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<u>COUNCIL AGENDA</u>	
Date: <u>April 26, 2021</u>	Item: <u>8.</u>



DISTRICT OF WEST VANCOUVER
750 17TH STREET, WEST VANCOUVER BC V7V 3T3

8.

COUNCIL REPORT

Date:	April 9, 2021
From:	Alison Gelz, Youth Services & Community Recreation Manager
Subject:	Youth Services Update
File:	2100-01

RECOMMENDATION

THAT

1. the report dated April 9, 2021 titled “Youth Services Update” be received for information; and
2. staff report back to Council by January 2022 with detailed business plans including proposed capital, maintenance, and operating costs for the establishment of a new permanent Youth Hub facility in a central location in West Vancouver and for a Youth Hub in an existing space through a long-term lease agreement.

1.0 Purpose

The purpose of this report is to provide Council with an update on the status of Youth Services in the District of West Vancouver, the status of the Interim Youth Hub at Park Royal South, and the plan to establish a permanent Youth Hub facility in a central location in West Vancouver.

2.0 Executive Summary

In December 2019, with the loss of the Ambleside Youth Centre, Council approved funding to establish an Interim Youth Hub at Park Royal South for two years.

In February 2020, the Youth Services team, in collaboration with West Vancouver Schools, hosted two facilitated workshops: one with community service providers who offer services to youth across the North Shore, and one with youth to develop a vision for a permanent Youth Hub facility (Youth Hub) in West Vancouver. This process confirmed the need for a centrally located facility that would house a variety of services available for youth under one roof.

3.0 Legislation/Bylaw/Policy

The District of West Vancouver’s (District) 2017 Blueprint for Social Responsibility & Change (**Appendix A**) contains social action plans and strategies that advance community connections and well-being and ensures that resources distributed through the District are meaningful and

relevant to West Vancouver residents of all ages. The following strategies support youth programs and services:

- Strategy 1: Apply a 'social' lens to development and policy planning to ensure that the social priorities of the community are considered in municipal planning and processes.
- Strategy 4: Continue support of recreation and leisure opportunities for the marginalized individuals through the District's Recreation Financial Assistance Program, and like programs available through not-for-profit organizations.
- Strategy 7: Promote relationship-building and ongoing dialogue amongst residents.
- Strategy 8: Ensure that municipal services are provided in a manner that respects the diversity of all residents.
- Strategy 9: Continue to support and enhance child and youth engagement processes so that young people have an ongoing and meaningful role in providing input to District services and related policy development.
- Strategy 10: Explore the potential for neighbourhood hubs based on community partnerships.
- Strategy 14: Maintain and develop partnerships with local community groups and networks.
- Strategy 18: Review and make recommendations on the allocation of municipal resources to social services to determine if budget allocations adequately address community needs.

4.0 Financial Implications

As part of the 2021 budget, specifically in the \$5 million one-time COVID-19 grant package, there is \$30,000 allocated to engage a consultant to formalize and consolidate the District and partner requirements into a functional program and Class D cost estimate for a Youth Hub in a central location in West Vancouver.

The consultant will prepare detailed business plans including proposed capital, maintenance, and operating costs for the establishment of a new permanent Youth Hub facility in a central location in West Vancouver and for a Youth Hub in an existing space through a long-term lease agreement.

5.0 Council Strategic Objective(s)/Official Community Plan

Council's Strategic Objectives support the planning for a permanent Youth Hub as set out under Objective 6:

- Social Well Being: Enhance the social well being of our community
- 6.8 Select a permanent replacement for the Youth Centre

The District's Official Community Plan (OCP) supports youth programs and services through the following policies:

- 2.3.1: Emphasize Ambleside Municipal Town Centre as the heart of West Vancouver with commercial land uses, such as: Retail, service and restaurants; Arts and culture spaces; Offices; Civic services and facilities; Visitor accommodation, such as boutique hotel(s); and Waterfront recreation.
- 2.8.1: Anticipate and meet community needs as demographic changes occur, through short and long-term strategies for the delivery of services.
- 2.8.3: Improve access to services and resources for youth, seniors and persons with disabilities, including considerations for improved walking, cycling and transit connections and shuttle services.
- 2.8.5: Provide services, programs and facilities to support children, youth and families in meeting their diverse needs and foster their sense of belonging.
- 2.8.9: Maintain and optimize existing civic facility (e.g., community centres and libraries) and manage space flexibly or potentially expand to meet changing needs.
- 2.8.11: Support the continual provision of community hubs (e.g., Child and Family Hub and Youth Services Hub) and explore the potential for neighbourhood hubs based on community partnerships.
- 2.8.12: Secure new community space or cash-in-lieu contributions through new development to meet changing community needs. Examples include (but are not limited to): Child care and adult day centres; Public plazas and gathering spaces; Parks, trails and public realm improvements; and Community or cultural facilities.
- 2.8.13: Use place making strategies to promote social connections, public space animation, enhancement and management.
- 2.8.16: Work with local schools and community groups to coordinate the use of public space and facilities.
- 2.8.17: Engage the community in planning for services, programs, and facilities, and municipal decision-making.
- 2.9.11: Explore opportunities with community partners including Vancouver Coastal Health, senior levels of government, schools, community organizations, and non-profit service providers to provide a full continuum of support services to address needs related to physical, mental and social health, addictions, health services, emergency response, housing, homelessness, employment and food security.

6.0 Background

Valuing the diversity of youth, West Vancouver's Youth Services team responds to youths' unique needs to help them to develop new knowledge and skills; to learn to manage emotions and relationships; and to acquire important attributes and abilities. Youth are provided with access to appropriate information and resources to assist in improving overall health and well-being. A broad range of programs and services are provided that help build a community of young people who are connected, aware, and informed. Services provided are inclusive, primarily preventative, and use a community-based approach to address age-appropriate needs along a continuum ranging from recreation programs, activities, and special events through to individualized one-to-one support and referrals.

West Vancouver's Youth Services team work collaboratively with other North Shore agencies to ensure youth receive the appropriate services as required. This integrated approach across the North Shore ensures that West Vancouver youth are referred to the appropriate agency for support.

The majority of services offered by other agencies are located outside of West Vancouver. West Vancouver youth have challenges accessing services that are not delivered locally. A centrally located Youth Hub in West Vancouver would provide space where a variety of programs and services can be available to youth under one roof.

6.1 Previous Decisions

Council, at its June 6, 2016 regular Council meeting, passed the following resolutions:

THAT

- 1. The report titled Youth Services Review Implementation Group – Visioning Youth Resources and Space Needs Report dated May 17, 2016 be received for information; and that*
- 2. Recommendations from the Youth Services Review Implementation Group - Visioning Youth Resources and Space Needs Report be used as a framework to enhance current and future programs and services; and that*
- 3. Staff report back to Council by December 2016 with a continuity of services plan to address the rapidly declining condition of the Ambleside Youth Centre facility which will consider recommendations from community consultations and other District planning initiatives.*

Council, at its September 16, 2019 regular Council meeting, passed the following resolutions:

THAT

- 1. Staff be directed to return to Council by March 2020 with a detailed business plan, including proposed capital, maintenance, and operating budget costs supporting the development of a physical Youth Services Hub in a central location in West Vancouver.*

6.2 History

The District has long supported the growth and development of youth services. The Youth Services team was formed in 1986. At that time, through the Community Grants Program, the District approved funding for a Friday-night teen drop-in program at the Inglewood Centre which is currently the south campus of West Vancouver Secondary School. In 1990, the District piloted a Youth Outreach Worker position to be based in the community in response to the growing need for youth support. By 1992, the youth outreach program was formalized when three full-time positions were created and funded on an ongoing basis. A standalone Youth Centre in Ambleside opened in 1996 and became The Ambleside Youth Centre until it permanently closed in January 2019 due to building issues and a subsequent fire which destroyed the facility. An Interim Youth Hub opened at Park Royal South in July 2020.

For the last 35 years, the Youth Services team has provided dedicated safe spaces and interactions for youth in Grades 6–12 to connect with their peers and staff. Programs and services offered by the Youth Services team have included:

- free drop-in centre hours in four different spaces in West Vancouver (Youth Hub Park Royal South, Youth Lounge at West Vancouver Community Centre, the Bay Scene at Gleneagles Community Centre, and Room 14 at West Vancouver Memorial Library);
- youth leadership opportunities through joining one of the youth committees, registering in a West Vancouver program, or volunteering with Youth Services;
- one-to-one support provided to vulnerable youth and their families by Youth Outreach Workers;
- employment training provided through volunteering and participating in the Summer Work Experience and Adventure Program;
- programs developed based on youth-identified needs to improve access and knowledge to areas such as health and wellness, cultural connection, life skills, food and nutrition, social connectedness, and community engagement; and
- opportunities to participate in additional programs, services, and events offered in West Vancouver spaces by community partners.

7.0 Analysis

7.1 Discussion

Status of Youth Services during the COVID-19 Pandemic

Early in the COVID-19 pandemic, youth outreach services were deemed an essential service when facilities closed and operations shifted to supporting essential services.



Staff were able to respond to the needs of the community by identifying crucial areas of support and providing essential service programming, as well as opportunities for social connections as set out below.

March 2020 – June 2020

One-to-One Support

Youth Outreach Workers saw an increase in youth needing support very early on in the COVID-19 pandemic as youth transitioned to their new online learning through their schools. The need for support grew over the first three and half months of the pandemic increasing every month. In March 2020 staff connected with 659 youth and by June this increased to 1,479 youth. During these three months, there were 408 hours of individual outreach support provided to youth. The needs for support changed drastically, as well. Staff worked hard to support any needs that arose with the youth and then connected them to the appropriate resources where available. Staff continued to stay connected to other services and organizations through virtual meetings/phone calls so they could share those resources and new ways of business with their youth clients.

Food Security Program

Some families were suddenly put into very difficult financial situations and the issue of food security became an essential need. Through donations from the West Vancouver Foundation, Enhance West Van, Government of Canada's Emergency Community Support Fund, Reaching Homes Grant, Rotary Club of West Vancouver Sunrise, and Telus Foundation, Youth Services has been able to provide grocery gift cards to the families impacted by the pandemic. A total of \$23,995 was donated by the community for the food security program.

At-Home/Online Programs

- Saturday online games group
- Whatever weekly online meetings
- Youth Mind Club moved online
- Ch'ich'iyuy weekly online check-in meetings with West Vancouver Police
- Garden project boxes were created and were delivered to youth so they could grow their own garden in the summer months. This project was funded by Enhance West Van.
- Online virtual fitness and yoga classes. This project was funded by Enhance West Van.



July 2020 – April 2021

Interim Youth Hub at Park Royal South

The Interim Youth Hub opened for one to one outreach client support and programs only. Abiding by strict COVID-19 safety guidelines, staff were able to offer a few small and safe programs in the space for youth to participate as follows:

- **Pre-Employment Program**
Through \$28,000 of funding from the West Vancouver Foundation and Enhance West Van, staff created a new program to give youth the skills and certifications to help increase their resume and confidence before starting their employment search. This funding will support the offering of this program until August 2021. To date, 40 youth have completed the program.
- **Online Fitness**
These classes continued, as well as some small in-person group classes for youth that took place in the Youth Hub.
- **Art Projects**
Youth created art that is now displayed in the Youth Hub. Some of the art included: painting, wood carving signs for both the concession and lounge area in the Youth Hub, tables and chairs and bead work.

Outreach Support

In July and August, 238 hours of one-to-one outreach support was provided to vulnerable youth and their families by the Youth Outreach Workers.

Holiday Hamper and Christmas Dinner Delivery

Through funding from the West Vancouver Foundation and British Pacific Properties, the Youth Services team delivered 33 holiday hampers and 123 Christmas dinners, made by the Seniors' Activity Centre, to youth and families in need. The staff were met with tears of joy and gratitude when they delivered the hampers and meals. An excerpt from a letter received from a family stated:

"Behind the food, the chocolates, the blanket and the gift cards received, there is a Canadian community that expresses itself, in love, in solidarity, in support and invites you to join a network of hugs, that invites you realize You are not alone, You are Safe, You are in Canada...Thank you for your important and impressive work..."

Food Security Program

Staff continue to provide grocery store gifts to youth and families in need. This program has been able to continue thanks to the continued support from Enhance West Van. To date, staff have been able to support 299 individual youth and their families with grocery store gift cards to support themselves and their families with food. The youth and families have been

overwhelmed by the generosity of this community. Some of the comments that have been received from recipients include:

"I am forever grateful for your thoughtfulness and kindness. Thank you and to all the caring people that cared to help us get through this week." – (Parent)

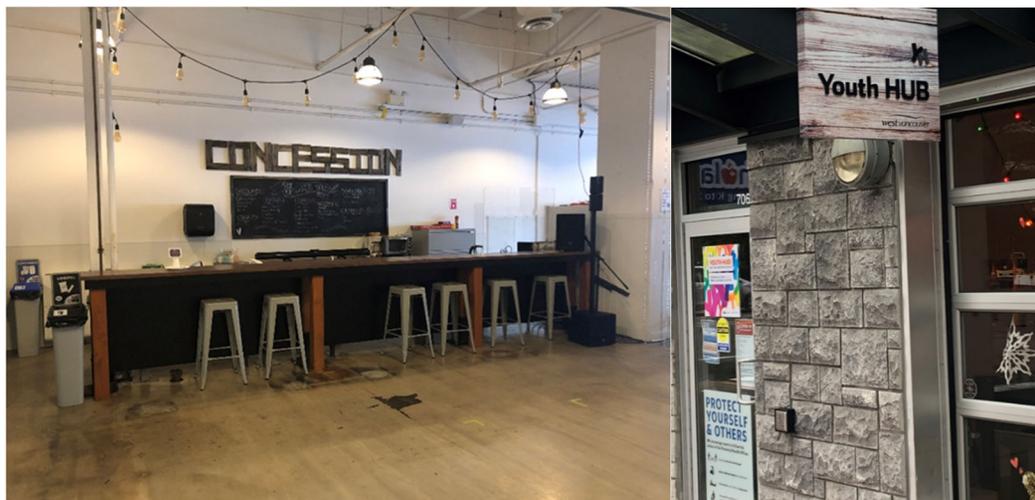
"Wow this is absolutely amazing. I am truly grateful." – (Youth)

"I don't know what we were going to do about food, we were running out of thing." – (Youth)

"This is really good timing. I have been much living on crackers." – (Youth)

7.2 Update on Interim Youth Hub at Park Royal South

The Interim Youth Hub was set to open in March 2020 but was delayed due to COVID-19. It officially opened in July 2020 after careful preparation and planning with respect to the Provincial Health Guidelines.



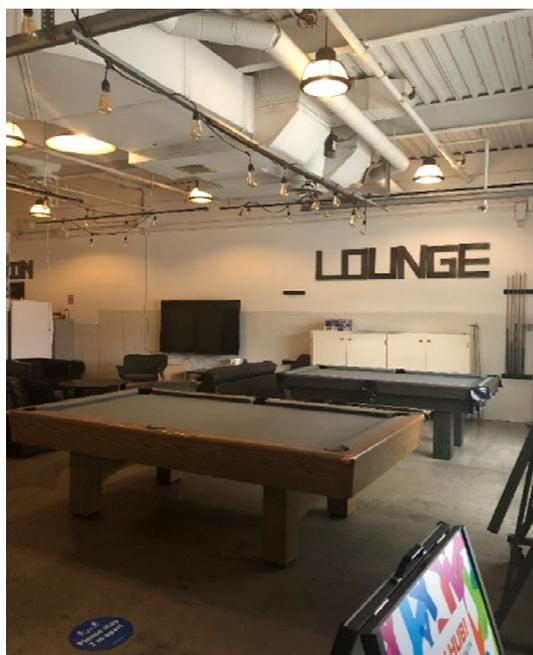
Since opening and abiding by the strict COVID-19 safety guidelines, the following pre-registered programs and services have been operating, out of the Youth Hub:

- drop-in on Thursdays for LGBTQIA2S+ youth and allies
- drop-in on Fridays and Saturdays for all youth
- one-to-one support provided to vulnerable youth and their families by the Youth Outreach Workers
- community engagement art projects using a variety of art mediums from murals and beading to engage youth in the design and decoration of the Youth Hub
- the Pre-Employment Program
- programs such as mindfulness and yoga were all organized based on youth identified needs
- registerable programs such as the Babysitter's Course
- meeting space for youth leadership committees

- office space for the Youth Outreach Workers
- partnership agreement with the North Shore Multicultural Society to utilize the Youth Hub mid-day and offer programs and services to West Vancouver community members (currently offering on-line programs due to COVID-19)
- community partner-run youth based programs offered by Family Services of the North Shore

The Youth Hub has been met with an overwhelming positive response from youth due to the convenient location and overall welcoming atmosphere that the space provides. Youth and staff have created a safe and fun place for youth to spend time learning and engaging with their community.

Staff conducted a survey in April 2021 with the community about the Youth Hub to see what their experience has been like so far (**Appendix B**). Staff received responses from youth, parents/caregivers, and community providers about what they have participated in and their first impressions of the space since it opened. Overall, the community is very impressed with the space and is grateful for the programs and services that take place within it. Youth feel welcome and safe in the space and really enjoy the kind, caring, and supportive staff. Many people commented how lucky they feel to have such a wonderful place to access.



7.3 Planning for a Permanent Youth Hub

In February 2020, the Youth Services team, in collaboration with West Vancouver Schools, hosted two facilitated workshops: one with Community Service Providers who offer services to youth across the North Shore and one with youth to develop a vision for a permanent Youth Hub

in West Vancouver. The Community Service providers who participated in workshop included:

- West Vancouver Police
- Child and Youth Mental Health, Ministry of Children & Family Development
- Canadian Mental Health Association
- Foundry North Shore
- West Vancouver Foundation
- Vancouver Coastal Health (Public Health)
- North Shore Restorative Justice
- West Vancouver Memorial Library
- North Shore Multicultural Society
- Hollyburn Family Services
- Family Services of the North Shore
- Work BC

The visioning process resulted in the Youth Services Visioning Report **(Appendix C)** and confirmed the need for a permanent Youth Hub in West Vancouver. The Youth Hub concept is a unique model where a variety of services can be provided to youth under one roof with the vision to service youth in West Vancouver for decades.

The Youth Services Visioning Report recommends the following:

A) Programs and Services

1. Programs and services target the following key areas identified by youth: counselling, sexual health services, income and job opportunities, tutoring, and access to food.
2. Consistently provide a broad spectrum of daily, weekly, monthly and one-time events to meet the needs of youth in a predictable manner.
3. Community service providers are supported to operate in the Youth Hub in the following ways:
 - exploring and establishing potential partnerships;
 - ensuring timely, relevant and flexible delivery of programs and services that include: social media awareness, opportunities for exploration, validation of youth, and helping youth exercise independence;
 - supporting the delivery of program and service information through social media, and email as identified by youth; and
 - ensuring consistency, welcoming and inclusive programs, friendships, support of families, status/notoriety, and technology in supportive programming/services specifically for youth ages 16-18.

4. Further consideration must be given to the needs of youth belonging to underserved and marginalized communities.

B) Space

1. The Youth Hub continues to engage with youth to ensure that the space reflects the diverse needs of youth.
2. The space provides a range of activities and services that allow youth to access services depending on their particular needs.
3. The Youth Hub is a safe and welcoming environment where youth can access services, food, entertainment, technology, quiet space, and the outdoors.
4. The Youth Hub be designed to allow youth to discreetly access services without being noticed, including counselling rooms and support with health or medical issues.

C) Operational Needs

1. The Youth Hub includes staffing to assist and manage the use and booking of space, services, and programs.
2. The Youth Hub reviews and establishes possible partnerships according to the needs and wants of youth ages 13-18 including new and unique partnerships to offer additional services such as: pet therapy, food security, and outdoor environment and well-being opportunities.
3. The Youth Hub explores a youth advisory model with youth membership to lead the ongoing evaluation and identification of services, programs, and partners.

The work completed to date and the response to the opening of the Interim Youth Hub at Park Royal continue to confirm the need for a permanent Youth Hub in West Vancouver. Staff plan to complete a functional analysis/site identification plan to determine the ideal location and space configurations for a Youth Hub in West Vancouver. Once completed, staff will finalize all information collected and report back to Council by January 2022 with detailed business plans, including proposed capital, maintenance, and operating budget costs supporting the development of a permanent Youth Hub in West Vancouver, including consideration of a long-term lease in the existing space or another space elsewhere, as an option.



7.4 Public Engagement and Outreach

In February 2020, Youth Services, in collaboration with West Vancouver Schools hosted two facilitated workshops: one with Community Service Providers who offer services to youth across the North Shore and one with youth to develop a vision for a permanent Youth Hub in West Vancouver.

Staff recently conducted a survey with youth who have been using the Youth Hub to hear about their experience.

7.5 Other Communication, Consultation, and Research

The following District departments and community service providers reviewed and provided feedback on the visioning report and are interested in being a part of the Youth Hub space planning going forward.

- West Vancouver Police Department
- West Vancouver Memorial Library
- West Vancouver Foundation
- West Vancouver Schools
- North Shore Multicultural Society
- Family Services of the North Shore
- Foundry North Shore

8.0 Options

8.1 Recommended Option

THAT

1. the report dated April 9, 2021 titled "Youth Services Update" be received for information; and
2. staff report back to Council by January 2022 with detailed business plans including proposed capital, maintenance, and operating costs for the establishment of a new permanent Youth Hub facility in a central location in West Vancouver and for a Youth Hub in an existing space through a long-term lease agreement.

8.2 Considered Options

Council may request further information in addition to receiving this report.

9.0 Conclusion

The purpose of this report is to provide Council with an update on the status of Youth Services in the District of West Vancouver, the status of the Interim Youth Hub at Park Royal South, and the plan to establish a permanent Youth Hub facility in a central location in West Vancouver.

Author:



Alison Gelz
Youth Services & Community Recreation Manager

Concurrence:



Sue Ketler
Senior Manager of Community Services

Appendices

Appendix A: 2017 Blueprint for Social Responsibility & Change

Appendix B: Youth Hub Survey Results

Appendix C: West Vancouver Youth Hub Visioning Report



BLUEPRINT FOR SOCIAL RESPONSIBILITY & CHANGE

FRAMEWORK FOR A SOCIAL ACTION PLAN FOR WEST VANCOUVER

District of West Vancouver Community Grants Committee (2017)

west vancouver

VISION | ADVANCE COMMUNITY CONNECTIONS AND WELL-BEING
IN WEST VANCOUVER THROUGH INNOVATIVE LEADERSHIP,
SUSTAINABILITY OF SOCIAL RESPONSIBILITY, AND INCLUSION

GUIDING PRINCIPLES

First introduced in 2008, the West Vancouver Blueprint for Social Responsibility and Change is a long-range strategic planning tool to address issues fundamental to the health and well-being of a vibrant community, such as equity, health, quality of life and social inclusion. The Blueprint helps to guide decisions and resource allocations on social matters to help create positive community change. Through this, many successful collaborative initiatives have advanced connections and well-being in West Vancouver.

The 2017 Blueprint for Social Responsibility and Change contains revised strategies that reflect current community needs and the District's commitment to ensuring that social issues are considered as an integral part of long-term planning and community sustainability.

- Embed the importance of community social services in the District's culture
- Anticipate and meet community needs as demographic changes occur, through short and long term strategies for the delivery of social services
- Respond to and identify new directions and challenges through a social services delivery model that is both innovative and flexible
- Ensure a purposeful and accountable response to community needs by measuring, evaluating and monitoring progress
- Embrace the values of diversity, access, social inclusion, safety and adaptability in all District initiatives
- Proactively address social challenges by taking actions that ensure equal treatment of all citizens



1 RECOGNIZE THE DELIVERY OF COMMUNITY SOCIAL SERVICES AS A VITAL MUNICIPAL PRIORITY

STRATEGY 1

Apply a 'social' lens to development and policy planning to ensure that the social priorities of the community are considered in municipal planning and processes.

STRATEGY 2

Ensure the municipal budget cycle is informed of social services needs.

STRATEGY 3

Provide training around awareness of barriers and accessibility for District staff.

STRATEGY 4

Continue support of recreation and leisure opportunities for the marginalized individuals through the District's Recreation Financial Assistance Program, and like programs available through not-for-profit organizations.

STRATEGY 5

Promote and support community skills-based training in intercultural competency, conflict resolution, human rights and anti-racism.



RECONCILIATION | We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal-Crown relations. This will require skills based training in intercultural competency, conflict resolution, human rights, and anti-racism.

Call to Action #57

Truth and Reconciliation Commission of Canada: Calls to Action (2015)

2 ENSURE THE RESOURCES DISTRIBUTED THROUGH THE DISTRICT ARE MEANINGFUL AND RELEVANT TO WEST VANCOUVER RESIDENTS OF ALL AGES

STRATEGY 6

Ensure that the Community Grants process supports organizations that meet the needs of, and are accessible to, West Vancouver residents.

STRATEGY 7

Promote relationship-building and ongoing dialogue amongst residents.

STRATEGY 8

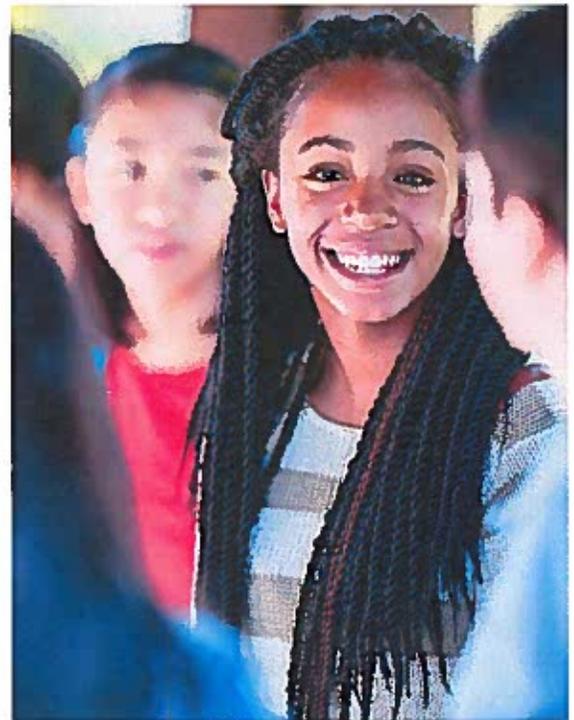
Ensure that municipal services are provided in a manner that respects the diversity of all residents.

STRATEGY 9

Continue to support and enhance child and youth engagement processes so that young people have an ongoing and meaningful role in providing input to District services and related policy development.

STRATEGY 10

Explore the potential for neighbourhood hubs based on community partnerships.



“ **VULNERABILITY** | People in West Vancouver are not always aware that challenges such as poverty, disability, and mental health issues exist here. We need to do more to reach out to those who are “invisible” and vulnerable in our community.

Vital Signs (2017)

West Vancouver Community Foundation

3 COLLABORATE AND MAINTAIN DIALOGUE WITH ORGANIZATIONS IN THE COMMUNITY THAT FILL SOCIAL NEEDS AND GAPS AND THAT FOSTER A SENSE OF RESPONSIBILITY FOR COMMUNITY WELL-BEING

STRATEGY 11

Conduct open forums with local service providers to discuss emerging issues and opportunities for collaboration.

STRATEGY 12

Liaise with community agencies, funders and businesses to identify opportunities for collaboration.

STRATEGY 13

Work with the Squamish Nation to find ways to collaborate to meet social service needs.

STRATEGY 14

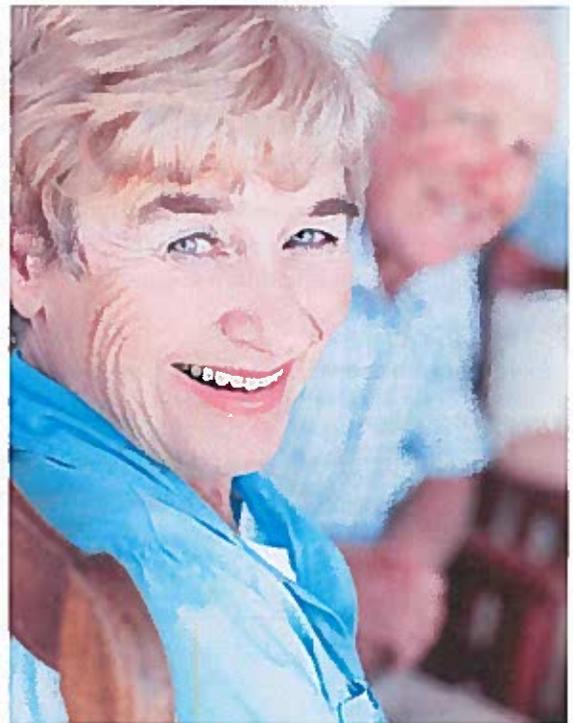
Maintain and develop partnerships with local community groups and networks.

STRATEGY 15

Promote integrated school and community collaborations.

STRATEGY 16

Explore ways to foster citizen engagement.



COMMUNITY RESILIENCY | Supportive communities provide environments in which people are able to make decisions to improve their health and engage in healthy behaviors.
*District of West Vancouver and Lions Bay Community Health Profile
My Health My Community survey*

4 MAKE FAIR USE OF RESOURCES TO SUPPORT AND ENCOURAGE THE LONG-TERM INDEPENDENCE AND SUSTAINABILITY OF COMMUNITY SOCIAL SERVICES

STRATEGY 17

Encourage, facilitate and accommodate activities organized by residents as a means to foster a sense of belonging to the community and support diversity.

STRATEGY 18

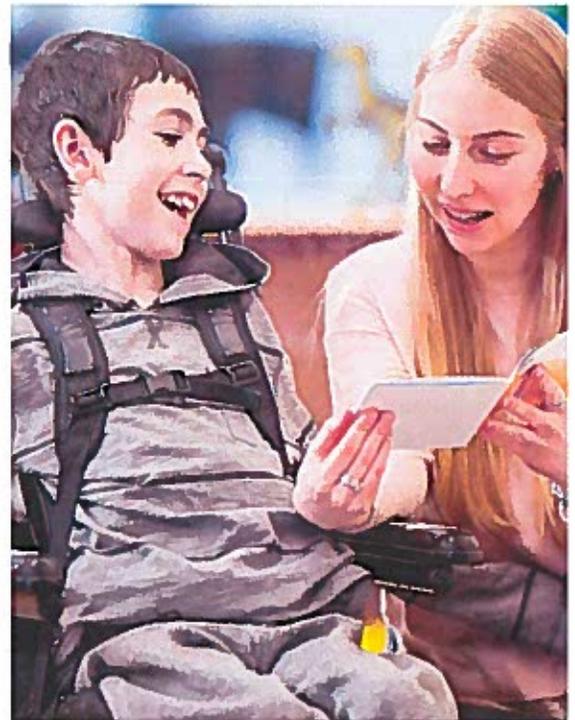
Review and make recommendations on the allocation of municipal resources to social services to determine if budget allocations adequately address community needs.

STRATEGY 19

Encourage volunteerism in West Vancouver.

STRATEGY 20

Conduct an annual review of the Community Grants budget to determine if budget allocations adequately address community needs and values.



VOLUNTEERISM | Service clubs and volunteer work should be encouraged. They do good for many in and around our community.

Participant, Phase 2 District of West Vancouver Official Community Plan Review (October 2017)

5 WORK WITH COMMUNITY ORGANIZATIONS DELIVERING SERVICES TO WEST VANCOUVER RESIDENTS TO ADDRESS EMERGING COMMUNITY SOCIAL SERVICE NEEDS

STRATEGY 21

Continue to build partnership arrangements with West Vancouver School District around the use of public facilities to ensure effective use of all facilities and maximize community benefits.

STRATEGY 22

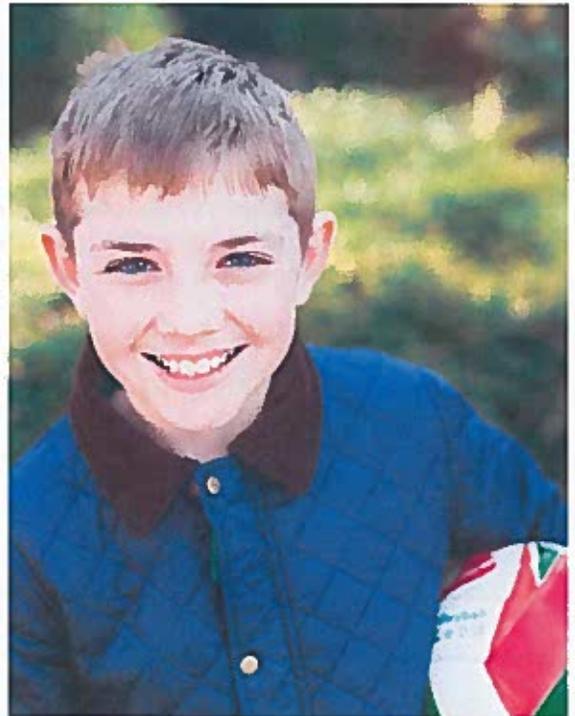
Strengthen relationships and communication with Coast Salish Peoples and provincial and federal government departments in areas where there are shared interests or overlapping jurisdiction.

STRATEGY 23

Participate in regional and tri-municipal planning tables and joint funding initiatives to share knowledge and implement sustainable strategies for addressing priority issues.

STRATEGY 24

Continue with and annually update the Healthy Communities Partnership agreement with Vancouver Coastal Health.



DIVERSITY | Diversity needs diversity. Diverse people want to live in diverse cities with culture, arts and sports that reflect such dynamic backgrounds, but also serve to unify through shared experiences.

Diversity Dividend: Canada's Global Advantage, Centre for International Governance Innovation, 2017

6 WORK WITH COMMUNITY ORGANIZATIONS TO IDENTIFY WAYS OF BETTER LONG-TERM FINANCIAL SUSTAINABILITY SO THEY CAN DELIVER SERVICES RELIABLY

STRATEGY 25

Examine the Community Grants application processes on a regular basis to ensure service review, evaluation and adjustment meet municipal and community needs.

STRATEGY 26

Examine the permissive tax exemption application process on a regular basis to ensure service review, evaluation and adjustment meet municipal and community needs.



“ **MUNICIPAL ROLE IN SOCIAL CONNECTEDNESS** | Socially connected communities support strong citizen engagement and enhance the health and well-being of residents. Local governments can play a role in improving social connectedness and helping communities thrive by creating strong social environments and resilient neighbourhoods. *BC Healthy Communities (2017)*

West Van Youth Services

WEST VANCOUVER YOUTH HUB SURVEY

westvancouverrec.ca

The West Vancouver Youth Hub survey was available online from April 1 - 6, 2021. West Vancouver youth, families, and community partners were invited to complete the survey to provide feedback about their first impressions of the space. Community engagement was completed through sharing the survey with the following groups: youth registered in programs at the Youth Hub, one-to-one youth and families who have had meetings in the Youth Hub, and community partners who have used the space or referred youth to our spaces. The information collected from the survey is being used to enhance program and service offerings at the West Vancouver Youth Hub.

 /westvancouveryouth

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QUESTIONS?
604-925-7270



westvancouver.ca/youth

 enhance
WEST VAN

 westvancouver

West Vancouver Youth Hub Survey Overall

Question 1.

Please pick one of the following that best describes who you are:		Number of Responses	Response Ratio
1. Youth		40	78.4%
2. Parent/Guardian		6	11.8%
3. Community Partner		4	7.8%
4. Other		1	2.0%
Total		51	100%

Other

1. School Counsellor

Question 2.

Which programs and services have you accessed at the Youth Hub? Choose all that apply.		Number of Responses	Response Ratio
1. Drop-In Centre Program		25	49.0%
2. Pre-Employment Program (PEP)		14	27.5%
3. Youth Mindfulness/Yoga		5	9.8%
4. Youth Outreach Worker support		17	33.3%
5. Babysitters' Course		3	5.9%
6. Community Art Projects (mural, beading, drawing)		10	19.6%
7. Other		9	17.6%
Total Respondents		51	

Other

1. Drop-In Whatever
2. All the above
3. Thanksgiving and Christmas dinner and hamper. Plus Covid support. Tutoring support...etc
4. Whatever Program for LGBTQIA+ Youth
5. Whatever
6. none
7. Also volunteering
8. Whatever program
9. youth advisory committee

Question 3.

What are your first impressions of the Youth Hub?

Total Number of Responses 51

Participant Comments

1. I really liked the space, it seemed very friendly, functional and welcome. I liked the bar, it kinda made it seem luxurious. I think maybe some more decorations like fake plants and photos of other youth projects might spice up the place a bit!
2. Very supportive and safe environment.
3. It is welcoming and there is lots of things to do for fun.
4. Welcoming, safe, fun, chill, cool, supportive, clean, organized, resourceful, in-touch with community, easily accessible and genuinely caring
5. Its nice and feels like a lounge/bar
6. Its nice and chill
7. Friendly, approachable
8. It is a comfy space to be in.
9. Fun, but temporary
10. fun and friendly
11. The safe and free space for teens that they have fun and communicate with people at the same time.
12. My first impression of the new youth club at Park Royal was awesome, super nice building and layout. Plus the people are amazing !
13. It's a great place to hang out with other youth.
14. Very welcoming and bright atmosphere!
15. Good!
16. It was peaceful and I enjoyed it
17. Great site, although parking is a bit of a problem. I also feel that the Hub is in too much of a business area for kids to feel comfortable attending.
18. Love the space. Great location! Accessible for the youth. Can do a variety of activities at the same time.
19. Welcoming. Friendly staff.
20. Lots of good support, but I think for a lot of people getting there is the scary part.
21. Super nice
22. A place to hang out with friends and make new ones
23. Great place to spend time and learn with friends. Staff are really really really friendly and kind. I love this place!
24. very good
25. Awesomeness
26. A really large, open space with lots of activities and a variety of different work/lounge areas.
27. I thought it was a little small but cozy
28. Awesome 🍀
29. Its good
30. It is a very safe space and I have enjoyed coming here a-lot, I have enjoyed meeting new people and enjoyed making some new friends. I have also made some great connections with the supervisors.
31. It feels comfy and a chill environment
32. It was awesome. There was even a snack bar with chips and soda, a foosball table and big awesome chairs.
33. The youth hub is such a cozy and homey place. It's great to have the hub available
34. It's a very welcoming and open place for everyone to be comfortable and happy. The staff and such are nice people who listen and understand the feelings of others. It's an enjoyable place to stay at, make new friends, etc
35. It is a wonderful place. We are lucky to have it. It is a wonderful place for our youth and a safe place for them to hang out. The staff are genuine, caring people who play an integral part of our youths lives.
36. Seemed very comfortable. I love how there is a youth bar and a menu! I was kind of overwhelmed with all of the things to do there but in a good way.
37. A great space
38. great, convient place for kids to hang out, clean, well laid out, activities to do
39. - unique- spacious- "hip"
40. Really nice space, lots of split up areas u can go to depending on what you want to do. The kitchen first caught my eye when I walked in, I love the "bar" with stools
41. The space is absolutely amazing although I wish it was still located in a more private area as previously located. It would be great to have a separate room for yoga, private counselling or for meetings without any office desks in that allocated space. A safer way to store supplies that the staff members and youth use for events and activities. Instead of high on a shelf and organized room with strong shelves. I think the office desks being incorporated in the open space is important. The staff can be accessible and be able to supervise without the youth feeling like they are being watched.
42. Very friendly and accessible
43. I like the space and the staff is very nice
44. Friendly open space with a good atmosphere.
45. I had a pretty good understanding of the whole idea ,I had a chance to try making a beading curtain which really helped me express my creativity
46. I thought it was a really warm and welcoming place.
47. really spacious and welcoming.

48. It is a great place with tons of different activities.
49. it seemed like any other youth hub but i'm so glad that i joined the program because it has given me opportunities that i've never thought were possible before
50. Friendly, warm, and welcoming environment
51. Great place to hang out

Question 4.

How would you describe the Youth Hub to your friends and family in the community?

Total Number of Responses 51

Participant Comments

1. I would describe it as this location that Youth can come to do projects and things like that, however, no one I know knows about the Youth hub at the West Vancouver Community Center or this one, the drop-in center.
2. A great place to receive support and open up and have access to new opportunities from anything like employment to shelters.
3. A chill place to hangout with friends, while still being able to respect Covid protocols.
4. Same way as in question 3
5. Its nice and feels like a lounge/bar area with its many seating areas
6. Its a good place to go if you need someone to talk to
7. A good place to hang out and find someone to talk to.
8. A nice place to go to.
9. New youth center
10. a big family
11. The best fun place and also it can be very quiet to study.
12. A place to get any type of extra support, also a place to go and hang out and meet people.
13. It's a great place to hang out with other youth.
14. An accepting place where you can have fun and be yourself
15. Great place for youth to come and hang out.
16. Youth Hub is a good place if you're struggling with some things in life, personally youth hub helped me when no one wasn't by my side. Specially when I just live with my mom in the country with no other family members youth hub was helping me like it's my family:)
17. Inside of the facility looks great. The staff have invested a lot of time in making it visually inviting and comfortable.
18. A great place for youth to meet other like minded youth. Or to connect with fantastic outreach youth workers
19. A place for youth to go to be accepted, access community support, and offers a variety of different programs.
20. That it is just a way to get extra support for those who need it.
21. It's a great space with a bunch of activities and programs in the community
22. A place to hang put play games and boardgames
23. It's a friendly place with friendly staff, great to go with friends and a safe place to play video games.
24. chill place
25. I would say...The Youth Hub is a safe place for our community Youth to connect. The Youth Hub has a welcoming environment with very caring staff who make our youth feel loved and supported with know judgement.
26. It's a place that you know will be open whenever you are at the mall and need somewhere to do your homework, wait for a pickup, or put down your bags down and relax.
27. I would describe it as a safe place for youths to go hang out at
28. It's very good place for kids and family. The out reach worker provide wonderful care and outstanding service.
29. A fun youth friendly place
30. I can say that it is very welcoming in the community and fun for all
31. A hangout/meeting mostly for youths
32. I strongly recommend it. It's pretty awesome.
33. It's a safe place
34. If you're ever feeling like you aren't welcome somewhere you can go hang out at the youth club. It's a place to go to and have fun, they have tons of things to do like pool, beading, puzzles, and other fun things! Lots of places to sit.
35. A great place that offers support not only to our youth but to the whole community. As a parent and community member I have seen first hand the positive effect the Youth Hub has on all those that are involved with it.
36. Welcoming, bright, and a place for everyone.
37. A nice place for them to learn or hang out
38. great, convient place for kids to hang out
39. A relaxed and welcoming space to hang out, play games, and to study
40. A space with games, food or support that you can go to if you just want to hangout or if you want to talk to somebody
41. The Youth Hub and staff are awesome! It is a great space for youth to be out in the community while being in a safe place. You can get involved in the many activities in at the Hub and programs that support your youth in building there confidence.
42. Helpful, welcoming and compassionate

43. A place to relax or play games and do other activities
44. A place for youth to go and hang out that ia friendly.
45. I would say it's a good place to be when you need space from others or even just to express your self with art
46. That it's an awesome place for youth to participate in different activities and to just hang out.
47. Welcoming place, open to anyone
48. The youth hub is a place where teens can hangout. It has games, a TV, a pool and ping pong table, and etc.
49. it's a great opportunity to figure out who you are and what goals you want to set for yourself in the future, anyone can be who they want to be and all they need is some guidance and i believe this youth hub in west van is such a good example of our youthful community
50. Friendly environment where anyone can have a good time
51. A great place to relax and have fun

Question 5.

Do you have any suggestions for how the programs and services operating out of the Youth Hub can be enhanced to better support you?

Total Number of Responses 51

Participant Comments

1. I think more information about what its purpose for, the rules, and information about the food (prices, if its free or not, etc.) would be really helpful because when I first came to a Youth Hub alone I had no idea how it worked and I felt like I was going to do something wrong and break the rules. Still right now, the rules are not clear to me.
2. No critical feedback, Just extremely helpful!!
3. I think the Hub should have more "field trip" outings.
4. When staff and parents have a personal relationship it develops a very strong community on the youth level. The programs offered like skiing, employment program, bike race, ropes, volunteering are excellent. Our family is so blessed by the youth hub. Keep the staff well paid so they stay long term and become fixtures in the community. keep the funding in place to help out families on a personal level. Rebuild in the same spot where it used to be!!!
5. More funding for more workshops/events/trips
6. No it is already great
7. Not particularly
8. Nope.
9. Nah only issue is covid
10. nope
11. How it is right now is the best place with programs.
12. Honestly theirs nothing else I can add besides maybe zoom calls if affected by Covid
13. N/A
14. I think it's well managed
15. N/A
16. I cannot tell you how much good the support was to me and honestly I don't expect more than that. It was more than enough to help me not suffer.
17. Rebuild the old site in the previous location. Access to the beach and fields, especially during this time of covid where kids are shut ins.
18. I would love an email of weekly/monthly activities that you are offering so I can tell youth.
19. I think that the outreach team goes above and beyond!
20. Maybe coming to talk to elementary and secondary schools, to start to further normalize the program.
21. Gender neutral bathrooms
22. No its already good
23. Everything is great, I just wish you guys add a new console ps5/Xbox to the new hub, so we don't have to bring ours to the hub :) thanks!!!!
24. add ps5
25. Honestly, with just one phone call, the staff have and ALWAYS will be such a huge support of our youth at West Van Secondary School. There is not one thing that I can think of to make it better as the staff and the space are AMAZING!
26. It would be nice to have some sort of locker system where youth would be able to keep their stuff locked up for a couple of hours while they are at the mall. I know that this would benefit a lot of youth because many of us can drive yet so we walk everywhere with all our bags.
27. No
28. Not this time
29. No
30. No
31. no
32. Don't know.
33. Nothing really
34. Not at the moment
35. No just that they keep doing what they do. We are privileged to have the Yourh Hub in our community.
36. I think there should be more art hanging up on the wall and a couple more 1 person chairs.
37. I would love for her to take the first aid course And some other that could make them grow
38. nope, just keep it youth friendly and "cool" enough to go to:)

39. nope
40. All I can think of would maybe just be advertising to the public more on events that are connected to the youth hub
41. Most importantly is having excellent staff members which this has been done. Once Covid is over the hours extended throughout the week. As far as programs I feel an introductory presentation in Elementary schools at an assembly where students and parents are present to bring more awareness to the amazing space, activities, programs that youth can be involved in. With many families having English as their second language they may be shy to ask about such services or know how to find them. Another option is in each grade seven students welcome package of papers at the beginning of the year an information newsletter is provided outlining all the many wonderful activities and programs and services the youth Hub provides. With regards to services and programs I think it is important to keep on trying new programs and tweak the services with the youth in mind. For example I find schools do not prepare a student for real life. So having a communications course to deal with conflict, to know how to be a better communicator starts with learning how to Listen first, Understand so the person talking feels understood, Validate you heard their story and then proceed to have open connected communication. Then when communication is a barrier what options are there in how to deal with processing which may be stress at work, in different personalities or beliefs or relationships including your own relationship with self....etcAnother program that I feel could have more focus is teaching the realistic responsibilities of living on your own in this city. What kind of options for living, budget, saving if even possible, priorities, cleaning your space, self care and staying connected with family, friends, and community. Exploring steps to support a purpose or passionate belief. This could lead to learning about different options to take towards a career goal. Being a youth is the second biggest growth spurt in a human body and definitely I feel can be a challenge to some if not all. Keeping that in mind what is the best way to support the navigation of this important growth phase. I feel the Youth Hub may only be the one option where a teenager gets the support they need because some parents, no fault of their own, do not know how to navigate this rapid change or know to get assistance. So thank you for doing such a wonderful job for the youth!!!
42. Not at the moment!
43. I don't have any
44. No.
45. I think I have great support with the help of all the people involved in my life
46. Not necessarily:)
47. Nope!
48. The youth hub does not currently have a gaming console. I would love to see an Xbox or playstation there. If possible, it would also be good to have new cue sticks for the pool table as the old ones are damaged.
49. more availability in the hub would be nice but covid restrictions are understandable to abide to
50. no
51. By asking youth for their ideas and input perhaps through social media platforms such as Instagram.



WEST VANCOUVER YOUTH HUB VISIONING REPORT

A JOINT COLLABORATION WITH WEST VANCOUVER SCHOOLS | JANUARY 2021

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1.0 Introduction

Due to the extraordinary challenges that the District of West Vancouver (District) faced from the Covid-19 pandemic, work on this very important initiative was put on hold until December 2020.

The District, in collaboration with West Vancouver Schools, is uniquely positioned to lead a new vision for the design and delivery of youth services to meet the immediate and future needs of West Vancouver youth ages 13-18. West Vancouver has been home to four dedicated youth-serving spaces including:

- › **the Ambleside Youth Centre**
- › **the West Vancouver Community Centre Youth Lounge**
- › **Room 14 at the West Vancouver Memorial Library**
- › **the Bay Scene at Gleneagles Community Centre**



In March 2019, due to poor building condition, the District lost the Ambleside Youth Centre (AYC) as a community asset. The loss resulted in the relocation of youth programs and services to other community spaces. Immediately after, District staff conducted a review of current gaps and challenges to understand the impact of the loss of the AYC. This review process included a survey, targeting youth and families, and workshops, targeting youth and community partners, to gather input on the future of youth services.

The survey results emphasized the importance of the continued development of specific programs and services for youth ages 13-18 as a vital step in creating community safety, connection and providing youth a sense of belonging. As a result of the loss of the AYC, it has been identified that a dedicated, centrally located and transit-accessible Youth Hub is needed to meet the range of needs of West Vancouver youth. In December 2019, Mayor and Council of West Vancouver approved funding for the District to open an interim Youth Hub at Park Royal South. The space was ready to open in March 2020 but, due to Covid-19, the opening was delayed. The interim youth hub opened for youth in July 2020.



1.1 Objectives

The objective of this report is to illustrate and share the most recent comprehensive process undertaken by the District and youth-serving partners. This process has resulted in the development of a vision for youth services and space needs in a centrally located Youth Hub in the District for youth ages 13-18 in West Vancouver.

1.2 Engagement Process

The stakeholder engagement process included surveying youth in the community in November 2019 (**Appendix A**) and two separate workshops that took place in February 2020. One targeted youth ages 13-18 and the other targeted community service providers from across the North Shore that provide services to youth in West Vancouver. Workshop participants were recruited via the District and included:

Service Providers

- West Vancouver Police Department (WVPD)
- Child and Youth Mental Health, Ministry of Children & Family Development (MCFD)
- Canadian Mental Health Association - North and West Vancouver (CMHA)
- Foundry North Shore (FNS)
- West Vancouver Foundation (WVF)
- Vancouver Coastal Health (Public Health) (VCH(PH))
- North Shore Restorative Justice Society (NSRJS)
- West Vancouver Memorial Library (WVML)
- North Shore Multicultural Society (NSMS)
- Hollyburn Family Services (HFS)
- Family Services of the North Shore (FSNS)
- Work BC - YWCA (YWCA)

Community Members

- A member of the previous Youth Services Technical Review Committee

District of West Vancouver

- Director of Parks, Culture and Community Services (DPCCS)
- Senior Manager of Community Services (SMCS)
- Youth Services & Community Recreation Manager and Youth Outreach Workers (YS&CRM + YOW)

West Vancouver Schools

- Superintendent of West Vancouver Schools (WVS)
- District Principal, Student Support Services (WVS SSS)
- Director of Instruction (DI)

Regrets

- Pathways Serious Mental Illness Society
- Squamish Nation

3.1.2: Ages 15-16

Needs and wants ranked from highest to lowest:

	Easily Met	Not Easily Met
Needs	Counselling support	Feminine hygiene
Wants	Wifi	Birth control
	Netflix	Emergency contraceptive (Plan B)
	Books	Condoms
	Video games	Virtual reality

3.1.3: Ages 17-18

Needs and wants ranked from highest to lowest:

	Easily Met	Not Easily Met
Needs	Computers/laptops	Counselling
Wants	Condoms	Fast Wifi
	Safeteen program	First aid
	Nintendo/ games	Group project space
	Outdoor area	Volunteer tutors
		Financial literacy

It should be noted that the same group indicated fast wifi as being easily and not easily met, demonstrating that some youth are having challenges accessing fast wifi.

3.2 Community Service Providers

Community service providers identified the needs and wants of 13-18 year olds in the District including the needs and wants met by the programs and services they offer. For a complete list of needs and wants, and programs and services offered, please see **Appendix C**.



3.2.1: Ages 13-15

Community service providers indicated that they are meeting a wide range of needs and wants for youth ages 13-15.

With regards to **needs**, at least four or more community service providers offer programs and services related to:

- helping youth get support from parents
- offering someone to speak with
- supporting youth to feel safe

With respect to **wants**, at least three or more community service providers offer programs and services that include:

- life and communication skills in general
- cross-cultural experiences
- access to mental health supports
- access to safe spaces

3.2.2: Ages 16-18

Community service providers identified that they are meeting a range of **needs** and wants for youth ages 16-18.

With regards to needs, at least four community service providers are supporting youth to:

- be heard
- feel connected
- feel supported and safe
- be physically active
- be guided
- be empathetic towards other youth needs
- focus on sleep

With regards to **wants**, at least three community service providers are supporting youth to:

- feel validated
- build job prospects
- connect with others
- access transportation

3.2.3. Gaps in Identification of Needs and Wants

The identification of youth needs and wants are not exhaustive. The list below indicates some of

the gaps between the needs and wants identified by youth themselves:

- **Food Access:** Access to food and, in particular, access to cheap or lower cost food and space to prepare food.
- **Sexual health resources:** Access to sexual health resources including: birth control, condoms, and emergency contraceptive (Plan B) for ages 15-16 and to a lesser extent for ages 17-18.
- **Income:** Access to income for youth aged 13-14 is challenging.

Nap space: Access to a nap space for youth aged 17-18 was the highest-ranked need.

3.2.4 Gaps in Community Service Providers Service Delivery

Community service providers identified specific **gaps in youth service delivery** that are generalized below:

- Services are not delivered where youth are
- Services are insufficient to meet the needs of youth
- Leadership opportunities are not provided to youth of all ages
- Providing services outside of typical work hours is a challenge
- Lack of space to deliver drop-in programs or service in West Vancouver
- Restricted eligibility of certain programs (eg. age, status in Canada)
- Lack of partnerships to provide better services
- Limited capacity to provide all services
- Accessibility issues: transportation and food security

Visioning Services in the Youth Services Hub
This section helps to shape the vision of the future permanent Youth Hub based on the needs of youth ages 13-18. Based on youth feedback, the community service providers identified services that could be provided in the Youth Hub. Community service providers were also asked to indicate their interest in using the space.



4.0. Immediate Programs and Services in the Youth Hub

Community service providers were asked to consider their range of programs and services and further indicate which programs and services meet the specific needs of youth ages 13-18. The specifications for youth ages 13-18 were determined by research including the West Vancouver 2017-2018 Grade 7 MDI, 2018 BC Adolescent Health Survey and the 2016 Council-Approved West Vancouver Visioning Youth Resources & Space Needs Report. For details on key considerations for West Vancouver youth ages 13-18, see **Appendix D**.

Below are the programs and services that could be provided *immediately and in the future* in a temporary and/or permanent space to meet the needs of youth ages 13-18. These programs and services could only be provided if an agreement between the various partners is reached.

The list below includes community service providers only and does not include services provided by the District. For a complete and up to date list of programs and services provided by the District, please visit: **westvancouver.ca/youth**.

Service or Program (specific to youth ages 13-18)	Service Provider
General	
Back to School Program	NSMS
Safety	Community
Transportation	Community
Youth out-reach ("Pizza with a cop")	WVPD
Health & Wellbeing	
Youth Clinic	VCH (PH)
Group Counselling (Mindshift, DBT)	MCFD
Co-curriculum (sports, clubs, arts)	WVS
Proud2Be Groups: parents, yourself, gender identity and sexual orientation, LGBTQIA2S+	FSNS
Employment & Housing	
Housing support	HFS
Work experience	WVS
Job sustainment support: keep the job, financial supports, counselling, encouragement, placement	YWCA
Counselling	
Career counselling	YWCA
Mental health counselling (12-24 yrs)	FNS
Substance use counselling (12-24 yrs)	FNS
Outreach counselling	MCFD
Individual counselling	MCFD
Referrals	
Strengthening community dispute referrals	NSRJS
Diversion from WVPD	NSRJS
Steps Youth Program specific to West Vancouver	CMHA
Criminal Investigations, extra-judicial resolution, consultation guidance	WVPD
Youth Led	
Room 14 - dedicated space for grades 8-12 with a free meeting room	WVML
Teen Advisory Group	WVML
West Vancouver youth peer support (drop in) and culturally specific peer support	CMHA
Youth Philanthropy Council - monthly meeting	WVF
100 Youth Who Care - quarterly meet up	WVF



4.1 Potential Programs and Services in the Youth Services Hub

In addition to what the District will offer in the Youth Services Hub, community service providers identified **aspirational programs and services** for youth ages 13-18:

- Using the space on daily, weekly or monthly basis
- Providing program or service information through brochures, pamphlets and posters
- Using the space as necessary or for one-time events

In general, the majority of service providers initially (pre Covid-19) indicated that they would be interested in providing services on a weekly or monthly basis. **Appendix F** includes the complete breakdown of programs and services that have been identified by the service providers and their estimated frequency.

Frequency	Program/Service	Service Provider
General	<ul style="list-style-type: none"> ▪ mental health counselling ▪ clinical counselling ▪ one on one support 	FNS, NSMS, FSNS
Weekly	<ul style="list-style-type: none"> ▪ outreach/drop-in ▪ peer support ▪ counselling (career, substance-use, individual) ▪ health services ▪ LGBTQIA2S+ support 	CMHA, FNS, YWCA, WVPD, MCFD, FSNS
Monthly	<ul style="list-style-type: none"> ▪ leadership training ▪ funding opportunities ▪ life skills ▪ employment ▪ technology 	CMHA, WVF, YWCA, WVPD, FSNS, NSMS, NSRJS, WVPL, WVF, WVSD
One-Time Events	<ul style="list-style-type: none"> ▪ youth forums ▪ leadership opportunities ▪ workshops (research, housing, mental health) 	WVPD, NSRJS, NSMS, WVPL, MCFD, HFS, WVS, WFV, YWCA, FSNS
Program and Service Information	<ul style="list-style-type: none"> ▪ other support services identified by community service providers included providing information about programs by providing brochures, pamphlets and posters 	HFS, WVF, WVS, MCFD

4.2 Delivery of Programs and Services

While not exhaustive, the following are specific areas that could be targeted by community service providers at the Youth Hub as they meet the needs identified by youth:

- **Access to counselling and/or someone to speak to (Youth Outreach Worker, other appropriate adult):** Counselling services should be targeted to meet specific the needs of youth ages 13-18.
- **Communication:** Youth prefer being contacted via social media and emails about programs and services.
- **Employment:** Jobs, income, and financial literacy are necessary and not easily accessed.
- **Food:** Youth require space to prepare/access meals in addition to providing food for youth who attend programs and services.
- **Sexual health services:** Services offered should have a particular lens to supporting sexual and reproductive health including provision of birth control, condoms and Emergency Contraceptive (Plan B).
- **Tutoring:** Provision of reliable and consistent tutors to provide youth with necessary support.



5.0 Ideal Youth Space

These are the key themes of an ideal Youth Hub:

Design: The Youth Hub should offer a variety of spaces of different size and purpose. It should include lots of places to sit and relax with friends on comfy furniture and be a welcoming and calm environment for all youth.

Computer Labs: Youth would like to have a space with computers, colour printers and device charging stations. These resources would assist with homework and learning and would be even more valuable for those youth who face challenges to accessing these resources.

Entertainment/Play Area: An entertainment/play area is necessary in the Youth Hub. The space should enable youth to participate in a number of activities including playing board games and video games, watching movies/T.V. (including a projector for group movie nights), a virtual reality area, musical instruments, and pool tables/foosball, etc.

Food: Youth want a space that includes a kitchen and eating area where they can prepare and eat food. Youth are also eager to have a space that would allow them to take cooking classes and take food safety courses to develop skills to work in the food service industry during summer break or after school.

Outdoor Features: In reference to mental health and well-being, youth would like the Youth Hub to include outdoor elements such as: garden, benches, flowerbeds, fish pond, basketball, badminton courts and adequate parking.

Quiet Spaces: Youth would like a dedicated quiet space that allows them to rest, take naps, have downtime and read books.

Services: The Youth Hub would be a place where they can access services when needed. Specifically, youth stated that the Youth Hub should allow them to seek guidance, and access tutoring that aligns with student schedules to help alleviate stress and anxiety. Further, the space should include counselling rooms and allow youth to get support with health or medical issues without being noticed. Youth also noted that they would like therapy animals to be brought to the Youth Hub to help with anxiety.

Study Rooms: Youth want study spaces in the Youth Hub. Study rooms should provide flexibility for individual and group work opportunities and be supplied with headphones and storage for laptops.

6.0 Conclusion and Recommendations

The visioning process with West Vancouver youth and community service providers from across the North Shore has demonstrated the need for a permanent Youth Hub in West Vancouver. A Youth Hub is a unique opportunity to create a facility for youth to access a variety of services under one roof and will become a centre that will service youth in West Vancouver for decades.

6.1 Conclusions

General

1. Community service providers offer a wide range of services to youth and are committed to meeting the needs of youth across the North Shore with limited offerings in West Vancouver specifically.
2. Youth view this time of their life with optimism and recognize this as a time to learn and grow while having the ability to make mistakes and be supported by people that care.

Youth Needs and Wants

1. Youth needs and wants are complex and, while similarities are found across different age groups, there are distinct needs for each group.
2. Youth placed a particular emphasis on services they need in West Vancouver including counselling (someone to speak with), easier access to sexual health services, access to food, and employment support.
3. Space related needs include access to a safe, welcoming, and comfortable environment, free and fast wifi, and a variety of spaces of different size and purpose
4. Barriers for youth attending programs and services include access to transportation and food.

Community Service Provider Programs and Services

1. It is necessary to deliver programs and services where youth are located and in a central location that is transit-accessible.
2. Service providers identified the potential to expand some of their programs and services to meet the needs of more youth in West Vancouver.
3. Space to deliver drop-in programs and services that are inclusive of the diversity of youth is limited in West Vancouver.
4. There is a necessity and willingness amongst service providers to build partnerships to improve service delivery.
5. Some service providers have challenges with providing services outside of typical business hours (Monday - Friday 8:30am-4:30pm)

Youth Space

1. Youth would like a dynamic space that meets their various needs while providing an opportunity for accessing services, food, entertainment, technology, quiet space, and the outdoors.

6.2 Recommendations

The following are recommendations for the District's consideration in meeting the diverse needs of youth ages 13-18 at the Youth Hub.

Programs and Services

It is recommended that...

1. Programs and services target the following key areas identified by youth: counselling, sexual health services, income and job opportunities, tutoring, and access to food.
2. Consistently provide a broad spectrum of daily, weekly, monthly and one-time events to meet the needs of youth in a predictable manner.
3. Community service providers are supported to operate in the Youth Hub in the following ways:
 - Exploring and establishing potential partnerships
 - Ensuring timely, relevant and flexible delivery of programs and services that include: social media awareness, opportunities for exploration, validation of youth, and helping youth exercise independence;
 - Supporting the delivery of program and service information via social media, email and email list serves as identified by youth; and
 - Ensuring consistency, transportation, welcoming and inclusive programs, friendships, support of families, status/notoriety, and technology in supportive programming/services specifically for youth ages 16-18.

Further consideration must be given to the needs of youth belonging to underserved and marginalized communities.

Space

It is recommended that...

1. The Youth Hub continues to engage with youth to ensure that the space reflects the diverse needs of youth.
2. The space provides a range of activities and services that allow youth to access services depending on their particular needs.
3. The Youth Hub is a safe and welcoming environment where youth can access services, food, entertainment, technology, quiet space, and the outdoors.
4. The Youth Hub be designed to allow youth to discreetly access services without being noticed, including counselling rooms and support with health or medical issues.

Operational Needs

It is recommended that...

1. The Youth Hub includes staffing to assist and manage the use and booking of space, services, and programs.
2. The Youth Hub review and establish possible partnerships according to the needs and wants of youth ages 13-18 including new and unique partnerships to offer additional services such as pet therapy, food security, and outdoor environment and well-being opportunities.
3. The Youth Hub explores a youth advisory model with youth membership to lead the ongoing evaluation and identification of services, programs, and partners.

Appendices

Appendix A: Youth Survey Results, November 2019

Appendix B: Identified Needs and Wants for Youth

Appendix C: Community Service Providers: Identified Needs and Wants for Youth

Appendix D: West Vancouver Youth Services Hub Visioning Brief

Appendix E: Current and Potential Services

Appendix F: Service Delivery Frequency

Appendix A: Community Service Providers: Identified Needs and Wants for Youth

Ages 13-15:

Needs	Organization (#)
Parents to get help or support	WVS, DWV YOW, DWV PCCS, FNS, C& YMH N&WV CMHA, Community, FSNS (7)
Someone to speak with	WVS, DWV YOW, MCFD, VCH (PH), FSNS, NSRJS (6)
Safety	WVPD, VCH (PH), Community, HFS (4)
Leadership opportunities	WVS, NSMS, WVPL, WVF (4)
Healthy options	DWV YOW, VCH (PH) (2)
Fun/enjoyment	DWV CR, DWV CS (2)
Acceptance/Belonging	HFS (1)
Respect	NSMS (1)
Transportation	NSMS (1)
Guidance	WVS (1)
More independence	(0)
Validation	(0)

Wants	Organization
Life Skills/Communication Skills	YWCA, HFS, DWV CS, FSNS, WVS, WVF (6)
Opportunities for cross-cultural experiences	YWCA, DWV PCCS, WVS, WVPD, FSNS, C& YMH N&WV CMHA (6)
Easy access to mental health supports including location and timing of available services	MCFD, VCH (PH), FNS, DWV YOW, FSNS (5)
Safe space outside of school	MCFD, DWV PCCS, WVPL (3)
Empowerment, find value, making a difference	WVS, DWV CR, NSRJS (3)
Strength based approach to build self confidence	FNS, WVF, NSRJS (3)
Space to hang out	WVPL, DWV PCCS, DWV YOW (3)
Education on positive coping mechanisms	WVS, VCH (PH), NSRJS (3)
Non-judgmental person	NSMS, FNS, C& YMH N&WV CMHA (3)
Freedom to express/develop who they are	NSMS, HFS, DWV CR (3)
Space to belong/fit in	DWV PCCS, DWV CR (2)
Physical activity	WVS, C& YMH N&WV CMHA (2)
Housing/housing support	MCFD, HFS (2)
Privacy	VCH (PH), WVPL (2)
Involved in decisions	WVF, DWV YOW (2)
Make mistakes/manage risks	WVPD (1)
Accessible technology	WVPL (1)
Mentorship/healthy role models	WVPD (1)
Understanding from parents	WVS (1)
Income	YWCA (1)
Food	WVPD (1)
Social connections	NSMS, DWV CS (1)
Explore	(0)
Awareness of social media	(0)

Appendix A: Community Service Providers: Identified Needs and Wants for Youth

Ages 16-18:

Needs	Organization (#)
Heard	VCH (PH), DWV CS, NSRJS, HFS, NSMS, FSNS, MCFD (7)
Connection	WVF, DWV CS, NSMS, FSNS, DWV CR (5)
Safety	HFS, WVPD, DWV YOW, DWV CR, DWV PCCS (5)
Physical activity	WVPD, DWV CR, FNS, WVS SSS (4)
Guidance	WVPD, WVS SSS, WVF, FSNS (4)
Empathy	MCFD, FSNS, NSRJS, DWV CS, C& YMH N&WV CMHA (4)
Sleep	VCH (PH), DWV CS, C& YMH N&WV CMHA, Community (4)
Accepted	WVF, NSMS, HFS (3)
Shelter	MCFD, NSYSH, DWV PCCS (3)
Confidentiality	VCH (PH), WVPL, FNS (3)
Included	DWV YOW, DWV CS, C& YMH N&WV CMHA (2)
Valued	HFS, NSRJS (2)
Empowered	DWV YOW, WVF (2)
Engaged	WVPD, DWV CR (2)
Technology	WVPL, WVS (2)
Access to health care (health)	VCH (PH), FNS (2)
Food	FNS, YWCA (2)
Attached	FSNS (1)
Agency	NSMS (1)
Competent	WVS SSS (1)
Money	WVF (1)
Education	YWCA (1)
Belonging	WVS SSS (1)
Validation	MCFD (1)
Consistency	(0)
Attention	(0)
Transportation	(0)
Loved unconditionally	(0)
Friends	(0)
Supportive family	(0)

Wants	Organization
Validation	C& YMH N&WV CMHA, NSRJS, MCFD, WVS SSS (4)
Job prospects	WVS SSS, YWCA, WVF (3)
Connection	NSRJS, YWCA, FNS (3)
Transportation	YWCA, DWV CR, Community (3)
Friends	WVS SSS, C& YMH N&WV CMHA (2)
Education	WVPL, WVS SSS (2)
Affordable housing	YWCA, Community (2)
Freedom to choose	VCH (PH) (1)
Consistency	WVS SSS (1)
Boundaries	WVPD (1)
Money	YWCA (1)
Supportive family	MCFD (1)
Status/Notoriety	(0)
Fashion	(0)
Technology	(0)

Appendix B: Youth: Identified Needs and Wants for Youth

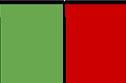
Youth Identified Wants								
<i>*green indicates need is easily met, red indicates need is not easily met</i>								
13 - 14			15 - 16			17 - 18		
Item	Green	Red	Item	Green	Red	Item	Green	Red
Power	1	3	Wifi	7	2	Board Games	1	
Elon Musk merch		5	Phone	1		Nintendo Switch & various games	4	1
Brand name clothing			Video Games	3		Porch Swing		1
Pens	3		Vacation		2	Outdoor Area	2	
More clothes	1		Pets	1		Financial Literacy		2
Money	1		Entertainment	2		Bed	1	
Jewelry		1	Pool Tables	1	3	Volunteer Tutors		3
Candy			2 couches	1		Counselling		
Extra Clothes			Weight room/gym					
Gaming supplies			Netflix	4				
Creator merch		1	Music	1				
A kitchen		4	Laptop	2				
Sports stuff	6		Books	3				
Clean			Speakers	1				
Bean bags	3		Wii sports, X Box	1				
Video games	2		Just Dance		2			
Phones			VR	1	3			

Appendix B: Youth: Identified Needs and Wants for Youth

Supreme	2	3	Karaoke machine		
fidgets			Scooters	2	
wifi	2		Board games		1
hats	3	1	Disney +	1	1
Comfy furniture	2		Quiet Space		2
Music	4		Warm fluffly blankets		
Small individual spaces		3	Condoms		4
			Bean bags		
			Sleep room		1
			Plan B	2	6
			Jobs & Volunteer		1
			Charging stations	1	1
			Coffee shops	2	1
			Tutoring		1
			Event	1	
			Outdoor/indoor basketball court		
			Ping pong	1	
			Birth control	3	14

Youth Identified Needs

**green indicates need is easily met, red indicates need is not easily met*

13 - 14		15 - 16		17 - 18	
Items		Items		Items	

Appendix B: Youth: Identified Needs and Wants for Youth

Youth space			Food	1	Computers, Laptops	4	
Shelter			Water		Nap Space		9
Water	1		Shelter	3	TV		
Cheap food	3	3	Clothes	1	Pool Table		
Comfort zone		1	Love	1	Big Couch	1	
Money		2	Counselling support	3	Netflix		
Clothing			Community		Fast Wifi	6	7
Family			Education		Counselling		8
Healthcare			Physical Activity		Condoms	4	2
Chargers for devices		2	Comfortable washrooms		First Aid		4
devices			Safe environment		Food		2
Safety			Green environment	1	Love		1
Video games			Glasses		Desk/work space (quiet space)	1	2
Extracurricular activities		3	Parking space		Group project space		3
Someone to talk to		2	Heating/AC	1	Safeteen	2	1

Appendix B: Youth: Identified Needs and Wants for Youth

Easy/accessible education (wifi)	3		Feminine hygiene	2	
Therapy	2	3	Medical centre		
Entertainment	4				
H2O	3				
Access to a youth worker (by phone line, in the building)	1	3			
Food	3				
income	3	6			
True and reliable resources (Khan Academy)		1			

Appendix C: Community Service Providers: Current and Potential Services

Organization	Current Services that best meet the needs of youth ages 13-18	Other Services, <u>not</u> specific to the needs of youth ages 13-18	Potential Services to meet the needs of youth ages 13-18
Vancouver Coastal Health	<ul style="list-style-type: none"> Youth Clinic 	<ul style="list-style-type: none"> Vaping/tobacco education at schools Secondary school nursing office hours Health education consultations with schools Immunization clinics 	<ul style="list-style-type: none"> Increase access to nicotine replacements Offer more broad primary care Access to primary care services in western most part of West Vancouver
Ministry of Children and Family Development	<ul style="list-style-type: none"> Outreach counseling Individual counseling Group service (Mindshift, DBT) 	<ul style="list-style-type: none"> Mental health assessment and treatment referrals 	<ul style="list-style-type: none"> Psychiatry Quicker access to support Respite Languages Assessments
District of West Vancouver Youth Services	<ul style="list-style-type: none"> Outreach Drop in 	<ul style="list-style-type: none"> Leadership and community engagement Community recreation programs SWEAP Youth committees Indigenous cultural connections partnership Miscellaneous partnerships (NSMS, MCFD, WVPD, Foundry) 	<ul style="list-style-type: none"> Expand health and wellness options (yoga, meditation, nutrition) Social enterprise (café) Grow mandate to meet needs Expand access to health care (medical clinic) Continuum of services under one roof Set best practices for (technology, leadership, supportive housing, health/nutrition)
West Vancouver School District	<ul style="list-style-type: none"> Work experience Co-curriculum (sports, clubs, arts) 	<ul style="list-style-type: none"> Leadership opportunities for all ages Guidance and counselling 	<ul style="list-style-type: none"> Flexible options for 13-15 year olds More trades Online learning Options for 18+ education (adult ed) More opportunities to play sports activities
West Vancouver Foundation	<ul style="list-style-type: none"> Youth Philanthropy Council – monthly meeting 100 Youth Who Care – quarterly meet up 	<ul style="list-style-type: none"> Provide grants to agencies that serve youth Neighbourhood small grants for youth (\$500) Vital signs research – consults and reports on youth Fund holder/agency scholarships for Grade 12 students (\$1-6K) 	<ul style="list-style-type: none"> Encourage more youth to apply for grants Encourage more young adult participation in 100 Youth Who Care More fundraising for youth programming/organizations

Appendix C: Community Service Providers: Current and Potential Services

Organization	Current Services that best meet the needs of youth ages 13-18	Other Services, <u>not</u> specific to the needs of youth ages 13-18	Potential Services to meet the needs of youth ages 13-18
West Vancouver Police Department	<ul style="list-style-type: none"> • Criminal Investigations, extra-judicial resolution, consultation guidance • Youth out-reach (pizza with a cop) 	<ul style="list-style-type: none"> • Student youth committee • Canoe program • School liaison educational programs 	<ul style="list-style-type: none"> • More organizational capacity • Better connectivity • Safe, shared meeting space away from police department head quarters • More meaningful youth consultation
YWCA – Work BC	<ul style="list-style-type: none"> • Career counseling • Job sustainment support (keep the job, financial supports, counseling, encouragement, placement) 	<ul style="list-style-type: none"> • Life skills workshops • Financial supports to look for jobs • Counselling SOV youth at risk 	<ul style="list-style-type: none"> • From school to employment program (youth at risk) • Employment services at the library, West Vancouver Schools and outreach • Employment services in First language (out of centre) • Summer job fair (out of centre)
Foundry North Shore	<ul style="list-style-type: none"> • Mental health counselling (12-24 yrs) • Substance use counseling (12-24 yrs) 	<ul style="list-style-type: none"> • Primary health • Social services • Peer support • Parent navigation 	<ul style="list-style-type: none"> • Early psychosis intervention
Hollyburn Family Services	<ul style="list-style-type: none"> • Housing support 	<ul style="list-style-type: none"> • Transition suite program (North Shore Youth Safe House – life skills) • Wired for success (internships) • Education navigator (back to school support) • LSP houses (older youth, working or in school, low rent) 	<ul style="list-style-type: none"> • North Shore Youth Safe House 2.0 (longer term shelter) • Travelling nurses and counsellors • Roomcare program
West Vancouver Public Library	<ul style="list-style-type: none"> • Room 14 – dedicated space for grades 8-12 with a free meeting room • Teen advisory group 	<ul style="list-style-type: none"> • Tech programming • Volunteering for 14-18 (book buddies, teen tech mentors, shelving) • Weekly Minecraft meet up for 13+ teens with autism • No fines on books in teen or kids section • Free books for teens 	<ul style="list-style-type: none"> • Solaro – online study guides grade 8-12 • English language conversation circle grades 8-12 • More volunteer opportunities for ages 12-13 • Skill building with stories program for grade 8-12 students with special needs • Recording studio

Appendix C: Community Service Providers: Current and Potential Services

Organization	Current Services that best meet the needs of youth ages 13-18	Other Services, <u>not</u> specific to the needs of youth ages 13-18	Potential Services to meet the needs of youth ages 13-18
North Shore Restorative Justice Society	<ul style="list-style-type: none"> • Strengthening community dispute referrals • Diversion from WVPD 	<ul style="list-style-type: none"> • Collingwood and Gleneagles weekly program • Feb 6th – radical self-love: how to embrace it • Community dialogues • Professional development with WV schools • Elder abuse issues • Schools initiative • Restorative response program 	<ul style="list-style-type: none"> • Dialogue on belonging • Interfaith dialogues • Dialogue on public policy issue • Youth member for NSRJS in education advisory committee • Looking for partners and new youth topics • Same speak out in West Vancouver venue
North Shore Family Services	<ul style="list-style-type: none"> • Proud 2BE Groups: (parents, yourself, gender identity and sexual orientation, LGBTQ2S+) 	<ul style="list-style-type: none"> • Clinical counselling (2-24) • Individual, couple, family counselling (low/no cost) • Sexual abuse/assault counselling (2-18, no cost, no waitlist) • Volunteer opportunities • Eating disorders (prevention and awareness – workshops and week fair) 	<ul style="list-style-type: none"> • Family counselling • LGBTQ2S+ volunteer outreach • Gender based violence trauma and abuse (youth prevention and intervention)
North Shore Multicultural Society	<ul style="list-style-type: none"> • Back to School Program – (Follow-ups for West Vancouver youth to provide support for students who have attended programs) 	<ul style="list-style-type: none"> • Neonology program (youth diversity workshop Grade 6/7 + 10's in North and West Van schools) • Leadership (Neonology 1 week summer camp youth 13-18 to build more inclusive communities) • Summer camp Expression (1 week, 13-18, immigrant youth) • Back to school program for newcomer youth (orientation to Canadian school system) • Middle years program (K-7) – youth share settlement experience • SWIS workers 	<ul style="list-style-type: none"> • Youth diversity program to work with schools to become more inclusive, provides volunteer opportunities for youth
Canadian Mental Health Association	<ul style="list-style-type: none"> • Steps Youth Program specific to West Vancouver 	<ul style="list-style-type: none"> • Parent navigation 	

Appendix C: Community Service Providers: Current and Potential Services

Organization	Current Services that best meet the needs of youth ages 13-18	Other Services, <u>not</u> specific to the needs of youth ages 13-18	Potential Services to meet the needs of youth ages 13-18
Community	<ul style="list-style-type: none"> • West Vancouver youth peer support (drop in) and culturally specific peer support • Safety • Transportation 	<ul style="list-style-type: none"> • Support of community services • Parental involvement • Support of schools • Provide activities for their children • Money for activities 	

Appendix D: Community Service Providers: Service Delivery Frequency

Organization	Daily	Weekly	Monthly	One-Time Events	Brochures, Pamphlets, Posters
West Vancouver Police Department			<ul style="list-style-type: none"> youth outreach, proactive interactions (pizza with a cop) 	<ul style="list-style-type: none"> having safe shared space away from HQ 	
Child and Youth Mental Health of North and West Vancouver					
Canadian Mental Health Association – North and West Vancouver		<ul style="list-style-type: none"> peer support, and Indigenous peer support, want to reach more off reserve students, want to offer nature based recreation for 2 groups 	<ul style="list-style-type: none"> parent navigation 		
Foundary North Shore	<ul style="list-style-type: none"> mental health counselling (age 12 to 24) 	<ul style="list-style-type: none"> substance use counselling (age 12 to 24), primary care 			
West Vancouver Foundation			<ul style="list-style-type: none"> youth philanthropy council and could host monthly meetings at Hub WVF - quarterly meetup “100 youth who care” up to age 29 	<ul style="list-style-type: none"> share vital signs research, and speak directly with youth about research 	<ul style="list-style-type: none"> how to find funding, scholarships (grade 12 between \$100 and \$6000)
Vancouver Coastal Health		<ul style="list-style-type: none"> youth clinic, immunization clinics 			
North Shore Restorative Justice Society			<ul style="list-style-type: none"> strengthening community dispute referrals, multicultural diverse access youth SEL leadership group 	<ul style="list-style-type: none"> youth speak outs 	
West Vancouver Public Library		<ul style="list-style-type: none"> wants better connectivity on a weekly basis 	<ul style="list-style-type: none"> tech programming, intro to VR, music appreciation Garageband, includes age 12 to 14 	<ul style="list-style-type: none"> free books, downloadable books, e-audio, online magazines 	

Appendix D: Community Service Providers: Service Delivery Frequency

Organization	Daily	Weekly	Monthly	One-Time Events	Brochures, Pamphlets, Posters
North Shore Multicultural Society	<ul style="list-style-type: none"> • SWIS worker one on one support for youth and families 		<ul style="list-style-type: none"> • back to school follow ups plus monthly meetings with youth in NV and WV, f/us are with youth who attended back to school program and get opp for connection and support 	<ul style="list-style-type: none"> • neonology youth leadership, summer camp for more inclusive communities 	
Ministry of Children and Family Development		<ul style="list-style-type: none"> • outreach counselling in schools and in homes, individual counselling but their limitation is staffing 		<ul style="list-style-type: none"> • hosting the Mind Shift groups 	<ul style="list-style-type: none"> • posters about mental health and treatment
Hollyburn Family Services				<ul style="list-style-type: none"> • talking about youth safe house, connecting youth to mediation, connect to youth to MCFD, family mediation, Foundry, mental health, getting a home 	<ul style="list-style-type: none"> • wired for success, get youth a paid internship (15 to 30), 17 weeks long for youth with barriers to finding employment
Family Services of the North Shore	<ul style="list-style-type: none"> • clinical counselling ages (2 to 24), sexual abuse/assault counselling (age 2 to 18), individual couple counselling 	<ul style="list-style-type: none"> • proud 2 be (4 parts) - be yourself drop in, parent support group, proud 2 be SOGI conference, LGBTQ2S+ counselling support one on one 	<ul style="list-style-type: none"> • having volunteer opportunities with youth leadership, advisory board, MH awareness, connection and safety 	<ul style="list-style-type: none"> • eating disorders and doing preventative workshops and support, awareness week with events that are fun 	
Work BC – YWCA		<ul style="list-style-type: none"> • to provide career counselling 	<ul style="list-style-type: none"> • life skills workshops 	<ul style="list-style-type: none"> • offer employment services anywhere 	
District of West Vancouver		<ul style="list-style-type: none"> • outreach, drop in, leadership and community engagement 			
West Vancouver School District			<ul style="list-style-type: none"> • work experience, jobs, letting youth know they can go to the Hub for it 	<ul style="list-style-type: none"> • hold student leadership at all levels 	<ul style="list-style-type: none"> • tell people about education

Appendix E: Community Service Providers: Current and Potential Services

Organization	Current Services that best meet the needs of youth ages 13-18	Other Services, <u>not</u> specific to the needs of youth ages 13-18	Potential Services to meet the needs of youth ages 13-18
Vancouver Coastal Health	<ul style="list-style-type: none"> Youth Clinic 	<ul style="list-style-type: none"> Vaping/tobacco education at schools Secondary school nursing office hours Health education consultations with schools Immunization clinics 	<ul style="list-style-type: none"> Increase access to nicotine replacements Offer more broad primary care Access to primary care services in western most part of West Vancouver
Ministry of Children and Family Development	<ul style="list-style-type: none"> Outreach counseling Individual counseling Group service (Mindshift, DBT) 	<ul style="list-style-type: none"> Mental health assessment and treatment referrals 	<ul style="list-style-type: none"> Psychiatry Quicker access to support Respite Languages Assessments
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West Vancouver Foundation	<ul style="list-style-type: none"> Youth Philanthropy Council – monthly meeting 100 Youth Who Care – quarterly meet up 	<ul style="list-style-type: none"> Provide grants to agencies that serve youth Neighbourhood small grants for youth (\$500) Vital signs research – consults and reports on youth 	<ul style="list-style-type: none"> Encourage more youth to apply for grants Encourage more young adult participation in 100 Youth Who Care More fundraising for youth programming/organizations

Appendix E: Community Service Providers: Current and Potential Services

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YWCA – Work BC	<ul style="list-style-type: none"> • Career counseling • Job sustainment support (keep the job, financial supports, counseling, encouragement, placement) 	<ul style="list-style-type: none"> • Life skills workshops • Financial supports to look for jobs • Counselling SOV youth at risk 	<ul style="list-style-type: none"> • From school to employment program (youth at risk) • Employment services at the library, West Vancouver Schools and outreach • Employment services in First language (out of centre) • Summer job fair (out of centre) • Early psychosis intervention
Foundry North Shore	<ul style="list-style-type: none"> • Mental health counselling (12-24 yrs) • Substance use counseling (12-24 yrs) 	<ul style="list-style-type: none"> • Primary health • Social services • Peer support • Parent navigation 	
Hollyburn Family Services	<ul style="list-style-type: none"> • Housing support 	<ul style="list-style-type: none"> • Transition suite program (North Shore Youth Safe House – life skills) • Wired for success (internships) • Education navigator (back to school support) • LSP houses (older youth, working or in school, low rent) 	<ul style="list-style-type: none"> • North Shore Youth Safe House 2.0 (longer term shelter) • Travelling nurses and counsellors • Roomcare program
West Vancouver Public Library	<ul style="list-style-type: none"> • Room 14 – dedicated space for grades 8-12 with a free meeting room • Teen advisory group 	<ul style="list-style-type: none"> • Tech programming • Volunteering for 14-18 (book buddies, teen tech mentors, shelving) • Weekly Minecraft meet up for 13+ teens with autism • No fines on books in teen or kids section • Free books for teens 	<ul style="list-style-type: none"> • Solaro – online study guides grade 8-12 • English language conversation circle grades 8-12 • More volunteer opportunities for ages 12-13 • Skill building with stories program for grade 8-12 students with special needs

Appendix E: Community Service Providers: Current and Potential Services

Organization	Current Services that best meet the needs of youth ages 13-18	Other Services, <u>not</u> specific to the needs of youth ages 13-18	Potential Services to meet the needs of youth ages 13-18
North Shore Restorative Justice Society	<ul style="list-style-type: none"> • Strengthening community dispute referrals • Diversion from WVPD 	<ul style="list-style-type: none"> • Collingwood and Gleneagles weekly program • Feb 6th – radical self-love: how to embrace it • Community dialogues • Professional development with WV schools • Elder abuse issues • Schools initiative • Restorative response program 	<ul style="list-style-type: none"> • Recording studio • Dialogue on belonging • Interfaith dialogues • Dialogue on public policy issue • Youth member for NSRJS in education advisory committee • Looking for partners and new youth topics • Same speak out in West Vancouver venue
North Shore Family Services	<ul style="list-style-type: none"> • Proud 2BE Groups: (parents, yourself, gender identity and sexual orientation, LGBTQ2S+) 	<ul style="list-style-type: none"> • Clinical counselling (2-24) • Individual, couple, family counselling (low/no cost) • Sexual abuse/assault counselling (2-18, no cost, no waitlist) • Volunteer opportunities • Eating disorders (prevention and awareness – workshops and week fair) 	<ul style="list-style-type: none"> • Family counselling • LGBTQ2S+ volunteer outreach • Gender based violence trauma and abuse (youth prevention and intervention)
North Shore Multicultural Society	<ul style="list-style-type: none"> • Back to School Program – (Follow-ups for West Vancouver youth to provide support for students who have attended programs) 	<ul style="list-style-type: none"> • Neonology program (youth diversity workshop Grade 6/7 + 10's in North and West Van schools) • Leadership (Neonology 1 week summer camp youth 13-18 to build more inclusive communities) • Summer camp Expression (1 week, 13-18, immigrant youth) • Back to school program for newcomer youth (orientation to Canadian school system) • Middle years program (K-7) – youth share settlement experience • SWIS workers 	<ul style="list-style-type: none"> • Youth diversity program to work with schools to become more inclusive, provides volunteer opportunities for youth

Appendix E: Community Service Providers: Current and Potential Services

Organization	Current Services that best meet the needs of youth ages 13-18	Other Services, <u>not</u> specific to the needs of youth ages 13-18	Potential Services to meet the needs of youth ages 13-18
Canadian Mental Health Association	<ul style="list-style-type: none"> • Steps Youth Program specific to West Vancouver • West Vancouver youth peer support (drop in) and culturally specific peer support 	<ul style="list-style-type: none"> • Parent navigation 	
Community	<ul style="list-style-type: none"> • Safety • Transportation 	<ul style="list-style-type: none"> • Support of community services • Parental involvement • Support of schools • Provide activities for their children • Money for activities 	

Appendix F: Community Service Providers: Service Delivery Frequency

Organization	Daily	Weekly	Monthly	One-Time Events	Brochures, Pamphlets, Posters
West Vancouver Police Department			<ul style="list-style-type: none"> youth outreach, proactive interactions (pizza with a cop) 	<ul style="list-style-type: none"> having safe shared space away from HQ 	
Child and Youth Mental Health of North and West Vancouver					
Canadian Mental Health Association – North and West Vancouver		<ul style="list-style-type: none"> peer support, and Indigenous peer support, want to reach more off reserve students, want to offer nature based recreation for 2 groups 	<ul style="list-style-type: none"> parent navigation 		
Foundry North Shore	<ul style="list-style-type: none"> mental health counselling (age 12 to 24) 	<ul style="list-style-type: none"> substance use counselling (age 12 to 24), primary care 			
West Vancouver Foundation			<ul style="list-style-type: none"> youth philanthropy council and could host monthly meetings at Hub WVF - quarterly meetup “100 youth who care” up to age 29 	<ul style="list-style-type: none"> share vital signs research, and speak directly with youth about research 	<ul style="list-style-type: none"> how to find funding, scholarships (grade 12 between \$100 and \$6000)
Vancouver Coastal Health		<ul style="list-style-type: none"> youth clinic, immunization clinics 			
North Shore Restorative Justice Society			<ul style="list-style-type: none"> strengthening community dispute referrals, multicultural diverse access youth SEL leadership group 	<ul style="list-style-type: none"> youth speak outs 	
West Vancouver Public Library		<ul style="list-style-type: none"> wants better connectivity on a weekly basis 	<ul style="list-style-type: none"> tech programming, intro to VR, music appreciation Garage band, includes age 12 to 14 	<ul style="list-style-type: none"> free books, downloadable books, e-audio, online magazines 	

Appendix F: Community Service Providers: Service Delivery Frequency

Organization	Daily	Weekly	Monthly	One-Time Events	Brochures, Pamphlets, Posters
North Shore Multicultural Society	<ul style="list-style-type: none"> • SWIS worker one on one support for youth and families 		<ul style="list-style-type: none"> • back to school follow ups plus monthly meetings with youth in NV and WV, f/us are with youth who attended back to school program and get app for connection and support 	<ul style="list-style-type: none"> • neonology youth leadership, summer camp for more inclusive communities 	
Ministry of Children and Family Development		<ul style="list-style-type: none"> • outreach counselling in schools and in homes, individual counselling but their limitation is staffing 		<ul style="list-style-type: none"> • hosting the Mind Shift groups 	<ul style="list-style-type: none"> • posters about mental health and treatment
Hollyburn Family Services				<ul style="list-style-type: none"> • talking about youth safe house, connecting youth to mediation, connect to youth to MCFD, family mediation, Foundry, mental health, getting a home 	<ul style="list-style-type: none"> • wired for success, get youth a paid internship (15 to 30), 17 weeks long for youth with barriers to finding employment
Family Services of the North Shore	<ul style="list-style-type: none"> • clinical counselling ages (2 to 24), sexual abuse/assault counselling (age 2 to 18), individual couple counselling 	<ul style="list-style-type: none"> • proud 2 be (4 parts) - be yourself drop in, parent support group, proud 2 be SOGI conference, LGBTQ2S+ counselling support one on one 	<ul style="list-style-type: none"> • having volunteer opportunities with youth leadership, advisory board, MH awareness, connection and safety 	<ul style="list-style-type: none"> • eating disorders and doing preventative workshops and support, awareness week with events that are fun 	
Work BC – YWCA		<ul style="list-style-type: none"> • to provide career counselling 	<ul style="list-style-type: none"> • life skills workshops 	<ul style="list-style-type: none"> • offer employment services anywhere 	
District of West Vancouver		<ul style="list-style-type: none"> • outreach, drop in, leadership and community engagement 			
West Vancouver School District			<ul style="list-style-type: none"> • work experience, jobs, letting youth know they can go to the Hub for it 	<ul style="list-style-type: none"> • hold student leadership at all levels 	<ul style="list-style-type: none"> • tell people about education

The logo for West Vancouver, featuring a blue wavy line above the text "west vancouver" in a lowercase, sans-serif font.

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