

Dunbar Apartments Operations Management Plan Review Meeting

Agenda

Time 6:30 – 8:30 p.m., October 2, 2008
Location Dunbar Community Centre 4747 Dunbar Street

This is the second in a series of 4 meetings to receive input on the draft Operations Management Plan (OMP) for the Dunbar Apartments, a project that will provide housing and services for low-income people, disabled people and individuals with mental health issues who currently reside in the Dunbar, West Point Grey and Kitsilano areas, or whose origins were these communities. This project will be operated by Coast Mental Health Society and residents will be referred by Vancouver Coastal Health, Yaffa Housing Society, St. George's Place Housing Society and BC Housing.

Subsequent meetings and the subject of these meetings will be:

October 16	<ul style="list-style-type: none">• Good Neighbour Practices• Neighbourhood Relations – Staff Liaisons with Community• 24 Hour emergency response• Evaluation
October 30	<ul style="list-style-type: none">• Community Advisory Committee

Input gathered at these meetings will be considered by Coast Mental Health in a second draft OMP. This second draft OMP will be presented at a public meeting on November 20th with another opportunity for public comment. These comments will also be considered by Coast Mental Health in the development of an Operations Management Plan that will be submitted to the City of Vancouver as part of the conditions for a development permit. An independent report will be prepared by the facilitator of these meetings documenting all input received and how this input was used in the OMP or why it was not used, as the case may be.

AGENDA

1. Program Support and Methodology
2. Staffing and Support Services
3. Programs
4. Safety and Security

1. **Program Support and Methodology**

Current DRAFT OMP (September 4, 2008)

Coast will operate within a Psychosocial Rehabilitation methodology¹ at the Dunbar Enhanced Housing Project. B.C.'s best practices indicate that PSR and a recovery model are critical underpinnings to the delivery of housing services. Coast uses these practices.

2. **Staffing and Support Services**

Current DRAFT OMP (September 4, 2008)

A staffing plan has been developed in writing that reflects the high level of support that will be given to residents of the 3212 Dunbar residence. The building will have staff on duty at all hours of the day, seven days a week.

The following staff positions are planned:

- *Manager*
- *Residence Coordinator*
- *Community Mental Health Worker*
- *Custodial/Janitorial*

3. **Programs**

Current DRAFT OMP (September 4, 2008)

An array of staff support, programs and services will be made available to clients:

- *Meal Program*
- *Group Programs*
- *Community Based Programs*
- *Assistance with medication*
- *Peer Support Programs*
- *Volunteer Programs*
- *Life Skills Programs*
- *Community Building Programs*
- *Employment preparation & support*

4. **Safety and Security**

Current DRAFT OMP (September 4, 2008)

Coast is committed to providing a safe environment by being dedicated to continuous improvement in its health and safety program. Coast staff, management and operating policies ensure a safe and secure environment for clients. This is achieved through design and management initiatives:

¹ PSR is broadly practiced strengths-based approach to supporting recovery of persons with mental illnesses.

- *24/7 staffing will assure that the building environment will be monitored at all times.*
- *Cameras will be installed in the lobby and other strategic areas to protect the building.*
- *Elevators to each floor and entry to the building will be equipped with modern key coding to limit access and provide better security for clients.*
- *Clients will have a key fob to enter the building. This system will be deactivated from 11:00pm until 7:00 am daily. The clients can still come and go but will have to access staff to let them in during these hours. This eliminates late-night unwanted guests.*

Coast has well-established on-call systems to address safety and security and these include:

- *Ongoing 24 Hour emergency response:*
 - ⇒ *Coast Mental Health provides a clinical on call system 24 hours a day via telephone.*
 - ⇒ *The pharmacy has a pharmacist available to the Manager on Call, 24 hours a day.*
 - ⇒ *The Properties department at Coast Mental Health provides a 24-hour on call service to deal with any property issues that may arise.*
- *Coast Mental Health current practices also address safety and security and include:*
 - ⇒ *An established Infection Control Program and dedicated Infection Control Manager*
 - ⇒ *Established Safety Committee that complies with all Worksafe BC and other legislation. This Committee is active in doing site inspections that promote safety.*
 - ⇒ *Established Quality Improvement and Risk Management Committee with a dedicated Director of Quality Improvement and Safety. This Committee responds to Risk and Safety issues and reports directly to a Board Committee of Coast Mental Health.*
 - ⇒ *An efficient reporting system that ensures any risk/safety/security issues are documented and reported immediately and responded to in a timely manner.*
 - ⇒ *A Properties Division is responsible for managing the building, including maintenance.*
 - ⇒ *Building design will incorporate Crime Prevention through Environmental Design principles to assure tenant safety.*