

DUNBAR STREET APARTMENTS – DRAFT OPERATIONS MANAGEMENT PLAN REVIEW COMMUNITY CONSULTATION REPORT

The Dunbar Street Apartments project 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. As a condition of the City of Vancouver Development Permit, Coast Mental Health Society was required to develop an Operations Management Plan (OMP) and establish the terms of reference for a Community Advisory Committee with respect to this facility. These documents were to be developed in a process that included public consultation on what was being proposed.

The public consultation process took place in two stages. Community organizations and individuals who had been involved in earlier public information meetings about this project were invited to participate and other individuals who learned of this process part way through were also welcomed to the meetings.. Initial drafts of the two documents were presented to those participating in a series of four public meetings in September and October, 2008. Following these initial meetings, Coast Mental Health Society reviewed the feedback provided and developed a second draft OMP and terms of reference for the Community Advisory Committee. These second drafts were circulated to participants and a public meeting was held on November 20, 2008 for further input on the revised versions. This meeting was advertised in the Vancouver Courier which is distributed free of charge to all Dunbar residences and businesses. In addition, posters were placed in the library and community centre. All meetings in this process were conducted by an independent professional facilitator (Raymond Penner, the Strategic Action Group). All comments received were recorded on a computer and projected with a data projector to ensure that the notes accurately reflected the intent of the comments received.

Participants in the consultation process were informed at each meeting that the input received would be considered for possible revisions in the current draft OMP but for various reasons may be rejected by Coast Foundation Society. It was also explained that the OMP and the Community Advisory Committee terms of reference must be approved by the City of Vancouver as a final condition for occupancy once the project has been built. To ensure transparency in this process, this report, besides being submitted to the City of Vancouver, is also being distributed to all those participating in the consultation process.

This report is divided into two parts. The initial part documents consultation on the first draft, also noting all input received and the disposition of this input. The second part is parallel to the first part but reflects comments on the second draft and how these have or have not been used in the final versions being submitted to the City of Vancouver.

Raymond Penner – the Strategic Action Group

SEPTEMBER 4, 2008 DRAFT REVIEW

Below are tables with the text of the September 4, 2008 Draft OMP, input received and the way this input has been used or the reason for rejection is noted in the third column below.

Who Will Live Here

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><i>The Dunbar Apartment is intended 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.</i></p>	<ul style="list-style-type: none"> • <i>goal should be to provide long-term tenancy</i> 	<p><i>Included on bottom of page 3</i></p>
<p><i>The residence will provide housing as follows:</i></p> <ul style="list-style-type: none"> • <i>30 units will serve tenants with Mental Illness referred through Vancouver Coastal Health. These residents will be people with mental illness who are able to live independent, productive lives with support.</i> • <i>5 units will be referred through Yaffa Housing Society, a Jewish Faith-based society, will provide referral and supportive cultural services to people as part of the collaborative housing arrangement.</i> • <i>4 units will be referred through St. George's Place Housing Society who will provide referral and consultative services to residents in the 4 wheelchair accessible units in the building.</i> • <i>BC Housing will refer low-income clientele from the BC Housing Access System waiting list for the remaining units.</i> 	<ul style="list-style-type: none"> • <i>no tenants with active addictions will be accepted</i> • <i>prior to acceptance – professional assessment re their commitment to living a substance free lifestyle – otherwise not accepted</i> 	<p><i>Included in bottom of page 5</i></p> <p><i>Prior to acceptance tenants will be assessed for their capability to live successfully in the building Bottom of page 5</i></p>

<p><i>Priority will be given to those living in Dunbar, West Point Grey and Kitsilano. Clients generally do not own cars and the location is ideal for its proximity to shopping, transit and other support services.</i></p>	<ul style="list-style-type: none"> • <i>tenant selection process should represent the same values as the rest of the community</i> 	<p><i>If this means a non-discriminatory approach, yes.</i></p>
<p><i>In the event that individuals who meet the above criteria cannot fill units, VCH and BC Housing will work with Coast to select individuals who will be best served by the accommodation in this environment.</i></p>		

Client Selection Process

<p>September 4, 2008 Draft OMP</p>	<p>Community Input</p>	<p>Use of Community Input</p>
<p><i>30 Units will house referrals from Mental Health Housing Services, Vancouver Coastal Health. Potential residents will be assessed by professional staff at VCH for their appropriateness and ability to live in a supported apartment program. This process is one that Coast Mental Health is very familiar with and currently uses. Coast will have the final say in selection. All 30 tenants will be connected to mental health clinical supports and follow-up in the community.</i></p> <p><i>The other 21 referrals will come from BC Housing with preference given to applicants of the Dunbar/Westside Community. Applicants will be placed on the list for Dunbar based on the criteria mandated for that building. Specifically people who have lived or have ties in that area that are currently unable to access affordable accommodations in their community. Yaffa and St. George’s Place referrals will be processed through BC Housing’s system.</i></p>	<ul style="list-style-type: none"> • <i>tenant selection criteria - possible changes; possible inclusion of seniors that meet other criteria; psychiatric “threshold”; geographic; other criteria</i> • <i>one-half of the referrals to come through the Seniors Housing Information Program (SHIP)</i> • <i>would like to see the whole facility for seniors (disenfranchised)</i> • <i>age should not be the only criteria</i> 	<p><i>Though not specified, It is likely that seniors will be referred.</i></p> <p><i>Not applicable</i></p> <p><i>It will have adult tenants from all age groups</i></p> <p><i>Selection criteria is articulated on page 6</i></p>
<p><i>Once a vacancy is determined and an individual has been waitlisted for the Dunbar building, a thorough screening and assessment will take place to ensure that the individual is suitable for the building. Coast as the operator of the building will have final say in who is</i></p>	<ul style="list-style-type: none"> • <i>screening should include blood and urine tests</i> • <i>need to ensure that past history that reflect causing problems (e.g. violence, nature of past record with police) is part of the screening process</i> 	<p><i>Not included, unless Vancouver Coastal Health or BC Housing include as part of their assessments.</i></p> <p><i>Past history will be used to determine if tenants are suitable – bottom of page 5</i></p>

<p><i>selected for the building.</i></p>		
<p><i>All clients will be required to sign a Residential Tenancy Agreement including the Addendum for Crime Free Housing prior to admission.</i></p>	<ul style="list-style-type: none"> • <i>Crime Free Addendum should be expanded to include the surrounding area</i> • <i>the Residential Tenancy Agreement for Crime Free Housing should be worded as follows: “In consideration of the execution or renewal of a Residential Tenancy Agreement of the rental unit identified in the Residential Tenancy Agreement, Landlord and Tenant agree as follows: The tenant (s), any occupant of the tenants (s) household, and any persons invited onto the residential property or rental unit by the tenants (s) or any member of the tenant’s family shall not engage in any criminal activity or public nuisance on, or within two kilometers of, the residential property including, but not limited to:</i> <ol style="list-style-type: none"> 1. <i>Possession, use or sale of heroin, cocaine, methamphetamines, marijuana or any other controlled substance as defined in the controlled drugs and substances act (anywhere and not limited to the areas set out above);</i> 2. <i>Solicitation pimping, prostitution or lewd behavior;</i> 3. <i>Gang activity;</i> 4. <i>Causing a disturbance, public intoxication, begging, panhandling, or other public nuisance;</i> 5. <i>Theft, break or enter, trespass, possession of stolen goods;</i> 6. <i>Assault, battery or threatened assault or battery;</i> 7. <i>Possession of a firearm, ammunition, knife with a blade of more than 2 inches length, except kitchen cutlery in the rental unit, crossbow or other weapon;</i> 8. <i>Any activity that threatens the</i> 	<p><i>Has been amended page 10</i></p> <p><i>Current form has proven to be satisfactory and is accepted by the RTA.</i></p>

	<p><i>health, safety or welfare of the landlord, other tenants or persons.</i></p> <p><i>The tenant agrees, at the request of the landlord, to submit to random blood and urine testing by the landlord for controlled drugs and substances. The tenant consents to the release of information to public authorities and neighborhood organizations with respect to any of the foregoing activities or tests.</i></p> <p><i>Violation of any of the above provisions, each of which form a reasonable and material term of the residential tenancy agreement, shall be good cause for the landlord to end the a tenancy.</i></p> <p><i>A single violation of any provisions of this addendum shall be deemed a serious violation and material non-compliance with the residential tenancy agreement. A single violation shall be good cause for the landlord to end the tenancy. Proof of violation shall not require criminal conviction, but shall be based on a simple preponderance of the evidence.</i></p> <p><i>In case of conflict between the provisions of this addendum and any other provisions of the Residential Tenancy Agreement, the provisions of this addendum shall govern.</i></p> <p><i>This Residential Tenancy Agreement addendum is incorporated into the Residential Tenancy Agreement executed or renewed this day between Landlord and Tenant.”</i></p>	
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Client Operating Rules and Regulations

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><i>A Supported Housing Programs Service Agreement will be in place and apply to operators and residents.</i></p>	<ul style="list-style-type: none"> • <i>Tenant agreement re goals should be in OMP</i> • <i>All agreements (e.g. contracts with operator) should be tied in to the OMP</i> 	<ul style="list-style-type: none"> • <i>The relationship between Coast and tenant is private</i> • <i>The agreements are between operator and City/VCH/ or BC Housing.</i>

	<ul style="list-style-type: none"> • <i>Agreement to abide by the basic “standards” of the community (e.g. cleanliness, no pan-handling, etc.) that help define the Dunbar community</i> • <i>Would like to see tenants who are able to join in on community activities (e.g. block watch)</i> • <i>A resident health care professional capable of dealing with drug addictions should be involved in determining if a tenant is violating this aspect of the agreement</i> • <i>Rules need to be enforced by someone with authority over the tenancy</i> • <i>Should be non-smoking building or at the least one floor non-smoking</i> • <i>24 hour staffing to monitor activity and take action as required</i> • <i>Coast will maintain regular communication and consultation with the VPD</i> 	<ul style="list-style-type: none"> • <i>Included generally in Good Neighbour Practices pp 8</i> • <i>Any efforts to include tenants in the community would be appreciated and beneficial to tenants see pp 3</i> • <i>We will have appropriately qualified staff on site and are able to call in experts through BC Housing, VCH or outside agencies if necessary pp 6</i> • <i>Coast’s property management arm enforces tenancy agreements see pp 6, Client Operating Rules and regulations</i> • <i>Smoking will be permitted in suites and in one designed patio area. See pp 6 Client Operating Rules & regulations</i> • <i>Staff will be diligent and responsive to community concerns. Pp 7 Safety & Security</i> • <i>Coast will work closely with VPD who will be invited to participate on CAC & utilize some space in the building for their community policing pp 7 – Safety & Security</i>
	<ul style="list-style-type: none"> • <i>Review Fraser Street OMP re specific points on rules and regulations to include in this OMP</i> • <i>24-7 two staff should be stipulated</i> • <i>Don’t set regulations that force people to smoke in public areas near building</i> • <i>Staff need to keep an eye on indicators of drug use</i> • <i>Statement re how guests are managed should be in OMP</i> 	<ul style="list-style-type: none"> • <i>24/7 staffing is included staff coverage will vary during the day depending on need pp. 7</i> • <i>See above re smoking pp 6</i> • <i>Staff will be trained through Coast’s “Clean Start” program and be diligent to all indicators of a decline in health.</i> • <i>Tenants are responsible for guests through the Residential Tenancy Act and through Crime Free Addendum pp 10.</i>

Program Support and Methodology

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><i>Coast will operate within a Psychosocial Rehabilitation methodology (broadly practiced strengths-based approach to supporting recovery of persons with mental illnesses) 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.</i></p>	<ul style="list-style-type: none"> • <i>Need to ensure that there are concrete guidelines that will be followed (i.e. what is accepted and what isn't)</i> 	<ul style="list-style-type: none"> • <i>This is incorporated under the residential tenancy agreements. Not really in the program support and methodology</i>

Staffing and Support Services

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><i>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.</i></p> <p><i>The following staff positions are planned:</i></p> <ul style="list-style-type: none"> • <i>Manager</i> • <i>Residence Coordinator</i> • <i>Community Mental Health Worker</i> • <i>Custodial/Janitorial</i> 	<ul style="list-style-type: none"> • <i>Should be a minimum of 2 staff on duty 24/7</i> • <i>Should state which staff will be on 24/7 (e.g. CMHW on at all times)</i> • <i>A statement of the role of community volunteers is needed</i> • <i>Would like to see a copy of the job description/posting for Community Mental Health Worker</i> • <i>Statement re background checks on staff should be included</i> • <i>Should include peer support workers as part of the support team</i> 	<ul style="list-style-type: none"> • <i>There will be staff available on the site 24/7 most shifts will have 2 or more staff. pp 6 & 7</i> • <i>We expect to have a CMHW on shift 24/7</i> • <i>Included on pp 7</i> • <i>Job descriptions are available on Coast's website – www.coastmentalhealth.com</i> • <i>Background checks are done as standard policy – see pp 7</i> • <i>We are incorporating Peer-support workers throughout Coast's services. Pp 5</i>

Programs

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p>An array of staff support, programs and services will be made available to clients:</p> <ul style="list-style-type: none"> • Meal Program • Group Programs • Community Based Programs • Assistance with medication • Peer Support Programs • Volunteer Programs • Life Skills Programs • Community Building Programs • Employment preparation & support 	<ul style="list-style-type: none"> • Community support programs/people not included in this list and should be • Clean Start (re staying “clean”) should be added • Description of each program would be useful • Should be specified that these are residential programs – not drop-ins • Include physical fitness/health 	<ul style="list-style-type: none"> • Amended see pp 4 & 5 • Added a section on Clean Start and speak to the nature of the program pp 5 • We have added more detail to the programs • Noted that services are for tenants, see pp 4 • Amended see, pp 4

Safety and Security

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p>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:</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Risk Management Committee – membership should include 2 people from the residential community (rotating basis) • If the RMC is dealing with external as well as internal issues, confidentiality may be an issue – may be an issue if residents are part of the committee • Include practice of active participation with VPD/community patrols • Safety and security is focused on residents and building but should also refer to the surrounding community (property and people) • Do not like the restriction on residents not being able to freely access their residence except via staff from 11 p.m. to 7 a.m. 	<ul style="list-style-type: none"> • The Risk Management Committee is a committee of the Board and has a strict confidentiality veil to support candid review of issues which may arise. • Residents are not part of the Coast QI & Risk Management Committee – it is made up of Board members and senior staff. • Are and will cooperate with VPD in develop proactive safety & security initiatives. We will offer office space for community policing officers pp 7 • Amended see pp7 & pp 8 • We Will review policy annually to see if it is still necessary pp 7

<p><i>Coast has well-established on-call systems to address safety and security and these include:</i></p> <ul style="list-style-type: none"> • <i>Ongoing 24 Hour emergency response:</i> <ul style="list-style-type: none"> ⇒ <i>Coast Mental Health provides a clinical on call system 24 hours a day via telephone.</i> ⇒ <i>The pharmacy has a pharmacist available to the Manager on Call, 24 hours a day.</i> ⇒ <i>The Properties department at Coast Mental Health provides a 24-hour on call service to deal with any property issues that may arise.</i> • <i>Coast Mental Health current practices also address safety and security and include:</i> <ul style="list-style-type: none"> ⇒ <i>An established Infection Control Program and dedicated Infection Control Manager</i> ⇒ <i>Established Safety Committee that complies with all Worksafe BC and other legislation. This Committee is active in doing site inspections that promote safety.</i> ⇒ <i>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.</i> ⇒ <i>An efficient reporting system that ensures any risk/safety/security issues are documented and reported immediately and responded to in a timely manner.</i> ⇒ <i>A Properties Division is responsible for managing the building, including maintenance.</i> ⇒ <i>Building design will incorporate Crime Prevention through Environmental Design principles to assure tenant safety.</i> 	<ul style="list-style-type: none"> • <i>Would like to see a base-line assessment of current community “safety and security” to enable ongoing monitoring of community risk factors (e.g. crime, drug, inappropriate contact with children)</i> • <i>RMC guidelines - need to have some “bright line tests” to indicate when the safety and security provisions are not working as they should</i> • <i>Manager should be enabled to evict a person if they overstep the guidelines</i> • <i>The 24 hour phone number should be available to the community</i> • <i>Accreditation Canada process re auditing of safety/security and other issues should be noted</i> • <i>Description of incident reporting/tracking/response process needed</i> • <i>Any issues related to tenants related to recurring problems from their past needs to be looked at</i> 	<ul style="list-style-type: none"> • <i>This is outside OMP</i> • <i>Coast has been monitoring the safety of its programs for many years and are able to determine if something is amiss at a site and take appropriate action. The project will develop its own benchmarks as well as be compared to other projects that Coast operates and monitors.</i> • <i>Eviction is an option if all else fails pp 6</i> • <i>The site phone number will be available. pp 8</i> • <i>More details on Accreditation Canada are noted pp 2</i> • <i>This will be clarified with the Community Advisory Committee – see terms of reference pp 4</i> • <i>All issues relevant to the support of tenants will be reviewed & monitored including historical patterns.</i>
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Good Neighbour Practices

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><i>Coast Mental Health endeavours to be good neighbours in every community.</i></p> <ul style="list-style-type: none"> • <i>Maintaining the exterior of the building.</i> • <i>Regular maintenance of the grounds</i> • <i>Pro-active Snow removal</i> • <i>Community watch program</i> • <i>Being responsive to any concerns that may arise</i> 	<ul style="list-style-type: none"> • <i>Ensure that visitor parking spots are used / available for visitors and not others (i.e. ensure that the building does not cause additional street parking congestion)</i> • <i>Need more detail re community responsiveness (see Fraser Street OMP – Section 6)</i> • <i>All complaints should be logged and brought to the attention of the CAC</i> 	<ul style="list-style-type: none"> • <i>Parking is seen as adequate for housing, commercial parking complies with zoning requirements.</i> • <i>Greater detail included in pp 8 Good Neighbour practices</i> • <i>This is part of regular agenda of CAC</i>

Neighbourhood Relations – Staff Liaisons with Community

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><i>The Executive Director of Coast Mental Health, as the designated community liaison, is responsible for addressing any issues related to the ongoing operation of this facility. His Contact information is:</i></p> <p><i>Darrell Bumham, Executive Director</i> <i>Phone: 604-675-2324 (direct) or 604-872-3502 (general line)</i> <i>Fax: 604-675-2312</i> <i>Email: darrellb@coastmentalhealth.com</i></p> <p><i>The secondary designated liaison is:</i></p> <p><i>Renay Bajkay, RPN, Director of Residential Services</i> <i>Phone: 604-675-2304 (direct) or 604-872-3502 (general line)</i> <i>Fax: 604-879-2363</i> <i>Email: renayb@coastmentalhealth.com</i></p>	<ul style="list-style-type: none"> • <i>“flavour” is problem oriented – need to look beyond this (e.g. community outreach, social contacts)</i> • <i>Need to provide the 24 hour emergency</i> 	<ul style="list-style-type: none"> • <i>Will review all of the OMP and CAC to incorporate more balanced feel.</i> • <i>24 hour site phone number will be available to the public – in true “emergency” please utilize 911! Pp 8</i>

24 Hour emergency response

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<ul style="list-style-type: none"> • <i>Coast Mental Health provides a clinical on call system 24 hours a day via telephone.</i> • <i>The pharmacy has a pharmacist available to the Manager on Call, 24 hours a day.</i> • <i>The Properties department at Coast Mental Health provides a 24-hour on call service to deal with any property issues that may arise.</i> 	<ul style="list-style-type: none"> • <i>Need to provide the 24 hour emergency number for community to contact facility if needed (site phone)</i> • <i>Should note that these are for non-emergency situations (i.e. that would require the attendance of emergency services)</i> 	<ul style="list-style-type: none"> • <i>There will be a site phone monitored 24/7 - pp 8</i> • <i>See above</i>

Evaluation

<i>September 4, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><i>NOTE – current DRAFT OMP does not have a section on evaluation</i></p>	<ul style="list-style-type: none"> • <i>Need to have some sense of how success will be measured (e.g. treatment outcomes, tenants moving on to more independent living, tenants referred to other facilities because they didn't do well, etc.) – so we can learn if this is working</i> • <i>How will the CAC be used in ongoing evaluation?</i> • <i>Look at other similar facilities to determine what indicators can be used to inform the community of how the facility is doing</i> • <i>Need to have goal statements for the facility</i> • <i>Include the business community in considering the level of success / issues</i> • <i>If possible, include an economic impact as part of the evaluation</i> • <i>Include community integration / acceptance in the measurement</i> 	<ul style="list-style-type: none"> • <i>Part of mandate for CAC is to monitor outcomes</i> • <i>New section “Evaluation” added pp 8/9</i> • <i>Coast’s own history of managing supported housing will act as a benchmark for performance. VCH and BC Housing will also be generally monitoring performance against their many other supported housing project.</i> • <i>See above</i> • <i>See above</i> • <i>See above</i> • <i>See above</i>

	<ul style="list-style-type: none"> • Publish in some way (e.g. website) the results of the evaluation so that this is available past the CAC • Need to indicate how issues that do come up will be / are dealt with - transparency • Consider the use of a website for community input re the facility 	<ul style="list-style-type: none"> • Evaluation results will be published on website. • Copies of Minutes will be placed in Community Libraries and on Coast's website pp. 4 • Website will have contact information and any comments will be shared with CAC
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Dunbar Community Advisory Committee - Terms Of Reference

<i>October 27, 2008 Draft CAC TOR</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<p><u>Overview</u></p> <p>As part of Coast Mental Health's commitment to providing an excellent housing program which is valued in the community a Community Advisory Committee will be established to ensure there is open communication and that opportunities to improve the housing program and assure the full participation of the tenants in the community are identified.</p> <p>The Dunbar CAC is a group of interested citizens volunteering to work with Coast Mental Health and its partners to assure the success of the housing program. It is an advisory group, not a decision making body, which fulfills its purpose by being solution-focused and responsive to community concerns. Members agree to operate in accordance to the Terms of Reference.</p>	<p>No comments received</p>	
<p><u>Purpose</u></p> <p>The purpose of the Dunbar CAC is to:</p> <ol style="list-style-type: none"> 1. Provide support to Coast Mental Health and its partners in its commitment to providing an excellent supported housing program; 2. Monitor the impact of the project in the community and provide suggestions to improve the program; 	<ul style="list-style-type: none"> • Need to ensure that advice given is taken seriously – how will this integrity be insured 	<ul style="list-style-type: none"> • We assume the CAC will be involved in monitoring success of project.

<p>3. Review Coast Mental Health’s response to any complaints which may be received;</p> <p>4. Act as a liaison between Coast Mental Health, its partners and the neighborhood.</p>		
<p><u>Membership</u></p> <p>Membership on the Dunbar CAC is comprised of the following:</p> <ul style="list-style-type: none"> • Coast Mental Health (3) <ul style="list-style-type: none"> • Coast Mental Health staff representative (2 + alternate) • Tenant representative (1+ alternate) • St. Georges Place Society (1+ alternate) • Yaffa Housing Society (1+ alternate) • City of Vancouver (2) <ul style="list-style-type: none"> • Department of Social Planning (1 + alternate, attend as needed) • Vancouver Police Department (1 + alternate, attend as needed) 1. Vancouver Coastal Health (1) <ul style="list-style-type: none"> • Housing, Mental Health (1 + alternate, attend as needed) 2. Community Representation <ul style="list-style-type: none"> • Businesses (3) <ul style="list-style-type: none"> ➤ North of 21st Avenue (1 + alternate) ➤ South of 12th Avenue (1 + alternate) ➤ Between 12th and 21st Avenue (1 + alternate) • Schools (3) <ul style="list-style-type: none"> ➤ Carnarvon Elementary School PAC (1 + alternate) ➤ Queen Elizabeth Elementary School PAC (1 + alternate) ➤ Lord Byng High School PAC (1 + alternate) • Neighborhood Associations (2) 	<ul style="list-style-type: none"> • Need to describe the “catchment area” • Need to consider the basic proximity • Look at 16th and Dunbar as the hub and then consider representation from the sectors around • Perhaps leave the description out to let the membership be where there is interest • Build some flexibility to ensure neighbourhood is adequately represented • Business breakdowns should be amalgamated – sections should be suggestions, not limiting • Should be Broadway to 10th, not 12th • Need to have a more targeted approach re business representation • Go to the BIA for where they are represented • School allocation – maybe include the total number but don’t limit it to the schools mentioned • Kitchener, Southlands, other schools are possible • Could be another neighbourhood associations • Block Watch should be included • Should include Point Grey areas for neighbourhood representation • Churches should be included 	<ul style="list-style-type: none"> • Have revamped the catchment to focus more locally – pp. 2 Terms of Reference • Have left street descriptions out of catchment area to provide more flexibility • Added some greater flexibility in all areas including reference to West Point Grey, Churches, community centres, BIA’s, Block Watch and BC Housing • Broadened school representation • Initial OMP participants invited to begin the process of building CAC. • See above • See above • See above • See above • See above • See above • See above • See above • See above • See above

<ul style="list-style-type: none"> ➤ Dunbar Residents Association (1 + alternate) ➤ Dunbar Visioning Committee (1 + alternate) • Neighbors (3 + alternates) <p>Community organizations will be invited to nominate representatives themselves. The business representatives and the school representatives will be identified through the consultation process as being in the vicinity of the Dunbar project. Business in each of the three areas noted will be contacted by letter and asked if each area could nominate 1 representative. Each school PAC will be contacted and asked to name a representative. The neighbor CAC members will be selected through a process that involves distribution of a letters in the surrounding area plus e-mail distribution to those involved in the consultation process – this letter will invite applications for CAC Membership. These applications will be screened by a group of volunteer residents who attended the management plan consultation and who indicated that they did not wish to be part of the CAC but wanted to ensure that community members on the CAC were representative of the overall neighborhood.</p> <p>Each member will be requested to have an alternate to ensure continuity and representation from all interested parts of the community.</p> <p>All members and their alternates are expected to provide an e-mail connection to facilitate easy communication and distribution of materials.</p> <p>When appropriate, specialists may be invited to participate in meetings to address specific agenda items.</p>	<ul style="list-style-type: none"> • Community Centre membership should be included • BC Housing should be there as the owner of the building • Number of representatives may shift as this proceeds – particularly tenants • Process for selection needs to include some initial CAC members to ensure group properly represents neighbourhood • Process overall is murky – who does what; also different processes for different groups?? 	<ul style="list-style-type: none"> • See above • See above • See above • See above • See above
<p><u>Time Commitment</u></p> <ul style="list-style-type: none"> • Regular meetings of the CAC will normally be held quarterly from 6.30 pm to 8:00 pm at Coast Mental Health offices at the Dunbar Apartments - 3212 Dunbar, Vancouver. Quarterly meeting dates will be set for the first Thursday of March, June, September and 	<ul style="list-style-type: none"> • Start time for the formation of the CAC should be specified – prior to completion • Time of meetings should reflect 2 hrs. 	<ul style="list-style-type: none"> • CAC will start in spring, 2009 (pp. 3) • Time adjusted to 2 hours - pp 3

<p><i>December. The time and date of a subsequent meeting may be adjusted through unanimous consent however it is expected that the use of alternates will enable the regular schedule to be maintained.</i></p> <ul style="list-style-type: none"> • <i>Special meetings will be called as needed, with a minimum of one week’s notice provided.</i> • <i>From time to time, information may be circulated between meetings via e-mail.</i> 		
<p><u>Attendance</u></p> <ul style="list-style-type: none"> • <i>To ensure full participation on an ongoing basis, attendance at all regular meetings is required by either the designate or the alternate. Should more than one meeting be missed by an organization, the designate will be contacted to determine whether that organization still wishes to continue its representation or to discuss whether a new representative and/or alternate is appropriate.</i> • <i>If an organization no longer wishes to have representation on the committee, they must advise the Director of Residential Services, Coast Mental Health, in writing.</i> • <i>To ensure a manageable discussion size, only the designate OR alternate should be present at the meeting. It is the responsibility of the designate OR alternate in attendance to keep each other informed of the meeting proceedings, as well as the larger group they are representing.</i> • <i>CAC members may on occasion wish to invite a guest to observe the CAC meeting; such requests must be submitted to the CAC facilitator prior to the meeting; approval will depend on space considerations. Any guests that do attend will be asked to observe and not participate in the discussions.</i> 	<ul style="list-style-type: none"> • <i>Alternates need to be knowledgeable – should be able to attend some meetings</i> • <i>Need to ensure alternates receive minutes, other documents</i> • <i>Consider a community member as co-chair</i> • <i>Consider 2 consecutive meetings missed as a trigger for not wanting to be a member</i> • <i>Minutes could be published on CMH website so neighbours can keep informed and placed in the library</i> • <i>Community questions prior to the meeting – perhaps via the website</i> 	<ul style="list-style-type: none"> • <i>Permitted flexible attendance by Alternates pp 3</i> • <i>Alternates will receive all materials</i> • <i>Currently facilitated by Coast Executive Director or designate, other arrangements may evolve.</i> • <i>To be discussed with CAC</i> • <i>Minutes will be published on CMH website pp 4</i> • <i>Community questions part of CAC mandate, method for receiving questions/comments need to be worked out with committee.</i>

<p><u>Meeting Structure</u></p> <ul style="list-style-type: none"> • Regular meetings will be kept to approximately two hours. • The meeting will be facilitated by the Executive Director, Coast Mental Health, or by an individual designated by the Executive Director. The production of minutes will be the responsibility of a Coast Mental Health staff member – this individual is not a representative on the committee and will solely record proceedings. These minutes will not be verbatim recordings but will attempt to capture the essence of comments and responses. Recording of the meetings (audio or visual) by members is not permitted. • The meetings will be structured to encourage free and open discussion of relevant issues, within the constraints of planned agendas. The goal is not to seek consensus or majority opinion, but to discuss and note view and opinions. • Meeting agendas will generally consist of the following (each item consisting of first an information presentation followed by open discussion): <ul style="list-style-type: none"> ➤ Coast Mental Health & partner updates ➤ Report and discuss successes ➤ Reporting and discussion of any complaints and community impact received by Coast Mental Health (Step 1 of Issue Resolution process) ➤ Status report and review of any unresolved complaints (Step 6 of Issue Resolution process) ➤ Other business • Specific agenda items relating to the management plan may be submitted for consideration to the Director of Residential 	<ul style="list-style-type: none"> • Start meetings with follow-up on action items • Maybe some opportunity for community members to come to address CAC 	<ul style="list-style-type: none"> • Part of standard agenda – pp 4 • An open question period will be provided with a time-limit on each agenda – pp 4
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<p><i>Services by committee members</i></p> <ul style="list-style-type: none"> • <i>Agenda and meeting materials will be distributed one week prior to the meeting date, whenever possible.</i> • <i>Minutes of each meeting will be provided to all CAC designates and alternates within approximately two weeks following the meeting. It is the responsibility of the designate or alternate to distribute to the group they are representing.</i> 		
<p><u>Rules of Conduct</u></p> <p><i>In order to ensure that the CAC is maintained as a forum for Coast Mental Health and its neighbors to freely exchange information, discuss issues and work towards constructive outcomes, designates and alternates must:</i></p> <ul style="list-style-type: none"> • <i>participate regularly or arrange alternate representation at scheduled CAC meetings;</i> • <i>be respectful of the expression of diverse opinions which may be similar or different than those of other CAC members;</i> • <i>respect that Coast Mental Health reserves the right to protect the privacy of individual tenants and staff – personal information will not be shared with the CAC</i> • <i>be prepared to work constructively and collaboratively with members of CAC and Coast Mental Health to address areas of mutual concern;</i> • <i>bring any concerns regarding Coast Mental Health to the attention of the Director of Residential Services ; if warranted, the concerns may then be brought to the attention of the CAC;</i> • <i>ensure that, if approached, all media inquiries with respect to Coast Mental Health or Community Advisory Committee are directed to Director of Communication, Coast Mental Health; a CAC committee members cannot act as spokesperson for Coast Mental Health or</i> 	<ul style="list-style-type: none"> • <i>personal information that is received by the CAC will be held confidentially – need to be able to talk specifically about some situations and may not be able to without certain personal information</i> • <i>need to not fetter CAC members from talking about the facility</i> • <i>need to be very careful around “confidentiality” of personal information</i> 	<ul style="list-style-type: none"> • <i>See pp 4 for rules of conduct and treatment of private information</i> • <i>See above</i> • <i>The CAC will work best if there is mutual trust and respect</i>

<p><i>Community Advisory Committee unless agreed to by the CAC; this is not meant to fetter the ability of any CAC member to speak with the media as a private citizen however if this relates to concerns with regard to Dunbar Apartments, it is expected that such matters will be dealt with first via the CAC</i></p> <p><i>It is understood that the CAC is a solution-focused, advisory group therefore it is incumbent that committee members will abide by respectful, professional behavioral standards and act in good faith.</i></p> <p><i>In the event that a member is unwilling to abide by the Terms of Reference, Coast Mental Health reserves the right to rescind the membership of that person and request that a new designate be named by the represented organization.</i></p>		
<p><u>Revision of the Terms of Reference</u></p> <p><i>From time to time, it may be necessary to amend Dunbar CAC Terms of Reference. This will be agreed upon by City of Vancouver, Vancouver Coastal Health Authority and Coast Mental Health and discussed with CAC members to ensure that they understand the changes and continue to commit their membership under the changed conditions.</i></p>	<ul style="list-style-type: none"> • <i>include support or approval of changes by CAC</i> 	<ul style="list-style-type: none"> • <i>Amended to included greater involvement of CAC in Terms of Reference review pp5</i>
<p><u>Committee Termination</u></p> <p><i>The Dunbar CAC will be formed for a three year term. At the end of this term, the Committee's utility will be reviewed. Unless the committee agrees that it should continue longer as the best mechanism to address ongoing community liaison, the Committee will cease to exist. Should the Committee members agree that it should continue, this review and consideration of continuance or cessation will be reviewed annually thereafter.</i></p>	<ul style="list-style-type: none"> • <i>initial 3 year term, then reviewed – eliminate the second sentence</i> • <i>3 year term should reflect the opening</i> 	<ul style="list-style-type: none"> • <i>Second sentence has been eliminated pp 5</i> • <i>See above</i>

NOVEMBER 20, 2008 DRAFT REVIEW

Following the four consultation meetings that resulted in the feedback posted in the previous section, second drafts of the OMP and the CAC Terms of Reference were prepared. A final public meeting was held on November 20, 2008 at which further feedback was provided on this draft. Below are tables with the headings from the OMP and CAC TOR, input received and the way this input has been used or the reason for rejection is noted in the third column below.

Dunbar Apartments – Draft OMP

<i>November 20, 2008 Draft OMP</i>	<i>Community Input</i>	<i>Use of Community Input</i>
Who Will Live Here	<i>No input provided</i>	
<u>Program Support and Methodology</u>	<ul style="list-style-type: none"> • Define “best practices” and reference materials • Program 8 – clarify that this is not to treat addiction but rather to maintain a drug free life style for all tenants 	<ul style="list-style-type: none"> • Definition & link to BC Government document included in document pp. 4 • Under “bullet”8, Clean Start refers to “successful recovery from both mental illness and substance misuse”
<u>Client Selection Process</u>	<ul style="list-style-type: none"> • After “active addictions” indicate an appropriate period of time (e.g. past 2 years) that a drug free life style has been lived • Add “drug free” as a goal/standard • “Addiction” should be defined • More detail required re how illegal drug usage will be dealt with – i.e. illegal drugs will not be tolerated per se 	<ul style="list-style-type: none"> • Active addictions?? • “drug free” will be a goal for persons living at Dunbar Apartments – pp 6 • Addiction definition included • Difficult to provide more detail without a context, illegal drugs are just that – illegal and will cause tenancy to come into question, but past behaviour, other influences will also be considered by staff
<u>Client Operating Rules and Regulations</u>	<ul style="list-style-type: none"> • Add “it is expected that clients maintain an illegal drug free lifestyle and lack of such commitment will be cause for eviction” 	<ul style="list-style-type: none"> • Eviction standards are from both the Residential Tenancy Act and the Crime Free Addendum

<p><u>Staffing and Support Services</u></p>	<ul style="list-style-type: none"> • Error in the address - correct • Need to ensure that tenants have adequate access to health services in the neighbourhood upon moving in • Medical support should not be limited to just our neighbourhood – depends on individual circumstances 	<ul style="list-style-type: none"> • Address will be amended throughout • This will be part of the intake process with new tenants – though it may not always be in the immediate neighbourhood if tenant has an established physician we will not require a change. • See above
<p><u>Safety and Security</u></p>	<ul style="list-style-type: none"> • Need to indicate that any criminal activity, whether or not in this area, be reported to CAC and/or dealt with • 1st bullet – need to clarify sentence structure 	<ul style="list-style-type: none"> • Crime free addendum addresses behaviour in the community. • First bullet amended
<p><u>Good Neighbor Practices</u></p>		
<p><u>Tenancy</u></p>	<ul style="list-style-type: none"> • Define “neighbourhood” 	<ul style="list-style-type: none"> • Outside the building
<p><u>Community Advisory Committee</u></p>	<ul style="list-style-type: none"> • Typo re address 	<ul style="list-style-type: none"> • Changed
<p><u>Evaluation</u></p>	<p>No input provided</p>	
<p><u>Issue Resolution Process</u></p>	<ul style="list-style-type: none"> • Clarify processes in point #1 • Should include that the decision on how to move forward on addressing issues will often be a judgement call depending on the nature of the issue and the individuals involved • Emphasize “as soon as possible” re time limits • Need to consider how neighbours are aware of this process 	<ul style="list-style-type: none"> • Point 1 rewritten • Time limits amended to include “as soon as possible” • Communicating the issue resolution process should be discussed by the CAC • See above

	<ul style="list-style-type: none"> • Consider the negative nature of this process compared to attempting to start with attempting to address issues • May need to include a mediation process, particularly if there are issues between a neighbour and a tenant 	<ul style="list-style-type: none"> • See above • See above
<u>Neighborhood Relations – Staff Liaisons with Community</u>	No input provided	
<u>Residential Tenancy Agreement Addendum</u>	<ul style="list-style-type: none"> • Criminal activity should not be permitted, not just on premises • Weapons/firearms should be mentioned as being prohibited 	<ul style="list-style-type: none"> • Amendment to Addendum to reference the community • Amended to specify Weapon

Dunbar Community Advisory Committee - Terms Of Reference

<i>November 20, 2008 Draft CAC TOR</i>	<i>Community Input</i>	<i>Use of Community Input</i>
<u>Overview</u>	<ul style="list-style-type: none"> • Use the intro paragraph for Rules of Conduct as a goal/mission for the introduction 	<ul style="list-style-type: none"> • Included in Overview
<u>Purpose</u>	No input provided	
<u>Membership</u>	<ul style="list-style-type: none"> • The term should be block watch not neighbourhood watch • Length of membership should be addressed • Mechanism for replacement of members leaving the committee 	<ul style="list-style-type: none"> • Amended • To be discussed with CAC • See above
<u>Time Commitment</u>	No input provided	

<p><u>Attendance</u></p>	<ul style="list-style-type: none"> • Neighbourhood residents could be allowed to address the CAC – mechanism needs to be included for this (could be expanding the invitation of experts for certain items) • Need to ensure alternates can attend (guest status) 	<ul style="list-style-type: none"> • PP 4 amended to permit open session as part of each agenda • Alternates permitted to attend each meeting – pp 3.
<p><u>Meeting Structure</u></p>	<ul style="list-style-type: none"> • Next to last word – second sentence should be “or” not “are” • Correct address required • 3rd bullet - Need to add “To work toward constructive outcome” 	<ul style="list-style-type: none"> • Yes, pp 3 amended. • Adjusted throughout • Adjusted in pp 4.
<p><u>Rules of Conduct</u></p>	<ul style="list-style-type: none"> • Pg 5 2nd bullet – concerned about “if warranted”; need to clarify whose concerns are being brought forward – add “as soon as possible” and “if still warranted” 	<ul style="list-style-type: none"> • Amended to include “as soon as possible” and to not fetter forwarding of issue to CAC.
<p><u>Revision of the Terms of Reference</u></p>	<ul style="list-style-type: none"> • Should have CAC being able to agree to changes to terms of reference • CAC should have the opportunity to put forward recommendations for changes 	<ul style="list-style-type: none"> • Included more active involvement of CAC in Terms of Reference review pp 5 • See above
<p><u>Committee Termination</u></p>	<ul style="list-style-type: none"> • Should stipulate that it is community representation that would make any determination re continuance 	<ul style="list-style-type: none"> • Amended to read Community based committee members to decide if it needs to continue. pp 5