Maple Ridge

b) Senior levels of government

c) Community agencies

d) Others?

9. What would you say are the top three to five priorities for improving social services related to housing, mental health, and/or substance use in Maple Ridge?

10. Do you have any additional comments you would like to share?

Appendix D – Key Informant Interview Participants

Name	Organization	Role
Alicia Erenli	The Foundry	Operations Supervisor
Christina Shearme	Maple Ridge, Pitt Meadows, Katzie Community Network	Coordinator
Fran McDougall	Act 2 Child and Family Services	Executive Director
Jason Payne	Coast Mental Health	Senior Manager - Housing and Outreach Services
Jenny Earley	Family Education and Support Centre	Executive Director
Jessica Van Norren	RainCity	Harm Reduction Services Program Manager
Kayla Field	RainCity	Maple Ridge ICM Team Lead
Laurel Hickman	Alouette Addictions	Outreach Supervisor
Maria Perretta & Bev Schmahmann	Ridge Meadows Seniors Society	Executive Director and Outreach Coordinator
Nick Blackman	MPA Society	Operating Director
Toni O'Keefe	Community Action Table - Peer Team	Peer Leader
Vicki Kipps	Maple Ridge, Pitt Meadows Community Services	Executive Director
Wilf Leung	PLEA Community Services	Program Manager

TO: His Worship Mayor Michael Morden
and Members of Council
FROM: Chief Administrative Officer

MEETING DATE: September 28, 2021
FILE NO: 01-0110-01-2021
MEETING: Workshop

SUBJECT: Business Planning Fall Check-In

EXECUTIVE SUMMARY:

Council approved Corporate Planning Guidelines on July 27, 2021, which provided staff with a framework to undertake business and financial planning for 2022-2026. Feedback from Council identified a desire to increase public education about the budget, taxation and the operational implications of different tax increase scenarios, from 0% to beyond the 3.6% approved as part of the current Financial Plan. Two educational videos and an illustrative presentation provide additional context for this touch point with Council to ensure alignment with what will be presented during business planning in November.

RECOMMENDATION:

For information.

DISCUSSION:

a) Background Context:

On July 27, 2021, Council approved Corporate Planning Guidelines which provide direction to staff for the development of department business plans and the five-year Financial Plan starting in 2022. It was communicated to staff that more educational content for the public is desired as well as an overview of the operational impacts of different tax increase scenarios from 0% to beyond the 3.6% approved as part of the current Financial Plan.

The two educational videos that have been developed explain the components of residential tax notices and how tax dollars are spent. The videos will form a core piece of the fall touch base with Council regarding what will be presented during business planning sessions in November, as well as the basis of public consultation sessions in October. All of the content will be posted on the City's website for public access prior to the public consultation taking place.

CONCLUSION:

Council will be undertaking business planning in November and the direction provided to staff as a result of this presentation supports staff in the delivery of the Financial Plan for 2022-2026.



Prepared by: **Dan Olivieri**
Manager of Corporate Planning & Consultation



Reviewed by: **Trevor Thompson**
Director of Finance



Approved by: **Christina Crabtree**
GM of Corporate Services



Concurrence: **Al Horsman**
Chief Administrative Officer

TO: His Worship Mayor Michael Morden
and Members of Council
FROM: Chief Administrative Officer

MEETING DATE: Sept. 28, 2021
FILE NO: 01-0690-02-2020
MEETING: Workshop

SUBJECT: Follow-up Report: Options for Reducing GHG Emissions from Buildings and Transportation

EXECUTIVE SUMMARY:

Throughout 2020, Council received information highlighting the need for action to reduce community greenhouse gas (GHG) emissions. Following public consultation earlier this year, Council amended the Official Community Plan's greenhouse gas reduction targets, and received options and recommendations to reduce community-wide emissions. In follow-up to the April 27, 2021 Council Workshop meeting, this report responds to requests for additional information.

RECOMMENDATIONS:

For information.

DISCUSSION:

a) Background Context:

Metro Vancouver's Climate 2050 Strategic Framework projects the "new normal" for the region within the 2050 timeframe as one with hotter summers, fewer frost-free winter days, extended summer drought periods, a large increase in fall and winter rainfall, increasing frequency of extreme rainfall events, decreased snowpack in our watersheds and sea level rise. The City is adapting operations, community infrastructure and natural systems to cope with the changes that are here to stay. In addition, a significant reduction in greenhouse gas emissions is needed to mitigate this trend.

On May 26, 2020, Council directed staff to bring back information on the City's community greenhouse gas (GHG) emissions, reduction targets and actions. While there are many sources of greenhouse gas emissions in Maple Ridge, and many actions that can be taken to influence them, the term *Community Energy and Emissions Inventory* (CEEI) is used within the Province of BC legislative context to define the GHG emission sources attributed at different levels of government. For Maple Ridge, the inventory primarily includes:

- Transportation - emissions from vehicles registered to addresses within its boundaries;
- Buildings – emissions from natural gas and energy use for buildings and infrastructure.

To a much smaller degree, emissions from solid waste hauled from the city to landfill and waste-to-energy facilities, and emissions attributed to deforestation also contribute to the inventory.

At the Committee of the Whole meeting of July 7, 2020, Council received a report showing that although the City's greenhouse gas emissions from corporate operations were on target, community-wide emissions were progressing contrary to the reduction target established in the Official Community Plan.

- The report indicated that about 60% of emissions were from transportation, and identified electrification of electric vehicle infrastructure in residential and multi-use strata buildings as an action that could be taken to help accelerate adoption of electric vehicles to address those emissions.
- The report also showed that over 30% of emissions were from existing buildings in the community and identified incentivizing higher levels of energy efficiency for these buildings, as well as establishing requirements or incentives for new construction. With 73% of these emissions resulting from existing residential stock, encouraging and accelerating retrofits will be key to reducing community emissions.

At the Council meeting of July 14, 2020, Council directed that staff bring back a scoping report with further details.

At the Council Workshop meeting of October 20, 2020, Council received the scoping report.

- With regard to building emissions, the report provided detailed information on the BC Energy Step Code, related costing information, local capacity-building activities that had been undertaken to prepare for the Step Code, and a comparative scan looking at 10 Metro Vancouver municipalities and 3 others to see how Step Code was being implemented elsewhere. The report also presented information on home energy labelling and related costs.
- On the topic of electric vehicle charging infrastructure, the report provided a comparative scan outlining the requirements of 12 Metro Vancouver municipalities, with most requiring energized outlets with Level 2 capacity, and suggested Maple Ridge update its requirements. The report also provided information on rebates available at the time to residents, condo managers, strata councils and businesses to add Level 2 charging, and suggested a program to encourage this.

Council directed that staff come back with recommendations relating to options provided in the report.

At the Council Workshop meeting of April 27, 2021, Council received detailed recommendations and additional options based on the information and data provided in the October report. Council directed that the recommendations and options be referred to the Green Infrastructure Committee for review and comment, and that staff report back on this and additional questions raised by Council.

Response: Green Infrastructure Committee

The Green Infrastructure Committee is a sub-committee of the Environmental Advisory Committee (EAC). The 12-member group is comprised of EAC and Economic Development Advisory Committee members and experts from the following sectors: Development and Building Industry; Architecture and Landscape Architects; Urban Forestry/Environment; and Landscape Horticulture.

The Green Infrastructure Committee received the earlier staff reports in advance of their June 23, 2021 meeting. The meeting was facilitated by a consultant from Eco-Plan to review the draft Green Infrastructure Strategy document, and in addition to reviewing the draft strategy recommendations, the Members considered the recommendations and options in the April 27, 2021 staff report under two broad categories for new development: 1) implementing the BC Energy Step Code, and 2) requiring energized electric vehicle charging infrastructure.

The Chair of the committee provided a written response based on the discussion, then a second response following clarification (see Attachment A). Summarizing their comments:

- Question 1: Does it make sense to require energized EV charging outlets instead of “roughed-in” conduit?
 - Energized outlets with appropriate load management is an acceptable progression from the current rough-in requirement, and the market will set the demand without need for a City bylaw.
- Question 2: Does it make sense to require Energy Step Code in advance of it becoming a Provincial requirement in 2022?
 - Requiring Step Code in advance might be premature, as the Province and the building industry are still working out some challenges. Incentives may be more appropriate.

Response: UDI/HAVAN

City staff held an online meeting with the Development Liaison Committee on March 26, 2021. Members were introduced to the recommendations that would be provided to Council in the April 27, 2021 staff report. Members were generally supportive, and appreciated that Council had held off on Step Code as it was refined, whereas they expressed that some other municipalities were premature in adopting it.

At the April 27, 2021 Council Workshop, Council expressed a desire to see this feedback in written form from the Urban Development Institute (UDI) and the Home Builders Association of Vancouver (HAVAN). See Attachment B for their joint response. Summarizing their comments:

- Generally supportive of Step 3 for Part 9 (small/simple) buildings and Step 2 for Part 3 (complex) buildings, with a density bonus for higher steps; with suggestions relating to:
 - air tightness testing particularly with townhomes;
 - grandfathering in-stream applications for large/complex sites;
- Generally supportive of moving to energized EV charging infrastructure, with suggestions relating to:
 - Visitor stall charging and cost recovery in townhome sites.

Response: Additional questions from Council

Council wished to know the volume of rough-in parking stalls that have been approved under the existing bylaw requirements. There are several challenges to providing exact figures. Foremost, our software application for development and permitting does not capture data for electric vehicle parking stalls. Another issue is that not all applications in the system will proceed, and some may be significantly altered as they proceed through to final approval. Nevertheless, staff have taken the time to manually generate data.

Council has approved or has given third reading to over 1,500 electric vehicle stalls for apartment and townhouse developments. Of those that have been built, the Chief Building Official provided the following comment:

“All buildings constructed after the bylaw change to enable electric vehicle charging rough-ins have achieved the requirements. Based on the methodology permitted under the electrical code for service sizing the ultimate installation of an EV charger for multi-residential projects requires a form of load sharing technology to ensure demand does not exceed capacity. To date we have not had any issues with service sizing but we continue to monitor the methodology used by engineers at the design phase to ensure we maximize the potential of every service.”

In relation to building energy efficiency, a staff member has been verified as an energy advisor, and the City has acquired air tightness testing equipment with the intention of providing educational services to builders in advance of the Provincial code update. The roll-out was impacted due to COVID-19. In some cases, where staff provided energy modelling to set the baseline for mid-construction blower door testing, staff was not subsequently contacted to provide the service at the mid-construction point and therefore only final construction testing can be completed. This is not ideal because at that point it becomes cost-prohibitive to further tighten the building envelope.

The City has seen construction proposed to voluntarily exceed code, where the developer sees value in building to a higher energy standard and is not looking to the City for incentives. In those cases, they have allowed additional access to the site for building department staff so they can see what is involved, giving them a better understanding for the purposes of plan checking and inspection.

There has been one case of the City being approached by a developer potentially proposing Energy Step Code, Step 5 for a single family home development. The site is extremely challenging and achieving a density bonus is not possible for this reason.

The preceding information responds to Council direction of April 27, 2021. Although the information has been provided as information only, Council may wish to revisit some of the recommendations in the earlier staff report. These are dealt with in the following section.

b) Alternatives:

Implementing the BC Energy Step Code will require additional staff time, development of a bylaw and moving that through the legislative process. Implementation of that bylaw will require a notice period to the development industry, preparation of educational materials, and changes to processes.

In the April 27, 2021 staff report, it was recommended that the City implement the Step Code prior to the Provincial enactment. At this point however, this is no longer recommended due to the following reasons:

- that the Province expects to enact the new BC Building Code in less than a year;
- The considerable work involved in implementation for less than a year in advance of Provincial enactment will not significantly impact community emissions;
- the Province and the development industry are actively working through some implementation challenges; and
- the City is currently undertaking a building permit function review, requiring resources and will have implementation items to be addressed.

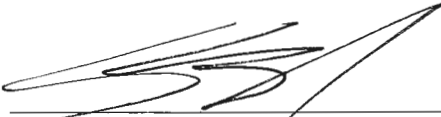
Of the remaining recommendations provided in the earlier staff report, Council may want to consider providing direction to staff on the following:


- implement best practices in Home Energy Labelling when appropriate;
- bring back greenhouse gas intensity pathway options when appropriate;
- require energized EV charging infrastructure;
- require 100% of residential parking spaces to be energized;
- bring forward a program to enable EV charging retrofits to existing multifamily buildings; and
- bring forward a program to enable energy efficiency retrofits for existing buildings.

CONCLUSION:

This report provides follow-up information requested by Council after considerable discussion on both April 27, 2021 and October 20, 2020 on ways in which the City could take action to reduce community greenhouse gas emissions from buildings and transportation. Council may wish to revisit recommendations and options provided in the April 27, 2021 report relating to building and vehicle emissions. However, it may be prudent to wait for the revision to the BC Building Code for the Energy Step Code recommendations, due to the short timeline remaining until the expected introduction of that legislation in Fall 2022, the considerable work involved in implementing for such a short time, the building permit function review currently being undertaken, and the challenges still being resolved among the Province and the development industry.


Prepared by: **Laura Benson**
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Chief Building Official


Approved by: **Christina Crabtree**
GM Corporate Services


Reviewed by: **Chuck Goddard**
Director of Planning


Approved by: **Christine Carter**
**GM Planning & Development
Services**


Concurrence: **Al Horsman**
Chief Administrative Officer

Attachments:

- A. Excerpts from emails dated July 18, 2021 and September 16, 2021 from the Green Infrastructure Sub-Committee of the Environmental Advisory Committee
- B. Joint letter from the Urban Development Institute (UDI) and the Homebuilders Association of Vancouver (HAVAN) to the City of Maple Ridge regarding the report on the proposed *Options for Reducing GHG Emissions from Buildings and Transportation*

For Reference, see <https://www.mapleridge.ca/AgendaCenter>:

- [October 20, 2020 Council Workshop](#) report: *Community Energy and Emissions Scoping Report and amended Council resolution*, item 2.1
- [April 27, 2021 Council Workshop](#) report: *Options for Reducing GHG Emissions from Buildings and Transportation*, item 4.4

Response #1 from the Green Infrastructure Committee

(Note that extraneous personal comments at the beginning and end of the email have been removed.)

"We focused only on the two main points for discussion. There was a general overall feel that's expressed, then some points specific to the two questions. The most specific comments came from the developer side of the committee, however, there was overall agreement from the entire committee with no dissenting opinions.

Overall, it is important to note that EAC Green Infrastructure Sub-Committee GISC members were all in agreement that it was important for the City to be considering how it might be able to assist and support dealing with these issues and solutions associated with climate change adaptation and resiliency, GHG reduction, and energy conservation in the near future. The specific questions and solutions that were brought forward for feedback from GISC members does not reflect the wider array of potential viable solutions that are available in the short, medium and long term which the City and stakeholders should continue to explore and consider as part of its strategic objectives, priorities, performance targets, and action items in the future. Some of these alternative viable options and solutions are identified as potential action items in the green infrastructure management strategy which is coming forward for Council's consideration in the near future.

Question 1: Does it make sense to require energized EV charging outlets instead of "roughed-in" conduit?

The recommendation and consensus was to remain with the current requirement to rough in vs a full energized install. This was not perceived as a cost issue, but rather one of practical application and perceived necessity. Currently there are many individuals that do not have an electric vehicle and for various reasons will not have one in the near future. Thus making the extra cost and equipment unnecessary, potentially making the charger sit dormant. Assuming they have or soon will have an EV, depending on their car model or personal preference, they will need to evaluate whether the charger is the right one for their vehicle and decide to keep it or, if it isn't, determine if and how to sell or recycle it. For example, if you have a \$35,000 to \$70,000 Tesla I expect you are going to remove whatever the developer installed and buy the \$500 Tesla charger. If the developer charger no longer has resale value or if it can't be easily recycled it will most likely end up in a landfill.

The better short term solution would be to continue with just a roughed in service. Then, depending on their car model or personal preference, the homeowner can hire an electrician to install a charger of their choice. This involves the removal of a cover plate on a junction box and installing the wall mounted charger. No rewiring or drywall work is required.

It was noted that a better first step would be for the City to consider that 'Load Management' devices be installed in new developments. Doing so future proofs the home against the load issues that may become a significant problem down-the-road when / if chargers are added.

NOTE: While those are the specific immediate concerns it was also noted that there are other larger more important considerations.

First, this is a rapidly changing technology that may look quite different in the very near future as the technology evolves. Installing hardware that may never be used and may end up in a landfill, just doesn't make a lot of sense. Additionally, this technology may even become obsolete in the not to distant future. Already the Province is investing in other technology's such as hydrogen fuel cells. A decade ago EVs were not a factor, 10 years from now they might not be either.

Second, and likely the most important consideration of all, this doesn't do anything to encourage the City to become less car dependant. The most significant carbon reductions realized through less burning of fossil fuels for transportation globally, is through less cars, NOT cars with a different technology. While Maple Ridge is highly commuter based, future development should look at encouraging other active forms of transportation.

Question 2: Does it make sense to require Step Code in advance of it becoming a Provincial requirement in 2022?

There was not a lot of discussion around this issue. Some developers are already moving in this direction and will continue to do so as they are aware that it will eventually become a requirement. However, requiring it before it is complete and ready might be premature. There are still a few important details and challenges to be worked out with the building industry. It was understood that the Province has delayed implementation in the short term while the requirements are reviewed. The consensus was that in the short term incentives would be better than regulation.

I think the spirit behind both initiatives was understood and appreciated by the sub-committee. However, it was felt that both were rather small fish in a much larger pond and that a more holistic approach should be considered by the City in efforts to reduce the City's emissions."

Bill Hardy, Chair, on behalf of GISC Members

Response #2 from the Green Infrastructure Committee

(With regard to the electric vehicle charging infrastructure issue, the committee's response assumed the provision of a vehicle-specific charging head as part of the question. Staff clarified the question by providing the following City of Richmond graphic, noting that the City currently requires the first, "roughed-in" or "partial" state and is looking at the second "energized" state, not the third, or "installed" state. The Committee's follow-up response is provided below the graphic. Extraneous personal comments at the beginning and end of the email have been removed.)

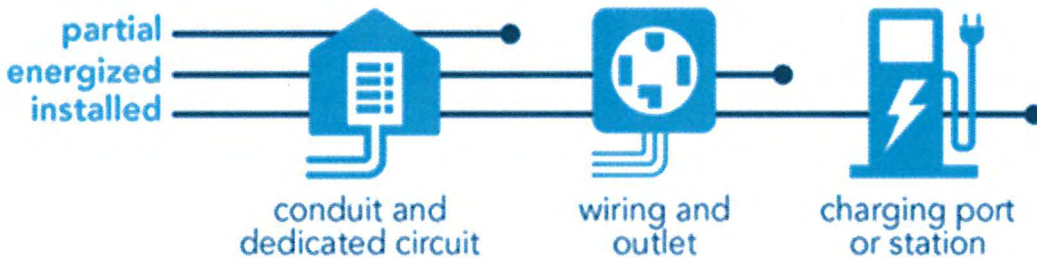


Figure 8: Various readiness options for electric vehicle supply equipment requirements, showing the electrical equipment visible to electric vehicle users (additional infrastructure, such as transformers and switchboards, is not shown).

"There was consensus that going to the second stage of the included graphic (the wiring and the plug) would be acceptable with the proviso that the addition of the energized plug still allowed for proper load management. It was stated that the additional cost for the energized plug would be insignificant by itself, but was suggested that that simple addition might not be best unless it was part of a load management system. Load management is a key component. It was also suggested that a bylaw is likely not required from a development point of view to manage this. The market will indeed set the demand.

Apparently there is also a discrepancy in the City of Richmond document re load management and the EVEMS. From *(Note: Member's name removed for privacy reasons)* - "Note that the EVEMS comment below on matching the charging station manufacturer to the load management system does not seem correct based on our experience."

It was also suggested re stage 3, that supply and installation of a charging station itself, is where there would be significant costs that may indeed have no benefit and potentially do more harm than good. Owners will likely want to purchase their own charging stations to match their car requirements. There was no support for considering a stage 3 requirement at all.

There are much bigger issues around the entire subject of emissions and climate adaptation and resilience which the EAC and the subcommittee will be including as part of the much larger picture in presentations to Council."

Bill Hardy, Chair, on behalf of GISC Members

(Note: subsequent discussions identified that if the City were to require stage 2, the connection should be terminated at a junction box rather than installing an outlet, due to the requirements of different vehicles and charging heads.)



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June 1, 2021

Chuck Goddard
Director of Planning
City of Maple Ridge
11995 Haney Place
Maple Ridge, BC V2X 6A9

Dear Mr. Goddard:

Options for Reducing GHG Emissions from Buildings and Transportation

On behalf of the members of the Urban Development Institute (UDI) and the Homebuilders Association of Vancouver (HAVAN), we would like to thank Maple Ridge for engaging with the Development Liaison Committee on March 26 on the proposed *Options for Reducing GHG Emissions from Buildings and Transportation*. We agree that climate change is a major challenge and we are eager to support Maple Ridge in updating and achieving its goal to reduce GHG emissions by 45% before the end of the decade.

We have long supported sustainable development; UDI and HAVAN were two of the original organizations that developed the *BC Energy Step Code (ESC)*, and we continue to participate on the Energy Step Code Council. We have also held educational events on green building and sustainable development practices for decades.

We are generally supportive of Maple Ridge's recommendation to start with Step 2 of the Energy Step Code for Part 3 buildings and Step 3 for Part 9 buildings because these standards are consistent with other municipalities in the Province. Overall, we support staff's suggestion to implement an incentive-based program through a density bonus to encourage builders to achieve higher *ESC* standards for new projects. This will help builders to better prepare for the higher steps before they are implemented. With regard to the Electric Vehicle Charging (EVC) amendments, both organizations are generally supportive of staff's approach. We provide some additional recommendations below.

Air Tightness Testing and Townhomes

One of the more significant challenges for builders as they progress towards Step 3 buildings is that air tightness testing for envelope performance can be very expensive - especially for townhomes. This is because a test would be required for each building (made up of four to six homes) on a site. Our initial estimates of air testing are (approx. \$3,250 per building). For a project with 30 buildings, this would be almost \$100,000 of additional costs to test that site. The cost for air tightness testing also fluctuates depending on the number of units tested and could be much higher for smaller projects with fewer units. It also takes two to three days to test each building, which disrupts site construction activity and can delay projects.

In regard to air testing there is an issue Province wide with availability of qualified Certified Energy Advisors (CEA) to conduct the testing. In order to mitigate this potentially costly process and the capacity limitations of CEAs, we recommend that City staff conduct a random representative audit of few buildings to ensure that the site is compliant. Another suggestion is to implement testing as an educational tool (rather than for compliance) before the Province mandates the ESC. This would help builders adjust their construction practices to the *ESC* during the transition period.

We would also like to know more about the logistics of the air tightness testing process. Particularly regarding standards of passing the test and what the plan/ penalty is for those that do not meet the standard? Furthermore, what conditions will need to be satisfied for the release of the bond/ security?

Implementation

We understand the implementation strategy includes a six-month transition period (after adoption) and grandfathering in-stream development applications when the bylaw is adopted. However, it is not immediately clear how the grandfathering process works for larger and more complex sites. For example, a larger project can take several years to build out. For those projects, part of the site could be occupied, whereas other parts could be designed but might not have occupancy. Would the unoccupied area of the site need to be entirely redesigned to accommodate the proposed changes? On this, we recognize that Maple Ridge plans to implement this bylaw proposal with a degree of flexibility to grant exemptions on a case-by-base basis. Flexibility will be particularly important for hardship situations to avoid proponents making significant design changes to their projects late in the application process.

Energy Management System

Overall, we are pleased that the City is allowing EVC Energy Management Systems (EMS) to distribute and manage the electrical load from multiple EV chargers. This is being allowed in other municipalities across Metro Vancouver, and it reduces the projected electricity load of new buildings. This could save a tremendous amount of money for projects as less hydro infrastructure could be required (e.g. a transformer can be used instead of a sub-station). The same principle would apply to townhomes, duplexes, and single-family homes where the *EMS* would manage the electrical load between appliance and Electrical Vehicle Chargers in garages.

Visitor Charging and Townhouse Sites

Regarding charging logistics for townhouse sites, the proposal recommends 50% of the visitor stalls have charging capability. However, we recommend that the required percentage be lowered because it may significantly alter site designs. For example, depending on the layout and design of a site, there can be logistical issues servicing some of the visitor stalls positioned inconveniently away from access to power. This can create a situation where the builder may need to run costly underground services to provide the remote stalls with power. These additional costs can also impact housing affordability.

For the reasons highlighted above we'd recommend that the homebuilder has a degree of flexibility to achieve the standard and the ability to cluster the stalls so that they can be positioned optimally for access to power. We'd also suggest that the staff contact responsible for assessing compliance with the charging requirement has the ability to waive the requirement for stalls that are logistically challenging to service with power.

In regards to visitor charging stations going to level 2, we are pleased that staff are again proposing to allow EMS systems to reduce electrical load. However, we also recommend that stratas have the ability to charge for the use of visitor charging. We believe that implementing this approach will reduce the likelihood of "free loader," situations whereby people exploit free charging at the expense of the strata. Furthermore, if stratas are unable to recuperate the costs associated with charging, there is a risk of the power for the stations being turned off. However, if stratas are compensated for visitor charging there is a better chance of avoiding this situation.

UDI and HAVAN appreciate the opportunity to provide comments on the proposed staff update. We look forward to working with staff on improving the sustainability of buildings throughout Maple Ridge. If you have any questions regarding the *ESC* or the townhouse charging requirements, please do not hesitate to contact us.

Sincerely,



Anne McMullin
President & CEO, UDI



Ron Rapp
CEO, HAVAN

CC: Hugh Carter, Chair of the UDI Fraser Valley Committee

C.C Laura Benson, Senior Policy and Sustainability Analyst, City of Maple Ridge