

# DUNBAR COMMUNITY ADVISORY COMMITTEE

## TERMS OF REFERENCE

### Overview

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. 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.

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.

### Purpose

The purpose of the Dunbar CAC is to:

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;
3. Review Coast Mental Health's response to any complaints which may be received;
4. Act as a liaison between Coast Mental Health, its partners and the neighborhood.

### Membership

Membership on the Dunbar CAC is comprised of the following:

1. Coast Mental Health (3)
  - Coast Mental Health staff representative (2 + alternate)
  - Tenant representative (1+ alternate)
2. St. Georges Place Society (1+ alternate)
3. Yaffa Housing Society (1+ alternate)
4. City of Vancouver (2)

- Department of Social Planning (1 + alternate, attend as needed)
- Vancouver Police Department (1 + alternate, attend as needed)
  
- 5. BC Housing
  - (1 + alternate, attend as needed)
  
- 6. Vancouver Coastal Health (1)
  - Housing, Mental Health (1 + alternate, attend as needed)
  
- 7. Community Representation (priority for the immediate neighbourhood)
  - Businesses (3 + alternate)
    - BIA
  
  - Schools & PAC's (3 + alternate)
  
  - Neighborhood Associations (3 + alternate)
    - Dunbar Residents Association
    - Dunbar Visioning Committee
    - Point Grey (once established)
    - Dunbar Community Centre
  
  - Neighbors (3 + alternates)
    - Block Watch

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. Local businesses will be contacted by letter and asked for nominations. Each school PAC will be contacted and asked for nominations. The neighbor CAC members will be selected through a process that involves distribution of 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.

Each member or member group will be requested to have an alternate to ensure continuity and representation from all interested parts of the community.

All members and their alternates are expected to provide an e-mail connection to facilitate easy communication and distribution of materials.

When appropriate, specialists may be invited to participate in meetings to address specific agenda items.

**Time Commitment**

- Regular meetings of the CAC will normally be held quarterly from 6.30 pm to 8:30 pm at Coast Mental Health offices at the Dunbar Apartments - 3595 W. 17<sup>th</sup> Ave., Vancouver. Initial meetings of the CAC will begin in the Spring 2009 and will normally be semi-annual. Once opened, Quarterly meeting dates will be set for the first Thursday of March, June, September and 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.
- Special meetings will be called as needed, with a minimum of one week's notice provided.
- From time to time, information may be circulated between meetings via e-mail.

### **Attendance**

- 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.
- Alternates are welcomed to attend all meetings they have an interest in and to receive all correspondence.
- 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.
- 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.

### **Meeting Structure**

- 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 and to work toward constructive outcomes.
- Meeting agendas will generally consist of the following (each item consisting of first an information presentation followed by open discussion):
  - 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)
  - A time-limited open section for community members to address the CAC with issues, comments, concerns.
  - Other business
- Specific agenda items relating to the management plan may be submitted for consideration to the Director of Residential Services by committee members
- Agenda and meeting materials will be distributed one week prior to the meeting date, whenever possible.
- 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.
- Minutes of each meeting will be posted on the Coast Mental Health website [www.coastmentalhealth.com](http://www.coastmentalhealth.com) and posted at the nearest Public Library.

### **Rules of Conduct**

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:

- participate regularly or arrange alternate representation at scheduled CAC meetings;
- be respectful of the expression of diverse opinions which may be similar or different than those of other CAC members;

- 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. Some information, though not personal, may be sensitive, it is expected that the CAC members will respect the sensitive nature of this information.
- be prepared to work constructively and collaboratively with members of CAC and Coast Mental Health to address areas of mutual concern;
- bring any concerns regarding Coast Mental Health to the attention of the Director of Residential Services as soon as possible; the concerns may then be brought to the attention of the CAC;
- 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 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

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.

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.

### **Revision of the Terms of Reference**

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 with active involvement of CAC members to ensure that they understand the changes and continue to commit their membership under the changed conditions.

### **Committee Termination**

The Dunbar CAC will be formed for a three year term. At the end of this term, the Committee's utility will be reviewed. Should the Community-based Committee members agree that it should continue, this review and consideration of continuance or cessation will be reviewed annually thereafter.