



# CITY OF TERRACE SOCIAL NEEDS ASSESSMENT

July 16, 2024

*The Mayor, Council, and staff at the City of Terrace acknowledge that it is an honour to live, work, and play on the Laxyuubm Tsimshian, Kitsumkalum and Kitselas, toyaxsuut nuusm.*

*The City of Terrace values the Indigenous peoples of the area and seeks to build strong relationships founded in trust and respect. We are committed to reconciliation, founded on understandings of truths experienced through colonialism, residential schools, and systemic racism.*

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Prepared by:

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- City of Terrace staff
- City of Terrace Mayor and Council
- Northern Health
- KSAN Society
- Terrace & District Community Services Society
- Skeena Diversity Society
- Nisga'a Valley Health Authority

the findings and recommendations in this report. This Social Development Assessment would not be possible without them.

Engagement included cross-sector invitations to organizations and the broader community. Several staff and community members took time out of their day to inform the Social Needs Assessment by sharing their experiences and knowledge of social needs in Terrace. We are grateful to community members who participated in a variety of community engagement sessions, as well as participants from the following organizations:

- Foundry Terrace
- Terrace Public Library
- Terrace Chamber of Commerce
- Kermod Friendship Society
- Volunteer Terrace



## 1.0 INTRODUCTION

In recent years, the City of Terrace has undertaken significant efforts to address social challenges within the community, focusing on five different areas: housing and homelessness, income and food security, community safety, mental health and addiction, and social inclusion/equity and accessibility, with a focus on four priority populations: vulnerable persons, newcomers and immigrants, seniors, and children and youth.

Three years ago, the City of Terrace established a Social Development position to design and implement various services, initiatives, programs and to support policy development aimed at enhancing the social well-being of the community. The City is taking steps to explore its role in the social support system. This Social Development Assessment aims to:

1. **Understand Community Insights:** to understand the strengths, needs and opportunities within the community.
2. **Understand Service Supports:** Identify available social supports and gaps in social services to address community needs, including understanding the strengths, challenges, and barriers to service delivery.

3. **Funding Advocacy:** Supporting the City and the social service sector to identify areas for Council advocacy and apply for additional funding to support programming and activities that are directly informed by local data and experience.

Through this comprehensive approach, the City of Terrace aims to develop a strategic and coordinated response to the social challenges impacting the community, building on the groundwork laid by the Social Development department over the past three years. It is important to note that while the City can take proactive steps in addressing these challenges, some factors are beyond its/municipal control. This document aims to provide a detailed overview of the current social landscape, identify key challenges, and highlight existing social development services and initiatives. This assessment will inform the development of a strategic Social Development Strategy, guiding the City's future efforts in addressing social needs and improving the overall well-being of its residents.

## 1.1 METHODOLOGY

This assessment pulls on several sources to determine community strengths, social needs, and opportunities to address those needs:

1. **Community Engagement:** Engagement activities were designed to best connect with community members and key leaders in the social sector who could provide meaningful and diverse perspectives on social development in Terrace. This included engagement with City Councillors, the Mayor, City of Terrace staff, service providers in the social sector and direct service staff, people with lived and living experience (PWLLE) of accessing services, and general community members (including seniors, people with disabilities, and families).

The results of this engagement are summarized in Appendix A: What We Heard Report.

2. **Background Document Review:** The Background Document Review analyzes the existing work of the City's Social Development position, the findings from previous social development related studies, and the findings from previous community engagement that speak to social development needs. This report is available in Appendix B: Background Document Review.
3. **Federal and Provincial Datasets:** This includes Federal Census data, Provincial child poverty and homelessness data, and early childhood learning and vulnerability data from the University of British Columbia.



## 2.0 KEY FINDINGS

### COMMUNITY STRENGTHS

**Effective Collaboration:** The City excels at fostering collaboration and encouraging organizations to work together. By convening with social sector leaders, the City has built trusting relationships and improved communication, bridging the gap that previously existed between the City and the community. The social development program's role in these efforts has been vital in enhancing these initiatives.

**Advocacy Successes:** The City's effective advocacy to senior levels of government has brought in crucial resources and funding, supporting various community needs and ensuring sustained development and support for essential programs.

### COMMUNITY NEEDS

**Key Social Challenges:** Key social challenges in Terrace include access to affordable and diverse housing, homelessness, high cost of living, community safety, and substance use. There are significant needs associated with these social challenges.

**Resources and Capacity Needs:** While efforts from the City of Terrace and social service providers have had positive effects, they lack the funding and staff necessary to sufficiently address social needs in Terrace.

### COMMUNITY OPPORTUNITIES

**The City is Well-Positioned for Upstream Planning Efforts:**

Engagement participants highlighted the positive impact the City has when it puts resources behind collaboration and convening, capacity building, policy development, advocacy, communications, and engagement.

**The City Should Maintain Its Effective Downstream Efforts:**

Engagement participants noted that the City is facilitating several programs that are addressing specific needs in the community. These programs include the warming shelter, CSO program, childcare, and the Situation Table and should continue as there are no alternative organizations that have the capacity and resources to run them.

## 3.0 COMMUNITY PROFILE

The City of Terrace is located on the unceded traditional territory of the Ts'msyen people and the traditional keepers of their land. Prior to European settlement, the Ts'msyen galts'ap' (villages) of Kitsumkalum and Kitselas, situated along the banks of the Skeena River near present-day Terrace, are integral to the region's cultural and economic life.

Terrace, with a population of 12,017 (2021), reflects diversity and resilience, characterized by a significant Indigenous population and a multicultural community adding to its vibrancy as a community.

### Population and Demographics<sup>1,2</sup>

12,017 PEOPLE	In 2021, there were 12,017 living in Terrace. This represents a 3.2% increase from the 11,643 in 2016. By 2041, BC Stats anticipates Terrace's population will grow to 14,662 residents.
39.3 AVERAGE AGE	The population in Terrace is slightly younger than the Provincial average. In 2021, the average age of the population was 39.3. This is lower than the Provincial average age of 42.3.

The community well-being indicators represented below are for the population of the City of Terrace, however, Terrace serves as a central hub and provides essential services and amenities to numerous surrounding local areas. There is very limited access to resources in northwestern BC. Terrace acts as a hub of services for the northwest, which has a population of roughly 75,892 people, and as a result, experiences the impact of this on the social infrastructure.

<sup>1</sup> Statistics Canada. (2023). Terrace Census Profile. 2021 Census of Population. Retrieved from: [www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/details/page.cfm?Lang=E&GENDERlist=1,2,3&STATISTIClist=1,4&HEADERlist=0&DGUIDlist=2021A00055949011&SearchText=Terrace](http://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/details/page.cfm?Lang=E&GENDERlist=1,2,3&STATISTIClist=1,4&HEADERlist=0&DGUIDlist=2021A00055949011&SearchText=Terrace)

<sup>2</sup> BC Stas. Population Estimates and Projections for British Columbia. Retrieved from: [bcstats.shinyapps.io/popApp/](http://bcstats.shinyapps.io/popApp/)



2,635 INDIGENOUS POPULATION	In 2021, there were 2,635 Indigenous people in Terrace, making up 21.9% of the population. Of these, 2,255 were First Nations, 335 were Metis, and 35 people had multiple indigenous responses. Due to the nature of Census data collection methods, this is likely an underestimation.
1,545 FOREIGN-BORN POPULATION	In 2021, 13.1% of the City of Terrace's population were foreign-born (immigrant and non-permanent residents). The top three places of birth among immigrants living in Terrace were India, Portugal, and the United Kingdom.
1,250 VISIBLE MINORITY	The total visible minority population was 1,250 which was 9.46% of the population in 2021. Of the visible minorities, South Asian was the most predominant followed by Filipino, and Chinese.

### Labour and Income<sup>3,4</sup>

6.5% UNEMPLOYMENT RATE	In 2021, the unemployment rate in Terrace was 6.5% compared to 8.4% across the province.
4 MAIN SECTORS	The top four main sectors in 2021 according to census data were health care and social assistance (18.2%), retail (12.6%), construction (10.2%) and educational services (9.5%).
2,950	In 2020, 30.8% of households in the Terrace people had incomes under \$30,000.

<sup>3</sup>Statistics Canada. (2024). Individual Market Basket Measure poverty status by demographic and economic family characteristics of persons: Canada, provinces and territories, census metropolitan areas and census agglomerations with parts. Retrieved from: [www150.statcan.gc.ca/t1/tbl/en/tv.action?pid=9810011201&pickMembers%5B0%5D=1.164&pickMembers%5B1%5D=2.1&pickMembers%5B2%5D=3.1&pickMembers%5B3%5D=4.1](http://www150.statcan.gc.ca/t1/tbl/en/tv.action?pid=9810011201&pickMembers%5B0%5D=1.164&pickMembers%5B1%5D=2.1&pickMembers%5B2%5D=3.1&pickMembers%5B3%5D=4.1)

<sup>4</sup> Statistics Canada. (2023). Terrace Census Profile. 2021 Census of Population. Retrieved from: [www12.statcan.gc.ca/census-recensement/2021/dp-prof/prof/details/page.cfm?Lang=E&DGUIDlist=2021A00055949011&GENDERlist=1&STATISTIClist=1&HEADERlist=0#Note121](http://www12.statcan.gc.ca/census-recensement/2021/dp-prof/prof/details/page.cfm?Lang=E&DGUIDlist=2021A00055949011&GENDERlist=1&STATISTIClist=1&HEADERlist=0#Note121)

HOUSEHOLDS WITH INCOME UNDER \$30,000	
7% OF THE POPULATION LIVING IN POVERTY	In 2020, approximately seven percent of Terrace residents lived in poverty according to Statistics Canada's Market Basket Measure of poverty. This is likely an underestimation of need as this data was collected when many households were receiving temporary income support during the pandemic.

### Children and Youth<sup>5,6,7,8</sup>

14.3% CHILD POVERTY RATE	In 2021, in the Terrace Census Agglomeration, 14.3% of children and youth (0-17) were living in poverty.
19.3% CHILD POVERTY RATES FOR LONE-PARENT HOUSEHOLDS	In 2021, according to the Terrace Census Agglomeration, 19.3% of children and youth (0-17) in lone-parent households were living in poverty.
58.6% STUDENT RATE OF LOW WELL-BEING	Middle Years Development Instrument 2022-2023 survey reported the following rates of low well-being among surveyed students in Terrace: Grade 5 (51.7%) and Grade 8 (65.4%). This measure of well-being is based on a combined score of optimism, self-esteem, happiness, absence of sadness, and general health.

<sup>5</sup> First Call Child and Youth Advocacy Society. (2024). Child Poverty Across BC. Retrieved from: [firstcallbc.org/bc-child-poverty-report-card/2023-bc-child-poverty-maps/](https://firstcallbc.org/bc-child-poverty-report-card/2023-bc-child-poverty-maps/)

<sup>6</sup> Statistics Canada. (2024). Individual Market Basket Measure poverty status by demographic and economic family characteristics of persons: Canada, provinces and territories, census metropolitan areas and census agglomerations with parts. Retrieved from: [www150.statcan.gc.ca/t1/tbl/en/tv.action?pid=9810011201&pickMembers%5B0%5D=1.164&pickMembers%5B1%5D=2.1&pickMembers%5B2%5D=3.10&pickMembers%5B3%5D=4.1](https://www150.statcan.gc.ca/t1/tbl/en/tv.action?pid=9810011201&pickMembers%5B0%5D=1.164&pickMembers%5B1%5D=2.1&pickMembers%5B2%5D=3.10&pickMembers%5B3%5D=4.1)

<sup>7</sup> Human Early Partnerships. (2024). MDI Dashboard. University of British Columbia. Retrieved from: [mdi.dashboard.earlylearning.ubc.ca/](https://mdi.dashboard.earlylearning.ubc.ca/)

<sup>8</sup> Human Early Learning Partnerships. (2024b). EDI Dashboard. University of British Columbia. Retrieved from: [edi.dashboard.earlylearning.ubc.ca/#demographics](https://edi.dashboard.earlylearning.ubc.ca/#demographics)

	Across all three grades, students in Terrace reported higher rates of <b>low well-being</b> compared to the Provincial average.
<b>37.9%</b> VULNERABLE ON MORE THAN ONE SCALE	According to the Early Development Instrument 2022-2023 survey of kindergarten children, 37.9% were vulnerable on at least one or more of the five scales of the EDI. These vulnerabilities include physical health and well-being, social competence, emotional maturity, language and cognitive development, and communication skills and general knowledge. The Provincial average was 32.9%.

### Housing<sup>9,10</sup>

<b>5,980</b> NEW HOMES BY 2030	According to the 2020 Housing Needs Report, Terrace will need an additional 5,980 units by 2025, with 68.2% needing to accommodate families with 3 or more bedrooms.
<b>8%</b> HOUSEHOLDS IN CORE HOUSING NEED	In 2021, 8% of households in Greater Terrace were in core housing need. A household is in core housing need if its housing does not meet one or more of the adequacy, suitability, or affordability standards, and is spending 30% or more of its before-tax income to access acceptable local housing. The number of households reported to be in Core Housing Need is likely lower than 2024 levels due to increased housing costs and temporary income supplements that were available in 2021 during the COVID pandemic. Over 20% of Indigenous households in the region were in core housing need.
<b>14%</b> RENTERS ARE IN CORE HOUSING NEED	Across Terrace, about 14% of renters are in Core housing need compared to 5% of owners.

<sup>9</sup> City of Terrace and Regional District of Kitimat-Stikine. (2020). Greater Terrace Housing Needs Report. Retrieved from: [www.terrace.ca/sites/default/files/docs/business-development/planning-document/greater\\_terrace\\_housing\\_needs\\_report\\_2020.pdf](http://www.terrace.ca/sites/default/files/docs/business-development/planning-document/greater_terrace_housing_needs_report_2020.pdf)

<sup>10</sup> Canadian Mortgage and Housing Corporation. (2023). Housing Market Information Portal. Retrieved [www03.cmhc-schl.gc.ca/hmip-pimh/en#Profile/1/1/Canada](http://www03.cmhc-schl.gc.ca/hmip-pimh/en#Profile/1/1/Canada)

63% INCREASE IN MEDIAN RENT PRICES	The median rent of primary rental units rose 63% from 2013 to 2023. Median rents rose from \$675 in 2013 to \$1,100 in 2023.
0.3% VACANCY RATE	In 2022, the vacancy rate for primary rental units in Terrace was 0.3%.

### Homelessness<sup>11,12</sup>

156 INDIVIDUALS EXPERIENCING HOMELESSNESS	In the 2023 Point in Time (PiT) Homeless Count, 156 people were identified as experiencing homelessness compared to 74 in 2020/2021. These Point-in-time Counts are often under-representation of homelessness, as they only capture visible homelessness.
54% EXPERIENCED HOMELESSNESS FOR THE FIRST TIME AS A YOUTH	In the 2023 PIT Count, 54% of respondents reported experiencing homelessness for the first time as a youth. It's important to note that youth are one of several population groups often underreported in this methodology.
47% UNSHELTERED	In the 2023 Homeless Count, 47% of individuals were identified as unsheltered. The top three responses for where they were staying were as follows: outside (36%), at someone else's place (26%), and in a makeshift shelter or tent (20%).
84% INDIGENOUS	Approximately 84% of the people experiencing homelessness in the 2023 Homeless Count identified as Indigenous. Approximately 84% of the Indigenous-identifying respondents have lived or had generational experience with residential schools.

<sup>11</sup> BC Housing. (2023). Terrace – 2023 Homeless Count. Retrieved from: [www.bchousing.org/sites/default/files/media/documents/Homeless-Count-Terrace-2023.pdf](http://www.bchousing.org/sites/default/files/media/documents/Homeless-Count-Terrace-2023.pdf)

<sup>12</sup> BC Housing. (2021). 2020/21 Report on Homeless Counts in B.C. Retrieved from: [www.bchousing.org/publications/2020-21-BC-Homeless-Counts.pdf](http://www.bchousing.org/publications/2020-21-BC-Homeless-Counts.pdf)

<p>3</p> <p>TOP REASONS FOR HOUSING LOSS</p>	<p>In the 2023 Homeless Count, respondents identified three main reasons for losing housing. Approximately 32% mentioned substance use, 30% cited a lack of income, and 24% reported conflicts with a partner or spouse.</p>
<p>56%</p> <p>MEN</p>	<p>A majority (56%) of respondents to the 2023 Homelessness Count identified as male. Approximately 41% identified as female, and 3% identified with another gender identity.</p>

Toxic Drug Crisis<sup>13,14</sup>

<p>22</p> <p>DEATHS INVOLVING UNREGULATED DRUGS</p>	<p>In 2023, Terrace had 22 deaths involving unregulated drugs, with a rate of 93.9 per 100,000 people. This rate is much higher than the BC average of 46.3 per 100,000. As a result, Terrace ranked fourth highest in BC in 2023 for the rate of deaths per 100,000.</p>
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<sup>13</sup> CDC BC Centre of Disease Control. (2024). Unregulated Drug Poisoning Emergency Dashboard. Retrieved from: [www.bccdc.ca/health-professionals/data-reports/substance-use-harm-reduction-dashboard](http://www.bccdc.ca/health-professionals/data-reports/substance-use-harm-reduction-dashboard)

<sup>14</sup> British Columbia Coroners Service. (2024). Unregulated Drug Deaths in B.C. Retrieved from: [app.powerbi.com/view?r=eyJrjoiNjRhYTBhNmUtMDBmNy00YWYxLTkzMTMtMDI5NmZiM2Y1MzhmliwidCI6IjZmZGllMjAwLTNkMGQtNGE4YSIiMDM2LWQzNjgiZTMiOWFKyYyJ9](http://app.powerbi.com/view?r=eyJrjoiNjRhYTBhNmUtMDBmNy00YWYxLTkzMTMtMDI5NmZiM2Y1MzhmliwidCI6IjZmZGllMjAwLTNkMGQtNGE4YSIiMDM2LWQzNjgiZTMiOWFKyYyJ9)

### 3.1 WHAT IS THE CITY CURRENTLY DOING?

The City of Terrace launched the Social Development Program in 2021 to identify social development issues within the community and set priorities for areas of greatest need for municipal action. The Social Development Program Coordinator works to facilitate social development in five key areas:

1. Housing and Homelessness<sup>15</sup>
2. Income and Food Security
3. Community Safety
4. Mental Health and Addictions
5. Social Inclusion/Equity and Access

The Social Development Program has focused on addressing immediate and pressing social needs with an emphasis on

coordinating with social organizations and supporting collaborative approaches to addressing imminent and critical needs.

Several programs, initiatives, collaboratives, and committees were mobilized under the Social Development Program. In partnership with the community, the City has launched very successful program responses since 2021, such as the Emergency Warming Centre, new childcare program, and Community Safety Officers. A full overview of what the City has accomplished through the Social Development Program is summarized in the Background Document Review in Appendix B.

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<sup>15</sup> The Social Development Program focuses on the unsheltered through to the emergency shelter/transitional/complex care areas of the housing community.



## 4.0 COMMUNITY STRENGTHS

This section, though smaller in scope, highlights numerous strengths within the community. While our focus has primarily been on identifying needs across key areas, it's important to recognize the strengths present in Terrace.

**Convening and Collaboration:** As noted by both the city staff and council, as well as community partners, the City does well at collaborating, supporting and facilitating organizations to work together. The service providers specifically noted that the City has supported the community by providing a gathering and convening opportunity for leaders in the social sector to come together. These conversations have helped inform the City about what is going on in the community and which social issues are most pressing, where before the Social Development Program, there was a disconnect between the City and the community. Through this growing connection, the City has built trusting relationships with community organizations. Additionally, The City has also connected with community members more in recent years through the Community Safety Officers programming.

**Importance of Social Development Coordinator:** Overwhelmingly, service providers highlighted the importance of the Social Development Coordinator role and that it should become a

permanent position. Many expressed that without this position, they would have much less capacity to collaborate, or to address the full scope of needs in the community.

The value of collaboration and coordination should not be understated or underestimated. When resources are limited, clarity of roles and responsibilities, and coordinated, collaborative efforts to address community challenges are both more efficient and more effective.

**Advocacy:** Service providers have noted that the City has supported the community by advocating to higher levels of government, which has brought in resources and funding. Specifically noted was the cities success in securing funding for childcare based on the Childcare Needs Assessment. The childcare program has expanded and is diversifying offerings with the goal of being cost neutral.

**Acting on social needs:** The City has supported the community by acting on social needs, such as providing warming centres and providing resources for street-entrenched and at-risk youth. Services provided by the City have helped shoulder the task of providing resources to the community and freed up capacity in nonprofit organizations.

**Impactful Community Services:** Terrace has seen significant growth in support and resources over the past few years due to improved collaboration and the rise of community-driven initiatives, including the Foundry, The Garage, Intensive Case Management Team and the Situation Table. There are a number of community organizations in Terrace that provide a range of services to community. Community members in engagement sessions were complimentary about accessing services from these organizations. Additionally, there are volunteer programs that increase community inclusion and support. People with lived and living experience expressed that there is a positive impact from organizations such as K'san Society, Kermode Friendship Society, and specific individuals making a positive impact in the community. There is a positive impact from the Intensive Case Management Team (ICMT) now Specialized Mental Health and Substance Use Outreach Services (MHSU), and Kermode

Friendship Society. Additionally, there is good support from multiple agencies for accessing treatment.

**Access to Services:** Comprehensive support is provided through various avenues, including assistance from the MP office and Skeena Diversity for college admissions and other challenges, strong support from the Park Centre during pregnancy and early motherhood, library and school programs for children, and community activities like the K'san volunteer program, farmers market, and Volunteer Terrace.

**Recreation:** The City provides a range of recreation amenities, services, and programs that are important for wellbeing in the community.

**Transportation and Accessibility:** HandiDART bus service and Northern Health bus for medical appointments are very important services for transportation. Additionally, organizations like K'san and Kermode assisting with housing and transportation needs.





## 5.0 COMMUNITY NEEDS

Several community needs emerged from community engagement in the key focus areas of housing and homelessness, income and food security, community safety, mental health and addictions, social inclusion, equity and access, reconciliation, children and youth, and resources and capacity.

### HOUSING AND HOMELESSNESS

Housing is a significant social issue facing Terrace. Housing affordability has worsened in recent years, as Terrace sees increasing rates of core housing needs, rising rent and ownership costs, and lower vacancy rates. Renters are particularly impacted, with renters experiencing higher rates of core housing need compared to owners. There is an immediate need for additional affordable housing. Certain demographics face significant barriers to accessing stable, affordable, adequate, and suitable housing, including newcomers, temporary foreign workers, seniors, and low-income groups. There is a need for centralized resources and support for finding housing in Terrace, especially for these priority groups.

Homelessness is a continually increasing issue in Terrace due to high housing prices and costs of living. Youth and Indigenous people are overrepresented in the homeless population in

Terrace. There is a shortage of emergency shelters, supportive housing, and transitional housing, leaving many people without housing for extended periods of time. The 2023 Point in Time Homeless Count found 156 individuals, with 47% identified as unsheltered. People experiencing homelessness are in need of low-barrier stigma-free supports and services to help them find housing.

While there are significant resources being mobilized to support people experiencing homelessness, there is no coordinated service plan to address the complexity of this issue in the community. Both housing and other support services are currently stretched beyond capacity. A community strategy to address homelessness, with a range of policy and program priorities, and a clear outline of roles and collaborative opportunities would focus the efforts and limited resources where they will have the most impact and provide a framework for the advocacy required for additional resources.

### INCOME AND FOOD SECURITY

Food insecurity is prevalent in Terrace due to high food prices and general costs of living. Demand for food resources is increasing rapidly, with between 170 and 220 people accessing food support weekly in

Terrace. Existing food banks are inaccessible for many due to limited open hours. Additionally, there is limited access to cultural foods, which disproportionately impacts newcomers, immigrants, and Indigenous people. There is a need for more food access resources, such as low-income food coupons, community meal programs, community kitchens and gardens, and food banks.

The cost of living in Terrace is increasing at a much faster rate than incomes, leaving people struggling to afford basic necessities. It is impossible for many to afford all of their basic needs when there is rising costs of housing, food, and medical care. Those on fixed incomes, especially seniors, are particularly impacted by rising costs of living. Terrace residents also face challenges finding and maintaining steady employment, which is largely attributed to industry changes such as mining and forestry closures. Seniors, immigrants, and Indigenous people are stigmatized and discriminated against when looking for work, further exacerbating financial strain.

Coordination and innovation in food systems responses are needed to guide action on food insecurity.

## COMMUNITY SAFETY

Community safety is one of the most important issues for several Terrace residents. Residents have voiced concerns about community safety, expressing that they do not feel safe around the downtown core. There are also safety concerns about the use of public spaces, such as

green spaces and parks where people engage in activities such as drug use. Residents also feel there is a lack of cleanliness and do not feel safe in public parks and restrooms.

People with lived experience of homelessness also expressed concerns about safety. They don't have safe spaces to be during the day when they cannot be inside at the shelter, have limited transportation options to access services, and for those sleeping outside, have to move their belongings frequently. They also experience stigma when out in the community and are 'moved along' from many locations. A recent incident resulted in loss of life when a person was struck on the train tracks, which was traumatic for the community.

Addressing needs for day space/green space for unsheltered people, addressing the policy challenges around encampments, daytime services for hygiene and overdose prevention to address the pressures around use of public spaces are key challenges. As extreme weather and temperatures become more common, a comprehensive and collaborative extreme weather response program will also be increasingly important for the community. This also suggests a need to promote awareness of day space that do exist to promote use and to enable options for expansion of effective day space. The Community Safety Officer program has the potential to both support and inform the important policy and program work in these areas.

## MENTAL HEALTH AND ADDICTIONS

Substance use and addiction issues are prevalent in Terrace. Overdose rates are extremely high compared to the provincial rate, and there is greater need for harm reduction services, detox, treatment programs, and long-term recovery supports in the community so people can heal in their home community. There is currently no publicly available OPS service in the community other than the mobile Intensive Case Management Team who provide harm reduction supplies.

It's important that people are able to access immediate help for addictions because they cannot wait to travel to larger centres to access detox and treatment. It is important to note that this issue is not confined to people who are unhoused, as the rates of overdose among the general population, and particularly middle aged, employed men, are particularly high.

The community has highlighted the need for increased services, including trauma informed training and awareness, holistic therapies, wellness checks, access to safe injection sites, and suicide awareness raising. The shortage of family doctors is also contributing to mental health struggles as individuals reported being sometimes unable to access medication and mental health services.

Some engagement participants also suggested the City should support the exploration of organizations to develop a peer-run

safe consumption site staffed with outreach workers to reduce the impacts of stigma and increase usage.

## SOCIAL INCLUSION, EQUITY, AND ACCESS

Terrace experiences several challenges related to social inclusion, equity, and access. Racism and discrimination persist as significant barriers. Several community members have highlighted the need for public educational initiatives are necessary to foster anti-racism and decolonization. Accessibility remains a pressing concern, particularly regarding accessible transportation and public buildings and spaces. The community's social connectivity has also been strained by social isolation exacerbated by the COVID-19 pandemic, prompting a need for inclusive community-building events and activities.

Diversity, equity and inclusion (DEI) are key elements of building a community where everyone is included and feels a sense of belonging. Developing explicit policies on DEI, both internally as an organization, as well as regarding service delivery, are important steps in this work. Continued work on making Terrace a welcoming community are needed.

Like many northern communities, Terrace does not have many of the services necessary to meet the diverse needs of their population. In particular, there are limited medical services and people struggle to access specialized medical services. Many residents, especially seniors, must travel long distances to access the medical services they

need. Accessibility and age friendly community planning initiatives could also support the community to address these challenges.

## RECONCILIATION

The community has voiced a desire to move reconciliation forward. Engagement highlighted reconciliation initiatives as important tools on the journey of healing historical injustices, fostering mutual respect, and building a more equitable society. The need to continue partnerships between the City and local First Nations was highlighted as a key step forward.

## CHILDREN AND YOUTH

Terrace is in need of greater supports for children and youth to promote health and wellbeing. There is a need for more affordable, accessible, safe, and healthy activities for youth, including culturally relevant and safe activities and support for Indigenous youth. Families in Terrace are struggling with the lack of affordable childcare options, largely due to staffing constraints. This includes the need for more affordable childcare opportunities for more diverse age groups and time slots. There is also a gap in services for children with developmental disabilities and neurodivergence, and families often have to travel to larger centres to access these specialized services.

## RESOURCES AND CAPACITY

Addressing social challenges in Terrace is challenging due to limitations in resources and capacity. Terrace serves as a crucial resource hub for northwestern BC, but limited staffing in social agencies and a lack of sufficient staff training are significant barriers to supporting the area's diverse needs. Capacity building within organizations is essential to meeting the community's social needs. Although funding is available for small programs and pilot projects, ongoing funding is difficult to access, and projects are often unable to be sustainable in the long term.

## DATA AND MONITORING IMPACT

Data on social issues in Terrace is limited and not collected or shared in ways that contribute to a comprehensive whole community understanding. The Vital Signs data that was previously managed by the Community Foundation is not active or up to date. Several community organizations indicated that having access to community level data on needs as well as the impact of programming would be of benefit for planning and evaluating where to direct resources.

## COMMUNICATIONS

There is not a consistent understanding of the current needs, available resources, and activities of social organisations to address social challenges in the community, or of what work is currently being done. This includes the work internally at the City of Terrace. There is a need

to have a more strategic and comprehensive approach to communication regarding what the challenges are, what resources exist, and what role the City is taking in response to these challenges. It would be helpful to have a strong communications approach to

sharing information, and in particular the work of the City to address these complex challenges and needs and what the impacts have been. Communications approaches are needed both internally and externally to the public and community.

## 6.0 COMMUNITY OPPORTUNITIES

This section highlights opportunities brought forward by City staff, local non-profits, people with lived experience accessing social services, and the wider public to address Terrace's social needs. Some of these opportunities were directed at the City, while others highlighted opportunities for action that potentially fall outside of the City's mandate.

The opportunities put forward in this section will have multiple champions. The City of Terrace is one actor in the larger social services system. It cannot and should not be taking on all these opportunities as there are often other organizations that are better suited to action some of the opportunities put forward in this section.

As the City of Terrace develops its Social Development Strategy, it will use the opportunities identified in this section to understand what actions are in the City's direct control and what opportunities may be better served by other actors.

### OPPORTUNITIES SPECIFIC TO THE CITY

**Communications to Public:** The City is well-positioned to provide communications to the public on topics related to social development. The City is able to provide resources and information on what's going on in the community and what

resources are available. The City can use social media content to share information on social development programs and engage young people. This can include developing a communications plan that has clear messaging and coordinates with service providers to ensure aligned messaging.

**Advocacy to Senior Government:** The City has influence and opportunities to advocate to and further collaborate with higher levels of government on policy issues, and to gain funding and resources for local organizations. The City can be advocating for community issues identified in this Assessment including the need for support services for mental health and substance use.

**Managing The Bigger Picture Through a Social Development Program:** The City is well-positioned to manage the bigger picture of social development. Service providers lack the capacity required to work on poverty reduction because it is such a large and all-encompassing issue. The City may be better positioned to work on these larger issues that are more difficult for service providers to tackle. Activities could include:

- **Learning From Other Communities:** Continue to participate in provincial networks with other communities to learn about approaches and initiatives that are having positive impacts, and how other similar sized local governments

have positioned themselves and taken on roles in social development to better understand best practices and opportunities.

- **Collaboration and Convening:** Participants across the community agreed that the City should continue its effective role as a key convener of interested and affected parties in the social service system. This includes continuing the facilitation and collaboration between nonprofit organizations and leveraging partnerships with Northern Health and Indigenous communities to better coordinate resources.
- **Data Collection:** The City is well-positioned to monitor, collect, and store data related to social needs. Having a publicly available database would enable social sectors to better understand social needs and be on the same page. This would require establishing a shared vision and methodology for data collection with local partners.
- **Engagement:** The City is uniquely positioned to conduct engagement with the public on tough social issues. People have opinions they want to be heard by the City. The development and ongoing review of a Social Development Strategy offers the City an opportunity to continually engage with the public on key priorities for social development. Once the Social Development Strategy is established, the City could set a review date target to

check back in with the community about progress, areas to improve existing actions, and opportunities to pivot directions.

- **Policy Development:** The City can improve how it develops and review policies to ensure greater equity in the community. This can be done by a combination of several actions including developing a social equity lens to review existing and proposed policies, involving people with lived experiences in policy decisions and service improvements.
- **Grow the department:** The recommendations put forward above will require greater capacity for social development program. In the Social Development Strategy, the City will need to consider how it will build capacity for staff to manage the “bigger picture” while maintaining effective downstream efforts.

**Managing The Bigger Picture Through Related Work:** Social development is connected to many other departments across the City. The City can explore opportunities to advance social development work by bringing a social lens to planning, engineering, and other related departments. This could be the development of a specific tool, such as an equity lens, that other departments could use to ensure appropriate considerations are made.

- **Active Transportation:** The City can influence social wellbeing through the active transportation network by

creating a more walkable community with safe walking paths and bike lanes in close proximity to dense housing. There is an opportunity to improve the active transportation network during road construction.

- **Community Planning:** The City can use land use planning and official community planning to influence social wellbeing by including the importance of addressing social, health and wellbeing needs. The City is uniquely positioned to promote a healthy built environment, including green spaces, public parks, trail systems, and other types of healthy outdoor spaces. As the City is currently in the process of updating their Official Community Plan, this is an ideal time to include a social development section in the OCP and engage the social development coordinator in advising and writing the new OCP.
- **Recreational:** Engagement participants noted a need for affordable recreational opportunities, including indoor playgrounds and climbing walls, as well as more recreational activities for seniors and youth.
- **Housing:** Housing remains one of the community's most pressing issues. The City is currently undertaking work to address housing needs. Engagement with key interested and affected parties has highlighted several opportunities to further the City's efforts including developing pre-approved ADU housing designs, exploring tenant protection policies, and exploring innovative housing models to meet the diverse needs of the community.

Investments from the City should target priority housing needs, including housing for low-income households.

- **Maintain downstream efforts:** While many participants noted that the City should focus on long-term prevention strategies, such as a poverty reduction strategy, others highlighted a desire for a dedicated staff member to continue the downstream efforts that they have already started. Participants expressed a desire to focus the City's efforts on the hierarchy of needs, addressing the most foundational needs first.
- **Trauma-informed workers:** Staff who do social development work and public-facing work with vulnerable community members need to be trauma-informed.

## OTHER OPPORTUNITIES TO ADDRESS SOCIAL NEEDS THAT THE CITY CAN SUPPORT

**Housing and Homelessness:** Many engagement participants noted the need to increase affordable housing across the City. Opportunities put forward included creating more shelters and Housing First initiatives, offering multi-tiered support systems, facilitating shared housing arrangements between international students and seniors, implementing rental caps, providing access to local Residential Tenancy Branch (RTB) representatives, and restricting what landlords can ask of tenants. The City could offer support to local partners to advance these initiatives, identify land



and assist with site selection, as well as fast-tracking development processes.

**Income and Food Security:** Engagement participants put forward several opportunities to improve food security in the City including enhancing food bank programming, developing local agriculture partnerships, developing gardening courses, and offering opportunities for social connection and celebration of food. There were also several discussions about the need to provide more employment support that provides stability, including providing people experiencing homelessness with skills and job assistance for sustainable living.

**Community Safety:** Opportunities put forward to improve community safety included fostering community-building activities to bridge diverse life experiences, ensuring well-lit pedestrian areas and public spaces, providing 24-hour washroom facilities and public Wi-Fi, implementing night shift outreach services, and looking to successful examples from other communities for ideas.

**Mental Health and Substance Use:** Engagement participants highlighted several opportunities to improve mental health and substance use services in the City including establishing treatment and detox centers, enhancing post-treatment support, developing long-term addiction recovery programs, providing

opportunities for trauma-informed care training, and creating supportive services through peer empowerment. The City could offer support to local partners to advance initiatives that support people with mental health and addiction challenges, and advocate to senior levels of government for additional resources and services.

**Social Inclusion, Equity, and Access:** Engagement participants put forward several opportunities to target vulnerable persons, newcomer immigrants, seniors, and children and youth, including providing employment opportunities, addressing stigma, providing spaces and facilities for community building, and supporting access to transportation.

#### **Focus Across Multiple Areas**

- **Transportation:** Engagement participants noted the need to increase access to transportation including expanding bus services and improving affordability.
- **Community Hub:** Several engagement participants put forward the idea of a centralized community hub for service access. The hub could be tailored for seniors and people with disabilities offering social activities, services, and temporary storage for belongings, akin to the Foundry model for youth.

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## APPENDIX A: ENGAGEMENT SUMMARY

# 1.0 INTRODUCTION

The City of Terrace is completing a Social Development Plan to determine community social needs related and help define the City's role in social development. This work includes the development of a social needs assessment and Social Development Strategy that will guide the City's role and priorities. As part of the Social Development Plan, engagement was conducted in order to understand the key challenges and social needs in Terrace and determine how the City is uniquely positioned to contribute to social development.

The engagement objectives were the following:

1. **Understand Community Needs** – Confirm the growing social challenges facing the community and understanding social priorities.
2. **Understand Service Supports** – Identify available social supports and gaps in social services to address community needs. This includes understanding strengths, challenges, and barriers for service delivery.
3. **Define Roles** – Allow the City to build stronger relationships with local service providers and begin to understand the City's role in the responding to social needs in the community.
4. **Indigenous Involvement and Relationship Building** – Ensure this process involves local Indigenous

governments and organizations and supports the City's goals for relationship building and reconciliation.

## SUMMARY OF ENGAGEMENT ACTIVITIES

Engagement activities were planned collaboratively between the consultant, Urban Matters, and the City of Terrace (led by the Social Development Program) in order to best connect with community members and key leaders in the social sector who could provide meaningful and diverse perspectives on social development in Terrace. In total, we talked with 60 people during the community engagement sessions.

The following engagement activities were held:

- Four interviews with Councillors and the Mayor
- Two focus groups with City of Terrace staff, including department heads
- Two focus groups with service providers in the social sector and direct service staff
- One focus group with People with Lived and Living Experience
- One focus group with Seniors and Accessibility
- One focus group with Families and Children
- One public open house



## 2.0 KEY THEMES

Based on the feedback from engagement, the following key themes were highlighted.

**Key Challenges:** Housing and homelessness, addiction, and community safety were most frequently referenced as the key social challenges facing Terrace. There is a great need for affordable housing, more emergency shelters, harm reduction, and detox and treatment support in the community.

**Convening and Collaboration:** When asked how the City of Terrace is uniquely positioned to contribute to social development, participants felt that the City can best serve the community by acting as a convener. The City can bring together key players in the social sector and create the space for collaboration and coordination. This is a very important role that helps us understand service gaps and prevent duplication of services.

**Advocacy:** Across engagement, participants felt the City is well positioned to be an advocate for Terrace's social needs to higher levels of government. The City's voice holds more weight than nonprofit organizations, and advocating helps bring in resources and funding.

**Communications:** One of the key challenges in Terrace is that there is a lack of awareness of available resources and supports as well as information about what the City is doing in response to social needs. The City is well positioned to provide the role of communications to the public on topics related to social development. The City should form a communications plan to provide resources and information on what work is being done in the community and what resources are available.

## 3.0 SUMMARY OF FEEDBACK

This section summarizes the key findings of what we heard from engagement and results from previous engagement conducted by the City of Terrace and nonprofit organizations.

### PREVIOUS ENGAGEMENT

Previous engagement conducted by the City of Terrace and nonprofit organizations in Terrace was examined to understand social needs. The social needs of Terrace residents are provided below.

**Homelessness:** Homelessness is continually increasing in Terrace. There is a need for services for women fleeing violence, more emergency shelters, and supports for families with children who are facing homelessness.

**Housing:** Terrace residents are in need of an increased supply of housing, including affordable rental housing, housing for new workers, and a greater diversity of housing types. More innovative housing is desired, such as tiny home villages within walking distance of the downtown core, alleyway housing, and co-housing projects that allow for different dynamics than single family homes.

**Seniors Housing:** There is a need for a diverse supply of suitable housing for seniors. Types of seniors housing desired includes accessible independent living, supportive housing with long term care, and retirement homes.

**Temporary Workers Housing:** Temporary foreign workers are extremely housing insecure because their housing is tied to their job. If they are fired, they have 24 hours to vacate the residence. More stable housing is required.

**Food Security:** There is a need for more food security programming, including food banks, community meal programs, low-income coupon programs for farmers markets, school-based food programs, community greenhouses and gardens, skills building for fishing and hunting, and community smokehouses and cold storage. Food security initiatives that offer opportunities for social connection and celebration of food should be prioritized.

**Access to cultural foods:** There is limited access to cultural foods in grocery stores and restaurants. This disproportionately impacts new immigrants and Indigenous people.

**Poverty Reduction:** People are struggling to afford increasing costs of living, including medical costs. Seniors are particularly struggling to afford medical care and other costs of living because they are often on fixed incomes.

**Employment Security:** People are struggling to find work especially because of closures in mining and forestry.

**Awareness of racism, diversity and inclusion:** There is a need for the community to receive opportunities to become educated on



anti-racism and raise awareness of issues faced by Indigenous peoples.

**Crime and community safety:** Residents of Terrace feel unsafe in the downtown area due to high occurrence of substance use and crime.

**Harm reduction:** With extremely high overdose rates in the community, there is a need for more harm reduction such as safe consumption sites, sharps disposals, harm reduction vending machines, and naloxone training. The Northern Health overdose prevention site has insufficient operational hours.

**Access to detox and treatment:** There needs to be local services for detox and treatment programs for substance use.

**Mental health:** There is a need for increased services for children and youth in the hospital and wellness services, more holistic therapy options in the community, wellness checks, and suicide awareness raising. The shortage of family doctors contributes to mental health struggles because individuals are unable to renew prescriptions.

**Supports for Youth:** There is a need for more community support and activities for youth and young people, especially indoor activities during the winter. There is also a need for cultural supports for Indigenous youth.

**Childcare:** The lack of childcare availability is largely contributed to staffing difficulties. There is a need for more affordable

childcare, especially for school age children and children under 3 years old. There is also increasing desire for Indigenous childcare providers.

## COUNCIL INTERVIEWS

Four interviews were held with Councillors and the Mayor of Terrace to identify social needs and key challenges in Terrace, with a focus on the City's role in supporting social well-being initiatives.

### KEY CHALLENGES

**Homelessness:** The homelessness issue is growing every year.

**Housing Diversity:** There is limited diversity in the housing stock. For example, there is no small-scale independent housing or apartments for seniors. The City can play a role in this through incentivization, continuing to work with BC Housing on supportive housing, and zoning transitional housing at an appropriate proximity from residential neighbourhoods and businesses.

**Mental Health and Addiction:** Mental health and addiction struggles are extremely prevalent in Terrace. Terrace has the second highest drug overdose rate in BC. We need detox and treatment centres in Terrace so we can deal with these issues locally in the community. Additionally, we need to address the hidden impacts of substance use. The main impact of the opioid crisis is on middle aged men who are employed, who use and overdose alone in their homes.



**Reconciliation:** It has been a struggle to make Terrace a welcoming place for Indigenous people.

Youth support: Healthy activities and resources for youth are needed. Common healthy activities like skiing are too expensive for many families.

**Crime and Community Safety:** Crime continues to be an issue in Terrace, leading to residents feeling unsafe, especially in the downtown area. There is a shortage of RCMP officers to respond to crime. There is a need for stricter legal repercussions to criminal activities such as shoplifting.

**Housing:** Factors like rising inflation and interest rates are resulting in a lack of affordable housing. The Provincial government is not doing enough to ease housing pressures. We have built over 600 units over five years, and we are still struggling. The City should acquire more land for the purpose of building affordable housing.

**Sense of community:** The COVID-19 pandemic led to people being isolated from their community. There is a general feeling of frustration, impatience, and lack of community spirit. People are no longer volunteering or contributing to the community in the same way.

**Collaboration with First Nation:** Terrace has a significant population of Indigenous people, making up 20-30% of the population. The City should be collaborating with the Nation.

**Food insecurity:** Terrace residents are struggling with food insecurity due to very high prices of food. Between 170 and 220 people are accessing food support weekly.

**Racism and Discrimination:** There are many new immigrants in Terrace who are feeling the impacts of racism. Anti-racism education is needed.

**Reconciliation:** It has been a struggle to make Terrace a welcoming place for Indigenous people.

**Beautification:** Beautification and keeping the community clean is needed, especially in the downtown area, in order to instill a sense of pride.

**Transportation:** There is limited access to transportation, and services are spread all around town, so it is difficult to access without transportation.

**Accessibility:** Greater accessibility supports are needed, such as more HandiDart services. The Accessibility Committee is a successful start.

**Supports for seniors:** The City of Terrace is doing well at supporting seniors by providing grants. The City should start a communications channel to share what we are working on. Some councillors believe that more supports are still needed for seniors, and developing a senior's centre would help.

**Northern resource hub:** There is very limited access to resources in northwestern BC. Terrace acts as a hub of services for the northwest. Because of the resource base in Terrace, issues from nearby communities bleed into Terrace. For example, Kitimat has almost no homelessness because they travel to Terrace for access to services.

**Limited Staffing:** There are staffing shortages in social agencies, and limited capacity for training staff. Staff aren't getting thorough enough training and aren't prepared to deal with very complex issues.

#### ADDRESSING SOCIAL NEEDS

**Divide between provincial and municipal services:** Local governments are increasingly being granted greater responsibilities that have traditionally been the role of provincial government. Small cities like Terrace have struggled to adapt because of their limited tax revenue.

**Funding:** More funding is needed to support the City's social development program, including to hire more Community Safety Officers.

**Communications:** The City should use social media content to share information on social development programs and engage young people. There is a need to communicate better so the community sees the hard work being done. It's important to form a communications plan that has clear messaging and

coordinates with service providers to ensure we have aligned messaging.

**Convening and Collaboration:** The City does well at collaborating and encouraging organizations to work together.

**Advocacy:** An important part of the City's role is advocating for community issues such as mental health and substance use.

#### THE CITY'S ROLE

Councillors agreed that the City's role should focus on monitoring social issues, providing a balanced perspective, creating a space for nonprofit organizations to work together to address social issues, and working to bring more resources to the community. The City should avoid adopting an operational role.

**Social Development Program:** The City's social development program and coordinator position has brought benefits that are difficult to measure but extremely important, such as building a bridge between agencies, direct service staff, and Community Safety Officers.

**Capacity Building:** Organizations lack capacity to address all of Terrace's social needs. There is a need to build capacity in the sector.

## CITY OF TERRACE STAFF FOCUS GROUPS

Two focus groups were held with City of Terrace staff, including department heads, to have discussions about social needs in Terrace and the role of the City in addressing these needs.

### KEY CHALLENGES

City of Terrace staff were asked about what social issues are affecting the community, and what pressure points are occurring internally as a result of the social needs in the community.

**Key Challenges:** The most commonly talked about social needs in the community are community safety, housing affordability, and homelessness.

**Community Safety:** Residents of Terrace feel unsafe in the downtown area, especially late at night. There are increased rates of severe violence.

**Mental Health and Addictions:** One of the most prevalent issues in Terrace is the impacts of mental health and addictions.

**Transportation:** Accessing transportation is difficult. Many people who are struggling with addiction try to get to their home communities because its easier to get sober and heal, but they can't access any transportation. Sometimes they pay money for someone to drive them and then the driver doesn't show up.

**Use of Public Spaces:** People who use substances and unhoused people often do not have a safe place to reside and engage in

'unwanted activities' such as drug use or sleeping rough. Public spaces such as parks and green spaces are often used for this purpose, which can cause issues with community safety and the public's comfortability. Other municipalities have set aside certain green spaces that people can use for 'unwanted activities' to create a safe place for people to go and reserve some green spaces and parks where those activities are not allowed.

**Vandalism:** Vandalism and graffiti are prevalent in Terrace. Spray paint is damaging to City property.

**Specialized Needs for Children:** There is a gap in services for specialized needs for children and youth. There is a need for better support for children with developmental disabilities, neurodivergences, and other special needs in childcare and schools. A significant barrier is the fact that you have to leave the community to get an assessment for developmental disabilities and similar assessments.

**Lack of Youth Programming:** There is a need for more youth programming and activities, especially in the evening hours, to get youth off the street and away from negative influences and impacts.

**Limited Budgets:** Due to limited tax base, staff do not have the resources to act on all of Council's priorities.

**Limited Ongoing Funding:** The City has been able to access grants to run pilot projects, often in partnership with other organizations,

such as the free bus pass program and seniors' recreation programs. However, there is limited funding resources to keep these programs afloat, and it is a struggle to keep the programs running past the pilot stage.

**Limited Staffing:** It's difficult to run programs even when funding is available due to limited staffing.

**Lack of Integration and Information Sharing:** There is a lack of integration between all of the service teams. The sharing of knowledge and information only happens at the Situation Table, which is helpful, but stronger connections are needed.

**Gaps in Responsibilities:** The City of Terrace performs duties that extend far beyond their job responsibilities out of necessity because there are gaps in responsibilities when managing the impacts of social issues. Examples include clearing debris from camps of people sleeping rough and responding to individuals who have locked themselves in public park washrooms. Bylaw has particularly expanded because there is a vacuum in terms of supports and services.

**Conflicting priorities:** The mandate of local government is more focused on planning, but the immediate need is for response, which has become the focus of the Social Development Program.

#### THE CITY'S ROLE

City of Terrace staff were asked about how the City is uniquely positioned to contribute to promoting social wellbeing.

**Public Communications:** The City is well positioned to provide the role of communications to the public on topics related to social development. The City is able to provide resources and information on what's going on in the community and what resources are available.

**Childcare:** The City was successful in securing funding for childcare based on the childcare needs assessment. The childcare program has expanded and is maintaining itself without needing grant funding to maintain it. Terrace is on track to having \$10 a day childcare by 2026.

**Facility Opportunities:** The City is well positioned to provide program spaces in existing facilities. For example, the new childcare centre can support other needs in the community as well by offering a beautiful space to host gatherings outside of childcare programming hours.

**Recreation:** The City provides recreation services that are important for wellbeing.

**Policy:** The City develops policy related to housing and bylaws that impact social wellbeing.

**Active Transportation:** The City can influence social wellbeing through the active transportation network by creating a more walkable community with safe walking paths and bike lanes in close proximity to dense housing. There is an opportunity to improve the active transportation network during road

construction. Lower income housing areas should be prioritized to influence poverty reduction.

**Authority and Influence:** The City holds more authority and influence than nonprofit organizations and has the power to collaborate with higher levels of government to gain funding and resources.

**Built Environment:** The City is uniquely positioned to promote a healthy built environment, including green spaces, public parks, trail systems, and other types of healthy outdoor spaces.

**Land Use Planning and OCP Work:** The City can use land use planning and official community planning to influence social wellbeing by creating the space to prioritize social needs.

**Connections and Relationships:** Through the Social Development Program, the City has built trusting relationships with community organizations. The City has also connected with community members more in recent years through the Community Safety Officers programming. The City has been successful in connecting people with resources that are helpful for them.

#### EXPECTATIONS OF THE CITY

City of Terrace staff were asked what expectations the community and social sector have of the City around social issues.

**Downloading Responsibilities:** Higher levels of government are downloading responsibilities to local governments. The City

should be cautious about accepting these responsibilities. A potential solution could be having Council form a select committee for social issues that advocate to the provincial and federal governments to provide resources to fund these programs.

**High Expectations of the City:** The public expects the City to address all of the social issues because the municipal government is the most accessible level of government. For example, people can text the mayor. When the City is pressured to address downstream initiatives, there is less capacity to plan and implement upstream initiatives.

**Disconnect between funding and capacity:** There is a significant amount of funding available for social development programming, but the City doesn't have the capacity to apply for all of these grants, track, report, and manage additional projects. Additionally, many of these funding programs are only available to local governments, not nonprofit organizations.

**Learning from other communities:** There is a need to examine how other local governments have positioned themselves and taken on roles in social development to better understand best practices and opportunities.

## SERVICE PROVIDER FOCUS GROUPS

Focus groups were held with service providers, including direct service workers, in the social sector in Terrace to discuss social needs, opportunities and gaps, and roles and responsibilities.

### THE CITY'S CONTRIBUTIONS

Service providers were asked how the City of Terrace Social Development Program has supported the community in addressing priority social issues.

**Importance of Social Development Coordinator:** Overwhelmingly, service providers highlighted the importance of the Social Development Coordinator role and that it should become a permanent position. Many expressed that without this position, they would be unable to fulfill their duties in their organizations.

**Convening:** The City has supported the community by providing a gathering and convening space for leaders in the social sector to come together. These conversations have helped inform the City on what is going on in the community and which social issues are most pressing, where before the Social Development Program, there was a disconnect between the City and the community.

**Acting on social needs:** The City has supported the community by acting on social needs, such as providing warming centres and providing resources for street entrenched youth. Services provided by the City has helped shoulder the task of providing

resources to the community and freed up capacity in nonprofit organizations.

**Improving connections:** The City's Social Development Program has helped nonprofit organizations get to know one another better, understand strengths and weaknesses, and coordinate and share resources better.

**Advocacy:** The City has supported the community by advocating to higher levels of government that has brought in resources and funding.

### THE CITY'S ROLE

Service providers were asked how the City is uniquely positioned to contribute to social wellbeing in the community.

**Managing the bigger picture:** The City is well positioned to manage the bigger picture of social development by monitoring what is happening in the social sector and understanding gaps.

**Authority and Influence:** The City is well positioned to advocate for funding and resources to the provincial government. The voice of the local government carries more weight than nonprofit organizations.

**Data Collection:** The City is well positioned to monitor, collect, and store data related to social needs. Having a publicly available database would enable social sectors to better understand social

needs and be on the same page. This would require establishing a shared methodology of research and data collection.

**Poverty Reduction:** Service providers lack the capacity required to work on poverty reduction because it is such a large and all-encompassing issue. The City may be better positioned to work on these larger issues that are more difficult for service providers to tackle.

**Remove barriers to housing development:** Smithers was facing a severe housing shortage and there were many illegal suites. In response, they began giving out free inspections with no penalties and teaching homeowners what they need to do to make their illegal suites legal. The City of Terrace could use strategies like this to increase housing. Additional strategies include removing barriers to getting building permits, provide pre-approved building designs, adding suites, and permitting higher densities.

**Partnerships:** The City should leverage partnerships with Northern Health and Indigenous communities to better coordinate resources.

**Engagement:** The City is uniquely positioned to conduct engagement with the public. People have opinions they want heard by the City.

**Policy Development:** The City is uniquely positioned to develop equitable policies. They should work to prevent privatization of public space and eliminate or rework discriminatory policy

against people experiencing homelessness such as Loitering and the Open Spaces policy.

**Facilitate safe connections:** There have been suggestions to connect people to Interior Health instead of community safety officers because people aren't receiving help from the community safety officers.

**Land Use Planning:** The City should leverage land use planning to facilitate social development in areas like food policy and housing.

#### EXPECTATIONS OF THE CITY

Service providers were asked what expectations the community and social sector have of the City around these issues, and what role the City should play related to these topics.

**Continue efforts:** Service providers said the City should continue the work that has already been started through the Social Development Program.

**Long-term strategies:** The City should focus on long-term upstream strategies to address social needs through community development.

**Maintain downstream efforts:** Although the City should focus on long-term preventative strategies, they should hire another worker to continue the downstream efforts that they have already started.

**Grow the department:** The City should grow the social development department, hire more staff, and build capacity.

**Advocacy:** The City should continue to advocate for social needs, highlight its importance as a priority, and raise awareness because they have the power to influence public opinions.

**Permit peer run safe consumption sites:** The City should consider permitting a peer run safe consumption site staffed with outreach workers to reduce the impacts of stigma and increased usage. The current safe consumption site does not get used because of stigma. When people consume substances in public areas, they are harassed by police and community safety officers.

**Facilitate collaboration:** The City should continue to facilitate collaboration between nonprofit organizations and continue to pull the community together for solutions-focused meetings. A lot of groundwork and relationship building has been done, and this familiarity should be leveraged through continued work.

**Prioritize according to hierarchy of needs:** The bottom layer of safety, security, and basic needs need to be addressed before moving on to other areas.

**Trauma-informed workers:** Staff who do social development work need to be trauma informed.

## PUBLIC OPEN HOUSE

The Social Development Open House in Terrace was a public event to engage in discussion about key community concerns. Here we covered topics like mental health, housing, income, safety, and inclusion, the event provided a platform for discussions and practical solutions. Below summarizes these findings.

### MENTAL HEALTH AND ADDICTION

**Treatment Centres and Detox:** Establish treatment and detox centers with evidence-based, compassionate approaches. These services should be available locally in hospital also.

**Post-treatment Support:** Facilitate societal reintegration with robust post-treatment resources and safe housing.

**Recovery Programs:** Develop and sustain long-term addiction recovery programs. Offer tailored support and healing practices. Offer supportive employment opportunities to aid in recovery.

**Education:** Provide trauma-informed care in hospitals and by first responders. Break the stigma surrounding mental health and addiction, particularly in healthcare settings. Encourage a human-centred approach by healthcare providers.

**Peer Empowerment:** More supportive employment opportunities for PWLLE should be created. Additionally, the expertise of PWLLE should be integrated into social development work.



**Addiction Support:** Employ advocates and outreach workers around the clock.

#### HOUSING AND HOMELESSNESS

**Shelter and Supportive Housing:** Create more shelters and Housing First initiatives with necessary support. Offer multi-tiered support systems for successful housing outcomes.

**Affordable Housing:** Increase the availability of affordable housing.

**Creative Housing Solutions:** Creative multi-level housing solutions. Facilitate shared housing arrangements between international students and seniors.

**Employment:** Provide people experiencing homelessness with skills and job assistance for sustainable living.

**Rental Control:** Implement rental caps and restrictions on landlord demands, such as criminal record checks. Ensure tenant safety and provide access to local Residential Tenancy Branch (RTB) representatives.

#### INCOME AND FOOD SECURITY

**Food Programs:** Enhance the availability of food banks and food share programs and increase their day open.

**Local Agriculture Partnerships:** Encourage local food production and connect hobby farms with food-insecure community members. Facilitate connections between community gardens to bolster local food security.

**Gardening:** Teach people how to grow their own gardens.

**Employment:** Provide more employment support to help individuals secure stable income.

#### COMMUNITY SAFETY

**Social Inclusion:** Address safety concerns related to social exclusion, discrimination, and racism. Foster community-building activities to bridge diverse life experiences.

**Infrastructure:** Ensure well-lit pedestrian areas and public spaces. Provide 24-hour washroom facilities and public Wi-Fi.

**Wholistic Community Support:** Implement night shift outreach services. Build relationships with emergency responders and maintain support services. Maintain and support funding for community safety initiatives.

**Learning and Growing:** Look to successful examples from other communities for ideas.

#### SOCIAL INCLUSION, EQUITY, AND ACCESS

##### Support for Children and Youth:

- Provide safe, well-lit spaces and easy, safe transportation.
- Offer free or supported summer activities and affordable sports opportunities.
- Increase mental health services for children and youth.

- Create more indoor activities and community spaces for families.
- Establish places for community connection and art centers for children.

#### Support for Seniors:

- Ensure affordable housing close to amenities with walkable, green spaces.
- Develop more facilities that cater to the needs of the elderly.

#### Support for Immigrants and Newcomers:

- Offer more employment opportunities and Equality, Diversity and Inclusion (EDI) training for employers.
- Help newcomers navigate the Canadian system, particularly healthcare.
- Support social inclusion initiatives to engage the community with newcomers.

### COMMUNITY FOCUS GROUPS

We conducted a series of focus groups to gather insights from a diverse range of perspectives, including individuals with lived and living experience of housing insecurity and/or addiction, seniors and those concerned with accessibility, and families. This comprehensive engagement provided valuable input from

various stakeholders in the city of Terrace. Each section highlights key insights from each group regarding:

- Successes
- Challenges
- Ideas for Improvement

#### PEOPLE WITH LIVED AND LIVING EXPERIENCE

##### *Successes*

**Effective Support Services:** There is a positive impact of Specialized Mental Health and Substance Use Outreach Services (MHSU), K'san Residency, Kermodé, and Northern Health Bus (for delivering meals to seniors) and specific individuals making a positive impact in the community. Additionally, there is good support from multiple agencies for treatment.

##### *Challenges*

**Service Accessibility and Awareness:** there is a limited awareness of services available in the area as well as services being cut off without notice. There is limited support for those who are not in immediate crisis (reactionary services) and not enough support for legal aid.

**Health:** There is a lack of addiction services including detox as well as changes accessing medication for substance use disorder. Additionally, there are limited health services here, requiring travel to larger centres.

**Housing Challenges:** There is a shortage of affordable housing, and the application process for BC Housing is very slow, resulting in extended periods without housing for many people. Additionally, there is a stigma associated with accessing low-income, supportive housing, and shelters.

**Transportation:** There are major challenges in accessing services and education with current transportation system.

**Employment:** There are challenges related to lack of employment opportunities and stigmatization of PWLLE in the job market. There is also a lack of job training services and supportive employment opportunities.

#### *Ideas for Improvement*

**Housing:** The creation of more housing that can cater to a range of peoples needs including supportive housing, low-income housing, second-stage housing and post-treatment housing. Additionally, there needs to be efforts to reduce stigmatization associated with shelters and supportive housing.

**Health:** Create more harm reduction services including detox, Overdose Prevention Sites, Narcan training for security officers and availability/accessibility to harm reduction supplies, for example a harm reduction vending machine. Additionally, more 24-hour services are needed.

**Community Support:** Develop a community hub that can provide comprehensive support and services as well as increase outreach efforts to engage with individuals proactively.

**Peer Empowerment:** Involvement of people with lived experiences in policy decisions and service improvements. Create peer support networks and community initiatives (like The Garage).

**Transportation:** Increase bus services to include a morning shuttle buses and extended transportation services.

**Employment:** Develop more programs for job training and supportive employment. Additionally, address stigmatization in the job market.

#### SENIORS AND ACCESSIBILITY

##### *Successes*

**Community and Social Services:** The Skeena Valley Seniors Services and Helping Hands initiatives have received positive feedback for their contributions to the community. Additionally, there are community programs like chair yoga and volunteer programs that increase community inclusion and support.

**Transportation and Accessibility:** HandiDART bus service and Northern Health bus for medical appointments are very important services for transportation. Additionally, organizations like K'san and Kermode assisting with housing and transportation needs.

### *Challenges*

**Health:** Limited medical services in small communities affect social well-being, compounded by high medication costs and reliance on remote consultations, leading to difficulty accessing medical services, particularly for seniors.

**Service Awareness and Accessibility:** Lack of knowledge about available services and accessibility issues in public spaces and buildings present challenges. This is exacerbated for seniors who are homeless or couch surfing, adding to their difficulties in accessing essential services.

**Cost of Living:** Rising living costs, including high housing costs and a lack of affordable housing options, disproportionately impact seniors. Some seniors face stigma when seeking employment, further exacerbating financial strain. Additionally, there are insufficient storage solutions for displaced individuals, adding to the challenges.

**Social Isolation:** Social isolation is prevalent due to limited social activities and support for seniors and people with disabilities. There is a pressing need for more inclusive and accessible community events and activities to address this issue.

### *Ideas for Improvement*

**Community Hub:** Proposal for a multi-use facility or community hub tailored for seniors and people with disabilities, subsidized by commercial activities, offering social activities, services, and

temporary storage for belongings, akin to the Foundry model for youth.

**Housing:** Advocacy for the city to construct accessible and seniors' housing in downtown areas, alongside designating land in downtown zones for senior housing.

**Community Collaboration:** Collaboration between local industries and community stakeholders to develop community facilities, inspired by grassroots initiatives such as the Dementia House in Kitimat. Encouragement of more dialogues and active community involvement in shaping community plans.

**Support and Resources Expansion:** Expansion of support services such as Meals on Wheels to combat rising costs and reduced meal distributions, coupled with increased availability and operating hours for transportation services like Handi-Dart.

## FAMILY AND CHILDREN

### *Successes*

**Access to Services:** Comprehensive support is provided through various avenues, including assistance from the MP office and Skeena Diversity for college admissions and other challenges, strong support from the Park Centre during pregnancy and early motherhood, library and school programs for children, and community activities like the K'san volunteer program, farmers market, and Volunteer Terrace.

**Community development:** Terrace has seen significant growth in support and resources over the past few years, leading to an improved work-life balance and the rise of community-driven initiatives.

### *Challenges*

**Healthcare:** Long wait times and difficulty in accessing personal doctors, concerns about healthcare for family members on tourist visas, short-staffed hospital leading to extended wait times, and a need for better support and resources in medical care.

**Housing:** Difficulty finding family-oriented housing and dealing with poor living conditions, lack of centralized resources or support for finding housing, and issues with scammers in the housing market.

**Childcare and Education:** Insufficient childcare facilities and school capacity, along with a lack of support for gifted children.

**Cost of Living:** High food costs and limited access to assistance programs, coupled with general struggles with the high cost of living.

**Transportation:** Limited public transportation options and unreliable taxi services, with a need for extended bus schedules and alternative transportation methods like bike rentals.

**Public Safety and Amenities:** Concerns about the cleanliness and safety of public parks and restrooms, and a lack of sidewalks on busy streets, posing safety risks.

**Awareness of Services:** Insufficient promotion of available community services, and a need for better orientation and information dissemination for newcomer.

**Accessibility and Availability:** Limited availability of services and resources and challenges with accessing services outside regular hours, such as 24-hour pharmacies.

### *Ideas for Improvement*

**Recreational Facilities:** There is a need for affordable recreational facilities, including indoor playgrounds and climbing walls, as well as more recreational activities for seniors and youth.

**Healthcare and Housing:** Improving staffing in hospitals, creating treatment facilities for the homeless, and developing affordable housing solutions are essential.

**Community and Social Infrastructure:** Establishing indoor recreational spaces, community cafes, and cinema halls, extending operational hours for malls and other amenities, and providing enhanced support for the international student population along with better wintertime activities are critical for community well-being.



## **APPENDIX B: BACKGROUND DOCUMENT REVIEW**



## 1.0 INTRODUCTION

The City of Terrace has had a Social Development position in place for the past two and a half years. During that time, the City has designed and implemented a variety of, initiatives and programs that serve the social well being of the community. A background review has been completed on documents related to the City of Terrace, including work plans, job descriptions, funding applications, and reports. The purpose of the review is to provide a summary of the focus of the departments' work to date in

preparation for development of a Social Development Strategy. The focus of this background document review is to address the following questions:

**Existing Programs and Services:** What is the City of Terrace already doing in terms of social development for the community?

**Previous Engagement:** What has previous engagement taught us about social development needs in Terrace?



## 2.0 EXISTING INITIATIVES/PROGRAMS AND SERVICES

This review identified several existing social development programs and initiatives undertaken by the City of Terrace in recent years.

Activities were organized into process activities and outcome activities. Process activities refer to the “how to get it done” work, including planning, conceptualizing, and understanding needs. Outcome activities refer to the “what to do” work that process activities produce.

### SOCIAL DEVELOPMENT PROGRAM

Terrace’s Social Development Program launched in 2021 with the intent to allow the City to work with stakeholders to identify social development (quality of life impacting) issues within the community and set priorities for areas of greatest need for municipal action. In 2021, under this program, the City of Terrace hired a Social Development Program Coordinator to perform a series of tasks under five different focus areas:

1. Housing and Homelessness
2. Poverty Reduction and Food Security
3. Community Safety
4. Mental Health and Addictions
5. Children and Youth

The tasks the Social Development Program Coordinator was responsible for aimed to facilitate social development in the identified focus areas. The position focused on addressing immediate and pressing social needs with a focus on coordinating with social organizations and supporting collaborative approaches to addressing imminent and critical needs.

Through the Social Development Program, a number of programs and initiatives were initiated under outcome activities and process activities.

### OUTCOME ACTIVITIES

Outcome activities are categorized into coordination, initiatives, and participation/representation at community tables.

#### Coordination Activities Undertaken By The City of Terrace

##### Accessibility Plan

- The City launched the City of Terrace Accessibility Plan – Phase 1 with the guidance and input of the Joint Accessibility Advisory Committee which includes participation of partners who are also engaged in developing accessibility plans and advisory members that have lived experience or that work with disabled persons/persons with disabilities. The Accessibility Plan is intended to enable the City to address identified accessibility needs within the organization.



### Homelessness issues/supports

- Extreme Weather response/care: The City of Terrace has been working with partners to have a coordinated plan for response during extreme weather events, including extreme cold and extreme heat, to address the needs of vulnerable persons including those experiencing unsheltered homelessness during extreme cold and heat weather events and expanding to also focus on isolated seniors or persons with other complicating vulnerabilities during extreme heat. The Social Development Program works to coordinate a strategy to increase outreach and wellness checks, better enable unsheltered individuals to access available shelter spaces and distribute resources to those who cannot access shelters during extreme weather.
- Emergency Warming Centre: During extreme cold weather events, the City of Terrace coordinates the provision of a partner staffed emergency warming centre (at Zion Baptist Church winter 2024) where unsheltered individuals could drop in for warming, food/refreshments from 9:00pm to 7:00am as partner capacity and EMCR funding allows.
- Emergency Cooling Centre During periods of extreme heat/heat warning events, the City of Terrace coordinates the provision of partner staffed emergency cooling centre(s) at The Garage Community Space and Ksan

Turning Points in summer 2024) where unsheltered individuals can drop in for cooling – afternoons as partner capacity and EMCR funding allows.

### Initiative Activities Undertaken By The City of Terrace

#### School age childcare program

- This program includes the development of a new/renovated space in the existing Sportsplex facility and a new childcare program to run out of the facility. The City of Terrace received funding from Childcare BC's New Spaces Fund to support the renovation of an existing space at the Sportsplex, to create a new licensed childcare space with capacity for 31 children. In October 2023 the facility achieved Community Care Facility licensing, and the program began to run the Before and After School Program and full day care and early years programming, and. Ongoing requirements include reporting to the ECC capital grant program and applications/reporting to operating funding and subsidy programs through ECC with program staff.

#### Reinforcing Homelessness Resilience

- Bridging Supports Initiative: This initiative commenced in the fall of 2021 and has received grant funding that supports work that crossed social wellbeing objectives/functions of the Social Development Program

and Development Services through the community/downtown safety work of the Community Safety Officers (CSOs). The CSOs inform the work of the SDP through their experiences and observations and the SDPC assists in informing the parameters of the role of the CSOs and supporting reporting completed by the team.

- Community Safety Officers: The City of Terrace, through funding from UBCM (1 year with extension) and NDIT (3 years) created two Community Safety Officer (CSOs) and one Downtown Safety Officer (DSO) positions. CSOs participated in several outreach activities, including weekly outreach at the Garage, regular wellness checks of unsheltered and street-involved individuals, drug toxicity and overdose awareness, homelessness awareness activities, and ride along outreach to connect with those across various locations in the community. In addition to outreach, the CSO team engaged frequently with local businesses and shelters, as well as participating in Annual Homeless Count efforts and facilitating connections between unhoused individuals and outreach, shelter, and health supports. These efforts continue to be significant parts of the CSO role.

#### **Terrace Situation Table**

- The Terrace Situation Table is a partnered initiative funded through the Government of BC's Collaborative Public Safety Program and is comprised of a steering committee and a hub table. The City of Terrace hosts the funding for this program and facilitates the steering committee that provides guidance to the work of the Table and partners provide administrative and chairing support along with City staff for the hub table. Multiple partners work together at the hub table to address acute needs. The Terrace Situation Table is a preventative initiative that aims to connect vulnerable people to resources and services before adverse events occur. The Terrace Situation Table impacts the community by improving access to resources for vulnerable community members and increasing collaboration and improving community capacity (e.g. the community is less reliant on emergency services).

#### **Reducing Barriers to Access and Increasing Engagement**

- Reducing Barriers for Youth to Education and Social Opportunities as a pilot program conducted in winter 2023. This initiative was organized by the City in partnership with Coast Mountain School District (CMSD) and Foundry Terrace. The program supported equity and access to transportation to support school attendance and social connections for south side youth by providing bus passes

and rider support. The City is working with partners towards finding resources to continue and potentially expand the reach of the program.

- Recreation and Fitness Engagement
  - Connecting At Risk Youth to Recreation is partnered initiative run by PR&C/SDP with the Integrated Child and Youth (ICY) program (which is supported by Northern Health and CMSSD) and Foundry Terrace. The SDP provided coordination and pilot finding support with Parks, Recreation and Culture staff facilitating the connections to programs aspects of the program.
  - Connecting Isolated Seniors to Recreation is a partnered initiative that has just started to facilitate connecting isolated seniors to social/recreational opportunities. The program will be coordinated and is supported by PR&C/SDP in terms of offering cost free opportunities for seniors to try out PR&C programs and facilities and is partnering Volunteer Terrace/Seniors Program to identify and connect seniors to this initiative.

### **Terrace and Area Food Security Network (TAFS)**

- Food Security Network: The City developed and is facilitating a food security network that includes strategic and food charter planning in partnership with Northern Health's Healthy Settings Advisory Program and community food initiatives/programs.
  - Community Feeding Community is a capacity building initiative that is supported by the Food Security Network and is hosted through The Terrace Food Association. This initiative aims to expand the reach of emergency/cost relief food programs and enable increased volunteer participation. The SDPC provides coordination and support in accessing funding to this group.

### **Capacity Building/Training**

In order to build capacity and train staff/volunteers, the City of Terrace promotes free online training opportunities in areas that promote trauma informed and inclusion awareness and practices as well as information that informs the challenges and impacts of social conditions. Additionally, the City works with partner organizations to generate interest in volunteer training opportunities for supporting vulnerable people and provides training opportunities for community volunteers and staff and for City of Terrace staff.

### **Downtown *Beautification*/Clean-up**

- 2022, 2023 and 2024 Clean-up: This initiative was organized by City Parks, Recreation & Culture and is facilitated by the SDPC with community social service-based organizations. The initiative fosters social inclusion and skills development with community members by contracting with persons with lived experience and their allies and support organizations to work with the City in keeping our downtown tidy.
- Community Clean up event(s): These events were planned and offered in Terrace by peer-based partner organization with the goal of contributing to a clean downtown and “giving back” to the community. The SDPC assisted with coordination of the events and CSOs were invited to participate.

### **PROCESS ACTIVITIES**

The following process activities are organized into the following categories:

#### **Outreach/engagement**

- The City is planning an activity that involves business awareness of issues of safety, security and the need of the vulnerable population, through partnering with TDIA, Terrace Chamber of Commerce, Northern Health, and the

City of Terrace. The organizers have been planning towards training for interested businesses in prevention, practices and appropriate intervention skills during interactions with vulnerable individuals. Additionally, broader community training is being developed with partners and CSOs.

#### **Partnership Development, Participation, Convening, Collaboration and Coordination**

- The SDPC provides ongoing facilitation and coordination support for extreme weather planning and warming space planning with partners and EMCR.
- The City, through the SDP, is working with the Local Immigration Partnership (LIP) and Great Terrace Welcoming Committee (GTWC) with present work including work to develop a Local Inclusion Charter.
- Further training in social services and development of initiatives is planned, including supporting the development of skills for staff and volunteers in safer interactions with vulnerable persons.
- Early work is underway with individuals and organizations interested in the development of a “hub” space for the provision of social, recreational and health related services.

- Bringing together responders/shelter and outreach providers to promote communication and coordinated response where possible.
- Early work on considerations and options for flexible harm reduction-based services delivery in Terrace.

#### **Capacity Development (Awareness, Education, and Resource Development)**

- Online resource sharing with community organizations
- Participation in Cross-Community Social Development Programs Meeting – information/resource sharing at provincial and local Government levels. Participation at the PSSG Situation Table Collaborative

#### **Consultation/Advisory/Advocacy**

- Addressing community enquiries and fostering connections

#### **Healthy Community Planning/Municipal Social Strategy and Priorities/Plans Development**

- Working interdepartmentally and with Council, the SDPC, with input through the CSO, has been updating and

providing informed content and available statistics to guide activities/decision making in the municipality.

- Reports to Council – Quarterly Updates
- Community Planning – Coordinated Approach for extreme weather response.
- Coordinated planning for homelessness supports with community agencies and provincial Ministry partners.

#### **Ongoing development of the Social Development Program**

- Funding support
- Ongoing planning for the Social Development Program and priority setting
- Northern Healthy Communities Fund, Northern Development Initiative Trust, UBCM and Childcare New Spaces funding reporting
- Cross-province Social Development (SD) meetings (development and participation in provincial network) provide municipally focused resource sharing and planning support.

## INVENTORY OF SOCIAL DEVELOPMENT COMMITTEES

FOCUS AREAS	COMMITTEE NAME	MANDATE	WHO IS INVOLVED
<b>Housing and Homelessness</b>	Terrace Point in Time Homeless Count Planning Committee	Supporting the efforts of BC Housing with HSABC to complete bi-annual Point in Time counts.	<ul style="list-style-type: none"> <li>• CSO Team</li> <li>• K'san Society</li> <li>• City of Terrace</li> <li>• Homelessness Services Association of BC</li> <li>• BC Housing</li> <li>• Outreach agency partners (i.e. GNTS, Kermode, TDCSS)</li> </ul>
<b>Poverty Reduction and Food Security</b>	Terrace and Area Food Security Network	Strategic and food charter planning in partnership with Northern Health's Healthy Settings Advisory Program.	<ul style="list-style-type: none"> <li>• Food security organizations</li> <li>• Northern Health</li> <li>• Interested community members</li> </ul>
<b>Mental Health and Substance Use</b>	Community Action Team Terrace (NH) & Peers Group <ul style="list-style-type: none"> <li>• This group is on hold pending new body to share administration of this Team</li> </ul>	Address our community's response to the overdose crisis.	<ul style="list-style-type: none"> <li>• K'san Society</li> <li>• Northern Health</li> </ul>
	Local Leadership United (LLU)	Provide evidence informed content and support local policy and practice development in relation to BC's drug toxicity crisis.	<ul style="list-style-type: none"> <li>• Multiple municipalities and stakeholder organizations</li> </ul>

			<ul style="list-style-type: none"> <li>Community Action Initiative (CAI) funded by Ministry of Mental Health and Addictions</li> </ul>
<b>Children and Youth</b>	Terrace Early Years Community Table	Information sharing on childcare and early years programming.	<ul style="list-style-type: none"> <li>Skeena Childcare Resource &amp; Referral (formerly part of Terrace Women's Resource Centre Society)</li> <li>Program Supervisor for Terrace Childcare program</li> <li>SDPC, PR&amp;C Program Supervisor, Volunteer Terrace, Foundry and youth-oriented community partners.</li> </ul>
	Youth Collective	Information and collective planning	<ul style="list-style-type: none"> <li>Volunteer Terrace</li> </ul>
<b>Vulnerable People</b>	Terrace Situation Table	<p>The Terrace Situation Table brings together direct service staff and enables agencies to proactively identify risks and undertake collaborative interventions before an incident response is required. The situation table aims to reduce the level of risk with which vulnerable people are living.</p> <p>Collective planning for supports for street involved, unsheltered and precariously housed – initially in response to Covid but continued as</p>	<ul style="list-style-type: none"> <li>K'san Society</li> <li>City of Terrace</li> <li>Northern Health</li> <li>Multiple community partners attend</li> <li>SDPC (coordinates the Steering Committee)</li> <li>Bylaw and CSOs (attend the Hub Table)</li> </ul>

		the need for coordinated response for this population continued following the end of the pandemic.	
	PGGS Collaborative Public Safety Programs Situation Table Chairs Call/Meeting	Designed to give the group a chance to connect and share the work that the Collaborative Public Safety Programs (CPSP) is leading on behalf of Situation Table enhancement and creation, and for the Chairs and Co-Chairs to share their information and experiences with the team.	<ul style="list-style-type: none"> <li>• Situation Table chairs/cochairs province wide and Provincial Program administrators</li> </ul>
	The Community Safety and Security initiative with the CSOs through UBCM (Reinforcing Homelessness Resilience) and NDIT cross connect with the work of the SDP.	Training of City staff, supporting training for agency staff and community-based organizations and volunteers in safer response/interactions with vulnerable persons, connections, communications and coordination across providers to support appropriate response, including the creating of the When and Who to Call resource.	<ul style="list-style-type: none"> <li>• SDPC</li> <li>• Bylaw</li> <li>• CSO's Development Services</li> <li>• Partnership with RCMP, Fire, and community partner organizations, particularly KSAN and Northern Health MHSU</li> </ul>
	Vulnerable Persons Team (no longer meets)	Collective planning for supports for street involved, unsheltered and precariously housed – initially in response to Covid but continued as	<ul style="list-style-type: none"> <li>• N/A</li> </ul>



		the need for coordinated response for this population continued following the end of the pandemic.	
<b>Immigrants and Newcomers</b>	Greater Terrace Welcoming Working Group: Local Immigration Partnership (LIP)	The primary purpose of the Greater Terrace Welcoming Network is to bring together local service providers, community organizations, and individuals to enhance current services and to build a welcoming and inclusive community in the Greater Terrace Area	<p>Funded by:</p> <ul style="list-style-type: none"> <li>• Immigration, Refugees, Citizenship Canada.</li> </ul> <p>Voluntary Network including the following participating organizations:</p> <ul style="list-style-type: none"> <li>• City of Terrace</li> <li>• Regional District of Kitimat-Stikine</li> <li>• Coast Mountain College</li> <li>• Skeena Diversity Society</li> <li>• Kermode Friendship Society</li> <li>• Terrace &amp; District Chamber of Commerce</li> <li>• Northwest Training /Work BC</li> <li>• Terrace Public Library</li> <li>• Volunteer Terrace</li> </ul>
<b>Accessibility</b>	Joint Accessibility Advisory Committee	Engage persons with disabilities and ally organizations in the community to understand accessibility needs and options/solutions Inform the City of Terrace Accessibility Plan.	<p>Coordinated by:</p> <ul style="list-style-type: none"> <li>• City of Terrace</li> <li>• Regional District of Kitimat-Stikine</li> <li>• Partners include members include representatives from:</li> <li>• Terrace Public Library</li> </ul>

			<ul style="list-style-type: none"> <li>• City of Terrace</li> <li>• RDKS</li> <li>• District of Stewart</li> <li>• Kitimat Public Library</li> <li>• Coast Mountain College</li> <li>• Stewart Public Library</li> </ul> <p>Advisory members include members of the general public as per the mandate.</p>
Seniors	Senior Community Collective	Focused on the wellbeing of seniors.	<ul style="list-style-type: none"> <li>• Coordinated by Volunteer Terrace</li> <li>• City of Terrace is a Collective participant</li> </ul>

### 3.0 PREVIOUS ENGAGEMENT

This section details engagement feedback from projects including:

- British Columbia’s Office of the Human Rights Commissioner’s Report on Human Rights in Terrace
- City of Terrace’s Citizen Satisfaction Survey
- City of Terrace’s Community Safety Report
- City of Terrace’s Community Dialogue on Exploring Our Sense of Belonging, Diversity and Inclusion
- City of Terrace’s Community Child Care Needs Assessment and Space Creation Action Plan
- City of Terrace Housing Committee’s Community Dialogue on Diverse Housing Needs
- Greater Terrace Welcoming Network Local Immigration Partnership’s Vital Signs Report
- Greater Terrace Welcoming Network Local Immigration Partnership’s Community Dialogue on an Inclusion charter
- Northern Health’ Healthy Northern Communities Forum
- Skeena Valley Seniors Society’s First Annual Report
- Skeena Valley Seniors Society Community Brainstorming Session at Thornhill Community Hall

Framework Questions	Focus Area: Housing and Homelessness
<p>What are the current needs of clients accessing services in Terrace? Is this changing?</p>	<p>Current needs include:</p> <ul style="list-style-type: none"> <li>• Emergency shelter</li> <li>• Services for women fleeing violence</li> <li>• Housing for new workers</li> <li>• Affordable rental housing</li> <li>• Increased housing supply</li> <li>• Need accessible, affordable housing for seniors</li> <li>• Desire for more innovative housing (tiny home villages within walking distance of downtown, change in City bylaw to allow alleyway housing, more affordable housing development, co-housing projects that allow for different dynamics than single family homes)</li> <li>• Supportive housing with long term care for seniors</li> <li>• Retirement home</li> </ul>
<p>What needs are being met?</p>	<ul style="list-style-type: none"> <li>• Community Safety Officers (CSOs) distribute essential items and resources (granola bars, water hand/foot/body warmers, sunscreen, clothing, warm food, snacks, and rain ponchos) to unsheltered people at risk of weather-related impacts.</li> <li>• RDKS is working on the concept of Eliza's Village, a much needed 165-unit seniors' complex that is proposed to be built in Thornhill.</li> </ul>
<p>What needs are not being met?</p>	<ul style="list-style-type: none"> <li>• Shortage of low-income housing.</li> <li>• Families with children facing homelessness.</li> <li>• Eligibility criteria for low-income and affordable housing are leaving some families out.</li> <li>• prevalence of big, expensive houses contributes to the housing crisis.</li> <li>• Lack of trained trades people in construction inhibits development, home repairs, and renovations.</li> <li>• High cost of living contributes to housing challenges.</li> </ul>

	<ul style="list-style-type: none"> <li>• Lack of suitable housing for seniors (accessible, small, easy to maintain) .</li> <li>• Lack of willingness to understand people with lived experiences by decision makers, resulting in inadequate supports.</li> <li>• Temporary foreign workers are extremely housing insecure, as their housing is tied to their job (e.g. if they are fired, they have 24 hrs to vacate their residence)</li> <li>• 84% of all people experiencing homelessness in Terrace are Indigenous, while making up only 22% of the general population.</li> <li>• Shelters do not meet demand for emergency housing.</li> <li>• Lack of affordable rental housing.</li> <li>• Lack of supportive housing.</li> <li>• Challenges to zoning options.</li> <li>• Not enough staffing resources to address housing shortages. .</li> </ul>
<p>Focus Area: Poverty Reduction and Food Security</p>	
<p>What are the current needs of clients accessing services in Terrace? Is this changing?</p>	<ul style="list-style-type: none"> <li>• Current needs include access to cultural foods, which is increasing as immigration increases..</li> <li>• More affordable living costs.</li> <li>• Access to medical care.</li> <li>• Need for more food programming (food banks, community meal programs, low-income coupon programs to Farmers markets, school-based food programs, community greenhouses and gardens, fishing/hunting/foraging skills building, community smokehouses/cold storage, Meals on Wheels, etc.).</li> </ul>
<p>What needs are being met?</p>	<p>Emergency relief programs:</p> <ul style="list-style-type: none"> <li>• Kermode Friendship Centre offers programs for seniors: food sharing programs, food deliveries, transportation to grocery stores, meal and craft groups, and assistance with filling out documents.</li> <li>• Happy Gang provides coupons for low income and vulnerable seniors to have lunch at the Happy Gang.</li> <li>• The Helping Hands program uses bottle collection money (up to \$110,000 a year) to help seniors and other individuals requiring financial assistance with medical flights, taxis, and bus transportation.</li> </ul>

<p>What needs are not being met?</p>	<ul style="list-style-type: none"> <li>• Consistent reliable access to a cultural variety of foods.</li> <li>• More variety sold in stores and more variety in restaurants.</li> <li>• Opportunities for social connection and celebration of food (e.g. food festival).</li> <li>• Seniors are struggling under the rising cost of living.</li> <li>• Seniors who lived on fixed incomes are facing barriers to accessing to medical care, including significant filing fees for submitting paperwork for disability benefits and other types of documentation.</li> <li>• Available, accessible affordable medical transport.</li> <li>• High costs of eye, ear, and medical care.</li> <li>• Changing economy (closures in mining and forestry) decreasing job security, difficult to find work.</li> </ul>
<p>Focus Area: Community Safety</p>	
<p>What are the current needs of clients accessing services in Terrace? Is this changing?</p>	<p>Needs:</p> <ul style="list-style-type: none"> <li>• Opportunities for community to learn about anti-racism.</li> <li>• Raising awareness of Indigenous peoples and relationship to Canada that goes beyond history and includes current realities, diversity of ethnic groups in Terrace, newcomers.</li> <li>• More diversity and respect in the municipal government.</li> <li>• Intentionally inclusive and accessible physical spaces and events in the community.</li> <li>• Education on diversity and inclusion in workplaces, schools, and general community to create a safer and more welcoming community.</li> </ul>
<p>What needs are being met?</p>	<ul style="list-style-type: none"> <li>• Strong community connections and support, both informal neighbourly connections and formal community organizations supports.</li> <li>• Advocates for Indigenous patients: Kermode Friendship Society staff and Aboriginal Patient Liaisons are at the hospital to advocate for and accompany patients.</li> <li>• Informative safety programs, including “Operation Clear Track” that teaches about railway safety.</li> </ul>

<p>What needs are not being met?</p>	<ul style="list-style-type: none"> <li>• Many residents of Terrace stated that they do not feel safe downtown<sup>16</sup> due to high occurrence of drug use and crime in the community, as well as the lack of a walkable core, pedestrian and cyclist safety, road maintenance issues, and lack of reliable public transit.</li> <li>• Lack of safety because of experiences of racism and judgement of targeted minority populations, such as those of lower socioeconomic status, BIPOC, people struggling with addictions and mental health, and the unhoused.</li> <li>• Lack of education and awareness for diversity in community, lack of reconciliation work, workplace awareness of ethnic and religious diversity and pride celebrations.</li> <li>• Lack of public transportation options, particularly the lack of HandiDart transportation in the evening hours, prevents seniors from accessing services because they have safety concerns with walking in the downtown area.<sup>17</sup></li> </ul>
<p style="text-align: center;">Focus Area: Mental Health and Substance Use</p>	
<p>What are the current needs of clients accessing services in Terrace? Is this changing?</p>	<ul style="list-style-type: none"> <li>• Harm reduction (sharps disposals, harm reduction vending machines, naloxone training, homeless shelters).</li> <li>• Community organizations (Sobriety organizations, Mothers Against Drunk Drivers) .</li> <li>• Wellness checks.</li> <li>• Need for more accessible addiction supports (more local detox and rehab centres) .</li> <li>• Safe consumption sites.</li> <li>• Increased services for children and teenagers in the hospital and in wellness services.</li> <li>• More alternative and complementary holistic therapies in the community.</li> </ul>

<sup>16</sup> City of Terrace (2023). Citizen Satisfaction Survey.

<sup>17</sup> City of Terrace (February 28, 2024). Committee of the Whole Meeting [Meeting Minutes].

	<ul style="list-style-type: none"> <li>• More suicide awareness.</li> </ul>
What needs are being met?	<ul style="list-style-type: none"> <li>• CSOs perform wellness checks on vulnerable peoples.</li> <li>• CSOs are trained in administration of Naloxone and Opioid Poisoning Response.</li> </ul>
What needs are not being met?	<ul style="list-style-type: none"> <li>• Lack of rehab and detox centers.</li> <li>• Shortage of family doctors contributing to mental health struggles, as individuals are unable to renew prescriptions.</li> <li>• Northern Health established an overdose prevention site in Terrace in 2022, but staffing constraints leave it with insufficient operational hours.</li> </ul>
Focus Area: Children and Youth	
What are the current needs of clients accessing services in Terrace? Is this changing?	<p>Youth:</p> <ul style="list-style-type: none"> <li>• Need for more activities for youth and young people, especially indoor activities in the winter.</li> <li>• Need cultural supports for elementary, middle, and high school Indigenous students.</li> <li>• Need better supports for children and youth with disabilities. Many go undiagnosed without supports and are unable to access education in a meaningful way as a result.</li> </ul> <p>Childcare:</p> <ul style="list-style-type: none"> <li>• Current needs include affordable childcare with more flexible hours that is located closer to most peoples' home, work or school.</li> <li>• Weekday daytime hours are the most needed hours for parents and guardians from underserved populations, followed by after school care and extended morning and evening hours.</li> <li>• Increasing enrolment in schools with multicultural families has led to difficulties with ESL and different cultures.</li> <li>• There is a desire for more Indigenous childcare service providers, and First Nations-based childcare services, and services that incorporate and welcome all cultural practices.</li> <li>• Preference for more and smaller childcare centres in different locations (rather than 1 or 2 large centres).</li> </ul>

	<ul style="list-style-type: none"> <li>• Child care facilities should be co-located to schools or major employment centres, or within walking distance.</li> <li>• Need for a childcare centre in the Horseshoe neighbourhood.</li> <li>• Most needed programs at childcare facilities include meal assistance programs, assistance with fees for low-income families, and transportation assistance.</li> </ul>
What needs are being met?	<ul style="list-style-type: none"> <li>• School District 82 is working with UNBC to develop an online program supporting teachers currently teaching with Letters of Permission to become fully licensed teachers in BC.</li> <li>• Pilot project provided bus passes to middle and high school students on the south side of Terrace and their school attendance increased significantly.</li> <li>• \$10 a day child care is offered at three locations in Terrace.</li> </ul>
What needs are not being met?	<ul style="list-style-type: none"> <li>• Lack of affordable childcare.</li> <li>• Youth are disconnected from nature.</li> <li>• Youth are not engaged in community work and events</li> <li>• Unmet demand for childcare spaces in every license type except for 2.5 years to school age.</li> <li>• Most needed childcare space types are Group Child Care under 3 years old, and Group Child Care school age (before-and-after school care).</li> <li>• There are not enough qualified staff or childcare spaces available.</li> <li>• Unmet need for part-time care at informal childcare, such as drop-in programs and care during non-instructional school days.</li> <li>• For childcare facilities, hiring and retaining staff is difficult due to lack of qualified applications, competition with higher paying positions in other sectors, and burnout.</li> <li>• Limited options to open new childcare locations.</li> </ul>



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