



# *South Vancouver & Marpole Neighbourhood Equity Report*

Urban Studies Program and Faculty of Health Sciences, Simon Fraser University in Partnership with South Vancouver Neighbourhood House and Marpole Neighbourhood House

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## Acknowledgements

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We would like to thank our community partner organizations, the South Vancouver and Marpole Neighbourhood Houses, for their work in building healthy and engaged communities and prioritizing social infrastructure access for South Vancouver communities, and for contributing to the collection and information gathering phases of this study.

The project was informed by South Vancouver and Marpole Neighborhood House leadership. Special thanks to Zahra Esmail, Mimi Rennie, and Javier Ojer for their consistent contribution and collaborative efforts throughout the course of this project. We would also like to thank all the participants who attended and contributed to the interviews conducted as part of this project.

We acknowledge that this research has been conducted on the unceded, occupied, ancestral and traditional homelands of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and Səl̓ílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. We recognize the vast cultural diversity of Indigenous people and acknowledge the heterogeneity of their opinions, representation, needs and desires.

## Executive Summary

The vision of the South Vancouver Neighbourhood House (SVNH) is that “Everyone in South Vancouver lives in a healthy and engaged community.” Yet, this vision is not a reality for many residents of South Vancouver. There is a diversity of needs for communities living in South Vancouver and these needs often are unmet because of a gap in access to resources, amenities, and services.

This research project stemmed from these growing concerns that there were gaps in provision and equitable distribution of resources, that was putting South Vancouver residents at a disadvantage compared to other neighbourhoods in Vancouver. We investigated inequities in neighbourhood amenities and social infrastructure in Killarney, Victoria-Fraserview, Sunset, and Marpole neighbourhoods, compared to the City of Vancouver as a whole. Focusing on these four communities, we explored from the perspectives of neighbourhood house staff and residents what services and amenities are needed by South Vancouver residents, and why. This investigation included an analysis of public investments in social amenities and community-based services, as well as tracking existing social infrastructure in these neighbourhoods, and comparing the level of service available to the current needs of the community.

Our analysis found real gaps in resource allocation and service delivery in these neighbourhoods, compared to the city of Vancouver, as a whole. Our analysis also demonstrates a diversity of needs across the four neighbourhoods in South Vancouver. This diversity highlights the importance and value of disaggregated data by neighbourhood to identify disparities, and effectively advocate for neighbourhood equity.

We uncovered gaps in the way resources are allocated and services are delivered in the South Vancouver and Marpole neighbourhoods across a range of prioritized communities and services, including children and youth, mobility and families, healthcare, newcomer services, Indigenous people, LGBTQ2S+ community, and older adults. With respect to these themes, South Vancouver and Marpole neighbourhoods receive less services per capita than the Vancouver average. Our analysis showed public investments in social infrastructure contributed to this inequity, identifying that spending in South Vancouver and Marpole Neighbourhoods, per capita, was much lower than the city average.

These findings are intended to provide South Vancouver residents and leaders with data, to spark conversations and support resolutions to address spatial inequities in social infrastructure investment.

# Table of Contents

- Acknowledgements..... 2
- Executive Summary..... 3
- Who Should Read This Report? ..... 5
- Context ..... 6
- Methodology ..... 7
- Investments and Spending on Social Infrastructure..... 9
  - City Contributions..... 9
    - Defining Community Grants..... 9
    - Community Grants in South Vancouver ..... 10
  - Developer Contributions ..... 10
  - Federal and Provincial Contributions..... 12
- Prioritized Communities ..... 14
  - Children and Youth..... 14
  - Mobility and Families..... 14
  - Healthcare ..... 18
    - A New CHC in South Vancouver..... 19
  - Newcomer Services..... 20
  - Indigenous People..... 22
  - LGBTQ2S+ Community ..... 23
  - Older Adults..... 25
- What We Learned and What We Need ..... 27
- References..... 28

## Who Should Read This Report?

### City of Vancouver staff

If you are a City of Vancouver staff member, this study's analysis of social infrastructure and neighbourhood spending illustrates key inequities in the way services are allocated in South Vancouver and Marpole neighbourhoods. Our analysis calls attention to the areas that have been overlooked and to communities in need of attention. This work, and the data created to document inequities, is particularly relevant to the work of the Social Infrastructure Strategy team at the City of Vancouver.

### Advocates and activists working in neighbourhood planning and community development

For neighbourhood planning and community development activists and local leaders, this report compiles needs for specific target groups to reflect the diversity as well as the intersectionality of South Vancouver and Marpole community needs. The data sets and data displays presented in this study are evidence for community activists to make a stronger case for their community needs.

### Partners, donors and funders

If you are a partner, funders, or donor to South Vancouver and Marpole neighbourhoods, this report will help you better understand the communities and groups that need external resources in order to improve access to amenities and essential services.

### Researchers and Academics

For researchers and academics in the fields of urban studies, public policy, human geography, community development, urban planning and other related fields, this study points to further research questions and collaboration opportunities in social infrastructure and equitable planning, and bridging the gap between the community and academia through similar partnerships.

### Residents

If you are a resident of the South Vancouver and Marpole neighbourhoods, the information summarized here should reflect in a substantial way the reality of daily life for you and/or your neighbours. It should inspire your voice and agency to advocate for your communities, and provide you with tools you may need to take the next step to advocate for improving social connectedness within your community.

## Context

From a neighbourhood equity planning perspective, tracking relative investment and provision of key amenities and infrastructures by neighbourhood is essential to understand gaps in access to services compared to community needs. From the perspective of community groups and residents, having information about civic investment decisions is key to getting to the root causes of different social outcomes in their neighbourhood compared to others. Historically, the City of Vancouver has prioritized neighbourhood planning effort in neighbourhoods where there is rezoning and development activity. This is not always an equity-serving process. In search of ways to generate equity between neighbourhoods, cities including Ottawa (The Ottawa Neighbourhood Equity Index, 2021), and Toronto (Toronto Strong Neighbourhoods Strategy, 2020) have created neighbourhood equity frameworks, and cities internationally have pursued participatory city budget processes that invite neighbourhoods to advocate for new infrastructure investment on an equity basis.

The City of Vancouver defines social infrastructure as “the places and spaces where people gather to connect, learn, and support each other.” Currently, the City’s 10-year social infrastructure strategy is being planned to help build such places, and for the City to support, advocate for, and partner with non-profit organizations to provide such infrastructure in communities. This strategy is being prepared to catalogue existing social infrastructure and qualify how well it meets the needs of Vancouver residents, as well as pathways and future guiding policies for improvement.

The South Vancouver and Marpole

Neighbourhood Houses currently serve residents of Killarney, Victoria-Fraserview, Sunset, and Marpole neighbourhoods. The Neighbourhood Houses work directly with neighbourhood residents, who need and seek a variety of services and supports across the spectrum of life stages. In their efforts, they aim to provide different types of social opportunities, including health care, child care, education, and settlement services, for everyone in the area, to support living in a healthy and engaged community. The Neighbourhood Houses seek to make an upstream impact on community resilience and to encourage neighbourhood-based advocacy as a part of this work. To this end, staff have recently compiled social, demographic, and health data to demonstrate areas of concern and vulnerability. They are seeking to bring more attention to vulnerability and inequities experienced in the neighbourhoods of South Vancouver and Marpole. They are also seeking to increase the sense of neighbourhood identity and social connectedness among residents, including users of neighbourhood house services.

The goals of this report are to document social infrastructure across South Vancouver and Marpole neighborhoods and identify inequities in spending and unmet needs for communities served by South Vancouver and Marpole Neighbourhood Houses.

## Methodology

In the first phase of this project, we investigated and collected textual, tabular, and spatial data from the City of Vancouver in order to identify key areas of expenditure in social infrastructure. To this end, City Council reports from 2016 to 2020 were reviewed, along with annual Council reports on Community Grants, annual Council reports on rezoning and development applications and Community Amenity Contributions. Additionally, data relevant to neighbourhood amenities and social infrastructure were compiled from provincial Gaming Grants and federal Heritage Canada Grants. As summarized in Table 1, several service providers were also contacted for data or information about other particular services, programs, and initiatives being delivered in South Vancouver and Marpole neighbourhoods or serving these communities directly.

Using data collected in phase 1, a database of all social funding streams available to communities in South Vancouver and Marpole from municipal, provincial, and federal governments was created. Where consistent reporting of expenditures was available, per capita spending and investment in South Vancouver and Marpole neighbourhoods during 2016 to 2020 was compared to the citywide average. These direct spending comparisons were made for Community Grants, developer contributions, contributions from BC Gaming, and grants from Heritage Canada.

In phase 2 of this project, working with Neighbourhood House leadership and community members, the prepared data products, including maps and information sheets, were tailored to tell particular, illustrative stories about community needs and experiences. Semi-structured interviews were designed to capture how South Vancouver and Marpole residents experienced key issues around accessing services essential to their everyday life in Killarney, Sunset, Victoria-Fraserview and Marpole. We then added data,

created in phase 1, to amplify these community stories.

We interviewed 4 residents in this phase. The interviews sought to give life to different scenarios experienced by populations of focus in this project: recent immigrants, older adults, members of the LGBTQ2S+ community, youth, Indigenous people, and parents with children, as well as the following service areas: health, transportation, food security, newcomer services, employment, and housing search assistance. Participants were asked about their experience of daily life in their neighbourhood, as well as questions regarding access to amenities and services, such as transit stations, and questions related to specific needs and deficiencies experienced by particular identity groups (e.g. seniors, immigrants, etc.). We paid attention to intersectional identities - when participants belonged to two or more of our prioritized population groups (e.g., a woman with children who is a recent immigrant). The scenarios generated this way were used to support and add context and meaning to the data presented in this report.

The following sections of this report share the results of our work by social infrastructure funding source, topic area, and for prioritized communities. We have included community perspectives throughout to enhance our findings.

Table 1. Data sources and data collected by target area

Target Area	Data Source	Data Collected
Investments and spending in social infrastructure	City of Vancouver	Annual Council reports on Social Grants
		Annual reports on Development Cost Levies
		Annual reports on Community Amenity Contributions and Density Bonusing
		Major Planning Projects
		Social Infrastructure Strategy
		Capital Plan
BC Gaming	Annual reports on Community Gaming Grants	
Heritage Canada	Annual reports on The Canada Arts Presentation Fund (CAPF)	
	Annual reports on The Canada Cultural Spaces Fund (CCSF)	
Statistics Canada	Vancouver census local area profile 2016	
	Proximity Measures Database	
Existing social infrastructure in South Vancouver and Marpole	City of Vancouver	Youth Services Annual Reports
		Aboriginal Health, Healing, and Wellness in the DTES Study
		Cultural Spaces Map
		Skytrain Stations and Frequent Transit Network Map
	Qmunity	Queer competent program delivery in Vancouver
	eMentalHealth.ca	Lesbian, Gay, Bisexual and Transgender organizations and services list
	MindMap BC	LGBTQ2S+ affirming services, organizations and programs
	Welcome BC	Welcome BC Settlement Service Providers Interactive Web Map Data
	BC Settlement and Integration Services	Provincially-Funded Service Providers for Temporary Foreign Residents
	AMSSA	BC Migrant Worker Supports Service Map
	Vancouver Coastal Health	Regular Medical Care
		Assisted Living and Long-term Care Homes Map
	My Health My Community Survey	Community Resilience data
	Vancouver School District	Early Development Index report for waves 2-7
BC Child Care	BC Child Care Operating Funding	



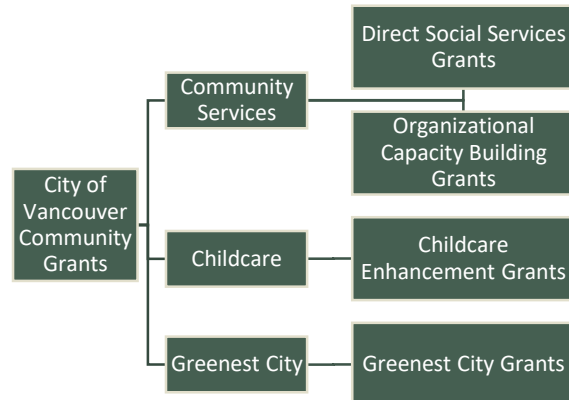
## Investments and Spending on Social Infrastructure

The City currently supports social infrastructure by building and operating facilities, providing capital to non-profits that run these facilities, and supporting their operations through grants. Funding for these tasks comes directly from City contributions (property taxes, user fees), developer contributions (Community Amenity Contributions and Development Cost Levies), and partner contributions (funding and grants from provincial and federal governments as well as other agencies and foundations that work in community and social development) (City of Vancouver, 2021). This section summarizes available data and reports in all three areas.

### City Contributions

The City of Vancouver offers funding for non-profit social service groups and neighbourhood organizations in the form of grants. Social infrastructure grants follow three separate streams: Community Services, Childcare, and Greenest City, with each grant stream including several grant programs (City of Vancouver, 2021). As illustrated in Figure 1, this research project focuses on four of these grant programs: Direct Social Services, Organizational Capacity Building, Child Care Enhancement, and Greenest City Grants. This is not an exhaustive set of grant programs, but the City of Vancouver does not have consistent reporting of grants (e.g., the number of grant awards, beneficiaries, and amount awarded) across programs. We could only include programs that reported grant information in Council reports.

Figure 1. City of Vancouver grant streams and programs considered in this study. Source: City of Vancouver, 2021.



### Defining Community Grants

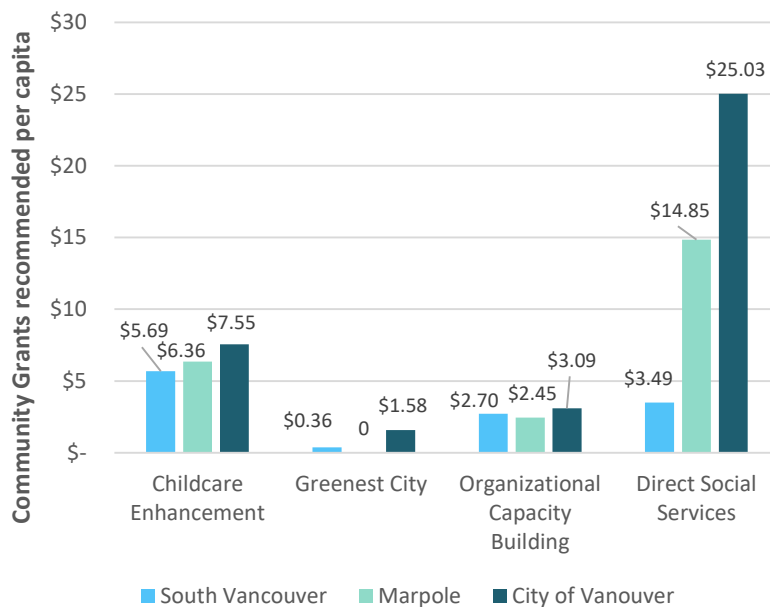
The City Community Grants are directly tied to the Healthy City and Greenest City Strategies and their specific objectives. The Civic Child Care Enhancement Grant program applies to non-profit licensed, group child care, preschool, school-aged care and occasional child care programs that primarily serve low income families. These grants are intended to offset the cost of childcare for those families most in need of the support. Direct Social Services (DSS) grants provide funding for programs that address inequity and mitigate conditions that create vulnerability for residents. These grants can be spent on administration or direct program delivery. The Greenest City Fund supports projects that help achieve the City of Vancouver's Greenest City goals, including access to green space, walking, cycling and transit infrastructure, and increasing food assets, among others. In general, projects that receive a Greenest City Grant address both climate action and equity. Organizational Capacity Building grants are intended to improve the ability of non-profit organizations to deliver social services, address social issues and navigate change (City of Vancouver, 2021).

### Community Grants in South Vancouver and Marpole

From 2016 to 2020, the per capita value of recommended grants in South Vancouver and Marpole neighbourhoods was much lower than the per capita value for the City of Vancouver as a whole (Figure 2). As shown in Figure 2, the values of recommended grants were, on average, \$5.2 less per capita in South Vancouver and Marpole neighbourhoods compared to citywide.

To better understand the reasons behind such significant differences in civic grant expenditures in these neighbourhoods compared to citywide, more information is needed about the capacity for eligible organizations to apply to these grants and number of applicants who applied to grants from different neighbourhoods across the city.

Figure 2. Community Grants per capita in South Vancouver and Marpole compared to Vancouver. Source: City of Vancouver Council reports, 2016-2020.



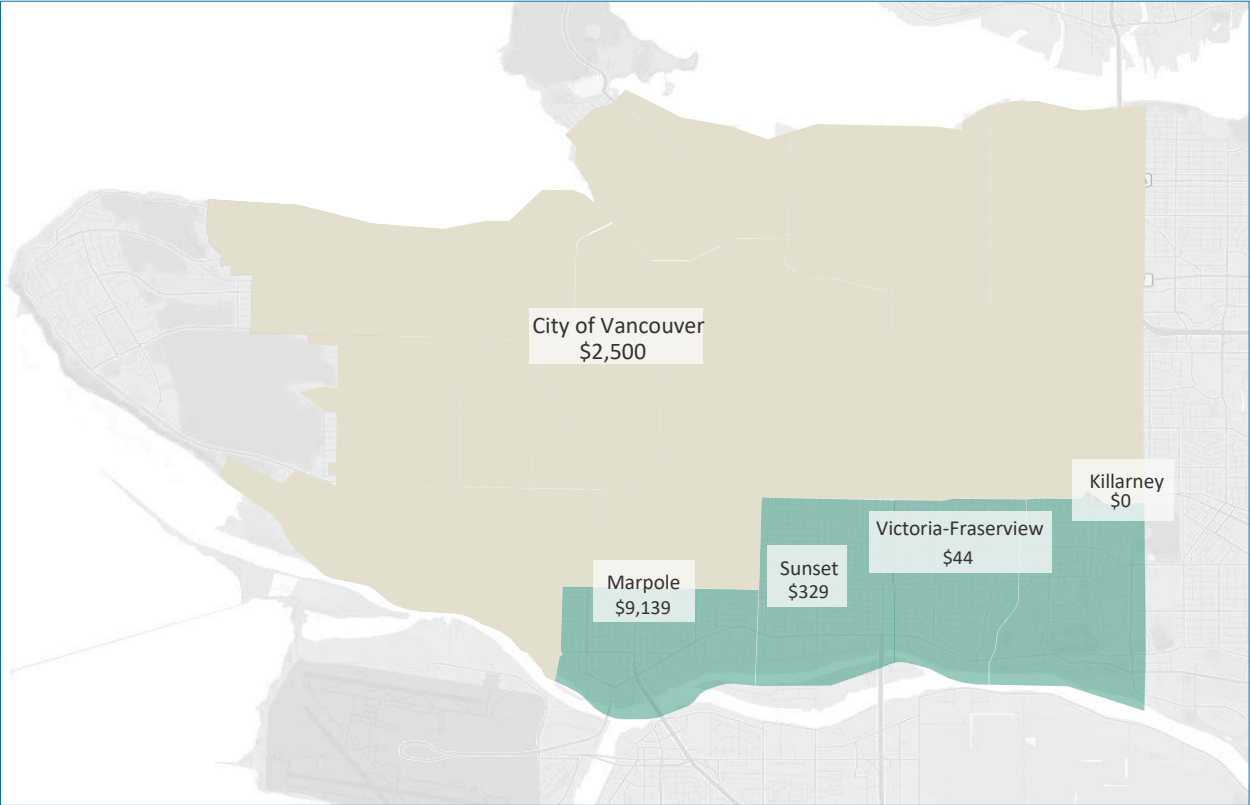
### Developer Contributions

The City of Vancouver collects two types of levies from property developers to fund community improvements: Development Cost Levies (DCLs) and Community Amenity Contributions (CACs). A DCL is paid based on the square footage of a new development project and is an important source of revenue for City facilities such as parks, childcare facilities, social and non-profit housing, and engineering infrastructure. Similar to DCLs, CACs may be spent on community centres, libraries, daycares, park improvements, neighbourhood houses, and more (City of Vancouver, 2021). DCLs and CACs are incurred and collected at different development stages and in different ways by the City. To identify inequities in DCL and CACs, it is important to note that developer contributions are tied to new developments in a neighbourhood.

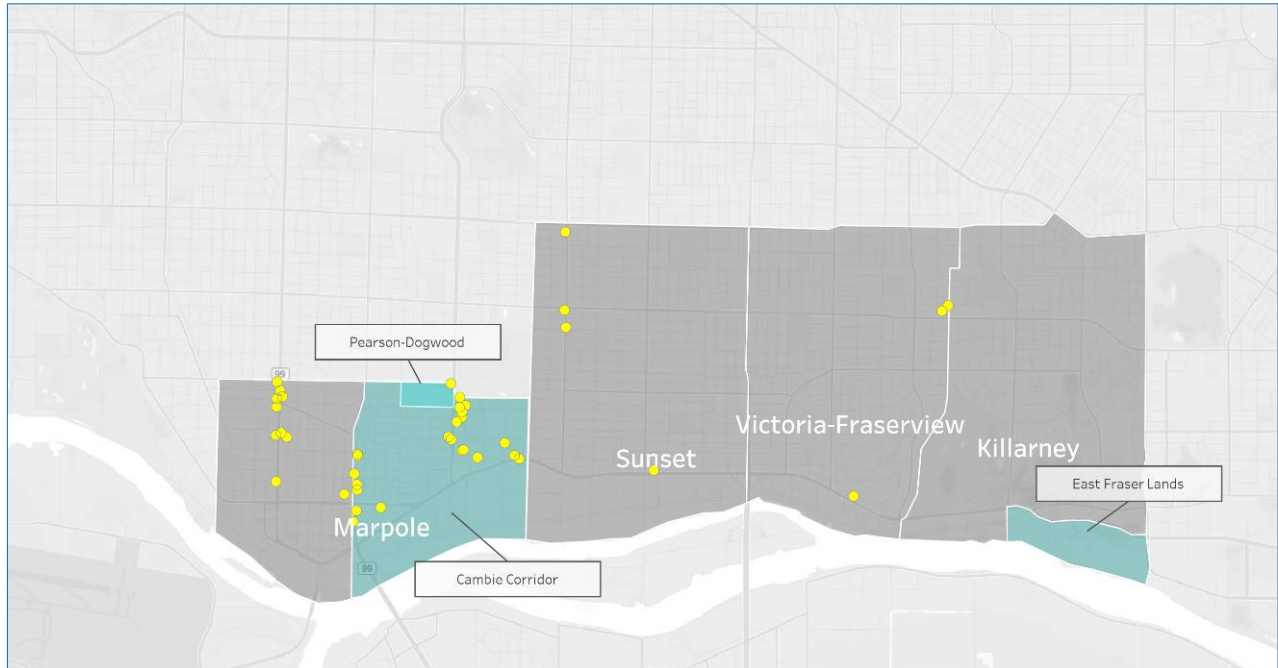
The DCL and CAC amounts reported by City Council for each development and rezoning project in South Vancouver and Marpole neighbourhoods were tabulated and expressed as the per capita amount (i.e., total amount of DCLs + CACs within a neighbourhood divided by the population). As illustrated in Map 1, the per capita amounts of developer contributions in Killarney, Victoria-Fraserview, and Sunset are disproportionately low compared to the citywide average during 2016 to 2020. In contrast,

redevelopment and rezoning activity was concentrated in Marpole during this time, contributing to higher than average per capita value of developer contributions. In addition, Marpole has a community plan, developed in 2014 by the City of Vancouver, to guide future neighbourhood growth (City of Vancouver, 2014), whereas Killarney, Victoria-Fraserview, and Sunset do not have comparable plans.

The two major redevelopment projects in Marpole are the Cambie Corridor and the Pearson-Dogwood, which together have contributed substantially to the amount of developer contributions in the neighbourhood (Map 2). Killarney is also the site of a major master planned development project, the East Fraser Lands, a redevelopment of a former brownfield site (Map 2), yet the neighbourhood does not have a community plan.



Map 1. Comparison of DCL and CAC per capita amounts in South Vancouver and Marpole and the City of Vancouver. Source: City of Vancouver Council reports, 2016-2020.

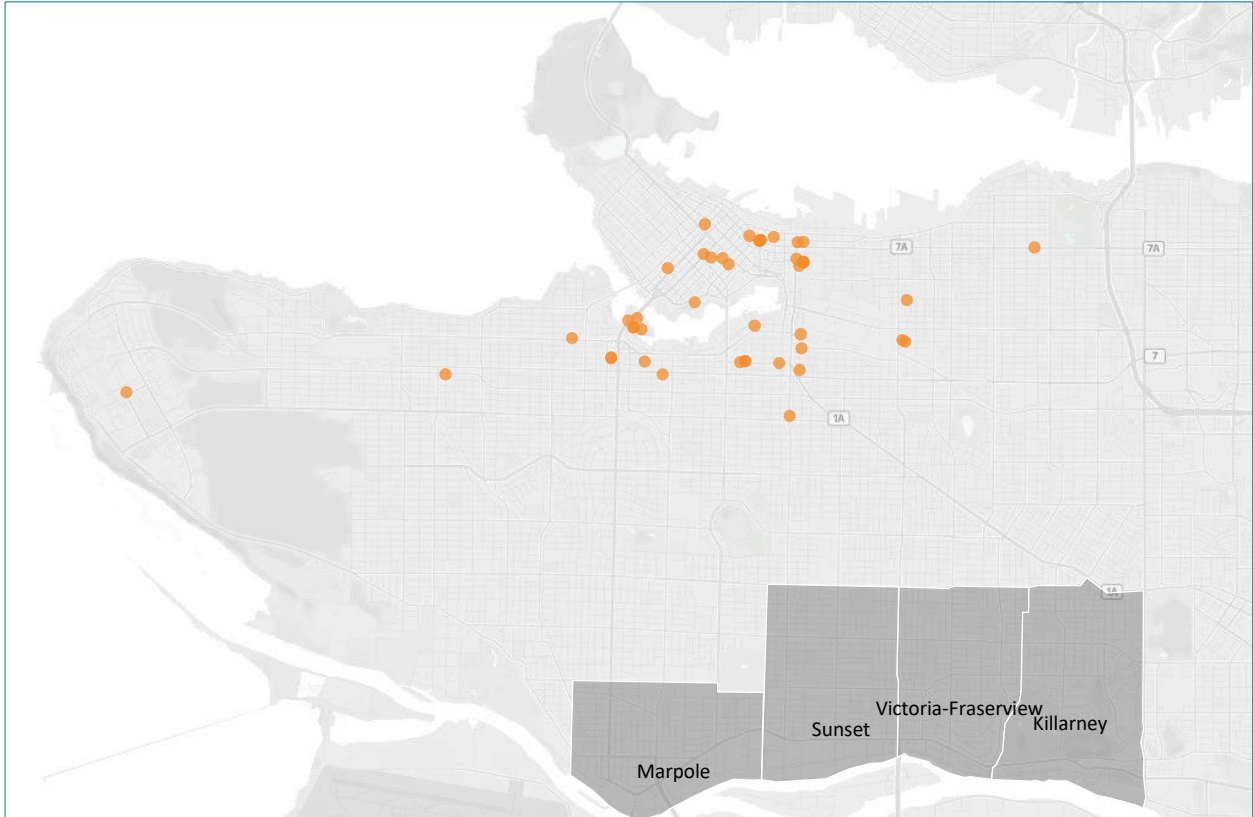


Map 2. Major Planning Projects and redevelopment locations in South Vancouver and Marpole. Source: City of Vancouver Council reports 2016-2020.

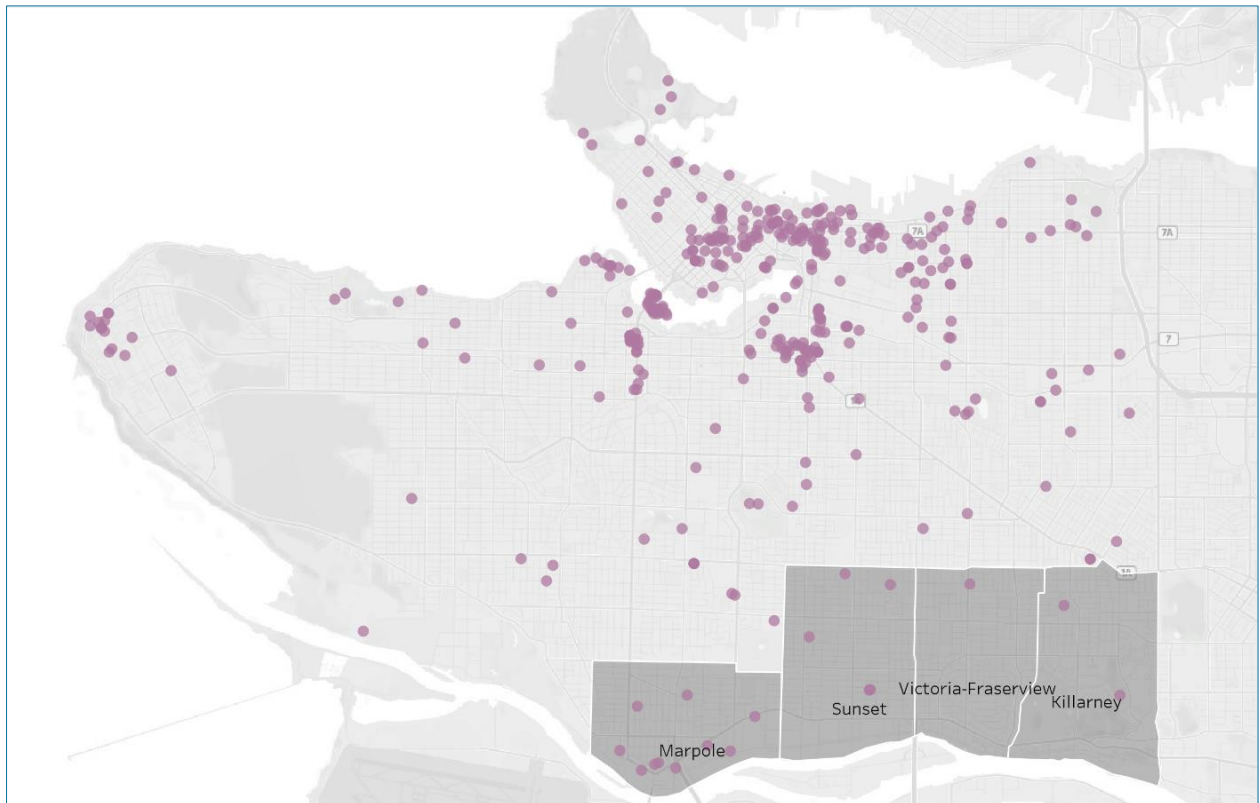
### Federal and Provincial Contributions

In addition to the municipal government, provincial and federal governments provide financial assistance to non-profit organizations to support delivery of ongoing programs and services in an effort to help meet community needs. Three grant streams were considered relevant to this research project's objectives: BC Community Gaming Grants, Canada Cultural Spaces Fund, and Canada Arts Presentation Fund from Heritage Canada. These three grant programs specifically target organizations that work towards providing programs and services in arts, culture, and community development.

As shown in Map 3, no arts and culture facilities in the South Vancouver and Marpole area received funding from any of these three funding sources during 2016 to 2019. This could be due in part to the lower number of arts and culture facilities in South Vancouver and Marpole compared to other parts of the city (Map 4). Overall, Vancouver's arts and culture centres are concentrated downtown, and are vulnerable to displacement, eviction and funding shortfalls.



Map 3. Arts and culture centres in Vancouver that received Heritage Canada funds 2016-2020. Source: Heritage Canada, 2020.



Map 4. Vancouver Cultural Spaces, 2017. Source: City of Vancouver 2021.

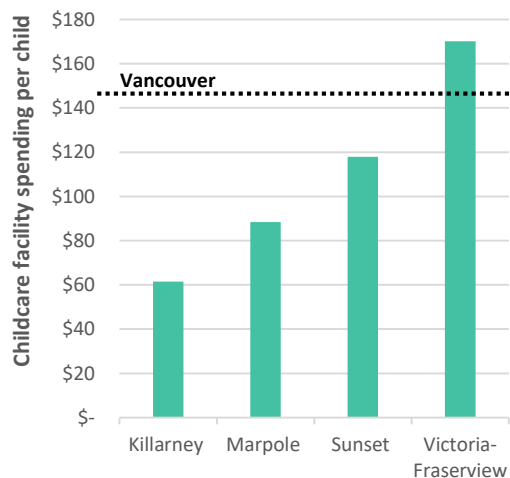
## Prioritized Communities

### Children and youth

The four neighbourhoods in South Vancouver and Marpole are home to more than 16,000 youth (< 15 years old); representing nearly one quarter of the city's youth.

Licensed childcare and after school facilities that are funded by BC's Child Care Operating Funding are sparse in South Vancouver and Marpole relative to the number of youth who live in the area. BC provides up to \$40,000 for each new childcare and after school facility. Based on this level of funding, we calculated how much BC invests in each youth for childcare and after school facilities. Citywide, there are 85 facilities that support under 36-month daycare and preschool services; 14 of these facilities are in South Vancouver and Marpole. Per capita, less money is invested in daycare facilities in South Vancouver and Marpole compared to citywide (\$110.30 per child compared to \$138.13 per child citywide) (Figure 6).

Figure 6. Spending on daycare facilities per child (< 5 years) in South Vancouver and Marpole. Data source: British Columbia Child Care Operating Funding, 2020.



Citywide, there are 14 licensed after school programs; one of these facilities is in South Vancouver. A limitation of examining provincial-funded daycare and after school programs is

that it misses programming sponsored by schools or community centres.

### Mobility and families

In an urban context, mobility refers to the ability to access education, employment, services and leisure, using safe, affordable, and convenient transport options. Transportation options are essential to having a well-functioning mobility system that serves the community. This includes access to sidewalks, bike lanes, bike share programs, a reliable transit network, and car share programs and parking spaces.

Mobility needs are influenced by different factors, including income, living near public transit or owning their own car, household size, or their age. As a result, this research project investigates mobility in South Vancouver and Marpole neighbourhoods by examining who lives in these neighbourhoods and what their mobility needs may be. For instance, older adults or youth may not be able to drive a car and require access to reliable public transit.

The average household size in South Vancouver and Marpole neighbourhoods is 2.7 compared to 2.2 citywide (Figure 7). In addition, more families live in South Vancouver and Marpole (68% of households in the area are families with children compared to 55% citywide). Average median income for families is \$79K among South Vancouver and Marpole neighbourhoods compared to \$91K citywide.

Residents of South Vancouver and Marpole rely heavily on public transit and spend a lot of time in transit. Many residents rely on public transit to get to work, 32% compared to 30% citywide (Figure 8). The majority of commuters spend more than 30 minutes to get to work each day (53% compared to 44% citywide who spend at least 30 minutes getting to work).

Figure 7. Average household size in South Vancouver and Marpole. Source: 2016 census community profiles, City of Vancouver.

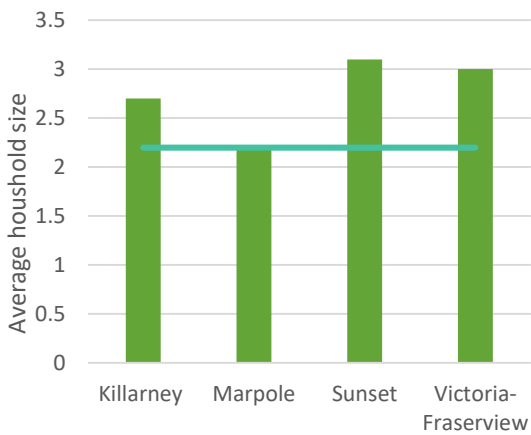
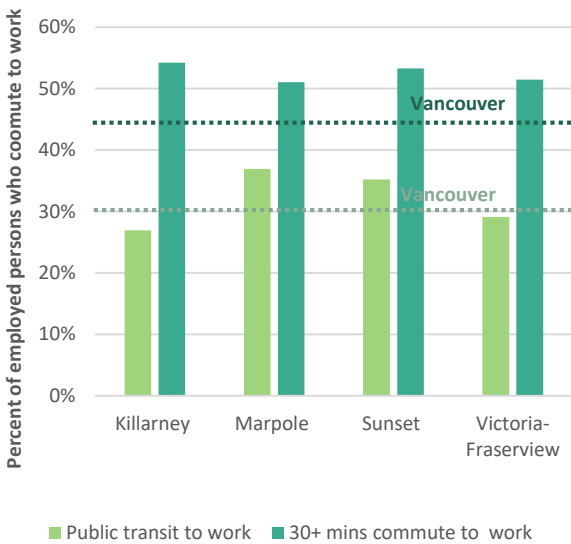


Figure 8. Public transit and time spent commuting to work. Source: 2016 census community profiles, City of Vancouver.



The frequency and speed of SkyTrain makes it a popular way to access downtown Vancouver. However, Downtown Vancouver still lies outside of a 30-minute commute via public transit from South Vancouver or Marpole Neighbourhood Houses (Map 5). Furthermore, bussing to a SkyTrain in South Vancouver and Marpole is time consuming; from 7 minutes when leaving from Marpole to 38 minutes from Killarney. Public transit access, as defined by

Transit Score, is lower in all four South Vancouver and Marpole neighbourhoods compared to transit access across the city (Figure 9). In addition, transit centres are concentrated at the north end of South Vancouver, along East 41st Avenue (Map 6). Neighbourhood walkability is also lower in all four neighbourhoods compared to the City of Vancouver (Figure 10).

Figure 9. Transit score in South Vancouver and Marpole. Source: www.walkscore.com.

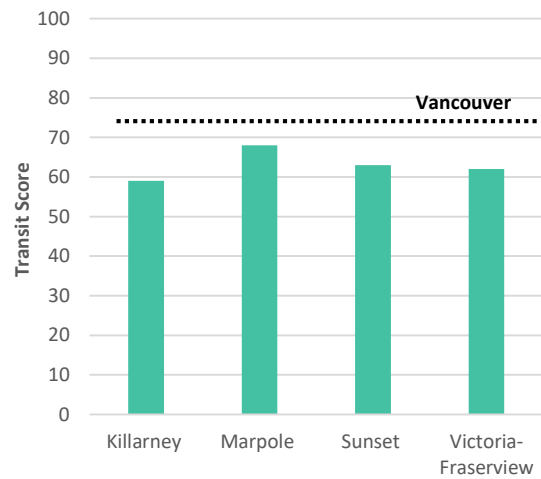
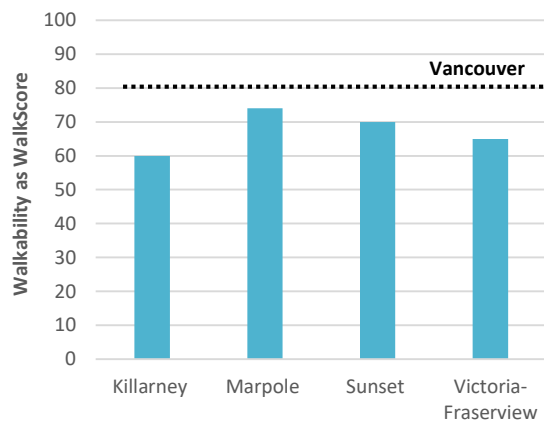


Figure 9. Walkability in South Vancouver and Marpole. Source: www.walkscore.com.



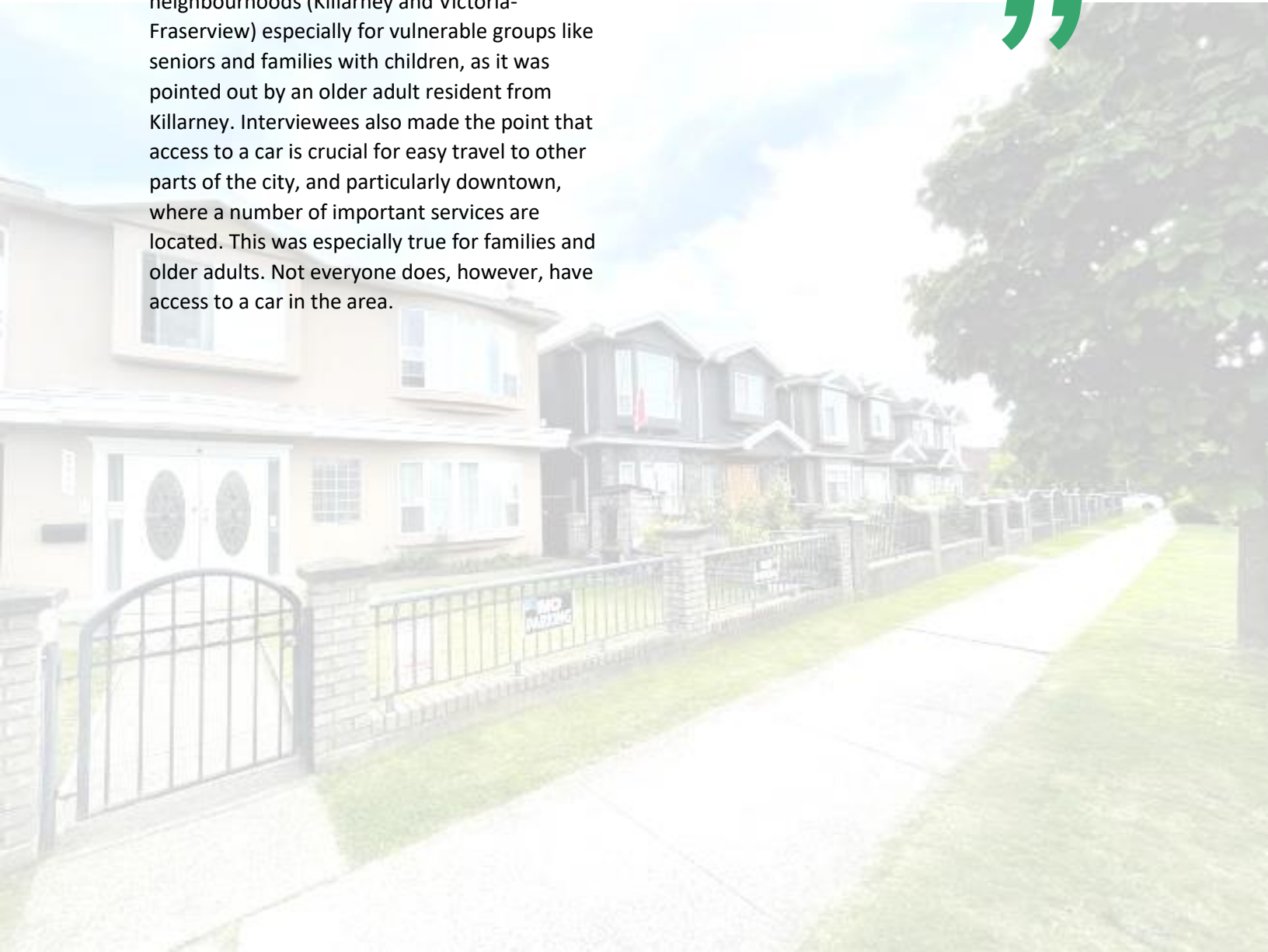
The city of Vancouver promotes active transportation, including using Mobi bike share. Yet, there are no Mobi stations in South Vancouver or Marpole. Mobi bike share stations do not exist south of 16<sup>th</sup> Avenue, with no clear plans to expand bike share service area. On the other hand, car share services do function in South Vancouver and Marpole, although the Southeast part of Vancouver currently holds the lowest percentage (17%) of population with a subscription to car sharing programs. The citywide average is 37% (City of Vancouver, 2019).

South Vancouver and Marpole residents had many concerns about mobility and access to public transportation. Residents mentioned more severe access issues in south east neighbourhoods (Killarney and Victoria-Fraserview) especially for vulnerable groups like seniors and families with children, as it was pointed out by an older adult resident from Killarney. Interviewees also made the point that access to a car is crucial for easy travel to other parts of the city, and particularly downtown, where a number of important services are located. This was especially true for families and older adults. Not everyone does, however, have access to a car in the area.

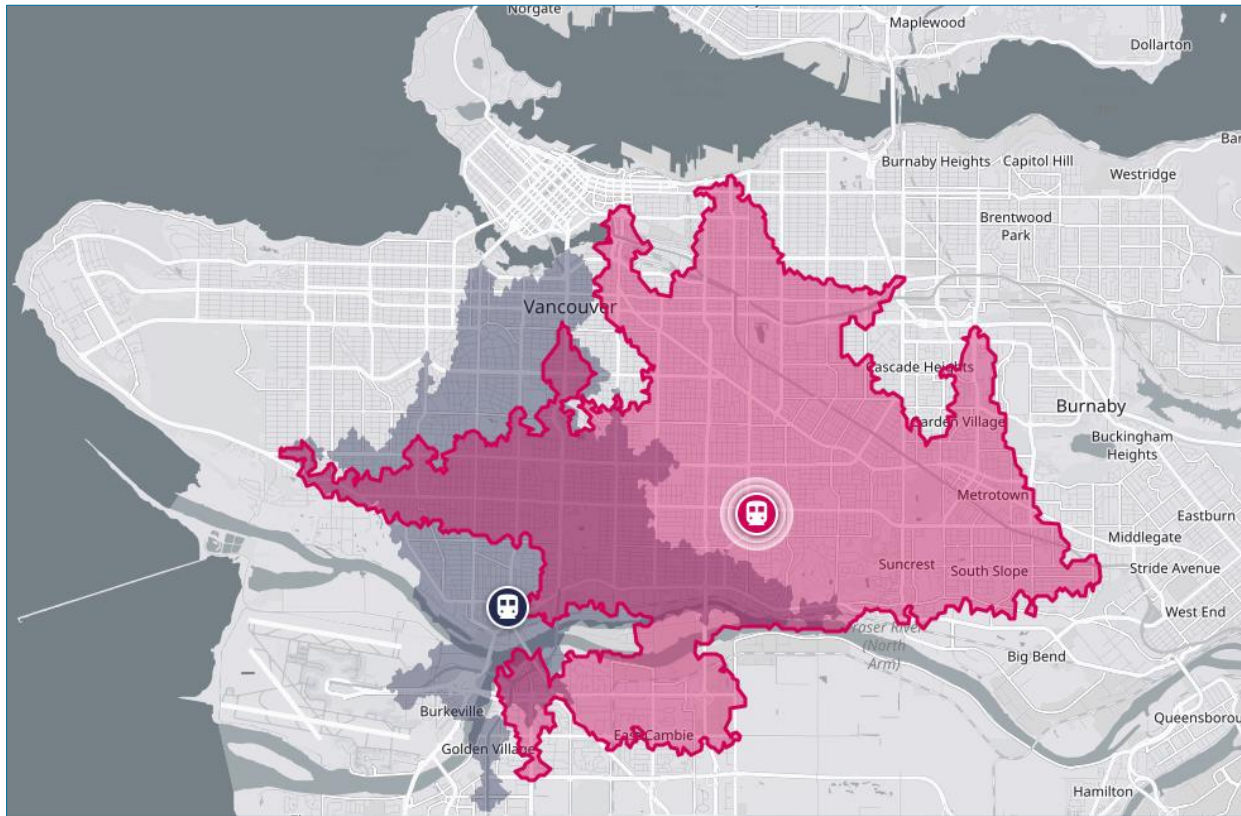
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... I know for a lot that transportation, to get to various venues, becomes an issue. So I think of people that live say in south east trying to get north, finding transit sometimes means going west a long way before they can go north, and then have to come back again... and I know that there's been studies done [in transit] and not much happening... Sometimes for people just to get to a place where they can find a sense of community is maybe a bit more difficult. – Older adult, Killarney.

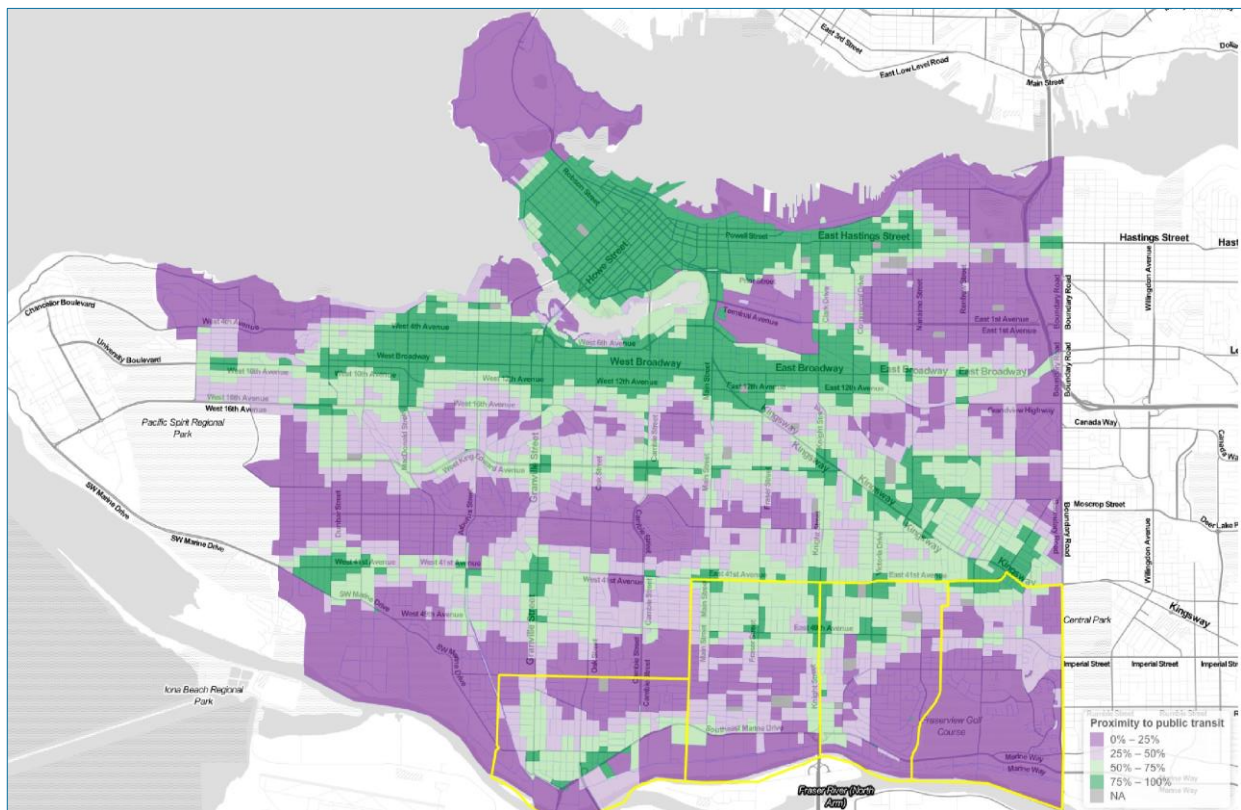
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Map 5. Public transit mobility, access within 30 minutes from South Vancouver and Marpole Neighbourhood Houses. Source: [www.traveltime.com](http://www.traveltime.com)

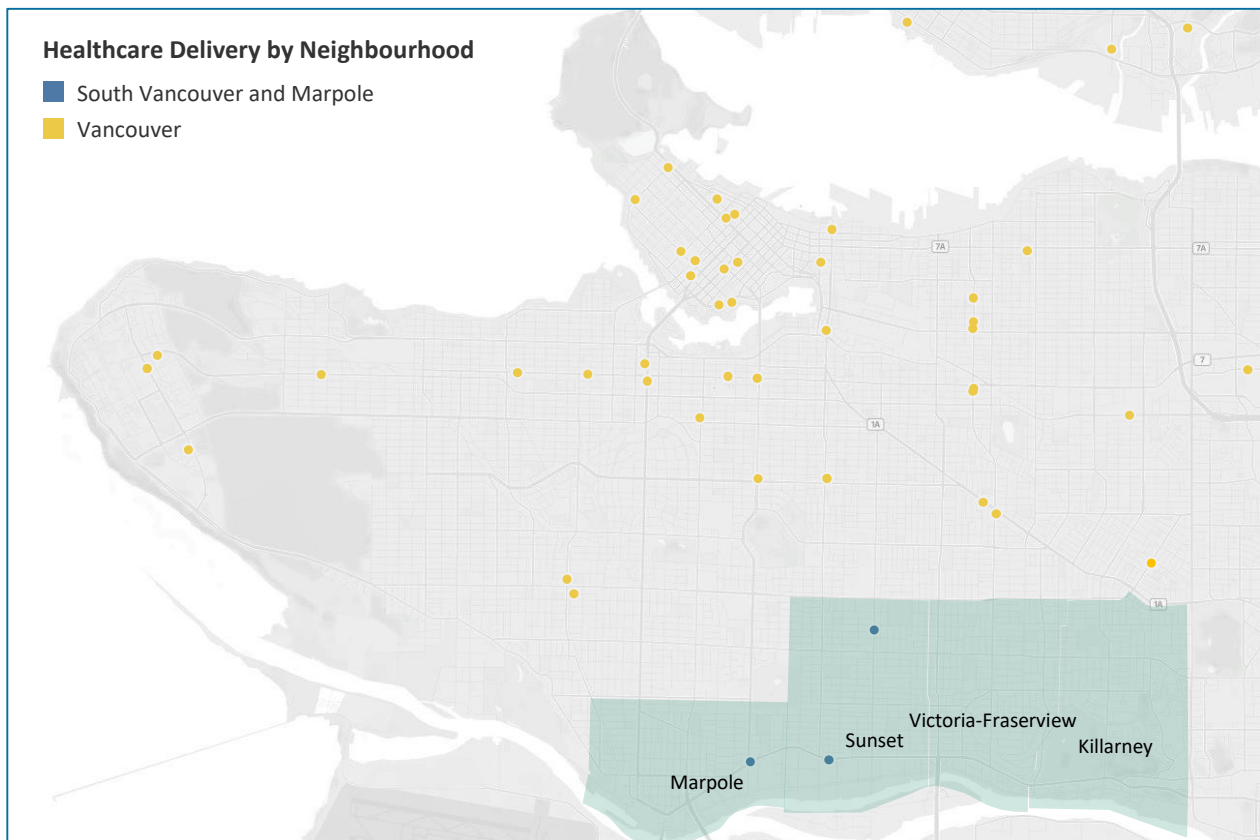


Map 6. Proximity to transit stations within 1 km in Vancouver. Source: Statistics Canada, 2020.

## Healthcare

Among the many levels of healthcare services available, this project considers regular medical care access, or primary healthcare, which serves communities through access to basic, everyday health care services. These primary healthcare services include Urgent and Primary Care Centres (UPCCs), Walk-in Clinics and Community Health Centres (CHCs). Managed by Vancouver Coastal Health (VCH), UPCCs and Walk-in Clinics provide non-emergency health care services on a drop-in basis for unexpected but non-life-threatening health conditions. Slightly different than these two, CHCs provide a range of health care services in a single location, including access to public and community health nurses, mental health and addiction counsellors, dental clinics for children, speech therapists, nutritionists, and youth drop-in health clinics (Vancouver Coastal Health, 2021).

As demonstrated in Map 7, there are few UPCCs and Walk-in in South Vancouver and Marpole (only 3 centres in the entire area), with Victoria-Fraserview and Killarney communities having no clinics. There are 10 CHCs in Vancouver and each centre sees people living within a specific geographic area. There is one CHC that serves the four neighbourhoods, the South Community Health Centre. It provides services for people who live in Vancouver's south or in Community Health Area 6 (this area runs north from the Fraser River to East 41st Avenue, and stretches from Boundary Road to Granville Street, east to west). However, this CHC is scheduled to be closed.



Map 7. Walk-in clinics and UPCCs in Vancouver. Source: Vancouver Coastal Health, 2020.

Residents we interviewed expressed an extreme lack of medical care facilities in South Vancouver and Marpole neighbourhoods. When asked about the most pressing issues in their neighbourhood in terms of access to different types of services, one of the participants points to healthcare as a major issue.



The health unit on Knight is closing down, if it hasn't closed already, and there is nothing at all in South Vancouver for people. There is going to be one open but it will be in Cambie area... which for a lot of people that's a ways to get there and not convenient in the sense of public transit... and I'm thinking about seniors in particular. Certainly for people with young families that's also I would say quite an issue. – Older adult, Killarney.



#### *A New CHC in South Vancouver*

The imminent closure of VCH's South Vancouver Community Health Centre will further diminish access to primary care in South Vancouver and Marpole. Concerned residents approached South Vancouver Neighbourhood House to advocate for more primary care. As a result of this advocacy, the Neighbourhood House is now exploring the possibility of a new CHC in South Vancouver.

The South Vancouver Neighbourhood House developed an Advisory Committee to develop a business case for this new facility. Participating in this Advisory Committee was a community physician, a local resident, MOSAIC, a local-area service organization, and representatives from

the Primary Care Network consisting of a representative from the Vancouver Division of Family Practice (VD FP) and VCH.

The proposed CHC will focus on providing health services for people historically not prioritized in health care service delivery or who have faced barriers to accessing affirming health care services. The populations that will be prioritized by the new CHC include: older adults, new immigrants, low income residents, residents who speak English as a second language, people with mental health or substance use issues, and people living with chronic disease.

CHCs have an important role in promoting community wellness. They have the potential to address the social determinants of health such as language barriers, access to housing or poverty, as factors with direct impacts on the community's health. Therefore, this new CHC in South Vancouver and Marpole area is desperately needed. According to B.C. Ministry of Health, (2018/19), 32% of Sunset residents do not have a family doctor, followed by 30% of Killarney residents and 27% of Victoria-Fraserview residents. In general, most people with a mood or anxiety disorder also have less attachment to a family doctor.

According to 2019 member data collected by the Vancouver Division of Family Practice for Community Health Area 6 (CHA 6), the administrative health region for South Vancouver neighbourhoods, there are 170 family doctors providing care in CHA 6 and 91 of those practice exclusively in CHA 6. Of the 91, 22 are projected to retire within the next 5 years. South Vancouver has a relatively low number of practitioners with 10.3 family practitioners per 10,000 population compared to 16.0 per 10,000 citywide.

According to B.C. Ministry of Health Attachment to General Practitioners Data (2018/19), the attachment gap in South Vancouver is 30,703 individuals who are not attached to a family practitioner or 20,746 individuals who are not attached to a group practice (with family practitioners and nurse practitioners). Of note, in 2016/17, almost half (60,297) of the 144,832 residents of CHA 6 were attached to a general practitioner or a nurse practitioner outside of CHA 6.

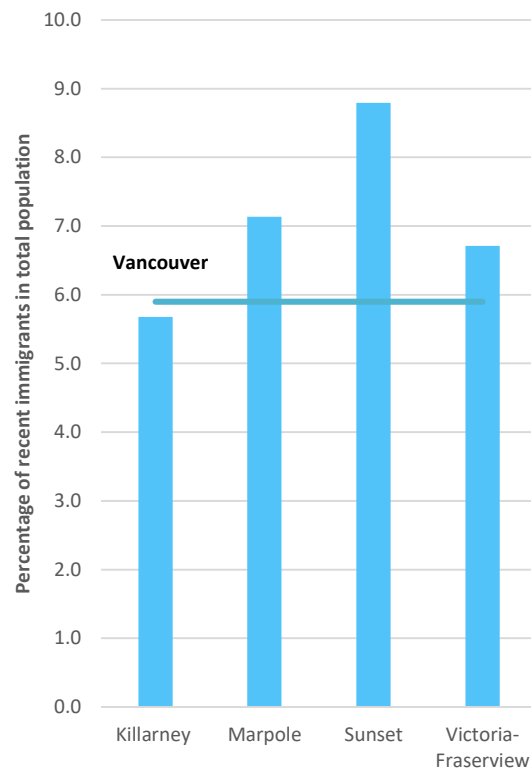
### Newcomer Services

First generation Canadians in South Vancouver and Marpole represent diverse populations and have made this area their home. With the percentage of recent immigrants in South Vancouver and Marpole neighbourhoods higher than the Vancouver average (Figure 11), this area continues to house several different newcomer groups including refugees, immigrants experiencing trauma, temporary foreign workers and migrant workers, and international students. These groups are in need of different levels and types of immigrant support services.

A newcomer who has lived in South Vancouver since she arrived in Canada 8 months ago recounted that her most pressing challenge has been finding a job. She stated that she is not aware of immigrant service providers, and her only contact and resource centre during this time has been the Neighbourhood House. She also considered herself lucky to know English sufficiently to read materials and respond to emails. She mentioned that language barriers are very real for other newcomers like her, because finding jobs and accessing services are much more difficult for newcomers who do not know enough English.

Another participant, a single mother of two, pointed out the range of different needs within the immigrant community in South Vancouver and Marpole neighbourhoods. She referred to how there is a need for a variety of services and equitable ways of delivering resources to

Figure 11. Percentage of new immigrants by neighbourhood. Source: 2016 census community profiles, City of Vancouver.



different groups. One of the major challenges for immigrant communities in South Vancouver and Marpole is language barriers. The percentage of people without knowledge of English or French is higher in all four South Vancouver and Marpole neighbourhoods than the Vancouver average. In Killarney specifically, 15.4% face language barriers (Figure 12). These challenges limit access to necessary resources especially immediately upon their arrival in Canada and can also affect chances of settling in the community and forming valuable social connections.

There are currently 10 organizations providing services to different groups of immigrants in South Vancouver and Marpole. Immigrant Services Society of BC (ISS), MOSAIC, SUCCESS, Settlement Orientation Services BC, (SOS), Progressive Intercultural Community Services (PICS) are among these organizations. They provide newcomer related services, but as demonstrated in Map 8, most of them do not

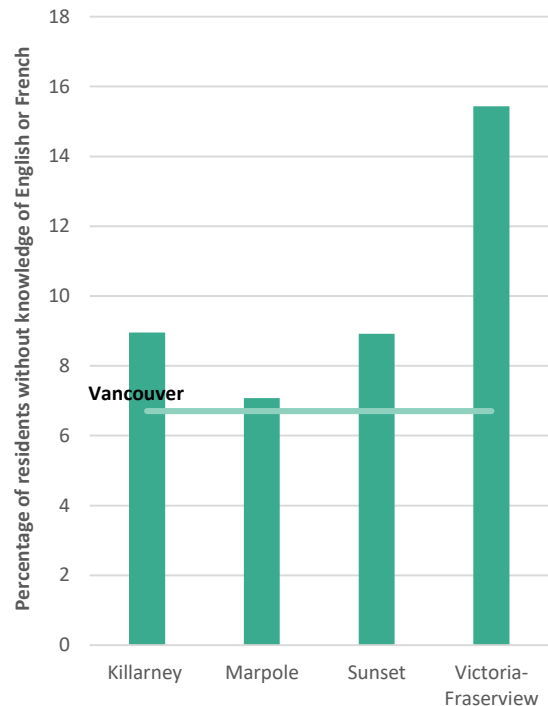
have a physical space in South Vancouver or Marpole. This makes access difficult. PICS and SUCCESS do have a physical location in the area, with MOSAIC having a youth centre in Sunset. Still, the level of service and the target population differs for each of these organizations. This leaves the Neighbourhood Houses as the only organizations in the area with a community development lens, helping with newcomer integration and aiming to serve the full spectrum of immigrants.



... I try to find more places [for support and services], but they are far, far from me. If someone can take me, we go together, but they are really far away from me. You try to use what is in the neighbourhood. So far, mostly, I count on the Neighbourhood House... There is a difference between people, like some people, they speak English, they are from this country, they can work, they can do more than me. For me, if I have one [piece of] paper I have to go around until I find help [to understand what it says]. – Immigrant and single mother, Victoria-Fraserview.

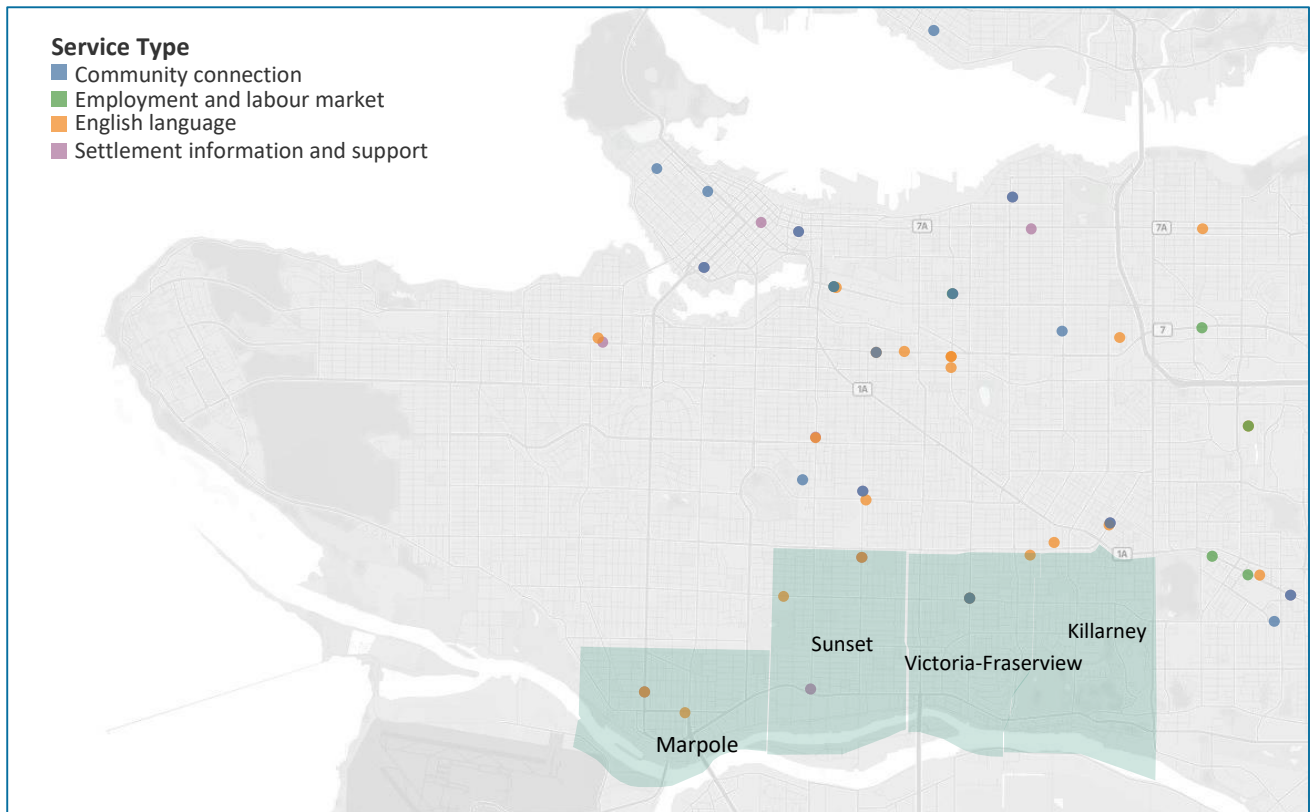


Figure 12. Percentage of residents without knowledge of English or French. Source: 2016 census community profiles, City of Vancouver.



They should have more support for single parents, especially, like we are not from this country, we are coming from different countries. We do need help. I do need help. I'm raising these kids by myself, like I need support... It is different for us. I am different from someone who has both parents working together, helping each other, speaking English... even in The Neighbourhood House, I'm thinking, when I call, they should treat me differently [than the two parent, English speaking families who call them]. – Immigrant and single mother, Victoria-Fraserview.





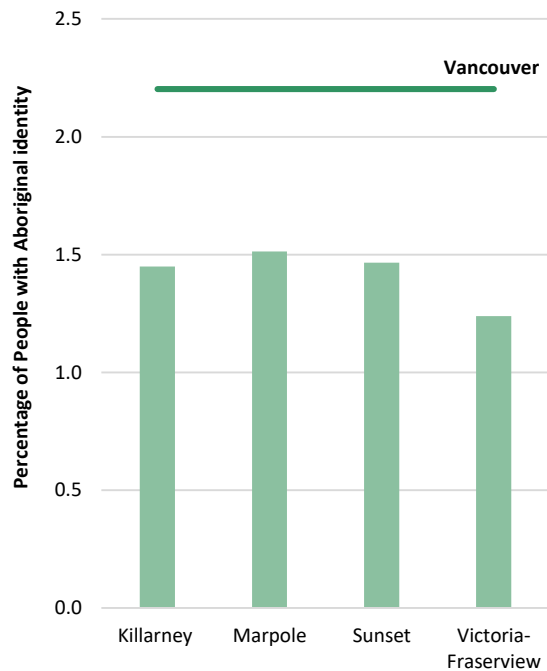
Map 8. Immigrant service providers in Vancouver. Source: BC Settlement and Integration Services, 2020.

### Indigenous people

South Vancouver and Marpole is home to 1,715 people with Indigenous identity. Compared to the citywide average (2.2%), the percentage of Indigenous people is lower in all South Vancouver and Marpole neighbourhoods (Figure 13).

In the City of Vancouver, most resource centres and providers which serve Indigenous people are located in the Downtown Eastside area. The Aboriginal Health, Healing, and Wellness in the Downtown Eastside Study, prepared by the City of Vancouver in 2017, found that 51% of organizations based in Downtown Eastside always or often support activities outside Downtown Eastside by encouraging their members to attend traditional, spiritual and cultural activities in other areas as well. However, there are very few Indigenous-focused support services and initiatives in South Vancouver and Marpole, which affects Indigenous communities' connections to their

Figure 13. Percentage of people with Indigenous identity in South Vancouver. Source: 2016 census community profiles, City of Vancouver.



neighbourhood. Specifically, there are only two Indigenous specific organizations with ongoing initiatives near to South Vancouver and Marpole neighbourhoods: Amlatsi Family Place, and Synala Housing Co-op.

Additionally, City Council reports from 2016 to 2020 show that from 2019 onwards, a total of \$360,000 was recommended in Indigenous Healing and Wellness grants. Among 2019 and 2020 grantees was Together We Can, an addiction recovery and education society located near Killarney, that received \$30,000 to connect Indigenous people in substance abuse treatment with access to the cultural and

traditional Indigenous knowledge resources to aid them in their recovery journey.

The South Vancouver and Marpole Neighbourhood Houses offer resources and workshops to Indigenous families in their Aboriginal Family Gathering program. However, while such resources are helpful supports for the Indigenous community in South Vancouver and Marpole, they are not enough to meet community needs. If the City is to build strong Indigenous support in all parts of Vancouver, it needs to take more initiative in capacity building and forming partnerships that lead to more Indigenous support programs in South Vancouver and Marpole.

An Indigenous community member and advocate in South Vancouver expressed that Indigenous culture is being lost amongst and between Indigenous peoples in the city as well as lost due to a lack of opportunity for sharing with non-Indigenous people.

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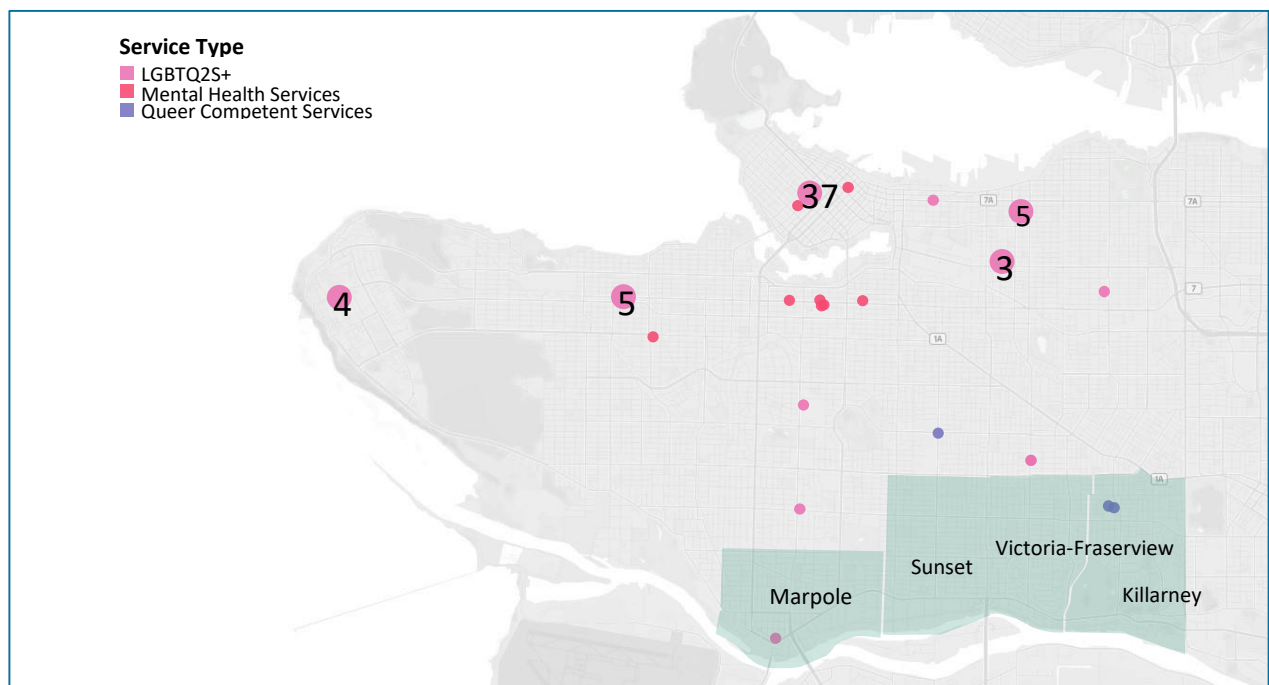
About Indigenous culture sharing, not only isn't it shared with other cultures, we don't even share it with our own people. Our own people are not learning about the culture because it's not there. – Indigenous person, South Vancouver.

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## LGBTQ2S+ community

We considered three different LGBTQ2S+ service types. First are mental health services including organizations and clinics that offer services related to LGBTQ2S+ mental health. Secondly, we looked at queer affirming services, organizations and programs, which take an active role in working to create a culture of acceptance and community for queer people, places where LGBTQ2S+ people are not just welcome but where they belong. Third, we looked at queer competent programs where organization staff are trained to include and specifically assist the LGBTQ2S+ in the programming they provide. As demonstrated in Map 9, which shows all levels and types of LGBTQ2S+ services in Vancouver, most providers are located in the downtown area. In South Vancouver and Marpole particularly, there are only a handful of service providers that are either queer affirming, providing individual counselling or relationship counseling, or which have had queer competency training. The Neighbourhood House is among these organizations.



Map 9. LGBTQ2S+ service providers in Vancouver. Source: BCMindMap, 2021.



### Older Adults

South Vancouver and Marpole neighbourhoods are home to 21% of Vancouver’s older adult population (65+ years) and 28% of assisted living and long-term care homes are in this area (Map 10). Although so many seniors homes are located in the South Vancouver and Marpole neighbourhoods, accessible support programs as well as other measures that would enhance quality of life for these groups are still lacking in the area.

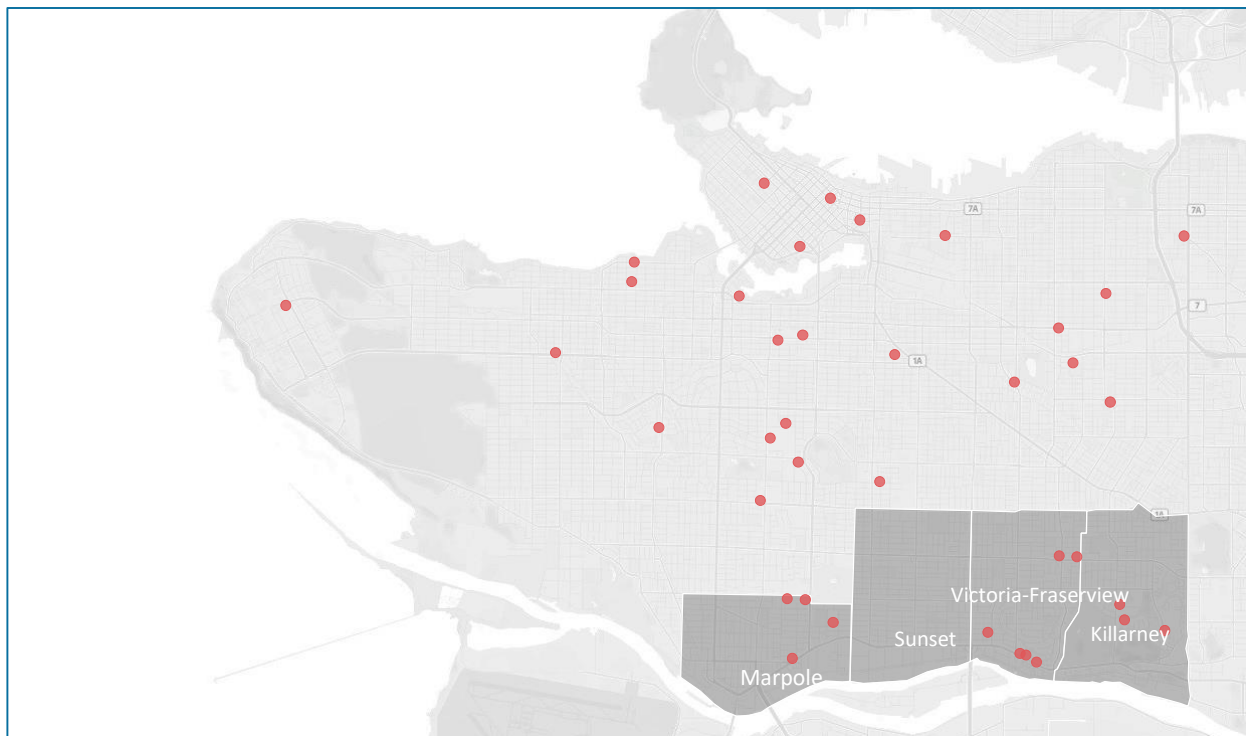
The most important challenges older adults face in South Vancouver and Marpole relate to mobility, language barriers and income. Neighbourhood walkability impacts the ability of older adults to access neighbourhood amenities. Killarney is the least walkable neighbourhood in Vancouver and home to over 5,000 older adults. The proportion of older adult residents in South Vancouver and Marpole neighbourhoods exceeds that of the city (Figure 14), but older adults in the South Vancouver and Marpole neighbourhoods live in less walkable environments compared to the city as a whole (Figure 15).

In fact, the neighbourhoods of South Vancouver and Marpole are some of the least walkable in the city, based on neighbourhood Walk Score.

“

When you can drive, there are several big grocery stores you know...and with each of them there is a pharmacy either attached or nearby...there is always a liquor store close by, it’s amazing... um but I think that that’s drivable... it’s not walkable for a lot of people... at all. – Older adult, Killarney.

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Map 10. Long-term care and assisted living homes in Vancouver. Source: Vancouver Coastal Health, 2020.

Figure 14. Older adults in South Vancouver and Marpole.  
Source: 2016 census community profiles, City of Vancouver

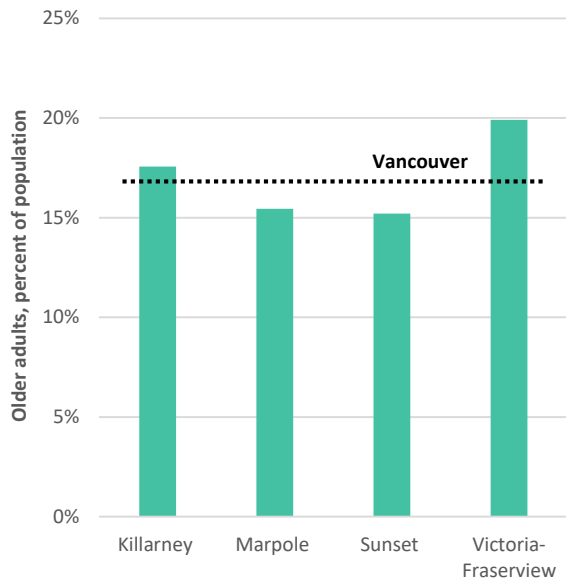
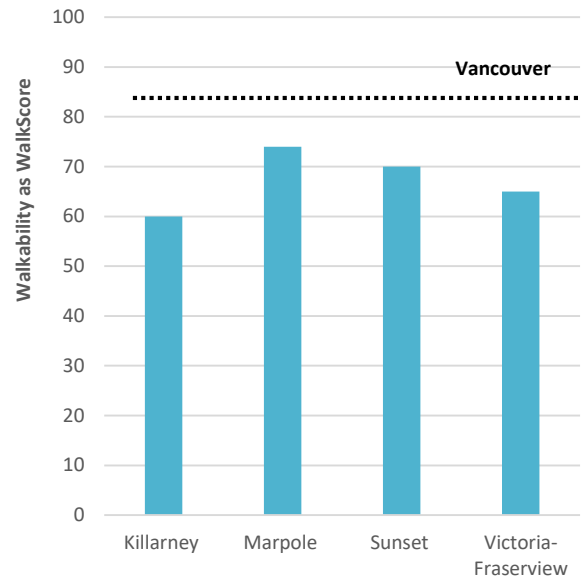


Figure 15. Walkability in South Vancouver and Marpole.  
Source: www.walkscore.com.



## What We Learned and What We Need

- 1. This research was initiated by South Vancouver and Marpole Neighbourhood Houses' concerns that inequities exist in the allocation of resources and delivery of services in the area compared to the city as a whole.** Our analyses of public spending and investment data, and existing social infrastructure in South Vancouver and Marpole neighbourhoods have found those concerns to be valid. On average, South Vancouver and Marpole communities have less access to different social amenities, services, and programs compared to citywide. Voices from neighbourhood residents illustrated how these relative deficiencies affect their daily lives.
- 2. South Vancouver is not a single neighbourhood but four distinct neighbourhoods of Victoria-Fraserview, Sunset, Kilarney and Marpole,** and their neighbourhood characteristics and needs need to be considered independently. Each of these four neighbourhoods have a different set of priorities in order to better meet the needs of their residents. Our research also highlighted the importance and value of disaggregated data in identifying existing neighbourhood disparities, and effectively advocating for neighbourhood equity. This was made clear after investigating various public datasets which included data at a neighbourhood level. However, the existing inequities across the city's neighbourhoods are not apparent in citywide analyses. A neighbourhood scale of detail is necessary to reveal the everyday experiences of residents in terms of their access to resources needed for an equitable kind of quality of life as that for which Vancouver prides itself and promises to residents.
- 3. There are unmet needs for social infrastructure in South Vancouver and Marpole.** The South Vancouver and Marpole Neighbourhood Houses are among the few reliable sources of programming for essential services and community building. The neighbourhood houses do not have the capacity to meet the needs of members and groups in their community, particularly those living at the margins in different ways.
- 4. We hope this project supports constructive new planning to address spatial inequities in civic expenditures and availability of services in South Vancouver and Marpole.** This report is a call to action from the South Vancouver and Marpole Neighbourhood Houses to partners, including city staff with the Social Infrastructure Strategy team, city council, neighbourhood advocates and leaders, funders and service providers, and all residents. When considered through a neighbourhood equity lens, South Vancouver and Marpole neighbourhoods confront challenges in accessing services and resources, that have been promised to all residents of the City of Vancouver to enhance quality of life and wellbeing, and to connect, learn and support each other.

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