



**Temporary Modular Housing
Margaret Mitchell Place | 2132 Ash Street
Community Advisory Committee (CAC) Meeting Notes**

October 1, 2019, 5:30 to 6:00 pm | Creekside Community Centre

1. Welcome and Introductions

- The Facilitator welcomed CAC Members and began the meeting.

2. Review of last meeting action items

- The Facilitator led CAC Members in a review of action items from the previous meeting.
 - **Action Item #1 (from last meeting):** Explore the possibility of having a market in the parking lot next to Ash.
 - **Response from PHS:** We have not been able to develop the market idea yet. We are looking to build out the current farm programming with Sole Food Farms. The farm had their own open market on Thursdays this past summer, and we are looking at that market as a jumping off point.
 - **Question from Community Member:** Did that market take place once a week?
 - **Response from PHS:** Yes, once a week.
 - **Question from Community Member:** Which day of the week?
 - **Response from PHS:** The market was on Thursdays, but has concluded for the season.
 - **Action Item #2 (from last meeting):** Get room booked and send out meeting notice for October.
 - Done
 - **Action Item #3 (from last meeting):** Update committee member contacts.

- Done by PHS
- **Action Item #4 (from last meeting):** Discuss meeting frequency.
 - **Comment from Facilitator:** We will table this action item for now and come back to it at the end of meeting.

3. Updates and Discussion

a. BC Housing

- The BC Housing representative reported that there are two research papers that have recently been published on the BC Housing website.
 - One research paper discusses resident outcomes of modular housing.
 - The other research paper discusses how non-market housing affects property values. This research explored 13 non-market housing sites across the province.
 - Both studies can be found under the Research Library tab on the BC Housing website (bchousing.org).
 - **Comment from Facilitator:** We will include the link in the notes for anyone who wants to follow up.
 - **ACTION ITEM #1:**
 - <https://www.bchousing.org/research-centre/library/community-acceptance/property-values-case-study-series&sortType=sortByDate>
 - <https://www.bchousing.org/research-centre/library/transition-from-homelessness/modular-supportive-housing-resident-outcomes?sortType=sortByDate>
 - **Comment from PHS:** Some of the findings correlate to the Ash TMH site, which had six month and one year interviews.

b. PHS Community Services Society

- The PHS representative reported that the tenants continue to settle in and that a successful community and culture is emerging in the building. PHS continues to

see positive health outcomes in its tenants. The site has a garden and tenants are taking ownership of their community through clean up initiatives. The health outcomes, stability and culture are great to see.

- **Question from Community Member:** Is the building full?
 - **Response from PHS:** There is one vacant unit right now.
- **Question from Community Member:** Are there still residents going out to the neighbourhood to clean?
 - **Response from PHS:** The Clean Team goes out to clean twice daily.
- **Question from Community Member:** The guys who used to spend time on the bench nearby (but that were not residents of the building), where have they gone?
 - **Response from PHS:** There were 12 to 18 gentlemen who used to be regulars at that spot. Maybe they have found another spot. The presence of people in outdoor areas may fluctuate throughout the year.
 - **Question from Community Member:** Do these people have any interaction with the people living in the building?
 - **Response from PHS:** They knew some people in the building. We talked to the people spending time on the bench, and asked if they need housing.
 - **Comment from Community Member:** I just have not noticed them recently.
 - **Comment from PHS:** I have not seen anyone in that location. It has been a quiet week. Last week was the Climate Protest that changed the atmosphere of that parking lot. This week it has been quiet.
- **Question from Community Member:** Are the people moving into the building from the neighbourhood, or elsewhere?
 - **Response from PHS:** Our goal is to house the local homeless population. There are more people experiencing homelessness than we have housing. Some people may move into more

medically-supported care as needed, then in partnership with BC Housing we will house local people.

- **Comment from Community Member:** I have noticed that there are not as many fire trucks and ambulances recently.
 - **Comment from PHS:** Our staff builds trust and relationships over time with people in the building. We are able to provide better case management as people come to trust and engage us more, which can result in fewer emergency situations.
 - **Comment from Community Member:** The second generation of tenants may also have the ability to care for one another and newer tenants.
 - **Comment from PHS:** Earlier in the year, people were coming to the building off the street from the cold. Now, there is less reason for us to call for emergency services, as immune systems are not as conflicted in summer than in winter.
 - **Question from Community Member:** Are tenants getting mandatory flu shots?
 - **Response from PHS:** Flu shots are voluntary and we will have a flu clinic set up to offer shots. We are in talks with the Portland Clinic about setting up a community event where tenants can spend a few minutes listening to a doctor and have the option to get a flu shot.
- **Question from Community Member:** I recently came across a dead rat and thought about the role of the Clean Team. There are health risks that come with handling dead animals. Does the Clean Team dispose of dead animals found on the street, or is this someone else's responsibility?
 - **Response from PHS:** Some Clean Team members take it upon themselves to dispose of dead animals, but this is not required of them.
 - **Response from City of Vancouver:** If you see sanitation issues that need to be addressed, please call 3-1-1.
 - **Comment from PHS:** We encourage our Clean Teams to report back to us on what they have seen.

- **Comment from Community Member:** Thinking of the success of the garden, is this a project we could include on the City's webpage for the building?
 - **Response from City of Vancouver:** I can look into it. Who wants to take pictures of the garden?
 - **Response from PHS:** We can set that up.
 - **ACTION ITEM #2:** The City of Vancouver will look into the possibility of featuring the garden on the M. Mitchell Place webpage on the City of Vancouver website. PHS will arrange for photos of the garden to be taken.

c. City of Vancouver

- The City of Vancouver representative did not have any updates.

d. Vancouver Coastal Health (VCH)

- The VCH representative did not have any updates, but did have some questions regarding the healthcare arrangements within the building. The VCH representative will follow up with housing representatives.

e. Vancouver Police Department (VPD)

- The VPD representative was absent.

f. Community Members

- **Comment from Community Member:** There are no real problems. There have been some break-ins in the area, but these are not connected to your tenants. A local resident left their balcony doors open, and someone walked in. A condo in the area has hired a security guard to see if suspicious activity can be spotted, as the police will not do it. It has been quiet for the last few months. No feedback means it is okay. It means you guys are doing a good job. I can give you a good assessment.
 - **Response from PHS:** Sometimes there are fears from community members when TMH buildings are on their way in, but once the buildings are up these fears dissipate. And tenants are contributing positively to their communities by cleaning twice daily.

- **Question from Community Member:** There was a whole train of shopping carts in the neighbourhood recently. What was that about?
 - **Response from PHS:** A person with 18 or 19 shopping carts was moving out of Oppenheimer Park. Our management team went and asked if they were in the housing registry and offered to connect them with outreach services.
- **Question from Community Member:** Is there any more housing planned?
 - **Response from BC Housing:** There is another temporary modular housing site proposed on Vanness Avenue. This site is still in the approval process.
 - **Comment from Community Member:** There are other affordable housing sites that will include non-market housing, such as Fraser and Windsor and Hastings and Gore. The Fraser and Windsor site will be 12 stories high.
- **Comment from Community Member:** I saw a message near the old train station dedicated to someone who had passed away. If someone moves out of the building or passes away, maybe there could be a book available in the building where people can write a dedication page for them.
 - **Response from PHS:** One commitment that we have is that we always hold a memorial for people who pass away. We have conversations about end of life care for people who move in. The intake process can start a conversation about what that looks like for each person. I like the idea of a memorial book.

g. School PACs and VSB

- No PAC or VSB representatives were present.

4. Action items and next steps

a. Meeting Frequency

The Facilitator noted that the M. Mitchell Place CAC has been meeting for one year, and that it is now time to turn it over to the community to determine the frequency of future meetings.

The Facilitator proposed two options:

- Option 1: The CAC convenes as a group on an as-needed basis.
- Option 2: The CAC meets quarterly.
- **Comment from Community Member:** We live in a lucky age where we have technology. We have each other's email addresses. We do not have issues in the community. I suggest we move to as-needed basis. We trust the City and PHS. It would be more beneficial for the City and taxpayers to not hold these meetings as frequently.
 - **Comment from PHS:** We are always available to respond to community members. I would not want anyone to wait for a meeting if something were to come up.
 - **Comment from Community Member:** If I have concerns I can just go across the street to talk to the building manager.
 - **Comment from Community Member:** I have no issues with this idea.
- **Response from Facilitator:** The group agrees we will move these meetings to an as-needed basis. We want to thank you very much for your time and for coming here to speak to us about your community.
 - **Comment from Community Member:** It was a privilege to be able to do this, thank you for your engagement.
 - **Comment from Community Member:** it is good to know what was happening in community
- The Facilitator adjourned the meeting.

b. Action Items

Action Item	Responsible
Provide links to recent research documents on the BC Housing website.	BC Housing
Look into the possibility of featuring the garden on the M. Mitchell Place webpage on the City of Vancouver website and arrange for photos of the garden to be taken.	City of Vancouver and PHS



**Temporary Modular Housing
Margaret Mitchell Place | 2132 Ash Street
Community Advisory Committee (CAC) Meeting Notes**

March 6, 2019, 5:30 to 6:00 pm | Creekside Community Centre

1. Welcome and Introductions

- a) Facilitator greeted participants and began the meeting.

2. Discussion

a) False Creek Residents Association

The False Creek Residents Association (FCRA) requested to see data that measures the success of temporary modular housing (TMH). Collection of data was discussed at the last meeting.

The FCRA representative noted that that the gathering and sharing of data could pave the way for permanent housing projects. The representative also observed that the same questions that arise in response to temporary modular buildings will come up with future supportive housing developments.

- **Question from False Creek Residents Association:** Is there data available now?
 - **Response from BC Housing:** The City of Vancouver and BC Housing is doing a review of TMH. I can find out more about that.
 - **Comment from False Creek Residents Association:** We were told at the last CAC meeting that TMH data was being collected.
 - **Response from Facilitator:** I understood from the last meeting that the project team is still in the process of gathering this data. BC Housing may also have supportive housing reports on their website. CAC members can read reports on social and economic outcomes of

other housing projects on the BC Housing website. Visit <https://www.bchousing.org/home> and navigate to Research Centre > Research Library.

ACTION ITEM 1: A link to the supportive housing reports on the BC Housing website will be provided to CAC members and distributed with the meeting notes.

- **Comment from False Creek Residents Association:** There was a recent story in *The Vancouver Courier* about TMH. The article says that currently no one is complaining about TMH, although there was initially neighbourhood resistance to the building. The reporter provided data such as police callouts for that building. Most were minor such as missing persons reports. Very little of what they were saying was negative, which countered the original fear. This kind of data is currently lacking, and would be helpful for our neighbourhood and any neighbourhood where temporary and permanent supportive housing is being built.
- **Comment from Community Member:** There was not any exact data in those articles. The information came from the minutes of TMH CAC meetings on the City of Vancouver website.
- **Comment from Facilitator:** The other thing that is readily available to everybody is the Vancouver Police Department website, which breaks down all calls for service to a particular area, from minor crimes like graffiti vandalism through to very serious incidents. It is important to remember that calls for service also include emergency medical calls.
- **Comment from False Creek Residents Association:** If the information could be analyzed a bit more, it would be helpful for people who are concerned.
- **Comment from Community Member:** When you bring up the VPD Crime Map, you have a choice of two links – one will show a heat map for break and enters and the other will have neighbourhood crime statistics.
- **Comment from False Creek Residents Association:** Police callouts are just one element that would be helpful. I know that the data being collected by the City of Vancouver and BC Housing is much more comprehensive than that.

- **Comment from PHS:** Those surveys are underway, and are going out to residents, coordinators and case planners. The data collection process will be occurring in the very near future, at the six month point for this project.

b) Update from PHS

PHS reported that the vast majority of police calls to Margaret Mitchell Place have been missing persons reports. There is an internal policy that if a tenant is not seen in 48 hours, staff report them as a missing person. This policy arose from the National Inquiry into the Missing and Murdered Indigenous Women and Girls. There is a large number of youth tenants that are gradually settling into the building, and as a result the missing persons calls have been decreasing over time. PHS also recollects that there was a call to the police for a couple arguing and one for noise.

- **Comment from Community Member:** We have had a couple of break-ins at our building. We have not received any data from the police to find out who it was.
- **Question from Facilitator:** Have there been any calls to the building from the community?
 - **Response from PHS:** One neighbour saw a rodent near the building. We are taking action on this.
- **Additional Updates from PHS:**
 - There was a tenant feeding birds out the window. The tenant was told that this is not good practice.
 - PHS is looking into bringing a pest control company in to address any potential pest issues.
 - The 265 West 1st TMH building is 80% tenanted. A pizza party for tenants was happening at the same time as the CAC meeting. PHS will update their website with information about the welcoming party.
 - Gardening activities will be organised for spring.
 - The PHS team had the opportunity to give a presentation on TMH to the BC Teachers' Federation. Since then, principals and vice principals have reached out to PHS to see how they can support TMH.

- **Question from Community Member:** There was recently a large event on West 6th Avenue. During this event, were there any concerns for the building?
 - **Response from PHS:** The people operating the bus out of the parking lot asked if they could use the restroom at Margaret Mitchell Place. Other than the street being closed down, the event did not have a big impact on the Margaret Mitchell site. The West 1st Avenue TMH site had to turn away deliveries. This was an interesting event, so we were happy to oblige.
 - **Additional comment from PHS:** As for other upcoming events, the train will soon be moved onto the tracks where Ash turns onto Broadway. It is either a trolley or a locomotive that will be obtaining heritage status.

c) Update from BC Housing

ACTION ITEM 2: BC Housing reported that they will follow up with their research department regarding the status of the TMH evaluation and report back to the CAC.

- **Question from Community Member:** The province announced funding for another 200 temporary modular homes. Will the City of Vancouver be getting any of those?
 - **Response from BC Housing:** We hope so, but nothing has been signed off yet.

d) Update from the City of Vancouver

The City of Vancouver reported that they recently checked in with the Vancouver School Board CAC representative from False Creek Elementary. This representative has not attended the last few meetings. The VSB representative had no concerns about the site and was pleased with the litter pickup. They liked the idea of impressing the idea of service to the community upon the elementary school students.

- **Comment from False Creek Residents Association:** I took pictures before the site opened when people were camping. It was a mess. Since the blackberry

bushes have been cut down, it has been much cleaner. We are about to start up the FCRA newspaper and will include the before and after photos.

- **Comment from the City of Vancouver:** Yes, the blackberry bushes have been cut down.
 - **Response from PHS:** People were dumping refuse in there. Thank you for clearing that area.
- **Question from City of Vancouver:** How is the PHS web redesign going?
 - **Response from PHS:** While the web page is not perfect, it should show the photos of the site by now. Navigating to the page is cumbersome, and not as user friendly as it could be. But those photos should be available.
 - **Question from Facilitator:** Does the City want to link to that?
 - **Response from PHS:** That sounds like a good idea.
 - **ACTION ITEM 3:** The City of Vancouver will include a link to the PHS web page for Margaret Mitchell Place on the City's web page for Margaret Mitchell Place.
 - **Comment from Community Member:** Social media sounds like a good way to share pictures and information.
 - **Response from PHS:** We are working on getting a photo album together and finding a permanent place for it.
- **Question from False Creek Residents Association:** Will the meeting notes be available on the PHS and City of Vancouver websites?
 - **Response from Facilitator:** The meeting notes will be posted online on the City of Vancouver's website and the PHS website.
 - **ACTION ITEM 4:** The PHS CAC representative will distribute the meeting notes electronically to all CAC members.

e) Vancouver Coastal Health

The Vancouver Coastal Health representative was absent.

f) Vancouver Police Department

The Vancouver Police Department representative was absent.

g) Community Members

The Facilitator asked community members if they had anything to share in regard to the site.

- **Comment from Community Member:** We have had a few break-ins in the area, but we do not have more information. It was brought to our attention that ambulances arrived at the building. We do not know what happened.
 - **Response from PHS:** There is a prolonged period of time when the police are required to be on site until the coroner arrives. [Context: there were three deaths in the building]. This could take 6 to 7 hours. In addition, some tenants ignore not feeling well, and staff have to step in and call ambulances for them.
- **Comment from Community Member:** No concerns about the site have been expressed at my building. The Homeless Count is on next week. The City is always looking for more people to volunteer.
- **Comment from Community Member:** My wife works nearby. There have been no problems at their workplace regarding TMH. One of the newer employees found out that the building was TMH and wondered how other employees felt about safety. Nobody has had any issues. New hires do not even know what type of building it is. There seems to be a bag with garbage hanging on the tree close to the site.
 - **Response from PHS:** There are people who sit in a circle and put empties in there. They hang it from the tree so that it does not sit on the ground. We have supplied them with garbage cans but unfortunately the garbage cans disappear.
- **Comment from Community Member:** There is a semicircular plaza space across from building that leads to Lot 12. This is clearly an afterthought. It is not a usable plaza because the paving stones are not there. This is a City liability, as it is a tripping hazard. It is not a good use of space.

- **Comment from PHS:** This plaza has gotten exceptionally worse with the cold. I have contacted the City. Someone has unfortunately fallen and our staff intervened. I called it in and sent pictures.
- **Comment from the Facilitator:** As we have heard on other committees, it is good practice for residents to call 3-1-1 on their own to report issues such as these. The more they hear from you they are more likely to respond. You can ask for a ticket number to refer to for follow-up calls.
- **Question from False Creek Residents Association:** PHS mentioned the peer group that does pickup. What are they called?
 - **Response from PHS:** The Clean Team.
 - **Question from False Creek Residents Association:** How wide is their scope?
 - **Response from PHS:** It depends on the mobility of each team member. We try to make sure that the Clean Team goes in different directions. We ask the people who have greater mobility to disperse further out. People with limited mobility focus on pickup close to the site. We are creating a map so that we are not duplicating services. We are hoping to integrate the Marguerite Ford Apartments Clean Team into this mapping process.
 - **Request from False Creek Residents Association:** If anyone from the Clean Team would be willing to have their picture taken, it would be great if you could share that with us so that we could do a write-up on this group in a future issue of the FCRA newsletter.
 - **Response from PHS:** A lot of the team members take great pride in their work. We will ask. It is also important to share that being part of the Clean Team is a paid employment opportunity.
 - **ACTION ITEM 5:** PHS will check in with members of the Clean Team to see if anyone would like to be photographed and positively profiled in the FCRA newsletter.
- **Comment from False Creek Residents Association:** Out of 20 to 25 enclaves, there have been no calls expressing concern about the site.

- **Comment from PHS:** After we spoke to the BC Teachers' Federation, they banded together, gathered a bunch of donations and organized gifts. We are going to add some money to the cash donations to have a pizza party and a community party. Because we already had gifts secured for Christmas, we have saved these gifts to distribute at one of these future events. This speaks to the plenitude, rather than scarcity, that we are receiving from the community.

3. Action Items and Next Steps

The Facilitator reminded participants that the Margaret Mitchell Place CAC currently meets on a quarterly schedule. One CAC member proposed that the group meet every six months. It was decided upon further discussion that the group continue to meet every three months.

The Margaret Mitchell Place Building Manager reminded CAC members that they could call the building at any time if they have questions or concerns.

ACTION ITEM 6: A meeting will be scheduled for June and an invitation will be sent out to CAC members. The group prefers a 5:00 pm start time if possible. The meeting agenda will be sent out one week in advance.

Action Items	Responsible
1. A link to the supportive housing reports on the BC Housing website will be provided to CAC members and distributed with the meeting notes.	PHS
2. BC Housing will follow up with their research department regarding the status of the TMH evaluation and report back to the CAC.	BC Housing
3. The City of Vancouver will include a link to the	City of Vancouver

Action Items	Responsible
PHS webpage for Margaret Mitchell Place on the City's webpage.	
4. The PHS CAC representative will distribute the meeting notes electronically to all CAC members.	City of Vancouver
5. PHS will check in with members of the Clean Team to see if anyone would like to be photographed and positively profiled in the FCRA newsletter.	PHS
6. A meeting will be scheduled for June and an invitation will be sent out to CAC members. The group prefers a 5:00 pm start time if possible. The meeting agenda will be sent out one week in advance.	PHS

**Margaret Mitchell Place
2132 Ash Street
Temporary Modular Housing
Community Advisory Committee
Wednesday, November 7, 2018
5:30 p.m. – 6:30 p.m.**

1. Welcome and Introductions

- a) At 5:33 p.m. the Facilitator re-introduced herself to the Committee members. The Committee members introduced themselves and their roles.

- b) Review of Action Items

- i. Railroad Tracks Thicket Trimming

CoV – In early October there had been some pruning in a portion of it, the height came down. Staff looked at it today, next going to request quotes to clear area of the brambles not the trees. City is at the first step of getting a quote.

CAC – Much cleaner than it was before; much appreciated in the neighbourhood.

PHS – We have a sweep team every day doing a full area sweep.

CAC – Well done. Much improved you can tell.

2. Share stats of people in the building / demographics in the building

PHS – we don't divulge the breakdown for resident privacy but there is a study happening with CoV, PHS, and BC Housing that will be fully published within the year. We are well over 90% tenanted right now. Waiting for 3 individuals – 1 from VCH, 1 transfer and 1 who lived on the site

CAC – garden reception had a number of people. Broadway still has people sleeping on the street. I thought you were going to fill with local people.

PHS – The Carnegie Outreach Team has identified people who are experiencing homeless locally. Some people were offered housing that is most suitable for them. We would run a transfer for someone who did really well and needed out. Best suited for them.

CoV – The Carnegie Outreach Team works across the city, helps people get ready to move in to multiple housing sites. There are two modular sites Downtown and some on the westside. Even with TMH we will still see people sleeping outside because there are more people in need of housing than there are available places. If you see someone regularly, let us know and we can send the outreach team out to connect with them. It may not necessarily be TMH they move into, but to housing that is available and suitable for them. Through 311 or give details with high-level description to us we can see if we can get them housed.

PHS – Monday through Friday, we send our own staff to go through the community and make those connections ourselves to Carnegie. Every day we're out doing that.

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Carnegie is doing really well at reserving the beds for them for the winter. The shelters are opening now.

CAC – only openings for 600 homes, but have over 2,000 people experiencing homelessness living on the street.

3. CoV going to connect a CAC community member to the CoV legal representative, as requested.

CoV – we forwarded the legal representative's contact to the CAC community member. That community member is not here this evening so we will ask if they spoke to the legal representative at the next meeting.

4. Adjust meeting frequency to every two months.

3. Partner Updates

a) PHS: We receiving funding for and installed frosting on windows for the units and it looks good. We haven't received any other complaints about people looking into the building. The frosting is for 1/3 of the window for privacy.

Community member – was it a request from the residents?

PHS It was a two-way request. A neighbour saw a naked tenant when they looked into the building.

b) PHS

A Couple of updates:

- We have a new building name: Margaret Mitchell Place. Now we are building an honourarium program, art program, and establishing the culture of the building. We are looking at what the needs and programming needs of the building will be.
- Our Executive Director has moved on. We are tremendously proud of the work that has happened during Jennifer Breakspear's tenure. It is unfortunate, but our work and commitment at PHS doesn't change.

CAC – We want to acknowledge Jennifer for the work that she did at the open houses. Really great and appreciated.

CAC – What is the status of the building east of here [265 West 1st Avenue]?

Facilitator: Can the City provide an update on the modular building on West 1st?

c) CoV

1. There was a lot of litter and garbage on the north side of 1st Ave between Cambie and Columbia, better known as the area where police vehicles are stored. The City sent a crew in and cleaned up the litter. Please let me know if this becomes an issue again and I will bring it to the attention of the proper City department.

2. We discussed having a plaque being made to honour Margaret Mitchell that would be affixed in front of the building. It arrived this morning [showed the plaque and read it aloud for the meeting]

PHS – we are in the process of having the signage changed in front of the building as well.

CAC question – What is the timing for the building on West 1st?

CoV - We are awaiting issuance of the development permit. As soon as that has been done, assuming they are approved with no conditions, looking at the timelines at other buildings that could happen fairly shortly and then we can indicate to the community that the construction will start. We don't get advance notice of when things will happen, but we will inform when we know. A two-block construction radius, a bit smaller, and will inform this group as well.

CAC – What is the address of the building?

PHS – 265 West 1st Avenue

CAC – to clarify – I thought the development permit was approved? Is this the construction permit?

CoV – The development permit is close to being ready to issue and is on track.

d) VCH

No specific updates from health. General update – our corporate administration offices are directly across; we've been watching this building go up very quickly and it's been amazing. We all know people's health improves when they move into safe housing so this is just wonderful.

CAC – flu season – will you be providing the vaccination?

PHS – we are in the process of setting it up with our pharmacy to come to our building.

CAC – does 265 W. 1st Ave back on to Cambie Bridge?

CAC – no it's by Sole Foods by the planters.

CAC – Have the meetings started for it?

CAC – yes, and the open houses took place last year.

CAC – my concern is that you shouldn't put all the social housing in the same area. I just want to make sure that this one isn't within two blocks of one another.

CoV – We heard that concern at the open house for both of the sites- that there is too much below-market housing in their community. However, this area was always anticipated to be a mix of housing types for diverse incomes. We anticipate that the housing mix will enrich the community to move people from living outside to under a roof. That's why these meetings are so beneficial.

CAC – South False Creek (SFC) was built with mixed housing 33 % social, 33% leased, 33% strata.

CoV – It was envisioned as mixed housing, child care, market rental, community centre, always intended to be a community with mixed incomes. Adding supportive housing has added to this mix.

CAC – the SFC plan is 30 years, Southeast False Creek is about 10 years old.

e) VPD

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Since the building opened, there have been 25 calls for service to the building. September had 11, October had 13, and November has had 1. About a third of the calls are missing persons calls, staff report they are missing as per the PHS policy that requires us to report to police when we cannot account for a person's whereabouts after a specified amount of time.

PHS – We are moving in a lot of youth who may not understand why we have this policy and getting them on board with letting us know they are okay. After 2 days of missed check-ins, we contact police to make sure they aren't in the hospital, missing, incarcerated.

PHS – these are people who are getting used to being housed. The policy is born out of the National Inquiry into Missing and Murdered Indigenous Women and Girls.

VPD – This is not an uncommon policy. We take it seriously.

CAC – Any calls about violence?

VPD – No. There was one fight, but the call was cancelled after matters resolved themselves

F: CAC

1. Any update on connecting to schools?

PHS – We plan to in late November, early December letting the residents settle first.

CAC – Photos of events involving the residents be posted online?

PHS – We will look in to this being mindful of privacy.

2. I was hearing in the lead up that people were concerned, but since the building has been tenanted, haven't heard from anyone and go to neighbourhood association monthly and haven't heard anything negative there either.

Another lovely thing happened – someone in my building heard about welcoming packages being done for another building so she organized it for this building and the neighbourhood association provided \$500 and she made bags and delivered them and it was great.

PHS – We will have another party once the building is tenanted.

CAC – She would love to come.

PHS – We have been in touch with her, she came to the welcoming and has walked through the building.

3. Talking to the neighbours no concerns, building looks great, no complaints or concerns. People are interested to learn how it's going.

4. There was a lot of apprehension initially. Since that time, I've heard no complaints. The concern is the number of these buildings going in. This is not what we expected here when we arrived 30 years ago. That said, PHS is doing a great job.

Facilitator – We have not had any representation or communication from VSB so we will reach out again. The PAC rep is sick today.

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PHS – We haven’t heard anything from the VSB. If we get concerns we would go and address them. De-escalation is what we do.

Actions

- West 1st timing and plan
- Sharing good stories online
- Reach out to VSB

Facilitator – We could meet in March or April? Keeping in mind the partners have committed to convening if there is a specific issue.

CAC – For the new building will there be a new CAC or this one?

CoV – There will be a new one. We want to offer the opportunity for other community members to participate.

Ended at 6:18pm.

**Margaret Mitchell Place
2132 Ash Street
Temporary Modular Housing
Community Advisory Committee
Monday, September 10, 2018
5:30 p.m. – 6:40 p.m.**

1. Welcome and Introductions

a) At 5:32 p.m. the Facilitator re-introduced herself to the Committee members. She will be facilitating all of the CACs (Community Advisory Committees) going forward, working with BC Housing and the Province of British Columbia on Temporary Modular Housing projects. The Committee members were asked to state their names and role on the CAC for the room.

2. Updates

a) The Facilitator informed the Committee that the name of the project was officially M. Mitchell Place (*note – since the meeting the name has been revised to Margaret Mitchell Place*).

b) PHS – Margaret Mitchell was an MP for Vancouver East from 1979 to 1993. She was an advocate for women's rights, Chinese-Canadians and shone a light on domestic abuse. Her work, and commitment to it, in and around this community is why we chose to name the building in her name.

CAC - Margaret Mitchell was a delegate for many years of the Neighbourhood Association, lovely woman. She would have been very pleased with this development.

c) *Facilitator* – Apologies for the minutes not being up; they are now on the City site.

d) *Facilitator* – Committee Member would like to add some pieces to the agenda under 3.f. – Reviewing the action items from the last meeting.

2. Follow-up from last meeting

a) Trimming the thicket on the railroad tracks

CoV – The thicket has been trimmed back in the summer. Haven't seen how much it has regrown. Does it still cover the lights?

CAC – The issue was originally raised by the working group before construction. They were trimmed back a little bit, but it is more of a thicket than just a trim by the tracks. There are three sites in the fence along the track that have been fixed where holes had been created to get in to the thicket. Lots of debris still in there, people come and go, someone is cleaning up a bit.

Because it is now going to fall on PHS to have their peers clean up, it is pretty hard to clean up. What was said by [CoV] was that people had called the city asking for the thicket be there for a visual barrier from the station. I think you could take down quite a bit and it would still be attractive from homes, and much easier to clean the whole way along the tracks. Debris and litter are hard to clean up with such the thickets.

PHS – True; they're going to hold garbage as they're so thick.

CAC – We're concerned that PHS will bear the brunt of the feedback on concerns of the area. That's my main concern.

PHS – we understand and know this. The nature of the building is such that we'll get that call. We have historical data showing that it isn't the building leaving needles. The tenants want to have a nice place.

CAC – We were told by the City not to go in there during the Clean the Streets.

CoV – I've noted an Action Item of more frequent and rigorous trimming of thicket

b) Whether or not a legal review had been done by the City and if so, could it be shared.

CoV – My understanding of the question was "is the City adequately protected". I spoke to the legal rep at the City. The only agreement that we don't have purview over are the agreements between PHS and BC Housing.

CAC – That wasn't the question. Had a risk analysis been done by the City? Are you able to share them? My understanding is that the analysis has been done on the chance that this program might result in some sort of risk by the community. If not, why not. If there is someone specific at the City that I could speak to directly that would be helpful as an alternative to sending me the documents?

CoV – The documents that will exist are the agreements. I will work on connecting you with the appropriate legal representative at the City to answer your questions.

c) sharing the OPS via email.

PHS – We've sent one draft out and will sent out the final updated version shortly.

3. Operator Updates

a) BC Housing

BCH – There are no real updates. PHS and outreach are working to allocate the rooms on the site. We are starting tenanting tomorrow. Budget is rolling and the agreements are signed.

b) PHS Community Services Society

PHS – We have a formula. No more than five move in within a day. It can be very stressful and a drastic shift for some residents. Having 24hrs for the women to settle in first lets them set the tone. We have 52 rooms, but have to turn away many more. We don't want someone decompensating (presentation of mental illness) as your first experience back under a roof.

CAC – *Where have the tenants been residing?*

PHS – Local to here. All are from this neighbourhood. Either homeless or in the shelter.

CAC – *are there expectations for the people when they move in? Do the tenants know what they are?*

PHS – our expectation is that they can pursue a health plan to support their stabilization. I'm not entirely sure what you mean.

CoV – Like ground rules.

PHS – Same as any building. No smoking in the hall kind of thing.

Facilitator – Can you speak to program agreement?

PHS – Yes, they are walked through the written agreement and expected to sign upon tenanting. It explains things like how to engage with other resident and staff, you will be checked on regularly, less than 24 hrs. Very few people say no. We have a no guest policy for the first month. Some are just not ok with that. Your cart has to stay outside.

We have guest periods and guest hours. From there we work with the individuals as trust and stability is built to understand how it will work for both sides.

CAC – Thank you.

CAC – 100% staff are hired?

PHS – Yes, been working with them for a week in the building with the Manager.

CAC – Saw 39 suites in the OMP and external cart storage?

PHS – We are still finalizing. And yes; we have a beautiful cedar fence to provide privacy on both sides. Some tenants will be binning. We want them to be secured outside, not indoors so we work actively to make it less intrusive.

CAC – Any workspaces? Or workshops?

PHS – We will have three tables and a station with tools to borrow and a wash station to keep it clean. We're very excited to open it to the tenants.

CAC – Do you have the stat breakdown of the tenants?

PHS – About 1/3 women, 2/3 men. Similar to street homelessness. Don't have exact numbers on me but can bring them. There are six suites that are more easily accessible. These are very sought after.

CAC – When the building is full, or at the next meeting, if you are able to share the stats we are curious. Might be a positive indicator of what is happening in the building.

CAC – [To PHS M. Mitchell Place Manager], you'll have most contact with the project and us moving forward. Can you tell us some of your experience and training?

PHS [Mgr] – On call 24/7/365. I have worked at PHS for 10 years; overnight for 5 years, then as the Day Coordinator at the Portland (hardest to house in the city).

CAC – Do you have experience with tenants and community members?

PHS [Mgr] – I worked at ELS previously, which is right in community with a school, church, and markets. I built relationships with shop owners who had challenges with the residents. Would work with both sides on a case-by-case scenario. There are privileges or incentives that work for each resident. For example – cigarettes for some. Last thing I'd want to do is treat individuals with broad strokes. That kind of thing doesn't happen often. Most people you can have a conversation with them.

CAC – Generally everything about this is good and everything in this world is about creativity. Sounds good to me.

PHS – We looked internally for someone with in-community experience and skilled experience with the resident experience. He [manager] is a great fit.

CAC – Is it permanent or transient by nature?

PHS – It is permanent for as long as the building is here. Some will leave quite quickly, some will leave once stabilized. If they don't want the controls that TMH provides, we work with them to find their next appropriate housing.

CAC – I hope that the TMH are temporary and that government builds more housing.

c) City of Vancouver

CoV – The Open House went well. Some had concerns, though in minority about locating them in the area. We are doing a tour with the CAC tonight as the City missed sending invite to CAC. Someone smashed windows, as an FYI.

Larger picture, the City is on track getting 600 additional suites approved. Looking at two more sites now: 215 w 1st Ave at Crowe St is expected before the end of the month and 18th and Main. We are currently at about 500 suites.

CAC – Can we have a combined CAC instead of another one given the same area? [For 1st Ave & Crowe St. location]

Facilitator – The current discussion is to have a separate CAC to give others an opportunity to participate.

PHS – We are creating really incredible employment opportunities. Actively working with sole food farms to create opportunities for residents. That is a 52 unit building as well.

d) Vancouver Coastal Health

VCH – No real reports from VCH. We are making sure that health services are transferred instead of discharged, making sure services are restarted in a timely manner. Case plans and important numbers in the area are made available to the residents and the building staff as necessary or as volunteered by residents.

e) Vancouver Police Department

Facilitator – The VPD sent regrets. Paul is unable to attend.

CAC – I imagine that's fine.

f) Action Item Follow Ups

CAC's two updates:

For community Reps who aren't familiar with Neighbourhood Association I'll provide background – when the area was planned by the city 40 years ago, it was decided that they would form an association from all three tenure groups: stratas on freehold and co-ops on lease-hold. Still based on delegates from each enclave. I am a delegate from my strata. At our meeting last week, we had questions.

1. The naming of the building issue – it was named after a very important person, Bud Osborn, but we felt it would important to have it named after someone in the area. They were asked to vote on the three options. 98% for M. Mitchell Place.

Turns out PHS has a policy of building naming with first initial.

Bringing out mild unhappiness with lack of Margaret with the concern people won't know who she is.

2. Another owner in my building who is very involved in the lease-holding with the City. She had info as to what happened in a couple other communities. [CoV] and [PHS] have been in touch. What kind of items might be in a Welcome Package? We put forward a request for \$300, a delegate increased it to \$500 from the delegates for these packages. Replacement across the street has (BC Fed) said they want to participate as well. And a garden party.

PHS – Yes. 52 spider plants were potted for them [residents], as an example. We are throwing a garden party with the City to celebrate with the new tenants and community members to have a proper celebration of the community feeling.

CAC – Can we put it up in our buildings? Can we update the poster for community members?

PHS – donations are best kept separate.

PHS – Absolutely yes share it with your neighbours. It is a Community Welcome Garden Party.

CAC – We were impressed with the building. Went on Friday or Saturday.

CAC – Are there volunteer opportunities? A City person stated they may be some.

PHS – We welcome volunteers where we can. It can be challenging given the nature of the work and the privacy for the tenants.

It is Important for [Manager] and I to have these conversations internally. We are talking about what might be opportunities. We want to let the culture of the building settle then look at these opportunities.

CAC – Is there any opportunity to work with the local elementary schools – pen pals, paint the fence, archival work?

PHS – I haven't thought of it. If you're interested, let's talk?

CAC - Hives for Humanity partnership update? (HFH)

PHS – Working on garden in Chartrand Place. At this site there is lots of greenery. She, HFH ED, will come after tenanting and set it up at that point for starting in the spring.

CAC – Bud Osborn? Any opportunity for a different TMH have his name? or the City?

PHS – PHS is having conversations internally and are working on an art space.

CAC – Is there space for an info plaque to honour Margaret Mitchell's story that way?

PHS – great idea.

CAC – Let's reach out to our alternates for the next CAC.

CAC – How do we know who our alternate is?

Facilitator – If you don't know you don't have one.

CAC – Any increased efforts by the City around the garbage and needles outside of the PHS scope with the thicket – by Sole foods and thicket there. I know with opening the optics it is being addressed. Additional clean up added?

City side northeast, East of Cambie Bridge, North side of 1st Ave where the transfer station is.

CoV – Is it already a problem there? Tracking prior and future challenges.

CAC – Over the summer there was an increase and long-term stay of people.

CAC – Commend the City on the work being done and have done on the area around the Cambie bridge. Look forward to seeing how it is completed.

CAC – [CAC member] raised an interesting point about getting something organized with the school. You spoke of culture in the building. Can you speak to how it works at other buildings?

PHS - Generally takes a year to settle. Depends on how long people were homeless. Looking at Chartrand Place – within four months it is a calm and wonderful environment, a boon to the neighbourhood. Resident Clean Team is cleaning the streets daily. The CAC meetings don't even happen anymore. Food security stabilizes mental wellbeing. Full MAR at M. Mitchell – Residents get a reminder to take meds from office.

CAC – Are you supposed to know what meds they're on? Do you know? Is there facilitation that comes from PHS that folks are taking meds?

PHS – Med compliance is part of the resident agreement and we do not disclose meds. Or staff are in direct contact with their case manager; doctor connects Manager to pharmacy as support. People are more than happy to have you lend a hand. You can have a doctor say it has to happen, but mostly they are happy to have that help.

PHS – This is what we do. This is whole baked in to our structure. May have to work up to ACT or doctor, but we try to massage the relationships so that we don't have to. By creating voluntary compliance, we reduce harm that is likely.

CAC – Has there been any discussion with VCH to supply the meds needed when not affordable?

PHS – There are case-by-case bases and resources that we can connect to. Sometimes the PHS foots the bill. PHS works with physicians to help them understand the situation.

CAC - Has PHS reached out to dental or barbers?

PHS – We operate a dental clinic in the DTES, lowest barrier around. Social inclusion is important – teeth are key. We are very on top of this.

CAC – Has the building seen any trouble about neighbours vandalizing? Like they saw at the Kaslo TMH.

PHS – We have been very welcomed in this neighbourhood, despite the challengers and questions, which makes sense.

CAC – You mentioned ACT teams and connections. How does the Mental Health Act work with PHS?

VCH – ACT Assertive Community Treatment – they go to the client.

PHS – Sometimes it is court ordered. Likely born of mental health concerns when involved with the criminal justice system.

4) Next meeting:

CAC – Let's agree to meet if there is an issue but schedule next meeting in two months. Maybe quarterly from there.

Facilitator – With proviso that we can meet if there is a concern.

The meeting ended at 6:40pm.

2132 Ash Street
(formerly 599 and 595 W. 2nd Ave)
Temporary Modular Housing
Community Advisory Committee
Thursday, June 28, 2018
4:00 p.m. – 6:00 p.m.

1) Welcome and introductions:

- a) At 4:01 p.m. the meeting began with a review of the agenda and a round of introductions.
- b) Committee members were asked to say who they are, what their role is on the Committee, and what they hope to get out of being on the Committee. The key points of interest were:
 - How the residents and staff will work with and in the community
 - How the programming works generally
 - How long “temporary” is intended for this housing – what is the end goal for the residents
 - Concern for community safety - needles, crime, violent crime
 - How to support the project and the residents

2) Opening – project updates and responding to questions:

- a) BC Housing (BCH) stated that the development is on track and early September is still the target date for occupancy.
- b) PHS commented that the occupancy date may be pushed back. The roof is being put on today. There will be an industrial kitchen for the PHS’s food program (food services for tenants of PHS buildings) and peer employment, as an example of PHS programming. Internally hiring is rolling out; anticipating a lot of senior staff applications. The building will have two staff 24/7. Monday – Friday there will be a day shift coordinator, Mental Health Worker (MHW) and an onsite manager. The home support position is incredibly important for life training/support. It is a role that is paramount to building the skills that the tenants need to be independent community members.

3) Questions from the Community Action Committee members:

- i. *Question: What other kinds of programs are there besides food:*
Answer: (PHS) Pre-employment training/peer employment will be built out. Bee hives and bee keeping with Hives for Humanity, as well as harvesting honey and making candles. A “clean team” will be based out of the building to go out in to the community sweeping twice a day (for needles and debris). This leads to

social and community inclusion. We will also look at the organic nature of what this specific community of residents needs and build those pieces in.

ii. Question: What does a food support worker do?

Answer: (PHS) They make two warm meals a day served to residents. The use of the community kitchen is to help set the notion of what a meal is and one that folks want to share, then help them to cook and serve. Some want support in grocery shopping. As much as possible we get a group together and go together. Meeting them where they're at. Letting them identify their needs and coming up to support that.

iii. Question: For the Clean Team, the old rail line area attracts people who are homeless. The City upgraded the service and cleaning to be more often, but it would be a great advantage to the neighbourhood if we could convince the City to take down all the blackberries and make it a useful green space for the area.

Answer: (CoV) I have made a note to follow up on the rail line and the thicket.

Comment from CAC member: Seeing people sleeping in the bushes, there is a very real need for housing. Agree that blackberries need to be cut but don't want to bar it from being possibly used as light rail in the future.

Action: City of Vancouver representative will inquire with the appropriate department about whether the thicket can be removed.

iv. Question: Is there a list of tenants yet and when you do, are these folks going to be displaced from where they are? Will they be travelling back to the DTES or staying in their new neighbourhood?

Answer: (PHS) We do not yet have a list of tenants. Our method is to identify and prioritize local homeless. Then we look at local shelters, then individuals who stabilized well in SROs to move in if they want to. Some do go back and forth. For many folks moving inside for the first time is intense. People will come and go like any apartment building.

v. Question: How do you select the tenants? Do they apply or do you go find them? Are there criminal elements in these tenants or do you screen them out? Violent crime? Will I be safe?

Answer: (PHS) The initial work is done by Carnegie Outreach teams across the city. The outreach team's senior leader has been coming here over a month to identify people who are street homeless and under-sheltered. There is a Rapid Housing application form tied to this site that individuals can fill out. The tenants were similarly identified with the Sugar Mountain folks for Chartrand Place. Those interested in getting into the housing are filling out the forms. We don't screen out for criminal history. The population who will be tenanted already live in the community. The same population will be moving in the building. If you feel safe now, you should feel safe once tenanted.

- vi. *Question: what is the long-term plan? 10 years? Do you want them (residents) to become independent? What is the ultimate goal?*
Answer: We want them to be able to move indoors for health, food security, and physical security. Once stable, allow them to identify for themselves what “well” looks like and how they want to achieve this with the team. One of the outcomes is moving way out of the spectrum. For some, sustaining housing is the goal.
CAC Response: this is aiming too low
PHS Response: We work with what the client needs from us. Physical health, mental health – we want to see sustained healthy outcomes and being removed from the real trauma of street entrenched homelessness. Medical team access is another benefit of being housed.
- vii. *Comment: would have been good to know before about the relationship and plans with Hives for Humanity (HFH) and the food program. Isn't the community benefiting as a whole (people feeling stable) a goal? I encourage this messaging to be highlighted.*
- viii. *Question: How do we deal with TMH on a permanent level?*
Answer: (PHS) TMH programs are considered a stop-gap; a quick attempt to get folks off the street. Moving hundreds off the street is the start, not the end state. With the recently announced National Housing strategy, some of that funding will go to building permanent housing for these people. Permanent buildings take longer while we wait for agreements to be signed, funding in etc. We are all very hopeful that there will be permanent facilities to which these folks will move in to before the leases are up.
CAC response: I raised this concern with CoV – how is the TMH part of the beginning of a new neighbourhood plan? Neighbourhood planning is in parallel. This area is scheduled to have permanent housing. What we were told is that once all the rezoning has happened and the money exists, the TMH would be moved and those folks moved in to permanent housing for this population and other affordable housing range.
- ix. *Question: How has it been going at the Terminal and Marpole projects? Answer:* (PHS) PHS does not operate those buildings. We have Chartrand Place at 1131 Franklin St. off the overpass. That process rolled out smoothly and was fully tenanted in three weeks. There was no major pushback and we had community members over for a BBQ which was hugely successful. As for the people who moved in, it's really the first time they can exhale in 15 years.
- x. *Question: Can we have contact lists for the Marpole and Terminal building CAC members? Would like to speak to them directly (other CAC participants).*
Answer: (Facilitator) The minutes are online and the City is there. I would direct you to Community Builders Group for their CAC.

- xi. *Question: What is the legal perspective in terms of risk for new process (of temporary modular housing). If it doesn't go well, then what happens? What are the legal risks and concerns?*

Answer: (PHS) We signed an operating agreement as we always do. Our own lawyer looked at it, but this is customary for us. This kind of housing is something we've been doing for 25 years. New style of building but same operating style. (CoV) We own the land and have partners in the field. Our lawyers also review everything.

- xii. *Question: Are there any concerns of risk for violence, impact on the community, policy push to make these decisions. I don't know much about risks but figured someone thought there might be. For example, my child was pushed over by a homeless person. Are there not inherent risks? You cannot make people take their meds etc. Can the legal review of this program be shared with us?*

Answer: The concern always happens, there is this momentum or sense that the housing is problematic; that we are taking something broken and fixing it, but that is not how it happens. Imagine you're moving in to a building all the responsibilities and accountabilities. It is the same for these residents. If there were an incident, we'd go through the police. Our commitment is to be extremely attentive. Anyone can call the Clean Team and we will respond in a very timely fashion. If something happened and it was connected to this building, you would be able to get ahold of the manager quickly and we would work with you, police, and community to resolve the issue.

CAC response (1): CoV operates housing now, so this isn't new.

CAC response (2): I think it is new. I think the City has thought of legal consequences and spoken to lawyers and I'm wondering if the operators and CoV can share this information with us.

CAC Comment: It is important to remember that CoV owns all the lands in False Creek and that's 33% social housing.

CAC Response (1): Does it pose a problem, I don't think it will, but why not ask what the legal review says?

CAC Response (2): I don't understand. If I go punch my neighbor, the strata can't be held accountable.

Response: (Facilitator) I think it would be helpful for the City and PHS to speak to what supportive housing is. The City has 14 supportive housing sites across the city that they can speak to. We can arrange for someone from that department to speak to us.

CAC Response (1): I just want to see the legal risk of this particular site. Was there a legal review done on TMH?

Response: (CoV) I will check and let you know.

Action: City of Vancouver representative to verify whether a legal review of TMH was completed and if so, can it be shared with the CAC.

- xiii. *Question: I know the Operating Agreement is on the website but could you please share it with us via email?*

Answer: (Facilitator) Absolutely.

(BCH) Our Operations Management Plans are always made public for the open houses.

Action: PHS to distribute the Operations Management Plan to the CAC members by email.

4) Updates from City of Vancouver (CoV)

- a) A notice about an online survey was sent to local residents in the mail. The intention is to carry out research about the program, see what has changed in the community, not to do consultation on the project. One of the things this research will look at is community response before and after a building opens.
- b) When we sent out the survey some people copied the link into the Google search engine and this took them to the wrong page. People need to copy the link directly into the address bar of their browser to get to the online survey.
- c) Full link provided to participants at the end of the meeting for those who haven't yet received it. Deadline is tomorrow.

Question: I'm assuming the other TMH buildings are going well because there is nothing about it in the press.

Answer: Yes, I'm hearing from colleagues that it is all going well.

5) Updates from Vancouver Coastal Health (VCH)

- a) We are staying connected on the project developments; we have a long history with social housing operators. We are aware VCH needs to be connected to these operators and tenants.
- b) There are some supportive housing buildings in Vancouver with health-focused supports, disability, substance use and severe mental health, providing clinical and social service supports. Additionally, we are the administrators of publicly funded health care in the province. More specialized care – home support and the like – have a huge demand across the city, but very connected to these projects and this population. There is a long track record. Our teams are making sure care is in place.
- i. *Question: Are the mental health workers in the building staff of PHS or VCH?*
Answer: (PHS) They are PHS staff, but they work with VCH for additionally required care. For example a homecare nurse twice a week. Some come for specific supports.
- ii. *Question: Will VCH be willing to provide medicine that isn't covered to the residents of these buildings? Some medicines aren't covered. The building only has 50 people. Can you top up the funding if needed?*
Answer: (VCH) There are already a lot of supports available and the staff will help the residents access them. We can look at specific circumstances and a good point to make sure their needs are met and people receive their meds.

iii. *Question: Is substance abuse support available to them? I am 100% supportive of an overdose prevention site (OPS) or substance addiction support.*

Answer: (VCH) We already do this work, it is a priority. Housing project can support with access and stability.

6) Updates from PHS

Facilitator: With no other questions, perhaps this is a good time for PHS to explain what supportive housing is for us.

PHS: So, what is supportive housing? The explicit role is working closely with VCH and BCH to connect to this population and having programs accessible within the communities to figure out what works best for each individual. Home support only works if the person is always there. Sometimes it works better when we have programming internally to provide services.

For example, if we have an appointment and can't get there, we have friends and family. In PHS, we have a staff team to help the residents get to their appointments. Or, if someone lives in isolation, staff build relationships to support them where and how the individual can handle it. The goal is to help them achieve a form of stability that the individual feels good about.

No matter what we do around this table, people are really low income and you're going to see that. We work with people to create homes as much as we can, but we are not family. A lot of people live in isolation and we do our best to make that function.

Every operator does it a little bit differently. That's important to keep in mind if going to connect with other CAC groups.

a) *Comment: (PHS) Some folks have been asking about Roger, a homeless individual in the area. There was a Rapid Housing Assessment form filled out for him and he will be prioritized.*

b) *Comment: (CAC) The person who left Marpole – they were from the DTES. People who are already living here and want to stay and stabilize. It is Important to recognize this.*

i. *Question: (CAC) If there is a couple living on the street, how is it going to work?*

Answer: (PHS) The units have single beds.

(PHS) There are a couple of formats. What is optimum is that they each get a unit. Or that one is a permanent guest over time if contract given to one of them. If they wanted to do this. For example, one couple I know, they each got their own room knowing they had some conflict history. Two units close together but not side by side and not on top of each other. Why is this important? So they cannot annoy each other. If they come in as a couple we produce the lease in the woman's name and over time the male partner becomes a permanent guest.

(PHS) We house approximately 40-60 women. There are two women-only TMH sites but they are operated by another service provider. The temporary modular building is an impressively quiet structure with external siding on each room which keeps noise to a minimum.

ii. *Question: (CAC) Will it be mostly men at the Ash St building?*

Answer: (PHS) We don't know yet.

iii. *Question: (CAC) Is the building made out of shipping containers?*

Answer: (PHS) They are about the size and shape of shipping container, but are a pre-fab home. Fancied up version of a foreman's trailer, but more eye-pleasing. (Circulated a photo of the room interior from Chartrand Place TMH.)

Comment: (COV) On the CoV website we have a time-lapse of Marpole building going in and photos of the interiors.

7) Wrap up and Closing Questions

Facilitator: I want to note that the VPD didn't attend, he had to send his regrets but will be at the September meeting.

Are there any other questions from Community members?

i. *Question: (CAC) I thought I read something about volunteers in the building?*

Answer: (PHS) We don't have volunteers for a myriad of reasons. Some tenants are ok with it. Some find it disruptive.

ii. *Question: (CAC) What about community involvement?*

Answer: (PHS) As we get closer to tenanting we can coordinate something. There was a special gift to Chartrand.

(PHS) We will have a BBQ, big fete, or something like that. We had neighbours from all over at Chartrand Place's "welcome" event. It was a lovely moment of inclusion.

iii. *Question: (CAC): I'm wondering whether PHS is interested in a project for the neighbourhood association to create welcome baskets. They will jump on it. The more specific your recommendations the better. What has worked well in other housing? I'm not talking about collecting other people's castoffs, new household items – toiletries, towels.*

Answer: (PHS) The rooms come furnished with a kitchen set. I will connect with you about this. Thank you.

Facilitator: To the VSB/PAC reps any other comments/questions?

VSB/PAC Representatives: No other comments.

Facilitator: We will pause over the summer, and reconvene in September. We plan to have a tour and have the meeting in the amenities space.

iv. *Question: (CAC) Is it up to me to contact the alternates? Evan would likely act as an alternate for other community rep.*

(CAC) Are each of us responsible for ours?

Answer: (Facilitator) If there is one, yes. Please note the terms of reference specifies the process for inviting guests to the meeting.

Meeting Concluded: 5:24 p.m.

Action Items:

1. Action: City of Vancouver representative will inquire with the appropriate department about whether the thicket can be removed.
2. Action: City of Vancouver representative to verify whether a legal review of TMH was completed and if so, can it be shared with the CAC.
3. Action: PHS to distribute the Operations Management Plan to the CAC members by email.