



2021 COMMUNITY DIALOGUE ON THE DOWNTOWN

Summary of Online Community Engagement
JULY 14 TO SEPTEMBER 3, 2021

Microsoft Teams Meeting: July 14, 2021

The City of Terrace held a virtual “Community Dialogue on the Downtown” on Wednesday, July 14, 2021, from 6:00–9:00 pm, to allow members of the public to share their views and suggestions on social issues in our downtown, including homelessness, mental health and addictions, crime, and safety. This was the result of Council making a motion to direct staff to organize a virtual event to discuss the downtown crisis of safety and livability. The event included [opening remarks from Mayor Carol Leclerc](#) and from Northern Health, followed by comments from the public (15 speakers).

Meeting Overview

Introduction

Welcome and Introduction by Mayor Leclerc. Mayor Leclerc recognized the meeting was taking place on the traditional and unceded territories of the Tsimshian peoples. She recognized some of the guests in attendance, including MP Taylor Bachrach and MLA Ellis Ross.

Regrets were sent by the Honourable David Eby, Attorney General and Minister responsible for Housing and the Honourable Sheila Malcolmson, Minister of Mental Health and Addictions. The city will arrange a time to meet with them later to follow up.

Representing Northern Health was Ciro Panessa, Chief Operating Officer for the North West area of Northern Health.

The Mayor explained the process to participate on the speakers list. She gave a PowerPoint presentation of the challenges we have observed and the work that has already been done.

Presentation from Northern Health

Ciro Panessa and Claire Hart from Northern Health presented. This is a complex problem and building on ongoing partnerships will be required to find solutions. Key elements for success include:

- Collaborative governance
- Integrating harm reduction services into other services
- Housing and safe spaces
- Use of peer programming
- Cultural safety and perspective of those needing support in service development.

The situation in our downtown is not unique to Terrace. Claire Hart, NW Director for Specialized Services, described what Northern Health is currently doing. They take a patient centered approach to meet people where they are at when they are ready to access services. The Opioid Antagonist Therapy program is very well used in Terrace and has been running for about 18 months. Northwest and Regional Mental Health and Substance Use Services include an acute inpatient psychiatry unit with 10 beds and 2 psychiatrists at Mills Memorial Hospital. The Intensive Case Management Team (ICMT) provides services to people experiencing chronic dependence/substance use with minimal to no supports. It provides wrap-around, short term assistance. They provide in-reach to Mills Memorial Hospital. The Mobile Unit is an extension of the ICMT. A Substance Use Resource Nurse supports the north west health service providers.

Ms. Hart described some of Northern Health's Northern (regional) Programs were described. There are specialized services for people living with severe and persistent mental illness, with or without current addiction.

Community partnerships are important when engaged with this work.

Northern Health recently received funding for new training for nurses who will then be able to prescribe in the OAT program. The Overdose Prevention Service and episodic OPS is a safe space for people to access and there is opportunity to engage people regarding health care supports. They have applied for a new machine to enhance drug checking services to ensure that people using drugs can use them safely. They have Mills Memorial Hospital Mental Health and Substance Use liaison nurse to provide assessment and coordination to programming. The Specialized Response Team works with RCMP. 2 nurses work extended hours to help people in a crisis and help them connect to services. The Community Action Team is a team in Terrace that engages all their partners and discuss the unique needs of our community to help develop prioritized action plans for Terrace.

Mayor Leclerc described the next steps. Go to engage.terrace.ca to find additional ways to share your ideas with council. The ideas tool to share ideas and a forum tool for those who didn't participate. They will be available until September 3.

Speakers

1. Denise Gagnon

Denise Gagnon was glad to hear what organizations have been doing. She is a long-term resident and is a cranio-sacral massage practitioner. With the COVID-19 pandemic, the community has been missing the connections with each other. There are new faces in the community, and more human connection is needed. The lack of familiarity and connection has created anxiety in the community. Ms. Gagnon and her colleagues proposed a three-phase plan to address some of the challenges the community is facing. The first phase is to get to know the vulnerable community members and learn their stories. This has been done in other communities. The next phase is to educate the community about the impacts of trauma. Without personal experience with trauma it may be difficult to understand. They want to showcase how they are solving problems in the community to help prevent youth from becoming homeless. The last phase involves compiling the data they have collected. Mr. Gagnon and her associates are proposing to do this on a voluntary basis. Understanding people's stories is important. What will Terrace's "decade of action" legacy be?

2. Garrett Moen

Mr. Moen is from Terrace and has worked as a mental health worker in the Downtown Eastside (DTES) of Vancouver for close to 4 years. He has worked in shelters, housing facilities, and detox centres. Through his work and through lived experience, he understands trauma and the impact it can have. He was able to return to work because of supports which many people don't have. Mr. Moen has worked with some of the most difficult people. There is no security in the DTES but mental health workers are able to work there because of trust and training. Security can be a band aid solution. He worked at Insite which is successful because it was staged with different levels of recovery. Insite services were culturally accommodated and not like an institution. There were many successes from this program. There are many steps Terrace can take.

3. Kristie Ebeling

Ms. Ebeling is concerned that there are so many problems in the community when there are so many supports here already. Ms. Gagnon has been researching this issue for years and have several evidence-based models we could look at as a community. There are many possible actions to take in the community. Ms. Ebeling owns a business that supports vulnerable people. As a mom, her children feel unsafe in the downtown. She works downtown and sees anti-social behaviour occurring outside her door. One population is doing a lot of giving and one is doing a lot of taking. We need to engage the community to resolve this problem. The community is angry right now. Everyone has value and purpose. Ms. Ebeling and her associates may not have solutions, but they have a lot of different models to consider and use to create solutions for the community.

4. Lana Greene

Ms. Greene is representing the group, Moms Stop the Harm, which is an organization of mothers who have all lost their children to substance-related deaths. They provide supports, education, and advocate for people who use substances. They are in the community building partnerships and planning events. They are looking to connect with people work need support. They are proposing a resolution to present to the Federal Government and will follow up with Council regarding the resolution at a future date.

5. Thomas Keller

Thomas Keller is the President of the Terrace and District Chamber of Commerce. These social issues affect the downtown and the whole region. They would like the proposed Safer Downtown Committee to include Thornhill and other areas, and change the name of the committee to include Thornhill, Kitsumkalum, and Kitselas. They are concerned about the safety of the downtown and the financial burden of the business owners dealing with vandalism and theft. They recognized that the community needs to have compassion and understand trauma. He is happy to see the expansion of the number of beds at the new hospital. They would like to see addictions treatment locally and more funding for mental Health across the north.

6. Noman Khan

Mr. Khan is the manager of the Days Inn in Terrace. They have several issues they deal with daily. He wanted to share a real picture of the downtown. People are frightened. He lost a \$25,000 contract because of the prevalence of homeless people making his guests feel unsafe. The situation is getting worse. They must clean the main door regularly. People break and steal equipment from them frequently. He would like to see something done about the downtown as businesses are paying downtown taxes. Mr. Khan spoke to the Mayor yesterday. He is concerned about the safety of his life and staff and received a death threat. The RCMP and Bylaw Officers are doing their best but the laws need to change. He believes we must find a solution at federal, provincial, and local level and currently nobody is safe downtown.

7. Lisa Lawley

Lisa Lawley is from Kermode Friendship Society. She would like people to consider the barriers to safe spaces and why are homeless people not going there. Are the staff there well trained and welcoming? Kermode operates by empowering people. Their Ambassador Program was successful because of that. She would like people to consider the trauma people have experienced. More services providers need to consider trauma informed practice. She feels for the business community and feels the solution to these problems needs to be collaborative. Business community and service providers need to build connections, perhaps with a number businesses can call to have a service provider attend their business when they need help dealing with a person who is difficult. They are trying to develop a program from pregnant women who are on the street, and they need wrap around services. They need to talk about stigma and educating people to eradicate stigma and to reduce their barriers to access services and help. She encouraged everyone that instead of judging people on the street be curious and compassionate about who they are.

8. Karla Lindstrom

Ms. Lindstrom is also from Kermode Friendship Society. She supports a community approach - coming together to resolve these issues. Kermode is working on other programs and want to have wrap-around services with treatment plans and post-treatment plans. They have an outhouse outside their centre which is not vandalized because they treat people with respect. Ms. Lindstrom would like everyone to consider culturally appropriate programs. They want to create a better community.

9. Ellis Ross

Mr. Ross has heard a lot of about programs and shelters but observed that it is not possible to help people who don't want help. Many other communities are struggling and may have situations worse than Terrace. The province can't help the DTES and Maple Ridge so they can't help Terrace. He felt a community approach like Ms. Ebeling proposed was a good idea. More money and programs will not help. Mr. Ross would like to see programs that empower street people to work in community gardens and learn how to repair bicycles so they can be reintegrated into society. It is important to make a connection with people that is not based on drug or addiction. There is a lot of funding out there from the province and from the private sector. Public safety is an issue that comes up repeatedly. Crown counsel will not press charges unless it is very serious and as a result, some people feel free to commit petty crimes without the risk of consequence. Terrace is the next Maple Ridge if something isn't done to get people into programs.

10. Alex Pietralla

Mr. Pietralla recently joined the Terrace Downtown Improvement Area which is working to keep the downtown vibrant and safe. It is not safe now. The TDIA members are not trained in social work, but they are concerned about the interconnection between the business and the community. They want businesses to thrive, and businesses thrive when there is traffic and people. The challenges facing Terrace are vast. This is a human issue is he agreed that stigma is unhelpful. Everyone has their own biases which should be challenged.

The TDIA has hired a consultant to develop a conceptual plan and revitalization strategy to revitalize the 4600 block of Lakelse and the areas around that block. The strategy focuses on streetscaping, urban design and planning to encourage the public to go downtown. They are partnering with many groups in the community because we all recognize that this is not a situation that a single organization can solve. TDIA can foster the dialogue. The consultant did interviews with the stakeholders last week. This project will not solve the safety issue, but it will help. Mr. Pietralla encouraged people to get to know the people who live on the street. Maybe the TDIA can have some of the street people working on the beautification of the downtown and include them in the projects to improve the downtown. The revitalization strategy will be done in about eight weeks and TDIA will be connecting with the community to see how to make this into a larger and more inclusive plan.

Mayor Leclerc recognized Councillors Ramsay and Gordon who were attending the meeting on the phone. Councillor Christiansen and Downie were also attending the meeting by Microsoft Teams. She thanked everyone for coming and sharing.

11. Todd (no last name)

Todd agreed with everything but was surprised that the downtown business owners haven't spoken more. Last year they had an individual that tried to get into their business in the back. We need Crown Counsel on board and consequences for actions. The RCMP must step up.

12. Jolene Wesley

Jolene Wesley was representing Kermode Friendship Society (Kermode). Kermode has been doing ongoing work in the downtown along with other nonprofits. They have invited businesses to partner with them on multiple occasions. She can think of one business that did and it was successful. That is the kind of partnership they are looking for. Humanizing our approach will be more effective, particularly when people don't even know or remember what they did. Social Workers can see people when there are suffering and be able to read them and making a safety assessment. There is a barrier between the social services and the business community. They would like to partner with businesses and the social services can only do so much without the businesses help. Only one business accepted the invitation to participate in the Ambassador Program. Building connection is important. She pointed out the homeless community doesn't have a good view of the business community either. Ms. Wesley invited people to give her a call to build partnerships. They have funding for additional outreach workers.

13. Olga Kaliadina

Ms. Kaliadina is a mom and her partner works at the Best Western downtown. Downtown businesses must deal with break ins and ongoing confrontations with the homeless. She is worried about the safety of her spouse. She understands about the need to be empathetic. With drugs involved it is difficult to predict how people will react. She is concerned about people approaching children in the park. There is a social responsibility for people to feel safe walking on the street. She wanted to know why it took so long to fix traffic lights downtown.

14. Kayleen Tomas

Ms. Tomas owns a business downtown and is afraid to leave her store at the end of the day due to impaired and unpredictable people loitering outside her business. She is a person of compassion, and it is difficult to see people struggling. Once people's safety is on the line, something must be done. Ms. Tomas observed the security guards by Turning Points were ignoring a nearly naked woman on the street by the shelter, and she had to stop to help her. A group of six drunken men were outside her store one day and she did not feel safe approaching them. Ms. Tomas phoned the RCMP who asked her why she didn't ask the six intoxicated men to leave. She recommended providing a campsite for homeless people to live. It should be a place close to town.

15. J. White

Ms. White asked why it is that 2% of society are dictating to the rest of society. People are being threatened and stabbed downtown. She spoke about the increasing numbers of discarded needles. The services haven't done anything for This is not how any town should be run. She asked what was wrong with Crown Counsel? Sonder House has 52 units which was supposed to take care of the problem. This is not homelessness; this is people who can't follow rules. She wanted to know why we don't we have a place for people who are mentally ill? If someone was physically ill they would receive help them, and the same should apply for the addicted and mentally. She feels for the business community downtown and she is ashamed to say she is from Terrace.

Closing

Mayor thanked everyone for presenting. Residents can go to Engage Terrace to contribute suggestions up until September 3. Staff will gather the feedback received and present it to Council in a future report.

Engage Terrace Participation: Available July 14–September 3, 2021

With the knowledge that not everyone would be able to attend the virtual meeting or feel comfortable sharing their opinions and suggestions in that format, the City of Terrace also set up additional ways to contribute experiences and ideas through Engage Terrace, the City's new public engagement tool.

The page was available at <https://engage.terrace.ca/downtown-2021> and provide three public engagement tools:

- Quick Poll
- Ideas Tool
- Forum Tool

Visitors to the page:

The page engage.terrace.ca/downtown-2021 has the following statistics:

- 131 total visits
 - Quick poll: 30 visitors (14 registered; 15 anonymous)
 - Ideas tool: 31 visitors (9 registered)
 - Forum tool: 23 visitors (5 registered)
- 4 people registered for Engage Terrace after visiting this page
- 37 engagements (contributed to one of the three tools available)

Quick Poll

There were 30 respondents. Answering this poll did not require registration through Engage Terrace.

Question: Did you attend the virtual Community Dialogue on the Downtown event on July 14?

- Yes - I watched and/or participated live: 17 (56.7%)
- Yes - I watched the video recording later on Engage Terrace, terrace.ca, or Facebook: 10 (33.3%)
- No - I would have attended but I didn't know about it: 3 (10%)
- No - I was not interested: 0%

Ideas Tool

The Ideas Tool asked:

We want to know: how would you improve our downtown core? Share a brief thought and see if others agree!

The Ideas Tool received 31 visitors. Of these, 9 people contributed ideas. These ideas received 7 votes from others indicating if they “liked” the idea. To submit an idea, participants had to register and log in through Engage Terrace.

Demographics – Age

- 55+: 2
- 25–54: 6
- 24 or under: 1

Demographics – Location

- Bench: 1
- Keith Estates (Southside): 3
- Horseshoe/Downtown: 4
- Outside of Terrace: 2

Ideas:

Community Centre

We need a heart for Terrace. We have many disjointed services without a centralized place for young and old to meet up year round. Without a Community centre we won't recruit families to move to the area long term.

Votes: 2

Recovery & Addictions Centre

We have limited services for effective mental health crisis support. We have a 10 bed psychiatric unit at the hospital for the entire north west delivery... for 80,000 people? And what about for those wanting to detox? Sadly nothing. Provide the supports in or near their community.

Votes: 2

Fewer cannabis shops

How in a 3 block radius can our downtown core support 6 cannabis shops? What image does this give visitors? What image does this provide to our children? When all you see are cannabis shops and homeless people strung out/high? I no longer go downtown alone, or with my children. It's sad. Our downtown used to be vibrant, now it's dirty, unsafe (used needles left or empty crack bags left at the children's water park) and loitered with individual s who do not respect you or the businesses downtown.

Votes: 0

A cohesive vision for Terrace

Currently our downtown core is lacking life and vibrancy. So many projects, but nothing joining them together. We have beautiful murals, carvings, kermode bears. But it's as though you have different planning committees where no one talks. So everyone does their own thing. Find a way to tie this all together. Make it a place visitors want to go. We could easily be the Jasper or Banff of the North.

Votes: 2

Bring Back Correction institutes. Punishment via time spent with community chores to make those having committed theft or crime accountable

Accountability

Votes: 1

The issue of streetpeople

I must look at this dilemma with a compassionate eye, for these persons are someone's children whose parents are more than likely as frustrated with societies revolving door interventions as you are ! For it is without societal cause but a situation of mental and physical health interventions that society should have intervened in decades before they were at odds with societies norms. I have noticed the active public discussions lately, heightened fear, anger and frustration over our supportive institutions, policing ability and the lack of a clear mandate with lots of blaming to go around, which never ends well. Once you see a person on the street, its decades beyond the actual interventions for the problem, why? Because the Police are not your front line of defense for this issue, so what is, the early childhood diagnoses of mental and physical health issues identifying learning disabilities and the related interventions is societies first line of defense creating a barrier to the stigmas, biases, norms of conduct and the oppression of self worth through peer pressure., allowing this child to mature in the best version of themselves. So what happens when a child grows up without support interventions well this is where your second line of defence gets involved, the police, the law, and its revolving door of interventions which ignore the real problem are prisons are full of these individuals. The U.S. has 9 times the incarceration rate of Canada and upwards of 16 million people who live on the street yet this is overshadowed by the neo-liberal ideological capitalistic swearword taxes ! So what can we do once a person is on the street, trying to survive, without money, socializing in sensationalism and anger, defecating in and intimidating the public, neglecting their health leaving themselves open to disease ? Well in my mind all bodies concerned have to come together ie. health programs, judicial and cultural institutions and outline an agreed upon path too a suitable humane outcome. There used to be in BC years ago a non-stigmatizing program of remanded incarceration of 60 to 90 days in a detoxification and intervention diagnoses this allowing the person too clean-up and be seperated from negative influences, have access to good nutrition, rest, obtain positive psychological input and any needed prescriptions, which should have been done prior to their entrance into the school system hence your first line of defense ! It has been previously recognized that when people are free to be clean, clear headed, have a support system of, medical and psychological help they will make it back home if not these people will always be where they are most supported be it positively or negatively on the street.

Votes: 0

More biking and walking infrastructure

More biking and walking infrastructure that is safe will increase non-motorized trips to the downtown, which is proven to revive city centres, increase traffic to local businesses, increase physical and mental health, etc. Closing certain downtown roads during certain times (e.g. on Sundays or during Farmer's Market) will help increase bike and foot traffic.

Votes: 0

First the "Downtown" problem is actually a Citywide problem. Its just more visible Downtown. Most of our "street people" are dealing with

addiction issues. The problem is that they are not getting the help they need. By allowing them to commit crimes with no consequences we are actually making the problem worse. You steal from someone's back yard or their car or a local store and may get caught 5% of the time. Then you may or may not be charged. Then you may or may not go to court. I have seen thieves receive a "cautionary letter" in lieu of going to court. What is the incentive to stop doing it? Now the situation is getting worse as we see more violence in some of these crimes. The police arrest them and the Crown Prosecutor refuses to prosecute. Again, this is not helping the individual. If they commit a crime they should be arrested, charged and prosecuted. If found guilty they should be put in an institution of some kind that allows them to get help. After they are released we should have a program that gives them the opportunity to work and become a productive member of society. We won't save them all because some don't want the help but some do and they are in such a downward spiral that there is no getting out of it. One person told me "I'm addicted to drugs, I can't get a job so I steal to survive." Have them spend time in a reasonable facility like the Kasiks, or perhaps a wing of one of the many work camps we are building. I'm not talking about prison, I'm talking about a facility that will give them safe confinement where they can eat properly and hopefully spend some time off of drugs. Local business' can give them temporary work so they can make a little money and not go right back to the same crowd they left. I'm certainly no expert but I don't see this problem getting better and its a black eye for our once safe community.

Votes: 0

Beautification and key neighbourhood designation

We need to beautify our downtown core. Select a key number of blocks to minimize cost and maximize dollars on that area. Smithers does this very well and many other small centres. If the downtown is beautified, we can positively look past many of the negatives while we wait for social support, programs and shelters to be built by higher levels of government. All we can really do as a municipality is adapt to our problems. We need to avoid becoming Prince George. They really gave up on their centre with little attention to city centre landscaping as the downtown became less and less desirable. 1. invest in bright white lighting to brighten areas of the downtown sidewalks 2. Increase the landscaping and cityscaping in the area designated as key downtown 3. Cut back on expenditures in other areas of Terrace of streetscaping so we can make a better impact in one area. 4. Grow this area over time as the budget allows. At the same time, lobby government to invest in the social supports that also beautify the downtown area by relieving social pressures. Again I am suggesting a focused approach, not a widespread approach. Also notice how I am not addressing the social issues directly but indirectly where we as a city have more power to address while we wait for the Province.

Votes: 0

Crisis assistance agency called Cahoots. https://www.google.ca/amp/s/beta.ctvnews.ca/local/british-columbia/2020/7/17/1_5028544.html

A possible alternative to enforcement being first line of contact with homeless or antisocial people on streets in Terrace.

Votes: 0

Forum Tool

The Forum Tool asked the community to share their views and suggestions on the challenges faced in the downtown core. This tool allowed more open discussion and allowed commenters to reply to other comments and agree or disagree with them.

The Forum Tool received 23 visitors. Of these, 5 people commented. There were 6 “agree” or “disagree” reactions to those comments. To comment in the forum, participants had to register and log in through Engage Terrace.

Demographics – Age

- 55+: 1
- 25–54: 3
- 24 or under: 1

Demographics – Location

- Bench: 1
- Keith Estates (Southside): 0
- Horseshoe/Downtown: 3
- Outside of Terrace: 1

Comments:

July 14, 2021

Example of our lovely town: fb post: "South side medeek/graham/agar watch your stuff! ! I just watched a guy get his ass kicked cause he stole someone's dirt bike! He's running through backyards on agar right now with wire cutters black hoody jeans and bandana around his neck.." There needs to be some kind of consequences or it will never end.

Agrees: 2 | Disagrees: 0

July 15, 2021

Out street population needs somewhere to be. They used to hang out by the coop in the long grass, CN cut down the grass and started ticketing. They were hanging out under a tree by Skeena liquor, the city cut the tree down. They were in George little, the park got fenced off and private security started chasing folks around downtown. There was the spot by Walmart which has been bulldozed and turned into an empty lot? They were in the courthouse trees which got turned into bike trails (which are a wonderful addition to our community). Mid downtown isn't ideal, but maybe if our community stopped harassing our homeless population when they're spending time in out off the way places, they wouldn't be so present in downtown. With the stigma people experiencing homelessness face, I can't imagine they want to be hanging out on Main Street all that much. Our shelters are often closed during the day. We have no drop in services. We have minimal community food supports. We have too little housing, and LNG is making it worse. Find a place where it's acceptable for them to be during the day understanding that folks will likely continue to consume intoxicants. This in no way

addresses the inequities and social issues that lead to homelessness, or our community's issues with substance use. That said, not actively and repeatedly aggravating the issue is probably a good place to start.

Agrees: 0 | Disagrees: 2

Reply – July 16, 2021:

Do you live by one of those spots? Before you give them a place you should ensure that the neighbours would like to have them as guest. There are negatives that come with them 'hanging out'.

Agrees: 2 | Disagrees: 0

August 26, 2021:

Hello everyone: I participated during the July 14th live talk (which, by the way ended at 7pm, not 9pm - I was surprised why it ended earlier than advertised?). I raised my concerns re downtown safety and right after my quick speech, the city pointed out that the purpose of this meeting is not to raise the safety concerns, but to raise suggestions as to how to deal with this. I was surprised that my safety concerns for my kids and my husband (who as a hotel manager, deals with homeless issues every day, and listens to disgraceful comments such as "you **** East Indian go back to your country"), received the reply from the city which I did. Basically, the city dismissed that I have serious concerns. When the city of Terrace comes to the public and asks for the suggestions on how to deal with the homelessness and crime in downtown core, it tells that the city, that is the government representatives are not able to deal with a very basic problem. A couple of weeks ago on a Saturday, I stopped by the RBC bank to make a deposit. As I came to the entrance a man came out and told me, "be careful there are needles and blood everywhere". He held the door for me to take a look. I looked inside and saw a lot of blood, broken bottles and smelled the bad air inside. I did not go in further. Today (August 26th), I stopped by the RBC bank again to still make the same deposit as it seems to be safer to go there during the work week. The first thing that stood out is the smell of alcohol and tobacco in the vestibule where the ATMs are. I went into the bank and did speak with the RBC manager Craig Dunfield raising again the incident of blood inside the ATM Vestibule. He admitted that the bank is struggling with keeping the homeless crown out and that he is struggling finding security and that the RCMP is not assisting with their "kick them out a few steps away approach, until they just come back as soon as RCMP is gone". So, why am I, the resident of Terrace is asked to make suggestion on how to make our town safer in a way that I am verbally and publicly dismissed when I cry out that I feel unsafe for my kids and my husband? This is the question for the city of Terrace. I am also asking the city, why are you asking the public and not asking yourself and RCMP, and the provincial government - "what do you need to do?". Does the crown need to press criminal charges? And if so, why are they not?? Are you asking the public how to make the town safe? Well, that is your job. Who do the people who work hard and earnestly have to waste their time at the court when the RCMP just drops the charges a few weeks later? The city is seriously asking the public? What is the difficulty with hiring more security, making them parole the town continuously? Somebody from the Kermode friendship society, during the public engagement on July 14th, said that we (the public), should maybe "buy them a coffee, listen to them and see what empathy does". Well, if I walk the streets with my four-year old and a two-year old, and if a drunk person approaches me, my instincts are to be alarmed and to protect. Sorry, it is not a cup of coffee at that moment. And this is such a sad part of this - our small downtown is not kids and family friendly. We recently read in the Terrace standard that the city received over \$1,000,000 towards infrastructure expenses. Speaking about safety again: will this money be spend on poor streets lighting? Many streets in Terrace have very dim, poor, yellowish lights. Do I feel like I can see when I walk at night? No. Will this money go towards improving the streets' lights? Whenever the traffic lights break, it takes weeks and weeks, for them to be fixed. If it is a supply issue, can the city not be proactive in keeping some more commonly breaking parts on stock? We (the public) regularly control the traffic on our own as the traffic lights are often broken on weeks end. As I often turn into the Caledonia highschool and Paces daycare, located on Straume Street, to drop off my kids, I cannot avoid the hole in the asphalt, as it is so wide

and it has ben there for years. This is just one spot out of many on various streets. Will the city fix the roads?I cannot understand the lack of finances, considering all of the economical projects happening in the Skeena Region. The money has to be there.

Agrees: 0 | Disagrees: 0

Next Steps

On August 24, 2021, the City of Terrace announced that Linda Stevens had accepted the position of Social Development Program Coordinator. Stevens started in this role on September 7, 2021. The Social Development Program Coordinator is a new position that was made possible through partial funding provided from the Northern Development Initiative Trust, LNG Canada, and the Union of BC Municipalities. It involves coordination of policy development and implementation of activities to address priorities associated with social equity, community health and safety, and wellbeing in Terrace. This role is positioned under the Director of Leisure Services, but works collaboratively across all City departments with other levels of government, First Nations, community-based organizations, social agencies, and residents, including those who have lived experience of mental health, addictions, and poverty.

With this new position in place, the City of Terrace now has a dedicated staff member to take on many of the topics raised in this report.

In addition, a new webpage focusing on Social Development will serve as a landing page for more information about the social development program and future opportunities for community input. This page will be launching on February 29, 2022, at terrace.ca/social-development.