

Safety, Community Services and Facilities

Victoria-Fraserview/Killarney has a large and diverse population with many languages, ethnic backgrounds, and income levels. The population has been growing and becoming more diverse at a faster rate than the city as a whole. These factors create challenges to providing the safety, recreational, and social services that people need.

Most health and social services are funded by the province, and provided either directly by Ministries or through various agencies. The Vancouver/Richmond Health Board is responsible for health and community care services, including many for seniors. VFK is served by the South Community Health Office, one of five health units in the city. It is now located at Knight and 48th but the Board has considered relocation.

Out of the broad range of services and service providers within Victoria-Fraserview/Killarney, the Vision concentrates on the 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, mainly through property taxes. Some new sources of funds — user charges and Development Cost Levies — are now being pursued by the City.

The CityPlan direction on City finances is to continue to be cautious about increasing spending. Generally speaking, new services would need to be paid for by redirecting funds now spent on other items or in other areas. There are also 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.



8 Community Safety

VFK's overall crime rate is lower than that of most other local areas in the city. In 1998, the rate of property crimes in VFK was among the lowest found in any of the city's local areas. The rate of crimes against people ('violent crimes') fell slightly below the mid-point among the city's local areas.

Community Policing Centres (CPCs) have been created to improve community involvement in crime prevention. VFK is covered by two CPCs, although their offices are both located just to the north of the community's boundaries. The Vision Directions address three components of crime prevention: individual actions, community initiatives, and policing approaches.

8.1 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 more burglar resistant, getting to know their neighbours, joining Block Watch, and using 'street proof' procedures when outside their homes.

Percent agree 89%/86%

People's Ideas...

- join Block Watch, Park Watch, and Safety Patrol
- improve parent/child relationships and discussions of crime and youth gangs
- don't leave valuables in cars
- seek out information on making your home and car more theft resistant
- learn techniques to reduce risk when outside the home such as walk with a companion, don't carry large purses, avoid dangerous locations, etc.
- know what your children are doing and who they are doing it with

8.2 Community Actions to Reduce Crime

Approved

Community Policing Centres should have some on-going funding to ensure stability. CPCs, the City, the Police Department, and the community should strengthen crime prevention efforts, including more citizen patrols, improved lighting in high crime areas, review of building design and landscaping to reduce opportunities for crime, and wider use of crime prevention and education programs in schools.

Percent agree 89%/88%

People's Ideas...

- start a 'Pooch Patrol' where people walking their dogs report on suspicious activity
- give school credits for participating in a 'teen patrol' which has the skills and training to report crimes
- provide more in-school education on crime awareness, prevention, and avoidance
- offer education programs on being a good citizen, respecting others/property, etc.
- provide accessible (translated) material on how to identify and report crimes, including grow operations and drug dealing
- look at park and walkway landscaping with safety in mind
- have schools teach kids to recognize and resist gang recruitment methods



Collingwood Community Policing Centre

VFK and the city

1998 Population
Vancouver 515,000
VFK 50,120

1991 - 1996 Population Growth
Vancouver 24%
VFK 32%

English Mother Tongue
Vancouver 51.6%
VFK 39.4%

Chinese Mother Tongue
Vancouver 24.8%
VFK 28.2%

Punjabi Mother Tongue
Vancouver 3.5%
VFK 4%

Median Income
Vancouver \$38,533
VFK \$40,863

Percent Low Income Housing
Vancouver 30%
VFK 30%

Single Parent Families
Vancouver 18.4%
VFK 15.9%

Community Policing Centres

There are 18 Community Policing Centres (CPCs) operating in different neighbourhoods throughout the city. They are dedicated to helping to reduce crime through crime prevention education, public awareness, and community involvement. They are staffed mainly with local volunteers. Every office has a neighbourhood police officer assigned to work with the local population. These organizations seek to enhance community safety by providing visible and accessible services that are sensitive to the needs of the neighbourhood. The centres rely on support and cooperation from the Attorney General's Office, local residents, businesses, the police, and the City, although City Council policy is not to provide on-going funding after a start-up period. VFK is served by two CPCs, the Collingwood CPC on Joyce Street near SkyTrain and the South Vancouver CPC on Victoria Drive in the new London Drugs development at 41st.

8.3 Police Services More Responsive to Community Needs

Approved

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

Percent agree 91%/91%

People's Ideas...

- support more Bike Patrols
- provide more frequent patrols
- improve availability and role of the Police Department's school liaison officers
- increase Police Department involvement in setting up Block Watch

The City's Drug Prevention Policy

After a city-wide discussion, City Council recently approved a comprehensive change in approach to the drug problem. Despite enforcement efforts, a large share of crime in the city is related to drug use and the drug trade. The City has proposed 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. Implementation discussions with the federal and provincial governments and their agencies, particularly the health board began in late 2001.

8.4 Community Consultation on the Location of Treatment Centres

Approved

When the City and VRHB begin to plan for the number and location of local treatment centres, needle exchanges, and other facilities, they should include extensive consultation with the local community.

Percent agree 77%/79%

People's Ideas...

- improve drug, alcohol, and mental health services
- offer special programs for at-risk youth including early intervention
- make drug and alcohol addiction a health issue
- adopt safe injection sites

9 Recreation Facilities and Services Provided by the City

Killarney Community Centre and Champlain Heights Recreation Centre serve the Victoria-Fraserview/Killarney area and roughly meet the Park Board goal of providing one community centre for approximately every 20,000 people. They provide sport, recreation, and social programming for a wide range of residents from infants to seniors. Killarney Community Centre includes an indoor pool and an ice rink. Both are old, and needing seismic upgrading and refurbishing. Champlain Heights Recreation Centre also works in conjunction with the Champlain Heights Community School to provide programming in the school's two multi-purpose rooms for community activities. As a condition of recent redevelopment of the Champlain Mall site, the developer will fund a modest expansion of the Champlain Heights Recreation Centre.

Vision participants identified two areas of VFK which are not adequately served by existing centres:

- residents from the south-western section of VFK cannot easily access the centres by foot, bike, or transit
- the Fraserlands area is cut off from the rest of the community by Marine Drive and does not have a school or community facilities.

9.1 A New Centre Near Victoria/ Knight

Approved

The Park Board should create a community centre-like facility in the south-west quadrant of VFK with programs to meet the needs of the community.

Percent agree 63%/65%

People's Ideas...

- create a small centre (like Kensington) in this area
- encourage the Park Board to use rooms, gym in a school for community programs
- the Park Board should work with other organizations such as the School Board, Neighbourhood House, Boys & Girls Club, the South Van Seniors' Network, immigrant service groups, and others to provide additional facilities/programs in south-west VFK

9.2 New Facility in Fraserlands

Approved

The Park Board, in partnership with interested organizations, should pursue the creation of a community facility in the Fraserlands area either in conjunction with the anticipated new elementary school or as a separate facility. Space and programs should be suitable for Fraserlands residents.

Percent agree 63%/58%

People's Ideas...

- build a school with community space in Fraserlands
- create a partnership to make under-used recreation facilities in the area's high-rises available to the other residents in Fraserlands
- encourage South Vancouver Neighbourhood House and/or the Boys & Girls Club to be involved in setting-up a satellite facility in Fraserlands to offer community programs to residents

9.3 Improve Killarney Pool

Approved

The pool at Killarney Community Centre should be seismically upgraded and improved to better meet the needs of the community or be expanded into a bigger indoor pool which draws users from a larger area.

Percent agree 74%/76%

People's Ideas...

- improve access to Killarney pool
- build a pool at Champlain Heights Recreation Centre
- improve the pool at Killarney
- build a 'destination' pool at Killarney

9.4 Improve Killarney Ice Rink

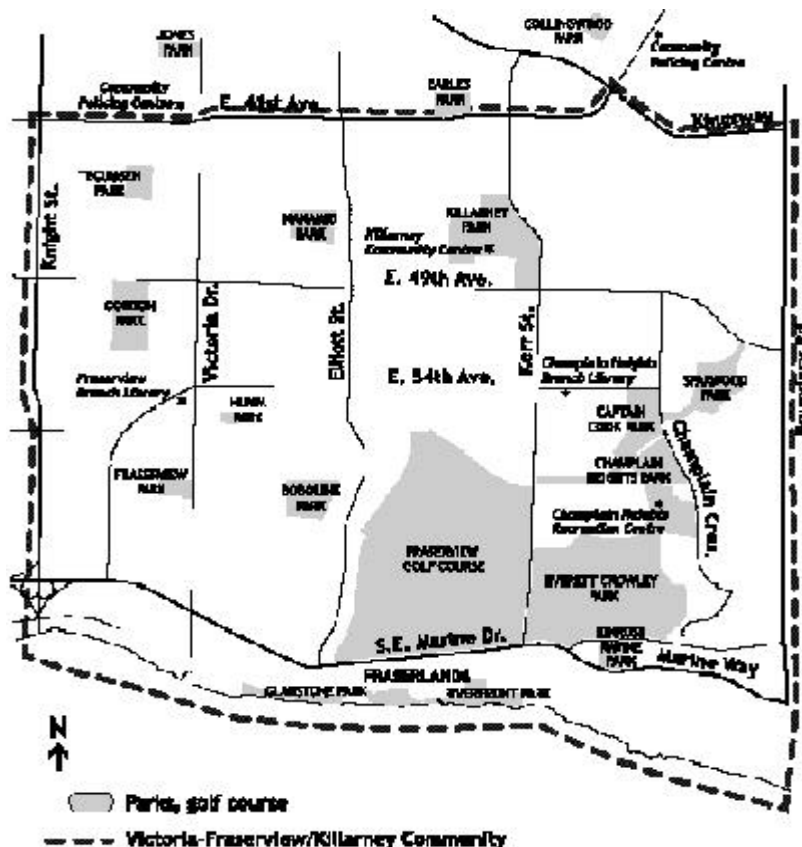
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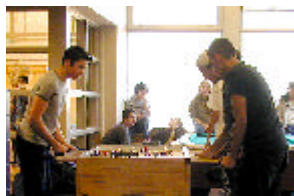
The ice rink at Killarney should be seismically up-graded and improved to make it compatible with the needs of users.

Percent agree 65%/62%

Non-government Community Services

The community is also served by the South Vancouver Neighbourhood House at 6470 Victoria which is operated by a non-profit organization. It provides social and recreational programs for a variety of groups. The City of Vancouver provides some of its funding. The Neighbourhood House is currently rebuilding its facility on Victoria and has a vision of providing additional services in other shared facilities within VFK. South Vancouver Family Place at Nanaimo and 61st provides programs for parents and young children. The Boys & Girls Club has a facility at 7595 Victoria. It offers programs for youth aged 6 to 18.





More facilities for youth



Killarney Community Centre

Aquatic Facilities

The current Park Board policy is to provide an indoor pool for approximately every 50,000 people. There are 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 will soon be required about their replacement. Park Board is currently doing a major study of existing pool facilities and future options. The study looks at the capital/operating costs and community service implications of different approaches to providing pool services. The choice ranges from rebuilding existing indoor pools through to closing some indoor pools and replacing them with one or two larger, centrally located facilities which may include some features of a 'destination' pool such as waterslides, a wave generator, etc. The study includes provisions for extensive public consultation.

9.5 Facilities and Programs for Youth

Approved

More facilities for children and youth should be provided such as a skateboard park, water spray parks, and play-grounds. Programs for youth should be enhanced by a coordinated initiative of the Park Board, South Vancouver Neighbourhood House, Boys & Girls Club, and other interested parties.

Percent agree 76%/78%

People's Ideas...

- conduct a youth survey on where to go and what to do
- provide night lighting for a soccer field in Champlain to let kids practice rather than 'hang out'
- provide a drop-in centre for youth
- encourage public/private partnerships (corporate or club sponsorship)

Seniors

For several years, public discussions have identified the need for additional resources for seniors in this part of the city. New facilities anticipated in VFK at the time of the Suvey were:

- alterations to the field house on the east side of Killarney Park to create a small free-standing seniors' centre
- new offices in Killarney Community Centre for the South Vancouver Seniors' Network and the South Vancouver Seniors' Council, who would program the field house
- a new multi-use room in Champlain Heights Recreation Centre which may be used by teens, seniors, and others
- an expanded library at Champlain Mall with a community room to be used by various groups, including seniors.

Funding for all of these improvements would largely come from the Champlain Mall redevelopment.

The longer term goal of the South Vancouver Seniors' Network has been a large seniors' centre which combines offices for service providers with a wide variety of facilities and programs for

seniors. This centre would serve the whole of South Vancouver and may be located outside VFK. There are nine centres of this type in the city but none in south-east Vancouver. After the Survey was finalized, City Council approved \$500,000 for a new 3,500 square foot seniors' centre attached to Killarney Community Centre. It would replace the field house and proposed community centre offices for seniors' groups listed above. The seniors' centre is consistent with the response to Direction 9.6 and it is supported by the South Vancouver Seniors' Council and Network. Matching grants from senior government would be required before construction could begin.

9.6 Seniors' Centre

Approved

Services should be improved for seniors with a variety of linguistic and cultural backgrounds. The enhanced services should be accessible to residents of the community's seniors' housing developments and should be located in: (Respondents could select none, any, or all of the following options so the responses do not add up to 100%)

- a. the planned facility in the fieldhouse in Killarney Park

Percent agree 37%/37%

- b. Killarney Community Centre and Champlain Heights Recreation Centre

Percent agree 64%/60%

- c. a larger dedicated seniors' centre serving all South Vancouver which may be located outside of VFK.

Percent agree 24%/25%

People's Ideas...

- provide a dedicated space for seniors in the community centres
- build a seniors' centre in Champlain Mall
- create a large, comfortable space in the community centres which is used by seniors during the day and teens in the evenings
- create a free standing centre for seniors
- set up a place where seniors can go for meals, meetings, bridge and mah jong games, and ESL classes

9.7 Community Arts Programs

Approved

Existing community arts programs should be more widely utilized in VFK and expanded to include creative partnerships with other community organizations.

Percent agree 54%/57%

People's Ideas...

- more projects like the Discovery Project's bus shelters and the Killarney Community Centre mosaics
- involve more children in community arts programs
- get schools, community centres, and South Vancouver Neighbourhood House more involved
- create a community theatre program
- develop a street banner program which is distinctive to the community and which uses kids' art

9.8 Inclusive Programs

Approved

All recreational and community programs should encourage the participation of newcomers and non-English speakers.

Percent agree 70%/74%

People's Ideas...

- help newcomers to know about programs by translating advertisements
- design programs for new residents (ESL classes, getting to know your community, etc.)
- encourage volunteer teachers by offering tax receipts for time donated

10 Library Facilities and Services

The Vancouver Public Library operates the Fraserview and Champlain Heights Branch Libraries. There are currently no plans to move or expand the Fraserview branch. As a condition of redevelopment of the Champlain Mall site, the developer has paid the cost of expanding the Champlain Heights Branch Library and relocating it to the ground floor of the existing commercial building.

10.1 Fraserview Branch Library

Approved

If the Fraserview Branch Library were to expand or rebuild it should remain at or near its present location, avoiding sites which have inadequate parking or congested traffic.

Percent agree 79%/81%

People's Ideas...

- allow people to combine visits to the library with shopping trips by relocating the Fraserview Library to the Victoria Drive commercial area of VFK
- keep Fraserview Library in its present location — good accessibility to the community
- consider redevelopment of the library site (perhaps with mixed use) if it would result in an expansion of the library



Fraserview Branch Library



Champlain Heights Recreation Centre



Improve services for seniors

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 Neighbourhood Houses and Family Places for services to families with small children
- working with community centres to support child care
- providing grants to support non-profit child care services
- leasing land at reduced rates to non-profit child care societies
- using Development Cost Levies on new development to support daycare
- negotiating for child care in larger projects as part of their rezonings
- creating a society to manage City-owned child care facilities.

The Vision does not propose changes in the City's approach to helping provide child care.

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 Victoria-Fraserview/Killarney there are 17 SNRFs with 725 beds. This represents 14% of the SNRF beds in the city. This is higher than VFK's share of the city's population (10%). Ninety-two per cent of the SNRF beds in VFK are in 7 large seniors' facilities.

10.2 Improve Library Services

Approved

The services of Fraserview and Champlain Heights Branch Libraries should be modified to better serve the public based on a review of factors such as opening hours, collections, translation of instructions, and availability of Internet access.

Percent agree 84%/83%

People's Ideas...

- make open hours longer and/or more compatible with needs of residents (more evenings)
- provide more opportunities for Internet access
- stagger closing days of Fraserview and Champlain Heights Libraries
- provide more friendly reading areas (e.g. comfortable chairs)
- expand the collections to include more materials and activities for ESL and low literacy residents (e.g. story tapes, talks, groups)

11 Improving Awareness and Accessibility of City Services

The City provides a range of services. Workshop participants felt additional effort should be put into making these services more widely known in the community and more easily accessible to residents.

11.1 Information about Services

Approved

The awareness of City services should be improved through initiatives to make information on these services more consistently available within the community in locations, forms, and languages which are convenient for residents and businesses.

Percent agree 75%/77%

People's Ideas...

- use flyers, community newspapers, and community kiosks to let people know about available services
- make information on services easily available at libraries, community centres, and shopping areas/centres
- use small ads with an Internet address or other sources of more detailed information
- use schools, churches, etc. to pass information on services to students, parents

11.2 Community Services in or Near Shopping Areas

Approved

Whenever community services such as community centres, neighbourhood houses, health centres, etc. are considering new facilities or relocations, locations in or near the shopping areas should be given strong consideration due to their accessibility and high community profile.

Percent agree 76%/75%

11.3 Welcoming Newcomers

Approved

Newcomers to the community should be provided with information on the community including: community facilities, programs and events; parks and sports; shopping areas and commercial services; and cultural and religious organizations.

Percent agree 66%/69%

People's Ideas...

- provide a 'welcome wagon' to acquaint new residents with what is available in the community
- start classes on area's history and organizations for newcomers
- develop ways to better welcome and integrate newcomers into the community
- start a program like the White Rock Newcomers Club