

DOWNTOWN MAPLE RIDGE BUSINESS IMPROVEMENT ASSOCIATION (DMRBIA)

**Summary Listing of Safety & Security Resources**

For more information, please visit our website: [downtownmapleridge.ca/safety-security](https://downtownmapleridge.ca/safety-security)  
(DowntownMapleRidge.ca / Programs / Safety & Security) or call the office at 604-467-2420

**WHO TO CALL CARDS / SAFE STREETS PHONE LIST**

- Non-Emergency contact list and general inquiries for small criminal activity or concerning events. Card attached.

**911 TIPS:** Useful tips on how 9-1-1 works in relation to the police. See attached.

**RESOURCE DIRECTORY**

- A more extended list from the Who to Call card which provides emergency and non-emergency contact info including lines for: crisis, counselling, government agencies, housing, drug and alcohol services, transportation and food, health care centres, financial aid, legal services and advocacy and other support organizations. Brochure attached.

**LOCTED PROGRAM (LOCK OUT CRIME THROUGH ENVIRONMENTAL DESIGN)**

- Apply online for 2024 LOCTED PROGRAM to help secure your business. **Application deadline is on May 17<sup>th</sup>, 2024; but applications received after this date will still be considered if grant monies are still available.** Guide and application form are available on the website and the cover letter and application are also attached here.

**ONLINE CRIME REPORTING via link:**

[ocre-sielc.rcmp-grc.gc.ca/ridgemeanows/en](https://ocre-sielc.rcmp-grc.gc.ca/ridgemeanows/en)

- Link can also be found on our website or connect via the QR Code:



**VEHICLE THEFT INFORMATION AND BEST PRACTICES**

- **DO:** \* Invest in a good anti-theft device. \* Bait for an automatic gate to close behind you. \* Be mindful of any suspicious persons or activities near a vehicle, call the police immediately. \* Park in open, visible areas. \* Light your driveway at night. \* Engrave your stereo and other on-board valuables with your Driver's License number. \* When fueling your vehicle, ensure that you have your vehicle's key with you at all times and lock your vehicle if leaving.
- **DO NOT:** \* Leave property in your vehicle. \* Leave personal identification. \* Set the 'Home' function on your GPS device. \* Keep your garage door opener in your vehicle. \* Keep spare keys to your vehicle in the vehicle.

[This article is from the "E" Division web page, which can be viewed here.](https://bc-cb.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=2080&languageId=1&contentId=26190)  
<https://bc-cb.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=2080&languageId=1&contentId=26190>

**SECURITY CAMERA ADD-ON SERVICE**

- The DMRBIA is offering a security add on service of an eye level placement camera in business store fronts that rotates 360°, and follows any motion within an activity zone. This add-on service was based upon the success of the Chilliwack BIA and is not meant to replace any current security.

**DMRBIA CORE AREA PATROL**

- Providing a sense of community, taking care of the businesses, and making sure the welcome mat is open to the downtown is what the Core Area Patrol is all about. Patrol will cover the entire DMRBIA catchment area regularly, ready to deal with front line issues related to automobile and property crime, personal safety, hospitality and the social environment. And keeping businesses aware of DMRBIA activities, incentives, promotions, events etc. too.



**RIDGE MEADOWS RCMP BUSINESS WATCH:** Register today for this free program that is designed to reduce crime in the Maple Ridge community. Providing our local businesses with tools and resources that can help reduce business crimes and improve safety. Application attached.

Contact [crimepreventionunit@mapleridge.ca](mailto:crimepreventionunit@mapleridge.ca) for more information.

**Securing Small Business Rebate Program Guide**

- The Ministry of Jobs, Economic Development and Innovation has launched a rebate program to help our local businesses with funding for eligible property crime and vandalism repairs. Attached is a program guide outlining the requirements, expenditures: Reporative Rebate & Preventative Rebate.

For more information, please visit our website: [downtownmapleridge.ca/safety-security](https://downtownmapleridge.ca/safety-security)  
(DowntownMapleRidge.ca / Programs / Safety & Security) or call the office at 604-467-2420

# WHO TO CALL?

## IMPORTANT CONTACTS FOR DOWNTOWN MAPLE RIDGE BUSINESSES



**DOWNTOWN  
MAPLE RIDGE**

Business Improvement Association

*Ours to Share!*

604-467-2420 | [downtownmapleridge.ca](http://downtownmapleridge.ca)



@shopmapleridge



@dmrbia



Maple  
Ridge



**ENGAGE**  
Maple Ridge

[engage.mapleridge.ca](http://engage.mapleridge.ca)

*Your voice matters. We want to hear from you! Engage Maple Ridge is an online community engagement platform where you can learn about City initiatives, provide feedback and connect with staff and neighbours on projects that matter to you.*

*City of Maple Ridge*

**ONLINE REPORTING:** *Providing an alternative way to report non-emergency crimes which are reviewed and entered into the RCMP Records Management System by your local detachment. Your report is vital in assisting RCMP with identifying crime trends and deterring future crimes.*



<https://ocre-sielc.rcmp-grc.gc.ca/ridgemeanows>

## SAFE STREETS PHONE LIST

**RCMP Non-Emergency** *(Where immediate response not required: Reporting crime with no suspect, delayed, or not on scene. Ongoing crime issues not in progress e.g., graffiti, drug dealing. Non-emergency in progress e.g., noisy party, drug use. Suspicious activity that may indicate ongoing criminal activity e.g., grow op.) call, 604-463- 6251*

### **Emergency (Police, Fire or Ambulance)**

*(When immediate action is required - someone's health, safety or property is in jeopardy or a crime is in progress) call, 9-1-1*

### **Westridge Security Community Patrol**

*(Street disturbances, disruptive individuals, safety concerns, safe walk) call, 604-626-1536 | 24hr call & text to 604-626-1609*

**Community Safety Officers (CSOs)** *(Aggressive panhandling, homeless encampments) email, [communitysafety@mapleridge.ca](mailto:communitysafety@mapleridge.ca)*

**DMRBIA** *(Graffiti, Posters, Clean Team, Events & Promotions) call, 604-467-2420*

**General Bylaw Complaints** *(Unightly properties, parking, noise & zoning) call, 604-467-7305 email, [bylaws@mapleridge.ca](mailto:bylaws@mapleridge.ca)*

**Needle pick up** *(Mon - Fri, 10am - 3pm) 604-467-5179 (Alouette Addiction Services)*

**Business License Enquiries** *call, 604-467-7440 email, [buslic@mapleridge.ca](mailto:buslic@mapleridge.ca)*

**SPCA** *(Aggressive dogs and dog bites) 604-463-9511 / [mapleridge@sPCA.bc.ca](mailto:mapleridge@sPCA.bc.ca)*

# Report a Concern!



**Maple  
Ridge**

**Community Safety Resources**  
[MapleRidge.Ca/Report](https://MapleRidge.Ca/Report)

# City Street, Cleanliness

**Illegal Dumping on City Owned Property** 604-463-9581

*operationscentre@mapleridge.ca*

*bylaws@mapleridge.ca*

**Engineering Operations Department** 604-463-9581

*operations@mapleridge.ca*

## Contact the Engineering Department for:

- New traffic signals, signs and street lights
- Maintain or replace damaged traffic signals, signs & street lights.
- Damage or missing pavement markings
- Road surface or sidewalk repairs
- Water Drainage Issues



# Outreach Support

## Call if you see someone who needs Housing or Outreach Services

|   |              |
|---|--------------|
| Alouette Addictions                     | 604-467-5179 |
| Raincity Intensive Case Management Team | 604-481-0122 |
| Coastal Mental Health Outreach          | 604-466-3031 |
| Fraser River Indigenous Society         | 604-458-0151 |

## Needle Pickup

|                                |              |
|--------------------------------|--------------|
| Mobile Harm Reduction Group    | 604-351-1885 |
| City of Maple Ridge Bylaw Dept | 604-467-7305 |

|  |              |
|--|--------------|
| <b>Westridge Security Community Patrol</b> | 604-626-1536 |
| <i>24hr call &amp; text to</i>             | 604-626-1609 |
| <i>(Downtown Businesses)</i>               |              |

Fraser Health - [fraserhealth.ca](http://fraserhealth.ca)



# Community Safety & Bylaws

## **Illegal dumping on private property**

*bylaws@mapleridge.ca*

**604-467-7305**

## **Maple Ridge SPCA** (dogs off leash or at large)

**604-463-9511**

## **Parking Enforcement**

**604-467-7305**

## **Abandoned buildings, unsightly properties, noise concerns, etc.**

**604-467-7305**

**Social safety concerns** including homeless encampments, aggressive panhandling, graffiti.  
*communitysafety@mapleridge.ca*

**604-467-7305**

**See a Concern - Report It!**  
**MapleRidge.Ca/Report**



# Life Emergencies: Dial 9-1-1



**RCMP, Fire or Ambulance**

## **Maple Ridge Fire Department**

Burning regulations, burning permits, general fire service enquiries

**Non-Emergency**

**604-463-5880**

Ridge Meadows RCMP Detachment

**For Police Non-Emergencies**

**604-463-6251**

## **As a Witness, Be Prepared**

to provide the RCMP call taker with this information and ask for a RCMP file number.

- Suspect description (clothing, gender, etc)
- Vehicle description
- License plate info
- Direction of travel
- Time and day

## **RCMP Online Reporting**

Some crimes can be reported online at

[www.bc-cb.rcmp-grc.gc.ca](http://www.bc-cb.rcmp-grc.gc.ca)

**ICBC Fraud Tips and Witness Reports**

**604-661-6844**

## **Crime Stoppers**

You remain anonymous, criminals don't.

text 'BCTIP' and send your tip to

**1-800-222-8477 (TIPS)**

[www.solvecrime.ca](http://www.solvecrime.ca)

**CRIMES (274637)**



An illustration at the top of the page shows a woman in a red dress petting a black dog on the left. In the center, two children are flying a large orange kite with a yellow diamond-shaped tail. The background features stylized blue mountains and orange hills with green trees. The word "eConnect" is written in large white letters across the middle of the illustration.

# eConnect

## Stay Connected

Sign Up to get our latest news and updates.

[MapleRidge.Ca/StayConnected](https://MapleRidge.Ca/StayConnected)

## Follow Us

    @yourmapleridge



# ALERT

## MAPLE RIDGE

**Stay  
in the  
Know**

### Sign Up Now

to get phone & text notifications for:

- Emergency Events
- Fires, Floods, Extreme Weather, Water & Other Advisories
- Facility & Program Impacts - such as pool closures
- Traffic Impacts like road work & closures



**VOYENT ALERT!**



**Maple Ridge**

See all alerts online at  
**MapleRidge.Ca/CurrentAlerts**

# Support for Local Businesses



**RIDGE MEADOWS**  
CHAMBER OF COMMERCE

Ridge Meadows Chamber of Commerce  
Unit #520 - 22470 Dewdney Trunk Rd  
Maple Ridge, BC, V2X 5Z6  
T 604 457 4599 | F 604 457 4598  
*info@ridgemeanowschamber.com*



**Downtown Maple Ridge Business  
Improvement Association (DMRBIA)**  
34 - 22374 Lougheed Highway  
Maple Ridge, BC V2X 2T5  
T 604 467 2420  
*inquiries@downtownmapleridge.ca*

# Useful tips on how 9-1-1 works in relation to the police

## Non Emergency Reporting

- The police non-emergency number in Maple Ridge and Pitt Meadows is **604-463-6251**
- The non-emergency line is for situations where immediate response or dispatch of police is **NOT REQUIRED**
  - **Examples:** Reporting crime with no suspect, reporting ongoing drug use, loud parties
- The call-taker has a bit more time to gather more information

## What is a non-emergency call?

- No immediate **Threat to life or property**
- Less of a chance of an **escalation (e.g. noisy party)**
- Is after the fact - **Crime already happened (stolen vehicle), suspect no longer on scene**

## RCMP File Numbers

- Once a report is taken by a Report Agent, they will issue you a file number. Example: **RM13-12345**
  - o RM - for Ridge Meadows
  - o 13 for the year 2013
  - o 12345 - number of files created to date.

## Emergency Calling 9-1-1

### When to call 9-1-1

- Something "in progress" - e.g. fights, break and enters (if suspects on scene), impaired driver report.
- Something that has "just occurred" - e.g. serious crime such as sexual assault, robbery
- Something "about to occur" - e.g. vandal, prowler
- **Any** threat to life and/or property - e.g. screams, attacks, gunshots, fire, accident with injuries/medical

### What to expect when you call 9-1-1:

- A call-taker will answer by saying: "9-1-1: do you need police, fire, or ambulance?"
- Tell the call-taker which service you require and for which City.
- You will then be transferred to the requested agency where they will answer with, for example, " Ridge-Meadows RCMP emergencies"

### Event in progress or "just occurred"

- A call-taker will obtain the initial information
- They will pass on pertinent information to the dispatcher through the computer system
- The dispatcher will broadcast the event to all units (cars), or to a specific channel based on the type of call

### Calling 9-1-1 using the 7 W's

- What is happening or just happened?
- Where is your location and the location the incident is occurring?
- When did it happen, has there been a time delay?
- What are you observing? a crime in progress or is it about to happen?
- Where did the suspect flee? On foot or in a vehicle?
- What kind of vehicle was involved? Description and plate # if known?
- Where is the suspect's direction of travel?

**PLEASE NOTE: Insert Area code 604 before dialling each number, unless otherwise noted!**

**In case of an EMERGENCY CALL 911**

If unsure who to call:

Westridge Security: (24hr call & text) 604-626-1609

or BIA Office: 604-467-2420 for assistance

#### **What is Anti-social Behaviour?**

Any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life.

#### **Anti Social Behaviour definition is**

**the behaviour by an individual or group that results in:**

- another party feeling personally threatened
- creates a public nuisance, or
- has a detrimental impact upon the environment and thereby has a detrimental effect upon the quality of life of an individual or the community as a whole.

#### **Street problems which can include...**

- Begging & panhandling
- Intimidation
- Sex trade workers
- Dealing and buying drugs in public
- Loitering inside or outside your business
- Blocking or intercepting customers trying to enter your business
- Noise
- Harassment

#### **Environmental Anti-social behaviour includes:**

- Graffiti
- Littering
- Vandalism

**How anti-social behaviour affects us:** Anti social behaviour impacts negatively on all people, young and old, in all communities. It reduces the quality of life for all residents. Graffiti doesn't look good and has a huge impact on our communities, not to mention the costs of cleaning it up.

#### **Why does Anti-Social Behaviour happen?**

There are many factors that could cause the risk of anti-social behaviour happening.

#### **What you can do?**

Do not confront or say anything to a person demonstrating anti social behaviour. Any concerns, or other community safety issues, please do not **hesitate** to **contact RM RCMP at 604-463-6251, or in case of an emergency call 911.**

This directory is distributed to every downtown Maple Ridge BIA business and service provider. Purpose: A Resource Directory for day to day use, providing mostly "local" contact numbers, in case of possible emergencies or issues.

Visit website [www.downtownmapleridge.ca](http://www.downtownmapleridge.ca) for details on provided resource information and their purpose.

For additional copies, call 604-467-2420, or email: [executivedirector@downtownmapleridge.ca](mailto:executivedirector@downtownmapleridge.ca)

#### **RCMP ONLINE REPORTING:**

Providing an alternative way to report non-emergency crimes which are reviewed and entered into the RCMP Records Management System by your local detachment. Your report is vital in assisting RCMP with identifying crime trends and deterring future crimes.



<https://ocre-sielc.rcmp-grc.gc.ca/ridgemeadows>



## **DOWNTOWN MAPLE RIDGE**

*Ours to Share!*

## **Resource Directory**

**COMMITTED TO THE CORE**

Distributed by:

Downtown Maple Ridge

Business Improvement Association

#34 – 22374 Lougheed Hwy.

Maple Ridge, B.C. V2X 2T5

**604-467-2420**

[DowntownMapleRidge.ca](http://DowntownMapleRidge.ca)

## CRISIS INTERVENTION

|  |          |
|--|----------|
| Emergency (Police, Fire or Ambulance)..... | 911      |
| R.C.M.P (non-emergency) .....              | 463-6251 |
| Fire Department (non emergency).....       | 463-5880 |
| BC Health Link .....                       | 811      |
| Community Service Info Line .....          | 211      |
| City of Maple Ridge Bylaws.....            | 467-7305 |
| Westridge Security .....                   | 626-1536 |
| (24 hr call & Text Line)                   | 626-1609 |
| Fraser Health Crisis Line.....             | 951-8855 |
| Community Safety Officer (CSO) .....       | 467-7305 |

[communitysafety@mapleridge.ca](mailto:communitysafety@mapleridge.ca) | (responders to anti-social behaviours, aggressive panhandling, homeless encampments)

|  |                |
|--|----------------|
| Helpline for Children: <b>(NO 604)</b> .....       | 310-1234       |
| (24 hrs)   | 1-800-668-6868 |
| General Distress Line: .....                       | 1-800-784-2433 |
| Seniors Distress Line: .....                       | 872-1234       |
| Rape Crisis Centre .....                           | 255-6344       |
| Transition House – Domestic Violence .....         | 467-9939       |
| Poison Control Centre .....                        | 682-5050       |
| BC Mental Health Crisis Line <b>(NO 604)</b> ..... | 310-6789       |
| Crime Prevention – Community Policing.....         | 467-7644       |
| Crime Stoppers .....                               | 1-800-222-8477 |
| BC Hydro (power outage) .....                      | 1-888-224-9376 |
| Fortis BC (Gas emergency).....                     | 1-800-663-9911 |
| SPCA Maple Ridge .....                             | 463-9511       |
| SPCA Emergency Line.....                           | 841-2642       |

[mapleridge@sPCA.bc.ca](mailto:mapleridge@sPCA.bc.ca)

## COUNSELLING SERVICES

|   |          |
|---|----------|
| Affordable Family Counselling.....        | 467-6911 |
| Cythera Counselling Centre .....          | 467-9939 |
| Early Psychosis Intervention Program..... | 777-8386 |
| Valley Therapy .....                      | 463-3026 |
| UBC Counselling Centre.....               | 827-1523 |

## GOVERNMENT AGENCIES

|   |          |
|---|----------|
| B.C. Government Agent/Service BC .....      | 466-7470 |
| B.C. Human Rights Clinic .....              | 622-1100 |
| City of Maple Ridge / ALL departments ..... | 463-5221 |

## HOUSING

|                                    |                |
|------------------------------------|----------------|
| Coast Mental Health .....          | 479-4489       |
| Alouette Heights .....             | 236-880-5202   |
| (temp. low income assisted living) |                |
| B.C. Housing .....                 | 433-1711       |
| (Toll Free)                        | 1-866-465-6873 |
| Outreach Services (ext 2) .....    | 466-3031       |
| Red Door Housing .....             | 209-6778       |
| Tenancy Branch .....               | 660-1020       |

## DRUG AND ALCOHOL SERVICES

|   |          |
|---|----------|
| Al-Anon Central Services .....          | 688-1716 |
| Alcoholics Anonymous .....              | 434-3933 |
| Alouette Addiction Services.....        | 467-5179 |
| ▪ Needle Pick Up (10am-3pm, Mon-Fri)    | 467-5179 |
| Hannah House Recovery for Women .....   | 466-4215 |
| Innervisions Recovery Society.....      | 465-3228 |
| One Way Club.....                       | 463-6617 |
| Pacific Community Resources             |          |
| (Youth Drug and alcohol services) ..... | 836-6580 |

## TRANSPORTATION & FOOD

|  |          |
|--|----------|
| Alouette Taxi .....                      | 466-1313 |
| Bus Information .....                    | 953-3333 |
| Salvation Army RM (food & shelter) ..... | 463-8296 |
| Friends In Need Foodbank MR .....        | 466-3663 |
| Friends In Need Foodbank PM .....        | 460-4619 |
| Handy Dart .....                         | 575-6600 |
| Meals on Wheels (ext 1218) .....         | 467-6911 |

## HEALTH CARE CENTRES

|  |                |
|--|----------------|
| Fraser Health Community Health Ctr ..... | 476-7000       |
| Poison Control Centre: .....             | 1-800-567-8911 |
| Public Health Unit: .....                | 476-7000       |
| Ridge Meadows Hospital .....             | 463-4111       |
| Ridge Meadows Foundry .....              | 380-3133       |
| Downtown MR Care Clinics:                |                |
| Fraser Medical Care Clinic .....         | 463-1300       |
| Pure Care Clinic .....                   | 477-8800       |
| Urgent and Primary Care Centre .....     | 476-4650       |

## FINANCIAL AID

|                    |              |
|--------------------|--------------|
| MR Rent Bank ..... | 604-526-2522 |
|--------------------|--------------|

## LEGAL SERVICES & ADVOCACY

|                                  |                |
|----------------------------------|----------------|
| Access Justice Hotline .....     | 878-7400       |
| Disability Alliance BC.....      | 872-1278       |
| Family Justice Centre .....      | 466-7345       |
| Legal Aid BC /MR ext. 1210 ..... | 467-6911       |
| Legal Aid BC Call Centre.....    | 408-2172       |
| Victims Information Line .....   | 1-800-563-0808 |

## SUPPORT ORGANIZATIONS

|   |                |
|---|----------------|
| Act II Child & Family Services .....      | 463-0965       |
| Adult Mental Health Resource Centre ..... | 467-6055       |
| Alouette Addictions (Office).....         | 467-5179       |
| Alouette Addictions (Outreach) .....      | 616-4784       |
| Alzheimer's Society .....                 | 681-6530       |
| BC Schizophrenia Soc. (BCSS) .....        | 270-7841       |
| Child Care Resource & Referral .....      | 467-2273       |
| Coast Mental Health (Outreach)ext. 2..... | 466-3031       |
| CSO's & Parking Enforcement.....          | 467-7305       |
| Cythera Transition House.....             | 467-9939       |
| Family Educ. & Support Centre.....        | 467-6055       |
| Katzie First Nation-Band Office .....     | 465-8921       |
| MR/PM Community Services.....             | 467-6911       |
| Maple Ridge Leisure Centre.....           | 467-7322       |
| Mental Health Self Support Centre .....   | 476-7165       |
| Ministry for Children and Families.....   | 466-7300       |
| Mood Disorders Assn .....                 | 873-0103       |
| Problem Gambling Help Line .....          | 1-888-795-6111 |
| R.M. Assoc.for Community Living .....     | 467-8700       |
| Ridge Meadows Hospice Soc .....           | 463-7722       |
| School District #42 .....                 | 463-4200       |
| Senior's Distress Line .....              | 872-1234       |
| The Asante Centre .....                   | 467-7101       |
| West Coast Family Resource .....          | 466-7328       |
| Work BC Employment Services .....         | 466-4600       |



**DOWNTOWN  
MAPLE RIDGE**  
Business Improvement Association

*Ours to Share!*

## **Apply for a Facade Improvement or LOCTED Grant today.**

**As 100+ other DMRBIA property or business owners successfully did since 2008!**



*Ridge Meadows Division of  
Family Practice - before*



*Ridge Meadows Division of  
Family Practice - after*

### **Now it's YOUR TURN!**

It's amazing how much difference even a small Façade Improvement can make! A pleasant community appearance adds to property values, helps attract new business investments, customers, and improves neighbourhood reputation. Help us spruce up our neighbourhood by making some improvements to your downtown Maple Ridge business property and we can possibly assist you, by sharing some of the costs.

We have added a LOCTED (Lock Out Crime Through Environmental Design) Grant program, if your Improvement is "Safety & Security" focused! View details on our website under Programs, Safety & Security.

Please take a minute to read through program information for both grant programs and call the office with any questions you may have. We'd be delighted to inform you about the possibilities and opportunities available.

### **TOP FIVE most popular Facade Improvement projects:**

Power Wash & Paint | New Awning / Signage | Lighting | Decorative Details | Windows and Doorways.

### **DEADLINE TO APPLY EXTENDED (both programs)!**

*(Applications will be considered as grant monies still available.)*

Visit [www.downtownmapleridge.ca](http://www.downtownmapleridge.ca) to download guidelines and application form.

For more information contact:

Flori Chaykowski

Executive Director, DMRBIA

604-467-2420

#34-22374 Lougheed Hwy.  
Maple Ridge, BC V2X-2T5

Email: [executivedirector@downtownmapleridge.ca](mailto:executivedirector@downtownmapleridge.ca)

Website: [DowntownMapleRidge.ca](http://DowntownMapleRidge.ca)

Phone: 604-467-2420



**DOWNTOWN  
MAPLE RIDGE**

Business Improvement Association

*Ours to Share!*

## What can you do TODAY?

There are many things business and property owners can do **RIGHT NOW** to improve the look of their facades and storefronts. Walk around your downtown Maple Ridge property / business and look with a “critical eye”; like you are seeing it for the first time...

Ask yourself...

### ***What can I do to improve the curb appeal and subsequently the overall streetscape around my property?***

Some simple things like **decluttering your storefront** or **washing your windows** won't cost you a dime. And don't forget about **tidying up your back entrance** too. Many buildings, awnings and storefronts are actually in good shape and simply need a little TLC like a quick **powerwash**, or some **touch-up paint**. Add a **planterbox** or two and suddenly you have a welcoming storefront that says you are open for business!

**If your to-do list is more daunting than basic cleaning and repairs, then let the Façade Improvement or LOCTED Grant help you with the rest. Here's how:**

1. Make a list of possible improvements.
2. Contact our office (604-467-2420), when unsure if your improvements are eligible.... or if you have ANY questions about FIP or LOCTED Programs.
3. Contact a local contractor and obtain a couple of project quotes.
4. Complete the one page FIP or LOCTED Application.
5. Complete project by Dec. 31, 2024 deadline and submit invoices to receive approved grant amount.



*Chameleon - before*



*Chameleon - after*





**DOWNTOWN  
MAPLE RIDGE**  
Business Improvement Association

#34—22374 Lougheed Hwy.  
Maple Ridge, BC V2X 2T5  
Phone: 604-467-2420

Email: [executivedirector@downtownmapleridge.ca](mailto:executivedirector@downtownmapleridge.ca)  
Website: [www.DowntownMapleRidge.ca](http://www.DowntownMapleRidge.ca)

## 2024 DMRBIA LOCTED PROGRAM APPLICATION

**Application Deadline: EXTENDED > Applications will be considered as grant funding is still available.**

|                        |   |
|------------------------|---|
| Date: _____            | Applicant is the: <input type="checkbox"/> Property Owner <input type="checkbox"/> Business Owner |
| Applicant Name: _____  | Phone: _____ Fax: _____   |
| Address: _____         | Email: _____  |
| City: _____ P.C. _____ |   |

Property Address: \_\_\_\_\_

Legal Description of the property where the project will occur:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please attach a detailed description of the improvements that are proposed. Attach supporting materials including a description of the project, photos of the existing property, drawings of the proposed improvements (if applicable), two (2) quotes, a detailed line item budget and a project schedule. Please ensure all attachments are clearly labelled.

Total Cost of Improvements: \$                       Grant requested: \$

Approximate Date Project Construction will begin: \_\_\_\_\_ Proposed Completion Date: \_\_\_\_\_

Deadline Dec.31, 2024

**BUILDING INFORMATION:**

To your knowledge is the building a *Heritage Building*?     YES     NO     UNKNOWN

CPTED assessment completed : \_\_\_\_\_ recommended improvements:

Landscape: \_\_\_\_\_

Lighting: \_\_\_\_\_

Other: \_\_\_\_\_

Copy of CPTED assessment attached : \_\_\_\_\_

Current use:     Retail     Restaurant     Office     Service     Other Commercial     Residential     Other

(please tick all appropriate boxes)

|  |   |
|--|---|
| <p>I understand that my submission of an application does not constitute a guarantee for funding under the Lock Out Crime Through Environmental Design (LOCTED) Program. I certify that all information is true and accurate to the best of my knowledge and, if approved, work will be completed in accordance with terms and conditions of the Performance Agreement entered into with the DMRBIA and City of Maple Ridge.</p> <p>_____</p> <p style="text-align: center;">Applicant Signature</p> | <p style="text-align: right;"><b><u>Office Use Only</u></b></p> <p>Date Rec'd: _____ Date of Application Review: _____</p> <p>Application Complete:    <input type="checkbox"/> YES    <input type="checkbox"/> NO    <i>(If no, provide details)</i></p> <hr/> <p>Decision:    <input type="checkbox"/> APPROVED    <input type="checkbox"/> APPROVED / CONDITIONS    <input type="checkbox"/> NOT APPROVED</p> <hr/> <p>Amount of Grant:    \$ <input style="width: 150px;" type="text"/></p> |
|--|---|

**PLEASE ATTACH THE FOLLOWING ITEMS:**

|  |  |  |
|--|--|--|
| <input type="checkbox"/> Copy of Property Title                                      | <input type="checkbox"/> Project Description     | <input type="checkbox"/> Photos of the existing building |
| <input type="checkbox"/> Sketch/illustrations/drawings of the proposed improvements, |  | <input type="checkbox"/> Detailed line item budget       |
| <input type="checkbox"/> Project schedule (Start and End Date)                       | <input type="checkbox"/> Two (2) Contract Quotes | <input type="checkbox"/> Description of materials        |

**Note:** Information collected in this application form is confidential & collected for the purpose of administrating the LOCTED Program and to maintain communications as considered necessary. Please note that the name & location of the property improvement designs may be released to various organizations, the media, and the public if the applicant receives a grant under the LOCTED Program.

## ELIGIBILITY REQUIREMENTS

- Eligible commercial buildings must be located within the Downtown Maple Ridge Business Improvement Association (DMRBIA) Area.
- The applicant must be the property or business owner, with property owner's written consent.
- Grants are only paid upon completion of the pre-approved LOCTED project.; applications submitted after project is completed (or started) are not eligible.
- Maximum grant is 50% of cost of eligible improvements, maximum of \$2,000 per building .
- Only projects which meet eligible improvements, or are otherwise deemed eligible upon review by the LOCTED Committee may be eligible to receive a grant.

## PROCEDURE

- All applicants are encouraged to directly connect with the DMRBIA prior to formally submitting their application to discuss the program process, review project intention, and outline eligible improvements.
- Personalized CPTED assessment for applicant property scheduled and recommendations proposed according to outcome.
- Completed application submitted to the DMRBIA.
- Project Review Committee reviews the application and will either approve, approve with conditions or refuse an application at its discretion. Additional information may be requested.
- A Performance Agreement is entered into between the successful applicant and the DMRBIA, which will include a description of the project, total cost of the project, list of eligible project expenses, start and completion dates of the project (completion must occur by December 31, 2024), amount of the grant awarded, and any conditions.
- Project can start immediately following written approval from DMRBIA
- Applicant provides to the DMRBIA a written notice of completion signed by the applicant or contractor, copies of all invoices pertaining to the project, proof of payment, and proof of final inspection (where required) + "after pictures".
- Completed project is inspected by the Project Review Committee.
- Applicant is issued a cheque (up to 50% of actual cost/excluding taxes, to maximum of \$2,000).

## ELIGIBLE LOCTED IMPROVEMENTS

Environmental building features, eligible for LOCTED grant dollars, may include, but are not restricted to the following CPTED based upgrades. Improvements are intended to possibly influence behaviour and encourage stewardship, while reducing acts of vandalism; AND support CMR Bylaws' and RM RCMP's goal of helping reduce property crime. Eligible improvements include:

|                    |                            |                                  |                            |
|--------------------|----------------------------|----------------------------------|----------------------------|
| Wall attachments   | Exterior Security Lighting | Environmental Engineered Details | Design Fees                |
| Door modifications | Storefront clearance       | Remove Landscaping Details       | Fencing                    |
| Window access      | Add Landscaping Elements   | Obstructed Entranceways          | Ext. Alarm/part of project |

## GRANT APPROVAL

- All project proposals are subject to a comprehensive review, must meet high quality standards, and must reflect the spirit and intent of the LOCTED Program Guidelines.
- Submission of an application is not a guarantee of funding approval or a specific grant amount.

## GRANT REIMBURSEMENT PROCESS

- The applicant must provide the following to the DMRBIA for reimbursement:
- A written notice of completion signed by the applicant or contractor;
- Copies of all invoices pertaining to the project and proof of payment (copies of credit card receipts or cancelled cheques);
- Proof that improvements have passed final inspection (where required) and meet all City of Maple Ridge requirements including zoning, building and safety code (where required);
- Project inspection completed by Project Review Committee;
- Applicant is issued a cheque.

### IMPORTANT

- Full details of this program are contained in the LOCTED Guide.
- The Applicant must obtain all necessary development, building and sign permits and is encouraged to consider the additional time required to obtain such permits.  
If the proposed improvements significantly alter the external building appearance (i.e. changes to existing materials, form & character) and/or if the work value is greater than \$25,000 the applicant may be required to submit a Development Permit Application to the CMR and will have to refer to the Maple Ridge Town Centre Development Permit Area Guidelines.



**DOWNTOWN  
MAPLE RIDGE**

Business Improvement Association

*Ours to Share!*

## Security Camera Add-on Program

Available devices

Eufy Security Camera 2k Pan and tilt

Eufy Security Camera 2k 1080P

Mubview PK320



### THE DOWNTOWN MAPLE RIDGE BUSINESS IMPROVEMENT ASSOCIATION (DMRBIA)

The DMRBIA is implementing a new security add on service of a security camera placed at eye level in business storefronts.

The camera is meant to deter criminal activity before it happens as it is easy to spot and follows the subject as long as they are within a customized activity zone set by businesses themselves.

**Please Note:**

This is an addition to any current security in place and participation will not be allowed to replace existing or as the only form of security.

Upon approval of member application and payment for camera.  
(50% payment of camera by member \$32.50 - invoice will be sent when approved for program)

- DMRBIA will arrange an appointment time to supply and install 1 security camera in your business / storefront at eye level.
- At installation the BIA Member participant will be required to sign up to the camera app and cloud storage (approx. \$40/year).
- During set up, camera must be shared and access allowed to the DMRBIA. This is solely for the purpose of reporting to necessary organizations (Security, RCMP, Social services etc.).
- Participant will treat the camera as they would a security alarm system. Activating when not in place of business and de-activating when on site.

To Sign up please visit

[www.downtownmapleridge.ca/safety-security](http://www.downtownmapleridge.ca/safety-security)

All questions can be e-mailed to [CAP@downtownmapleridge.ca](mailto:CAP@downtownmapleridge.ca)  
or contact our office at 604-467-2420

# Want to keep your business and your community's businesses safe?

## Join Business Watch

Business Watch is a free program designed to reduce crime in the Downtown Maple Ridge business community. The program partners with the City of Maple Ridge and the Ridge Meadows RCMP to provide local businesses with tools and resources that can help reduce business crimes and improve safety.



If you are interested in registering your business with Business Watch, please contact the Ridge Meadows RCMP Crime Prevention Unit at:  
[crimepreventionunit@mapleridge.ca](mailto:crimepreventionunit@mapleridge.ca)



**DOWNTOWN  
MAPLE RIDGE**  
Business Improvement Association



**Maple Ridge**



# RIDGE MEADOWS RCMP BUSINESS WATCH REGISTRATION



Is this a new/initial registration? Yes  / No

Is this an update? Yes  / No

|  |             |                    |                           |                          |  |
|--|-------------|--------------------|---------------------------|--------------------------|--|
| <b>Company Name:</b>   |             |                    |                           |                          |  |
| <b>Business Address:</b>   |             |                    | <b>Postal Code:</b>       |                          |  |
| <b>Business Telephone:</b>   |             | <b>Fax Number:</b> |                           |                          |  |
| <b>Business Email:</b>   |             |                    |                           |                          |  |
| <b>Type of Business:</b>   |             |                    |                           |                          |  |
| <b>Owner Name:</b>   |             |                    | <b>Phone Number:</b>      |                          |  |
| <b>Owner's Address:</b>  |             |                    |                           |                          |  |
| <b>Owner's Email:</b>  |             |                    |                           |                          |  |
| <b>Preferred Method of Contact:</b> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/>  |             |                    |                           |                          |  |
| <b>Hours of Operation:</b><br>(E.g.: 10am - 6pm)   | <b>Mon:</b> | <b>Tues:</b>       | <b>Wed:</b>               | <b>Thurs:</b>            |  |
|  | <b>Fri:</b> | <b>Sat:</b>        | <b>Sun:</b>               | <b># Employees:</b>      |  |
| <b>Would you like to be contacted for a CPTED security assessment by the Crime Prevention Unit?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>   |             |                    |                           |                          |  |
| <b>Alarm Company:</b> _____ <b>Phone :</b> _____   |             |                    |                           |                          |  |
| <b>Alarm Monitored:</b> Yes <input type="checkbox"/> No <input type="checkbox"/> <b>Video Surveillance Camera:</b> Yes <input type="checkbox"/> No <input type="checkbox"/>  |             |                    |                           |                          |  |
| <b>Video Availability:</b> _____ <b>Camera Coverage:</b> _____   |             |                    |                           |                          |  |
| <b>Emergency Contacts: Business after hour contact person(s).</b><br><b>***Provide any additional contacts on a separate piece of paper or on the back of this form.***</b><br><b>In the event that an emergency should occur, the RCMP would give notice to the contact(s) below.</b> |             |                    |                           |                          |  |
| <b>1. Contact Name:</b>  |             |                    | <b>Title:</b>             |                          |  |
| <b>Home Phone:</b>   |             | <b>Cell Phone:</b> |                           | <b>Preferred:</b>        |  |
| <b>2. Contact Name:</b>  |             |                    | <b>Title:</b>             |                          |  |
| <b>Home Phone:</b>   |             | <b>Cell Phone:</b> |                           | <b>Preferred:</b>        |  |
| <b>3. Contact Name:</b>  |             |                    | <b>Title:</b>             |                          |  |
| <b>Home Phone:</b>   |             | <b>Cell Phone:</b> |                           | <b>Preferred:</b>        |  |
|  |             |                    |                           |                          |  |
| <b>Signature:</b>  |             |                    | <b>Date (YYYY/MM/DD):</b> |                          |  |
| <b>Please return this completed form to the Ridge Meadows RCMP Crime Prevention Unit</b><br><b>Ridge Meadows RCMP Crime Prevention Unit</b><br><b>11990 Haney Place, Maple Ridge, B.C., V2X 9B8</b><br><b>Phone: 604-476-6916</b><br><b>Email: crimepreventionunit@mapleridge.ca</b>   |             |                    |                           | <b>For RCMP Use Only</b> |  |
|  |             |                    |                           | <b>District</b>          |  |
|  |             |                    |                           | <b>Atom</b>              |  |
|  |             |                    |                           | <b>Business #</b>        |  |

# SECURING SMALL BUSINESS REBATE

Apply Now!



## What you Need to Know

The Securing Small Business Rebate Program is ready to help small businesses with vandalism-related costs and to install measures to prevent future vandalism.

The streamlined application portal will be accepting applications until January 31, 2025 from businesses looking to offset the costs of repairing or preventing vandalism.

## Types of Rebates Available

### Reparative Rebate

- Provides immediate relief to offset expenses for damage to eligible commercial property due to crime and vandalism on or after January 1, 2023.
- Available as a one-time rebate of **up to \$2,000, for each of 2023 and 2024.**
- Retroactive to January 1, 2023, through December 31, 2024.
- Examples of eligible damage include: Broken windows, locks and doors, and graffiti.

### Preventative Rebate

- Provides funding for eligible proactive/preventative measures to mitigate vandalism damage against eligible commercial property.
- Available as a one-time rebate of **up to \$1,000.**
- Retroactive to January 1, 2023, through December 31, 2024.
- Examples of eligible measures include installation of: Shatterproof glass, locks, cameras, alarms, security lighting and gates.

For more information, FAQs, and to apply for a rebate, visit the program webpage: [www.bcchamber.org/securing-small-business-rebate](http://www.bcchamber.org/securing-small-business-rebate)

