



**Temporary Modular Housing | Nora Hendrix Place
Community Advisory Committee (CAC) Meeting Notes**

May 28, 2019, 5:30-6:30pm | Strathcona Community Centre Activity Room

1. Welcome and Introductions

- a) The facilitator welcomed the Committee to the meeting. The group introduced themselves and the role they have on the committee.

2. Updates and Discussion

a) BC Housing

- No updates.

b) PHS Community Services Society

- Nora Hendrix has been open for 3 months. All spaces are filled and people are adjusting to the new lifestyle.
 - The residence has its own unique challenges and rewards and is slowly growing into itself
 - The amenity and outdoor space is completed and very well received
 - Concern with crime: a business owner assumed their iPad was stolen by a resident but that was not the case. There was some miscommunication. PHS followed up with business owner and watched security footage with the business owner. PHS staff determined it was not a resident from Nora Hendrix.
 - **Community Member Question:** Was the owner looking for a resident from Nora Hendrix?
 - **PHS Response:** There are misconceptions regarding the type of resident that is housed in Nora Hendrix and the staff is supporting dispelling the myth by engaging with community members.
 - Nora Hendrix will have the cook from Hogan's Alley Society starting mid-June offering culturally appropriate food. During the week, Nora Hendrix has their own cook supporting the residents.
 - Clean teams, which are part of PHS employment training opportunities, have been assigned to regular cleaning around the building.
 - The residents have been gardening and the food has begun to grow. We brought spinach and strawberry salad to our sister building.
 - **Community Member Question:** Can you explain the incident with cops and guns in front of the residence?
 - **PHS Response:** Yes, there was an incident. Somebody reported to staff that there was a resident with a weapon and so PHS staff reported this to VPD. VPD attended as per

- their protocol. And by attending, VPD was able to confirm that there was no weapon on site, instead that a resident had a toy gun.
- **Action:** PHS staff and VPD spoke to the resident about the enormity of keeping a toy gun on their person. Some vulnerable people use a replica for safety. Black community members feel an issue/danger they experience is from the police "over policing" Black folk.
 - **Community Member Question:** Can you provide talking points to the community members if they are asked about this incident?
 - **PHS Response:** Answering honestly and explaining SWAT was called because of the VPD protocol. PHS staff are promoting to community members that safety is a priority, so if you are or a neighbour are concerned, talk to PHS. We are happy to follow up.
 - PHS takes a humane approach- people-centered approached

c) City of Vancouver

- No updates.
 - Homeless count report back coming out talks about housing in a holistic way.
 - **Question:** Will it be available?
 - **CoV Response:** Yes, it should be on CoV website. We will send a link to the report to the facilitator to share, when ready.

d) Vancouver Coastal Health

- Not in attendance

e) Community Members

- No questions but happy to share and give messages to support the TMH and its residents
- **PHS Response:** Truly a good example of residents and community and what it should be. There is a lot of misinformation through media regarding TMH and their residents. Feel free to pop by PHS office.
- **CoV Response:** let us know early and staff can mitigate any issues you might be experiencing
- **Community Member Question:** is there anything residents are in need of?
- **PHS Response:** Always in need of menstrual hygiene supplies. Socks are always welcome.

f) Hogan's Alley Society

- We will be holding a building celebration on June 22 and would love for folks to attend.
- The event is supported by funding from CoV Homelessness Action Week (HAW) Grant for Temporary Modular Housing
- There will be food, music and games
- If residents are interested in contributing to the welcome baskets, ideal items are soap, toothbrush/toothpaste, soft foods, socks, potted plants, etc.
- We need volunteers and donations
- If community members are interested in participating, they can contact Hogan's Alley Society – info@hogansalleysociety.org
- We launched the Viva Vancouver program. It is a series of outdoor community engagement events to encourage people to use the building's outdoor space. Dates to

be confirmed 6-8 events (dominoes and checkers). UPDATE: info on Viva Vancouver here: vancouver.ca/streets-transportation/viva-vancouver.aspx

- **CoV Question:** have local businesses been asked for donations for the baskets? Perhaps places like Costco/ Home Depot? How many guests/
- **HAS Response:** 52 plus VIP guests. Brings total to 56.
HAS member: I am now working with BC Housing. I took a role on the Executive Committee with a focus on strategy and presenting. However, I am not here in that role, but as a member of HAS.

g) Vancouver School Board

- No updates
 - What might be of interest to the group is the VSB Report on Middle Years Development.
 - VSB representative shared some stats/passed around to group: Strathcona scores the highest in Vancouver (emotional well-being)

Community Member Question: Can VSB send link? UPDATE: VSB report on middle years development starts on page 51 of the link here: https://www.vsb.bc.ca/District/Board-of-Education/Meeting_Minutes/Documents/agendas-files/19_05May27_op_board_agenda.pdf

3. Action Items and next steps

Action	Responsible
Send notification of June 24 meeting @ 5:30 as early as possible	PHS, Facilitator
Send link to Homeless Count Report	CoV
Send link to Middle Years Development report	VSB https://www.vsb.bc.ca/District/Board-of-Education/Meeting_Minutes/Documents/agendas-files/19_05May27_op_board_agenda.pdf



**Temporary Modular Housing
Nora Hendrix Place | 258 Union Street
Community Advisory Committee (CAC) Meeting Notes**

April 9, 2019, 5:30 to 6:15 pm | Strathcona Community Centre

1. Welcome and Introductions

- a) The Facilitator began the meeting and welcomed CAC members.
- b) The Facilitator confirmed that minutes from the previous meeting are available online and have been circulated to committee members.
- c) The Facilitator led a round of introductions.

2. Updates and Discussion

a) BC Housing

- BC Housing shared updates regarding the building exterior:
 - A landscape architect has been working with PHS and Hogan's Alley Society to choose plants for the exterior of the building with colours and themes relevant to the community.
 - There have been some changes to the fencing around the building. One side of the fence has been removed, and eventually the other side will be removed.
 - Pavers have been installed for decoration.
- BC Housing has been working with the City of Vancouver to evaluate all TMH units across the City. The evaluations will be conducted using voluntary surveys from tenants and interviews with staff at the 6-month mark. Outcome reports for each site should be available on the BC Housing website when they are complete.
- **Question from Community Member:** What will you be evaluating?
 - **Response from BC Housing:** The surveys will ask a variety of questions to tenants to determine their overall satisfaction with the housing, including questions about inclusivity and integration.

- **Response from the City of Vancouver:** Community feedback will also be integrated into the evaluation, and will be gathered from 3-1-1 calls into the City. The City of Vancouver's interest in the research is that we have seen concern at outset of these projects, and then over time the initial fears do not materialize. We are working toward researching and demonstrating that over time.
- **Question from Community Member:** To clarify, you are looking at how they are feeling after one year?
 - **Response from the City of Vancouver:** One year after opening is a good amount of time to assess people living in the area.
 - **Response from PHS:** There are evaluations that take place at the 6 month and 1 year points. It might take 6 months for tenants to stabilize to the point where they can sleep in a bed. Some are very used to sleeping on sidewalks and are not used to sleeping in a bed. The question that arises is what is success, and how can it be measured? The important thing is watching people exhale in the first month, for the first time in a long time.
- **Question from Community Member:** How are you administering the survey?
 - **Response from BC Housing:** The survey is delivered to housing operators who then deliver it to tenants. It is a paper-based survey that tenants fill out, then it is sealed in an envelope and provided back to BC Housing. There are also interviews with service providers. If anyone is interested in exploring more housing research, there are reports on other larger sites within the City posted on BCH website (visit bchousing.org > Research Centre > Research Library).
 - **Question from Community Member:** Are the surveys accessible and easy to complete?
 - **Response from BC Housing:** The surveys have been reviewed by BC Housing for accessibility.
 - **Response from PHS:** While some tenants may have literacy barriers, support will be provided so that all tenants can access the information in the survey and provide responses.
- **Question from Community Member:** Regarding the community engagement survey, how is that going to be administered?
 - **Response from the City of Vancouver:** It is uncertain as to whether this site is getting the community survey. The broader survey will go out to a sample of the neighbourhoods where there is a TMH building.

COV Update: There were 3 neighbourhoods chosen for a neighbourhood survey. The neighbourhoods surrounding Margaret Mitchell, Sara Ross and New Beginnings.

 - **Question from Community Member:** When you seek out community response feedback, do you reach out to a specific group, or is it open to everyone? How do you define community?

- **Response from the City of Vancouver:** The same addresses that the City was required to contact at the outset of the project (e.g. within a certain block radius of the site) would be contacted for the neighbourhood survey. In addition, we looked at assumptions about supportive housing developments from other jurisdictions, such as the perception that property values will go down, with the aim to demonstrate what actually happens through process. We will bring more information to future meetings and share links with CAC members.

b) PHS Community Services Society

- PHS reported that the pavers outside the building have been installed and are beautiful. It is great to have an outdoor common area.
- Nora Hendrix Place has been open for just over a month and is almost at full capacity. People are settling in. Moving people into their new homes at such a rapid pace has felt like an incredible accomplishment.
- PHS reported that they have spoken to a protester with concerns that the site was institutionalizing First Nations people. The Nora Hendrix Place building manager listened and responded to the protestor's concerns.
- A tenant in distress caused some vandalism in the community. The VPD was called and building staff are now working to support this tenant. PHS expressed that this incident is not a reflection of the housing and that this incident would likely have happened regardless of where that person lived.
- The building manager has reached out to some local businesses in the area and provided business cards.
- Tenants are responding very well to the programs offered at Nora Hendrix Place.
- There are hot meals served every day. African or Caribbean food is brought in by Hogan's Alley Society on a regular basis.
- There have been no phone calls to the building from the community.
- PHS has been reaching out to mental health teams in order to connect tenants with mental health support.
- There is a medication program in place at the building to get people stabilized with their medications.
- Two residents in the building have obtained full time jobs since moving into the building.
- There is a diversity of ages and cultures within the building. The building provides designated space for cultural practices such as smudging.
- **Question from Community Member:** What was decided regarding the structure of the meal program?
 - **Response from PHS:** There are two meals available every day: breakfast, and then another meal served between 3:30 and 4:30 pm. Leftovers are then packaged up. Dietary restrictions and preferences are accommodated during the afternoon meal. The morning meal consists of hot oatmeal, yogurt and cereal

bars. Moving forward, Nora Hendrix Place is exploring the possibility of hiring a cook to make breakfast on weekends. Overall, people are being fed very well.

c) City of Vancouver

- The City of Vancouver reported that there was a public call for an artist to create a mural on the west side of building. Artist applications have been submitted and are currently being reviewed. PHS will participate in the adjudication process and Hogan's Alley Society will oversee the creation of the mural. The installation of the mural is scheduled to begin in the summer.
- The provincial budget has allocated funding for an additional 200 units of TMH to be built across BC. The City will keep CAC members updated on any plans for future TMH sites.

d) Vancouver Coastal Health

- The VCH CAC representative expressed that they were available should any issues arise and commended the project team for doing an amazing job so far.
- **Comment from PHS:** Tenants are also doing an amazing job of settling into the new space. PHS now operates four of these buildings in different neighbourhoods and is appreciative of the quality of the staff at each site.
- **Question from Community Member:** How many staff does this site have?
 - **Response from PHS:** We are double staffed 24/7, with 10 full time staff plus the building manager. There may be a kitchen staff position opening up to bring the number of staff to 11.

e) Community Members

- **Question from Community Member:** Is there anything you would like us to do or messages you would like us to disseminate to other community members?
 - **Response from PHS:** Keeping the lines of communication open would be appreciated. If community members have concerns or questions, please let them know that they are always welcome to speak to the building manager.

f) Hogan's Alley Society

- The Hogan's Alley Society CAC representative was absent. The Facilitator stated that they will offer their updates at the next CAC meeting.

g) Additional Discussion

- **Comment from PHS:** Hogan's Alley Society is working on assembling some care packages for people, including donations of socks and clothing.

- **Question from Community Member:** What are the best types of donations to give?
 - **Response from PHS:** Toothbrushes, soap, and personal care products are appreciated. The best donation that people do not think about is sanitary products. When you do not have money to purchase those products, it is difficult to ask for them.
 - **Question from City of Vancouver:** Does PHS have an online platform for donations?
 - **Response from PHS:** Yes. On the PHS website (www.phs.ca), people can identify which site to donate to.
 - **Comment from City of Vancouver:** Community members could let people know that they can access the PHS donations webpage to support the project.
- **Comment from PHS:** I know that Hogan’s Alley Society is planning a garden/barbecue event.
 - **Question from Community Member:** Does Hogan’s Alley Society need money to do that?
 - **Response from City of Vancouver:** Funding is provided through the City’s Homelessness Action Week and Supportive Housing grant stream.
 - **Question from Community Member:** Does PHS have petty cash? Is any needed?
 - **Response from PHS:** We do. This event should be well taken care of. It will be good to have the celebration to engage community.
 - **Comment from Community Member:** Where I worked previously there was sometimes the issue of not having petty cash. I was just wondering if it is sometimes a barrier. If so, we could fundraise to get it.
 - **Response from PHS:** We have petty cash available and use it for honorariums. As a worst case scenario, the building manager would buy what is needed and get reimbursed. There are no worries about that.
 - **Comment from PHS:** One of the best things about this one month old project is for tenants to have paid employment through the Clean Team. In addition, people are coming to the building manager every day with ideas for building community through culturally appropriate programming and meals.

h) Vancouver School Board

- The Vancouver School Board CAC representative was absent.

i) Action Items and Next Steps

- The next meeting will be scheduled for the last Tuesday in May (May 28th). An invitation will be sent out to CAC members in advance of this meeting.

- If there are any questions, concerns, or agenda items to add, CAC members can feel free to contact the Facilitator.
- The Facilitator thanked CAC members for their time and commitment to supporting the neighbourhood.



**Temporary Modular Housing
Nora Hendrix Place | 258 Union Street
Community Advisory Committee (CAC) Meeting Notes**

February 25, 2019, 5:30 to 6:30 pm | Strathcona Community Centre

1. Welcome and Introductions

- a) The Facilitator commenced the meeting and thanked CAC members for attending. The Facilitator introduced the Notetaker and let participants know that meeting minutes would be recorded, reviewed, edited for substantive content and posted publicly.
- b) The Facilitator acknowledged that the meeting is taking place on unceded territories and that land reconciliation is meaningful and important work.
- c) The Facilitator reviewed the role of CAC as defined in the Terms of Reference:
 - To build and maintain positive relationships amongst the community, the building operators and the program partners
 - To facilitate information sharing and dialogue
 - To identify and resolve any issues, opportunities and concerns related to building operations
 - To support the success of Nora Hendrix Place
- d) The Facilitator led a round of introductions and asked each CAC member to state one outcome that they were hoping to get from being part of the committee. CAC members hoped to:
 - Increase representation of the Black/Indigenous community

- Create opportunities for community members to bring forward concerns and co-exist with one other
 - Discover which health services could best serve tenants
 - Seek redress for the Northeast False Creek planning process
 - Provide a foundation for tenants to be and become whatever their hearts and souls need housing to do
 - Build a place of love and community
 - Serve the project from an inclusive community standpoint
 - Improve communication between partners, community and the City and find areas where members can contribute to and support the project
 - Decrease homelessness and provide a space that will be safe and enriching for the people living there
 - Be a conduit of information and engagement with neighbours
- e) The Facilitator announced that there would be an opportunity for a tour after the meeting.

2. Terms of Reference – Review and Sign

- a) The Facilitator acknowledged that CAC members had reviewed the Terms of Reference as part of application process. The Facilitator reviewed the rules of conduct stated within the Terms of Reference.

3. Updates and Discussion

a) BC Housing

- BC Housing is looking forward to tenanting the building in early March. Final building inspections and permitting should be completed by end of this week.

b) PHS Community Services Society

- PHS is excited for the opportunity to be moving people into the building. PHS has been working alongside Hogan's Alley Society in preparation for the opening of the site. Nora Hendrix Place will be the fourth TMH site managed by PHS to open in the last year.

- PHS reported that 52 tenants will be offered housing at Nora Hendrix Place. The goal will be to move 5 people in per day once the building opens and to set a positive tone. A balance of elderly and young tenants has been selected.
- PHS noted that this project is timely. The 2019 Homeless Count is upcoming, and the opening of Nora Hendrix Place means that 52 people will not be counted as homeless.

c) City of Vancouver

- This is the final TMH site to be completed. Construction will conclude and occupancy permits are anticipated by end of this week or early next week. Tenanting will begin in early March. The process of moving people in will be slow and thoughtful.

d) Vancouver Coastal Health (VCH)

- Vancouver Coastal Health is available to support the unique and diverse health needs of tenants and identify health barriers that can be addressed in systemic ways. VCH is waiting to see which tenants will be housed in order to determine an outreach strategy.
- **Question from City of Vancouver:** Can you say a bit more about working with housing providers and what connections, supports, etc. you provide?
 - **Response from VCH:** In the Downtown Eastside, VCH has gone through the process of integrating health services in order to make them more accessible and so that clients can go to one place that meets their needs. Services include home support, mental health and women's integrated care. VCH works with community partners to provide outreach to people who would benefit from these services.
 - **Response from PHS:** Housing is a type of healthcare. The hierarchy of needs starts with housing.
- **Question from City of Vancouver:** Can you define supportive housing? What supports are available on site?

- **Response from PHS:** Supports available include overdose intervention, complex case management and home support. Home support means that from Monday to Friday, 10 am to 6 pm, someone will support tenants with tasks such as de-hoarding, laundry, mopping, and other life skills. Many people take these life skills for granted, but they are things that tenants have not necessarily learned to do on the street. PHS staff help people get to their medical appointments and distribute medication. Tenants also receive food when they wake up. Health care and food security is an important factor of stabilization for all of us. For the first time in a long time people will have daily support. Stabilization makes for a calmer and more cohesive unit.

e) Community Members

- **Question from Community Member:** Three questions:
 1. Sometimes people cannot stay in a supportive situation. Do clients have anything to say about why this is?
 2. As practitioners, can you think of anything that might undermine the success of the project?
 3. If community members wanted to bring things such as muffins, is that an option?
- **Response from PHS (re: Question 1):** Moving is extremely difficult for any of us. Some clients that we work with have been in 8 to 9 foster homes. When faced with a situation that seems “too nice,” sometimes the only thing they can control is getting kicked out.
- **Question from Community Member (re: Question 2):** What is keeping you up at night, if anything?
- **Response from PHS (re: Question 2):** I do not have any concerns about housing 52 people.
- **Comment from Hogan’s Alley Society:** Many people, including professionals, are struggling with low grade anxiety and depression in addition to the people accessing TMH and its services. These mental health challenges could escalate for anyone. Efforts such as TMH will

have to continue, as there are bigger issues at play with people feeling welcome and people feeling isolated.

- **Question from Community Member:** Will there be opportunities for community welcoming activities and support?
 - **Response from City of Vancouver:** We want to work with Hogan's Alley Society and PHS. They will let us know how to support them. It is about the community owning the message in their time and their space.
 - **Response from PHS:** A juggling act has to be achieved between the tenants and people who want to welcome them. Many tenants have been maligned and do not have a good relationship with the wider community. It is a matter of shifting that perception.
 - **Response from City of Vancouver:** I see building operators wait for things to settle before welcoming activities take place. There is community building that happens organically within community groups, churches, etc. Activities have included barbecues and holiday dinners. However, it is important to remember that this is someone's apartment building. Tenants need to focus on their lives and their stability. This is not a smoke free or drug free building. This is people paying rent, and the space needs to be respected. There will be celebrations planned and promoted at some point in the future.

- **Question from Community Member:** When Nora Hendrix Place becomes part of the community, what is the long-term plan for Hogan's Alley?
 - **Response from Hogan's Alley Society:** As part of the Northeast False Creek Plan, this block will be redeveloped permanently, and the Dunsmuir viaduct will come out. Our goal is to have a community land trust with a phased approach that would allow folks here to have permanent housing. We do not want displacement again from this site. We want to see a balance of market and non-market rental housing alongside vibrant cultural assets.

4. Next Meeting

- a) The Facilitator led a brief discussion to determine the availability of CAC members for meetings.

- b) It was determined that the next meeting will take place in early April. An invitation will be sent out to CAC members once the meeting space has been confirmed.

- c) The Facilitator invited CAC members to send any concerns or agenda items that they would like to discuss at the next meeting.

5. Tour

- a) The facilitator concluded the meeting and CAC members took a tour of Nora Hendrix Place.