

Surrey Stories

- DECEMBER 11 - 14TH 2017 -

Howdy! The past four days we've been busy meeting people, shadowing staff and services, and talking to small business owners in the community. We've been in and out of shelters, food lines, a safe injection site, library, McDonalds, and Ted Kuhn towers. We do this to get a grounded understanding of the every day realities of

people using services, and those who don't. Also to understand the realities of social service personnel in providing support for people. We do this to learn what's working, and what's not, in order to develop new systems, services and supports that don't just help people to survive, but enable people to thrive.



10:30am Monday: Introducing ourselves to the staff team at Ted Kuhn and what we'll be doing in the next 2 weeks.



11:30am Monday: Learning from the staff team about places to go and people to meet.



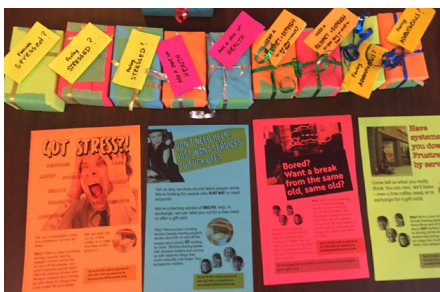
3:00pm Monday: Talking to small business owners about folks that frequent their businesses.



4pm Monday: Visiting 135A street to get a sense of the strip.



5pm Monday: Visiting the library and talking to the staff to see what's on offer. We interviewed the program director a few days later.



9am Tuesday: Making and testing some recruitment flyers and offers.



10am Tuesday: Shadowing Ginu at work.



12pm Tuesday: Shadowing volunteers and people at Surrey Urban Mission food kitchen.



3pm Tuesday: Shadowing Shannon as she interacts with a resident.

Self responsibility and reliance.

"Quote from Scott"

"I'm independent, I have always been in a good shape. I used to work a lot, I used to know a lot of people. I'd like to work more..."

"I'm not a follower, even if I have to stand alone. Standing alone is so draining. Trying to keep going, it's so tiring"

Distrusting the system.

"I get a negative feeling around them, feels like they aren't being genuine with me. Genuineness is very important for me. I stay by myself."

"If you open up, they flag it. It's not worth it. You can't trust the repercussion of mis-entry of a bias entry. It will bite you in the ass"



5pm Tuesday: Hanging out in front of Ted Kuhn towers to recruit residents.



7pm Tuesday: Meeting more folks at Nightshift evening meals.



8pm Tuesday: Interviewing Tricia at McDonald's.



8:00am Wednesday: Joining the breakfast program at SUM to meet and talk to more folks not using services.



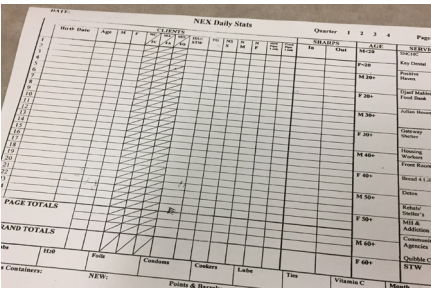
11am Wednesday: Shadowing a meeting between the police and social service agencies.



12:30pm Wednesday: Visiting SafePoint injection site to talk to staff and get statistics and numbers of people using the service.



1pm Wednesday: Interviewing a woman about her experience living in shelters, and what services were attractive for her and what not.



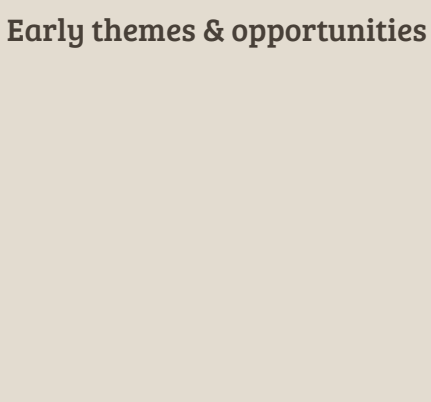
7pm Wednesday: Visiting Safe Haven on 135A street to hear stories of people and what's being measured.



9am Thursday: Interviewing Samantha, a young mother who recently became homeless.

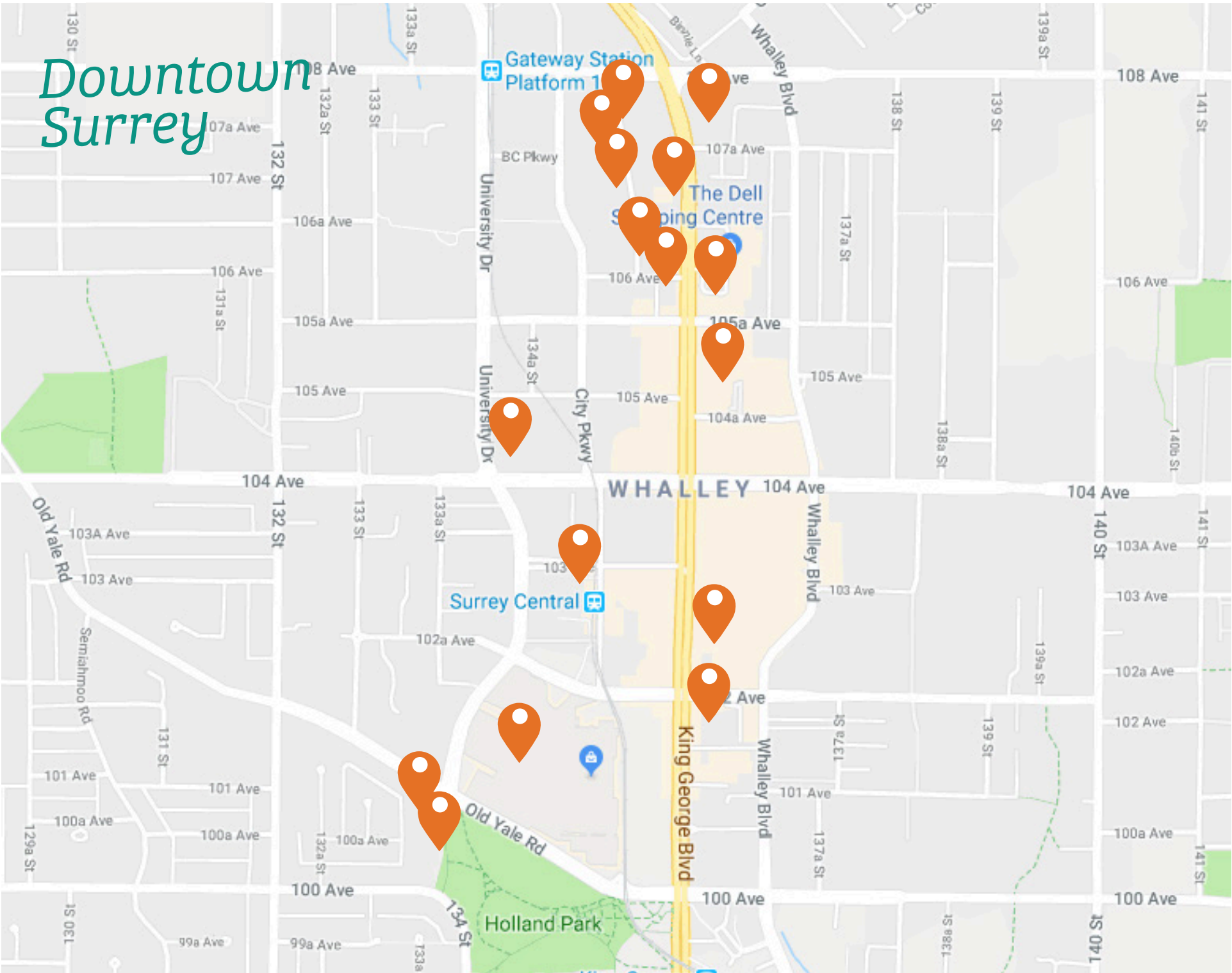


2pm Thursday: Interviewing a contentious resident in Ted Kuhn about his challenges and aspiration.



Early themes & opportunities

"Social services abducted the kids. It went down. I couldn't do anything about it. What could have helped didn't get offered, I had to intervene. I can't stop their narrative. The system perpetuates it, no accountability, no ethics clause, system fucked it up."



We’ve met people in over 15 places.

- Ted Khun Towers
- Surrey Urban Mission
- Nightshift
- 135A Street
- NEX Safe Haven
- SafePoint
- Surrey Library
- McDonald’s
- Dell Lanes
- Police Station
- Common Exchange Ltd.
- Valley Oak Clinic
- Bell Pharmacy
- London Drugs
- Gas stations
- Surrey Central Station
- Burger King