

# DRAFT

## Operations Management Plan Review - Dunbar Street Apartments Meeting Schedule

The following community meetings will take place to conduct a detailed review of the current draft Operations Management Plan (OMP) for the Dunbar Street Apartments. This schedule indicates the current OMP sections matched to a list of community concerns that have been raised during the community consultations that have taken place over the last several months regarding this project. On June 26, 2008, a meeting with representatives of the community took place and a list of community concerns was reviewed and expanded upon – this is the list that appears in the right hand column. At this meeting there was an agreement to participate in a series of meetings beginning in September to review and gather additional feedback and suggestions for the OMP.

The City of Vancouver Director of Housing Services will be the decision maker with regards to the adequacy of the final OMP that is submitted by Coast Foundation Society. To ensure that there is transparency in this process, a report will be submitted to the Director of Housing Services along with the final OMP – this report will document all the community suggestions for the OMP and the response to each of the suggestions (e.g. suggestions may be included or, if rejected, this will be noted along with the rationale). This report will be prepared by the independent facilitator of this process.

**NOTE:** *Coast Foundation Society, the proponent for this assisted housing project, will listen and in good faith attempt to include those suggestions that they are able to considering both practicality and legality.*

Meeting	OMP Sections	Community Concerns
September 11	<ul style="list-style-type: none"><li>• Who Will Live Here - Tenancy</li><li>• Client Selection Process</li><li>• Client Operating Rules and Regulations</li></ul>	<ul style="list-style-type: none"><li>• tenant selection criteria - possible changes; possible inclusion of seniors that meet other criteria; psychiatric “threshold”; geographic; other criteria</li><li>• duration of tenancy</li><li>• acknowledgment of tenant/community rights (mutual) – re what is acceptable and what isn’t</li><li>• visitors / overnight guests</li><li>• pet policy</li><li>• tenant “possessions”/storage</li><li>• drug use</li><li>• smoking</li><li>• loitering</li><li>• shopping carts</li><li>• monitoring tenant activities, residence rules</li><li>• ability to evict a tenant</li></ul>

<b>Meeting</b>	<b>OMP Sections</b>	<b>Community Concerns</b>
October 2	<ul style="list-style-type: none"> <li>• Program Support and Methodology</li> <li>• Staffing and Support Services</li> <li>• Programs</li> <li>• Safety and Security</li> </ul>	<ul style="list-style-type: none"> <li>• staffing – levels, qualifications, types, ratio of volunteers</li> <li>• linkage of tenants to services (transportation, etc.)</li> <li>• adequacy of indoor common areas for our winters</li> <li>• use of meal services</li> <li>• funding adequacy for support services</li> <li>• safety and security</li> <li>• risk management strategy – (levels and responses)</li> <li>• “episode” management</li> </ul>
October 16	<ul style="list-style-type: none"> <li>• Good Neighbour Practices</li> <li>• Neighbourhood Relations – Staff Liaisons with Community</li> <li>• 24 Hour emergency response</li> <li>• Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• outreach to community</li> <li>• maintenance of exterior</li> <li>• neighbourhood noise</li> <li>• responsibility on-the-ground and timeframes</li> <li>• garbage</li> <li>• adequacy of parking</li> <li>• outside seating</li> <li>• exit strategy if there are problems – new operator and new population</li> <li>• impact of community on project tenants</li> <li>• enforceability of OMP – who is finally accountable</li> <li>• reporting outcomes</li> <li>• working with the issue of homelessness in the community / outreach</li> <li>• adequacy/involvement in community activities</li> </ul>
October 30	<ul style="list-style-type: none"> <li>• Community Advisory Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Community Advisory Committee</li> </ul>
November 12	Final public meeting to review revised OMP	