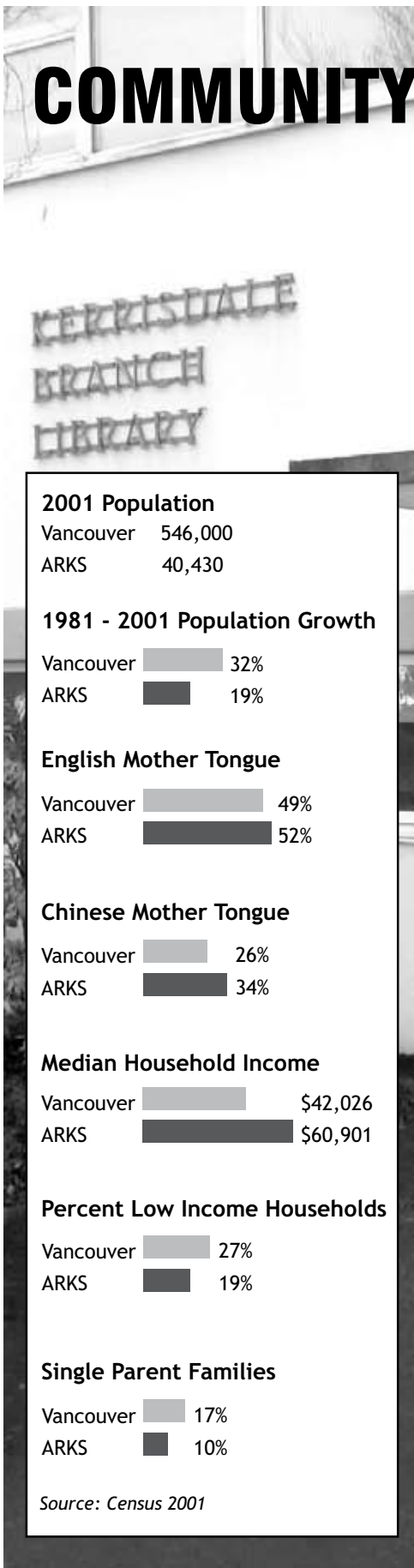
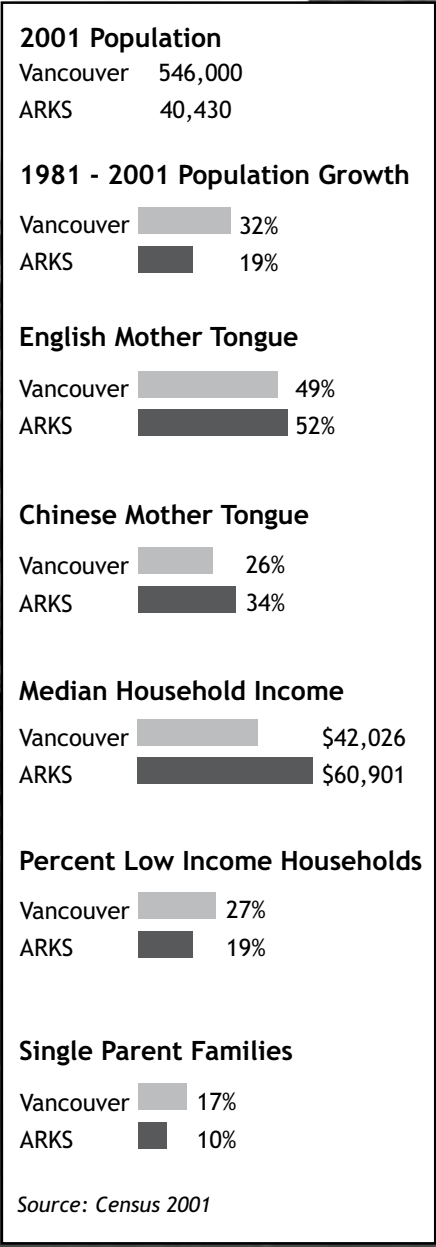


COMMUNITY SAFETY and SERVICES



Arbutus Ridge/Kerrisdale/Shaghnessy (ARKS) has a diverse population with many languages, ethnic backgrounds, income levels, and ages. These demographic factors create challenges to understanding and meeting people’s safety, recreational, and social service needs. Out of the broad range of services and service providers within ARKS, the Vision Directions concentrate on services which are either provided directly, or partly funded, by the City.



Paying for Services and Facilities

The City pays for many of the services and facilities involved in policing, recreation, libraries, and so forth, through property taxes, development cost charges, and user fees.

The CityPlan Direction on City finances is to continue to be cautious about increasing spending. Generally, new services would need to be paid for by redirecting funds now spent on other items or in other areas, or through user pay funding sources (see MORE INFO – Development Cost Levies and Community Amenity Contributions in the NEW HOUSING section). There are usually more requests for new facilities than can be funded in any one period, so there is often a waiting period of years before a facility is expanded or rebuilt.

Non-City Services

Most health and social services are funded by the province and provided either directly by ministries or through various agencies. The Vancouver Coastal Health Authority is responsible for health and community care services, including many for seniors. ARKS is served by the Pacific Spirit Community Health Centre which is situated at 2110 West 43rd.

Community Policing Centres

Community Policing Centres (CPCs) are places where the police and community volunteers engage in the delivery of crime prevention programs. When provincial funding for CPCs was withdrawn in 2003, a new model for community policing was adopted by the City to address the financial shortfall. The revised model consists of 7 neighbourhood-based CPCs and 1 CPC designated for Vancouver's Chinese population. Every office has a neighbourhood police officer assigned to work with the local population. The centres rely on support and cooperation from local residents, businesses, the police, and the City. The Kerrisdale Oakridge Marpole (KOM) CPC at 5655 Cambie services ARKS, along with Riley Park, South Cambie, Oakridge, and Marpole.

7 Community Safety

In 2001, both the rate of property crimes and the rate of crimes against people in ARKS were lower than most of the city's local areas. Within ARKS, Shaughnessy's property crime rate was slightly higher than in Arbutus Ridge and Kerrisdale.

Vision Directions focus on key components in a strategy to prevent crime: individual actions, community initiatives, and policing approaches. In addition, there are Directions which look at particular issues like youth crime and illegal drug activities.

7.1 Individual Actions to Improve Safety

Approved

Individuals should take responsibility for reducing the likelihood they or their property will be affected by crime. Possible actions include making their homes and vehicles more burglar and theft resistant, and getting to know their neighbours.

Percent Agree 84%/87%

People's Ideas...

- do not bring valuables to the community centre or library
- remove valuables when leaving the car and display 'no valuables' sign on vehicles
- install security cameras, motion sensor lighting, and gates to protect your home
- report suspicious behaviour to the police, especially in the back lanes
- get a 'vacation' buddy to check on your home when away
- hold more block parties to promote communication between neighbours

7.2 Support the Community Policing Centre and Community Policing

Approved

The Community Policing Centre (CPC) serving ARKS should be further strengthened and supported by the community. The CPC should expand the Block Watch Program, recruit more volunteers, and do more outreach in the community (especially to newcomers).

Percent Agree 80%/80%

People's Ideas...

- publish newsletter about safety issues
- conduct meetings with local residents and newcomers about crime prevention in community centres, schools, and businesses
- hold regular safety fairs in the community centre
- recruit a Chinese speaking coordinator to get the Chinese involved as volunteers
- encourage Block Watch captains to connect better with newcomers
- locate a satellite station of the CPC at the community centre or major commercial areas to distribute information and recruit volunteers



Kerrisdale Oakridge Marpole Community Policing Centre

7.3 Community Actions to Reduce Crime

Approved

The CPC, the City, the Police Department, the community centre, business groups, schools, and local neighbourhood groups should strengthen crime prevention efforts. These efforts should include improved lighting in low-visibility areas, strengthening community con-

Neighbourhood Integrated Service Teams

City Council created Neighbourhood Integrated Service Teams (NISTs) in 1994. Each neighbourhood-based team is made up of representatives from several departments and agencies (Police, Health, Engineering, Licenses and Inspections, Fire and Rescue, Planning, etc). These multi-departmental teams work to help communities solve problems such as unsafe buildings, garbage, noise, and illegal activity in a more co-ordinated and collaborative way.

nections and partnerships, and wider use of crime prevention and education programs.

Percent Agree 85%/80%

People's Ideas...

- get neighbourhood associations to organize more crime prevention activities (e.g. volunteer night patrols)
- post signs in the community centre reminding people to take care of their own belongings or designate a 'safe' area for depositing valuables
- provide better lighting on the streets and lanes (e.g. prevent lights from being overshadowed by tree limbs), install emergency phones
- extend opening hours of Kerrisdale stores into the evening (to make streets brighter and safer and provide support when there is danger)
- encourage dog owners to be involved in the pooch patrol program

7.4 Enhance Police Services

Approved

There should be more patrols by police on foot and bicycle, particularly in areas of the community with higher crime rates, to enable the police to be more responsive to local safety concerns and needs.

Percent Agree 85%/85%

People's Ideas...

- improve response to 'break and enter' 911 calls
- need to provide bilingual Chinese police to help the residents of ARKS

Youth Crime

Very few youth are engaged in crime. Youth already make an important contribution to improving the community. However, a range of youth crime and youth activities made residents feel unsafe: loitering, bullying, feeling threatened by groups of teens, vandalism, graffiti, and open drug use, etc. The Vision Directions support more youth-based activities and initiatives.

7.5 Prevent Youth Crime

Approved

Youth crime should be prevented through the co-ordinated efforts of schools, police, community organizations, and other groups working with youth. Initiatives could include additional facilities and programs in parks, community centres, and schools to provide alternatives for youth.

Percent Agree 83%/79%

People's Ideas...

- offer more free drop-in recreation activities and after school clubs to reduce crimes of opportunity and vandalism by teens
- develop sense of 'community' responsibility in youth
- integrate new students into the student body (i.e. have a 'buddy system')
- have high schools sponsor an evening event about the problem of bullying

The City's Drug Prevention Policy

The City has adopted a comprehensive approach to the drug problem. Despite enforcement efforts, a large share of crime in the city continues to be related to drug use and the drug trade. The City is implementing a four pillar approach which supplements **enforcement** with **prevention** programs to reduce the number of new users, **harm reduction** to decrease the damage suffered by drug users, and enhanced **treatment** to help users to address their dependency. The approach recognizes that drug issues are not restricted to one area of the city and recommends community-based facilities for treatment and needle exchange. Full implementation is being pursued with the federal and provincial governments and their agencies, particularly the Vancouver Coastal Health Authority. Over time, there should be more prevention programs and treatment facilities in the city.

Special Needs Residential Facilities

The term 'Special Needs Residential Facilities' (SNRFs) refers to various types of group housing for people who need some form of support or assistance in their living place. People who benefit from this housing include the frail elderly, people with severe physical disabilities, battered women, children in care, people who have a mental illness, people with developmental delays, people in need of emergency shelter, people under the supervision of Corrections, and the terminally ill. The City's zoning permits SNRFs in all residential zones. Within ARKS there are 8 SNRFs with 454 beds. This represents 9.4% of the SNRF beds in the city, higher than ARKS share of the city's population (7.4%). However, the mix of SNRFs within ARKS is uneven and does not correspond to the City's overall needs. Kerrisdale has no SNRFs, and Arbutus Ridge has two, both serving seniors. Shaughnessy is the only area that has a mix, serving seniors, children and youth, and adults.



Kerrisdale Community Centre

Alcohol and Drug Services in ARKS

In ARKS, alcohol and drug services are provided through Westside Addiction Services Centre, located at the Pacific Spirit Community Health Centre (2110 West 43rd). It offers counselling, public education, home detox and methadone maintenance, needle exchange, and support groups for alcohol and drug addiction. A counsellor from this centre works with students and staff at Point Grey, Prince of Wales, and Magee Secondary Schools, delivering alcohol and drug education and prevention programs.

Many Vision participants recognized that illegal drug use does occur in ARKS, often out of sight in the home or at school, and requested that residents be consulted when facilities are proposed to address this important problem.

7.6 Community Consultation on the Location of Treatment Centres

Approved

When the City and the Vancouver Coastal Health Authority or other institutions begin to implement the City's Drug Prevention Policy (e.g. needle exchanges, local treatment centres, and other facilities), they must include extensive consultation with the local community.

Percent Agree 76%/76%

8 Recreation Facilities and Services

Community centres are built and maintained by the Park Board but programming at each centre is determined by a locally elected 'community centre association'. These facilities provide sports, recreation, art, and social programming for a wide range of residents from infants to seniors.

The Kerrisdale Community Centre (KCC) is the only public community centre serving the local residents of ARKS. Located at 5851 West Boulevard and constructed in 1952, it was one of the earliest community centres to be built in Vancouver. A major expansion of

KCC occurred in 1986 (which included the Kerrisdale Seniors' Centre), and significant renovations have occurred over the last 5 years. A seismic rebuild of the centre gymnasium is listed as a high priority in the Park Board Community Centre Renewal Plan. The KCC is one of the City's largest at 52,000 square feet, and includes an indoor pool, gymnasium, public library, and the seniors' wing. Kerrisdale's Cyclone Taylor Skating Arena is located two blocks away from the community centre. The Arbutus Club and Arbutus Village Recreation Centre are private recreation facilities for members only.

The Vision identifies several opportunities to enhance the area's recreation services.

8.1 Expand Space for Programming in Kerrisdale Community Centre

Approved

Kerrisdale Community Centre should be expanded to provide more space for programs and activities including a better equipped gym or exercise room.

Percent Agree 63%/63%

People's Ideas...

- add more floors to existing building to increase space
- provide bikes, treadmill, and Kaiser weight equipment for people over 55
- build bigger gym and update gym equipment (better spacing of equipment)
- organize early morning fitness walking group
- hold workshops on community history and heritage, and provide tours and explanatory pamphlets
- add advanced sewing class to the program schedule

8.2 Provide More Public Recreation Facilities in Arbutus Ridge and Shaughnessy

Approved

More public recreation facilities should be provided in Arbutus Ridge and Shaughnessy by building new facilities

Neighbourhood Houses

Neighbourhood Houses are volunteer driven and operated community service agencies. They work with the local community to develop innovative programs and services to meet the changing needs of a diverse population. Nine neighbourhood houses are located in the City but there are none in ARKS. Although neighbourhood houses are partially funded by the City, most of their funding is from other levels of government, and is directed to disadvantaged or at-risk residents. City capital and operating funding for such facilities is directed to neighbourhoods most in need.

Vision participants considered that the addition of a neighbourhood house would increase the level of social and cultural services in ARKS. It could promote more opportunities for different groups in the community to meet and initiate creative programs specific to the changing needs of the community.

Aquatic Facilities Review

The current Park Board policy is to provide an indoor pool for approximately every 50,000 people. There are currently nine indoor pools to serve the city's population of about 550,000 people. Most pools are rapidly reaching the end of their practical service life and a decision is required about their replacement. The Park Board has completed a major study of existing pool facilities and future options. It recommended a renewal plan including one large-scale 'city-wide' destination pool, two expanded community pools providing features such as therapy, longer length, or outdoor swimming, and four neighbourhood pools focusing on swim lessons, fitness, and training. The recommended location for the City's new destination pool is at Riley/Hillcrest Park in Riley Park/South Cambie. The plan includes redeveloping the Kerrisdale Pool as a 'neighbourhood pool' (serving the immediate neighbourhood), and maintaining Maple Grove Pool for long-term operation.

or extending the use of existing facilities for recreational purposes.

Percent Agree 55%/57%

People's Ideas...

- locate a community centre or neighbourhood house in or near Arbutus Shopping Centre
- need a community centre in the Shaughnessy area with a swimming pool near Quilchena Park
- encourage sharing facilities with churches

8.3 Establish a Neighbourhood House in ARKS

Not Approved (Uncertain)

A neighbourhood house should be established in ARKS to help meet the changing social and cultural needs of the community.

Percent Agree 38%/38%

People's Ideas...

- bring people of different backgrounds to work together and build stronger connections
- offer more multicultural programs, and welcome newcomers
- create a year round neighbourhood house facility in the lawn bowling building in Elm Park

Comment: This Direction did not receive majority support in either the general survey or random surveys. In both surveys, the Direction received more agree votes than disagree votes (general survey: 1.4 to 1, random survey: 1.5 to 1). As a result, this Direction is classified as Not Approved (Uncertain) and remains on the table for consideration and public discussion in further planning.

8.4 Upgrade and Expand Kerrisdale Pool

Approved

Kerrisdale Pool should be upgraded and expanded to better meet the needs of the community.

Percent Agree 63%/65%

People's Ideas...

- build a new pool with waterslide next to existing pool
- need a larger pool with a hot tub and cleaner changing room
- need a sauna, spa, and whirlpool (could help people with arthritis and the disabled)
- need warm enough water for young children (at least 31C)
- incorporate new filtering technology in new pool facilities

8.5 Retain and Upgrade Maple Grove Pool

Approved

Maple Grove Pool should be retained and upgraded as a valuable recreational community resource.

Percent Agree 64%/68%



Maple Grove Pool

8.6 Retain and Upgrade Kerrisdale Arena

Approved

Kerrisdale Arena should be retained and upgraded to better meet the needs of the community in ARKS.

Percent Agree 69%/72%

People's Ideas...

- rebuild the rink, and keep open throughout the year
- serves many youth living along the Boulevard
- is a valuable resource in ARKS for possible future development

Child Care

The City partners with senior governments, the private sector, the community, and parents to develop and maintain an affordable, high quality, and comprehensive child care system in Vancouver. The City helps support child care by:

- providing grants to support non-profit child care services
- working with community centres and schools to support child care services
- leasing land at reduced rates to non-profit child care societies
- using development cost levies on new development to support child care
- negotiating for child care in larger projects as part of their rezoning
- creating City-owned child care facilities operated by non-profit agencies



Improve programs and facilities for youth



Kerrisdale Seniors' Centre

8.7 Provide More Child Care Services

Not Approved (Uncertain)

More child care services such as daycare should be provided in the community centre and by other local organizations to meet the needs of families and children in the community.

Percent Agree 52%/52%

People's Ideas...

- need more public daycares in ARKS
- support more local licensed daycare centres
- add child care facilities in community centre during school vacations
- start a group like US Moms (single moms collaborating for services)

Comment: This Direction did receive majority support in the general survey, but did not receive high enough agreement in the random survey to be classified as Approved. In the random survey, the Direction received substantially more agree votes than disagree votes (3 to 1). As a result, this Direction is classed as Not Approved (Uncertain) and remains on the table for consideration and public discussion in further planning.

8.8 Improve Programs and Facilities for Youth

Approved

Improve and create more programs and facilities for youth, with special attention to interaction and partnerships between youth and seniors.

Percent Agree 66%/68%

People's Ideas...

- organize programs to integrate seniors and youth by partnering with other government agencies such as the Ministry of Human Resources
- introduce youth activities to promote diversity and awareness between different cultures
- canvas youth for activity ideas that will serve them in their adult lives (e.g. job search skills, on the job training)
- need organized volunteer activities for youth

- need tables and games in youth room at Kerrisdale Community Centre
- find out opinions of shy and ESL kids
- use area from 37th to 38th along West Boulevard as a youth activity centre to serve Point Grey Secondary students
- need tennis and basketball courts at Maple Grove Park

8.9 Expand Programs and Services for Seniors

Approved

Expand programs and services for seniors, especially at Kerrisdale Seniors' Centre. These programs and services should be available to people with a variety of cultural and linguistic backgrounds.

Percent Agree 67%/66%

People's Ideas...

- organize programs such as hiking, chess and singing, and provide services such as raking leaves
- consider a senior drop-in area with Mandarin-speaking staff
- find an effective way to attract multilingual volunteers for seniors' centre

8.10 Celebrate Multiculturalism

Not Approved (Uncertain)

Create opportunities for neighbours to meet and celebrate cultural diversity in ARKS.

Percent Agree 54%/55%

People's Ideas...

- hold cultural dances, block parties, and an international food fair in the community centre

Comment: This Direction did receive majority support in the general survey, but was .3% short of the required support in the random survey to be classified as Approved (54.7%). In the random survey, the Direction received substantially more agree votes than disagree votes (3.5 to 1). As a result, this Direction is classified as Not Approved (Uncertain) and remains on the table for consideration and public discussion in further planning.

9 Library Facilities and Services

The Vancouver Public Library operates the Kerrisdale Branch Library at 2121 West 42nd. It is located in the lower level of the Kerrisdale Community Centre. Established in 1943, it was rebuilt in 1963 and renovated again in 1991 and 2001. Currently the Library Board has no plan to renew or re-locate this library.



Kerrisdale Branch Library

9.1 Kerrisdale Branch Library

Approved

The Kerrisdale Branch Library should be upgraded and expanded at or near its current location.

Percent Agree 76%/77%

People's Ideas...

- increase library size because of high usage
- relocate library so it can be at ground level but locate close to community centre
- need a children/youth area and a reading room

9.2 Improve Kerrisdale Branch Library Services

Approved

The services of Kerrisdale Branch Library should be modified to better serve the public based on a review of factors such as collections, installation of a book drop, availability of Internet access, programming, service to non-English speakers, and opening hours.

Percent Agree 73%/74%

People's Ideas...

- open Kerrisdale Library on Wednesdays
- enhance website to highlight new and popular books
- order more Chinese newspapers, books, and magazines

10 Services for Newcomers and Immigrants

The City and other service providers in ARKS deliver a wide range of services. Participants felt more programs and information about programs should be provided to newcomers and immigrants to better meet their needs and increase their participation.

10.1 Provide More Programs and Services for Newcomers and Immigrants

Not Approved (Uncertain)

More programs and services should be provided for newcomers and immigrants in ARKS.

Percent Agree 50%/47%

People's Ideas...

- provide programs or services through partnership between community centres, churches, ISS, SUCCESS and MOSAIC
- help immigrants/newcomers including the Chinese, Koreans, and Japanese to know more about the community including opportunities to volunteer
- provide Mandarin workshops on computer skills and 'Canadian living' for newcomers
- locate suggestion box to encourage newcomers to express what they need
- create opportunities to practice English in social settings (not just having ESL classes)
- provide more Chinese programs (e.g. singing programs in Cantonese/Mandarin in Kerrisdale Community Centre)



Programs and services for newcomers and immigrants

***Comment:** This Direction did not receive majority support in the general survey, and did not receive high enough agreement in the random survey to be classified as Approved. It was .3% short of a majority in the general survey, and in both surveys, the Direction received substantially more agree votes than disagree votes (general survey: 2.3 to 1, random survey: 2.0 to 1). As a result, this Direction is classified as Not Approved (Uncertain) and remains on the table for consideration and public discussion in further planning.*

10.2 More Information about Programs and Services

Approved

More information about services provided by the City and other service providers should be readily available, especially to newcomers to the community.

Percent Agree 59%/59%

People's Ideas...

- provide an information centre for newcomers in community centre to raise awareness of available services
- provide a notice board with information about community groups
- create multi-language information materials on garbage, clean up, and conservation issues
- create list of phone numbers for city services so that citizens know where to go for information (e.g. fridge magnets, telephone books)
- provide Chinese translation at community events
- have an online multilingual (Chinese) community webpage