



COMMUNITY BUILDERS
*Discover the Power of
Small*

Naomi Place Temporary Modular Housing | 3598 Copley Street

Community Advisory Committee (CAC) Meeting Notes

March 11, 2020 | 6:00 to 7:00 pm | Trout Lake Community Centre, Lakewood Room

1. Welcome and Introductions

- The Facilitator welcomed CAC members and offered a land acknowledgement.
- The Facilitator provided an overview of the CAC and what to expect:
 - The purpose of the CAC is to build and maintain positive relationships between Naomi Place and the community.
 - The CAC is a place for information sharing and open dialogue. It allows for any issues that arise to be addressed and dealt with immediately.
 - Sometimes CAC members and other community members are keen to welcome new neighbours. The CAC is also a way to make this happen.
 - While the hope is that CAC members will feel comfortable bringing any issues related to building operations to this table, the CAC is not a place to address broader neighbourhood issues unrelated to Naomi Place.
 - If broader neighbourhood issues arise, project partners will do their best to direct concerns to the right people who can talk to CAC members outside of this table.
- The Facilitator led CAC members in a round of introductions.
- The Facilitator introduced the notetaker. An official record of this meeting will be published online to the City of Vancouver and Community Builders websites.
 - CAC members are encouraged to direct people to the online meeting notes if they are interested in reading a record of the meeting.
- The Facilitator reviewed the agenda and announced that a tour of Naomi Place, led by the City of Vancouver, will take place at 7:00 pm for any CAC members who would like to attend.

2. Terms of Reference

- The Facilitator asked that CAC members review and sign the Terms of Reference and return this document to Community Builders Group prior to the next meeting [**Action Item #1**].
 - The Terms of Reference outlines expectations and guidelines and serves as a record to understand the roles and responsibilities of CAC members at meetings.

- **Action Item #2:** The Terms of Reference will be attached to these meeting notes when they are distributed to CAC members.

3. Updates and Discussion

a) BC Housing

- The BC Housing CAC representative reported that:
 - Naomi Place is part of BC Housing's Rapid Response to Homelessness initiative. The goal of Rapid Response to Homelessness is to construct 2000 supportive housing units across British Columbia to provide homes for people experiencing homelessness. Six hundred temporary modular housing units have been constructed in Vancouver as part of this initiative.
 - It is hoped that Naomi Place will receive an occupancy permit by the end of the week.
 - Tenancing will begin when the building operator is ready for tenants to move in.
 - Naomi Place looks the same on the outside as the other temporary modular housing buildings in Vancouver. However, some improvements have been made to the design on the inside.
- In response to a question about the number of units in Naomi Place, BC Housing responded that there are 58 units.

b) Community Builders

- The Community Builders CAC representative reported that:
 - Community Builders staff was at Naomi Place the day of the CAC meeting to do a final deficiency walk-through. It is anticipated that the occupancy permit will be issued next week.
 - The Naomi Place staff team is in the process of being trained. Community Builders is bringing in staff with supportive housing experience from its other nine sites.
 - Community Builders is looking forward to settling people into Naomi Place later this month.
 - In response to a question about whether tenants will be moved in by the end of March, Community Builders responded that the timeline for tenancing will depend on the outcomes of the building inspection process. Community Builders added that when they receive the keys to Naomi Place, staff will take a few days to set up prior to tenancing. Rather than filling all 58 units right away, Community Builders will receive tenants gradually in order to give people time to settle in.
 - Welcome packages have been assembled by community members wishing to welcome Naomi Place tenants. This initiative was led by Cedar Cottage Neighbourhood House. The welcome packages contain dish soap and other thoughtful kitchen and bathroom items that people who have been living on the street would not necessarily have.
 - In response to a question about whether Community Builders is still accepting items for welcome packages, Community Builders replied that while the existing

welcome packages have been completed, if enough items came in prior to the opening of the building these items would be distributed to tenants.

- **Action Item #3:** Community Builders will attach the contact information of their Operations Manager, Carrie Lanz
 - **Action Item #4:** Any community members who would like to contribute personal items for tenants can reach out to the Operations Manager at Community Builders.
- In response to a question about whether there is a distinction between welcome packages for males and females, Community Builders replied that the welcome packages are unisex, as the specific tenants are yet to be determined.
- In response to a question about whether there will be staff on site at Naomi Place all the time, Community Builders replied that there will always be staff on site and there will always be someone there to answer the phone.
- In response to a request to elaborate on what this housing program offers, Community Builders replied that:
 - Naomi Place has capacity for 58 residents with two support staff on site at all times.
 - There will be a commercial kitchen with an onsite nutrition worker/food program manager.
 - There will be a home support worker available during the day who can provide tenants with basic instructions on how to use stove, referrals to doctors and other things people often take for granted.
 - Tenants will be connected to Vancouver Coastal Health services. A mobile support worker will be available to get people to appointments.
- In response to a question about whether bus passes will be given out to tenants so that they can access grocery stores and medical services more easily, Community Builders replied that bus pass applications will be available to tenants and tenants will be encouraged to apply. There will be opportunities for tenants to access rides when needed. Groceries will be delivered and staff can also assist with grocery pick-ups.
- In response to a question about how daily food security supports will be delivered, Community Builders replied that tenants pool resources and pull from donations to cook independently. This process provides helpful experience for when people move on to other housing. While nutrition education is provided, it is good to keep in mind that some tenants have backgrounds as chefs and already have proficient cooking skills.
- In response to a question about the age range of applicants, Community Builders replied that there is no target age group. Tenants will be adults experiencing homelessness in this geographical area, and it is anticipated that tenants will be a mix of adults and seniors.
- In response to a question about the number of tenant applications for Naomi Place, Community Builders responded that there are many applications coming through referrals from Orange Hall, BC Housing's Vancouver Supportive Housing branch.
 - Community Builders added that applicants from the immediate neighbourhood will be prioritized and there will be enough applicants to fill all units by the time Community Builders begins the tenanting process.

c) City of Vancouver

- The City of Vancouver reported that:
 - There is a Community Open House scheduled at Naomi Place on Saturday March 21st from 12:00 to 3:00 pm. Open House attendees can ask questions to City of Vancouver and BC Housing staff and view the interior of the building before tenants move in.
[Note: This Open House was cancelled due to COVID-19. Instead, see virtual tour here: <https://vancouver.ca/people-programs/3598-copley-street.aspx>]
 - The City of Vancouver and BC Housing have been partnering to conduct research studies on the early outcomes for residents of temporary modular supportive housing and the long-term impacts of non-market housing on surrounding property values. Research findings have been uploaded to the BC Housing website.
 - Resident outcomes reports can be found at: <https://www.bchousing.org/research-centre/library/transition-from-homelessness/modular-supportive-housing-resident-outcomes>
 - Property values reports can be found at: <https://www.bchousing.org/research-centre/library/community-acceptance/property-values-case-study-series&sortByDate>
- In response to a question about whether the word “temporary” in “temporary modular housing” is used because an end date to the housing is anticipated, the City of Vancouver replied that:
 - As the City of Vancouver has provided a five-year lease for the property that the building sits on, the building is “temporary” in the sense that it can be taken down and put somewhere else if needed.
 - When people move into temporary modular housing, the intention is to support tenants to maintain housing. The word “temporary” does not mean the tenants’ occupancy has a specified end date.
 - Community Builders added that a priority for staff is to work proactively to get tenants onto permanent housing registries.
 - The City of Vancouver stated that the Province has supported temporary modular supportive housing initiatives because delivering permanent housing takes years. The City added that there are other projects underway that will create opportunities for longer term, permanent housing.
- In response to a question about the latest survey numbers from the Homeless Count, the City of Vancouver replied that there were 2,223 people experiencing homelessness counted in 2019. This number included approximately 600 people sleeping outside and approximately 1,500 people in shelters.

d) Vancouver Police Department (VPD)

- The VPD representative reported that:

- The VPD has built strong relationships with the operators of Sarah Ross House temporary modular housing at 4480 Kaslo Street. The VPD has been proactive about responding to calls and patrolling the surrounding community.
- Recent crime statistics from Patrol District Three, comprising Sunset, Renfrew-Collingwood, Mount Pleasant, Killarney, Victoria-Fraserview and Kensington-Cedar Cottage, include five auto thefts and two break and enters. The VPD representative confirmed that these statistics have come from GeoDASH.
 - In response to a community member's expression of interest in collecting long-term statistics from the immediate neighbourhood rather than the wider area, the VPD representative replied that statistics are collected from every call for service. The VPD representative added that there is always an interest in collecting more information and developing policies for neighbourhoods.
 - In response to a question about whether there are other ways of searching for and aggregating data, the VPD representative replied that Patrol District Three has its own crime analyst and that a District meeting takes place every week so that the team can receive briefings.
 - In response to a question about whether there has been an increase in dial-a-dope operations in the area, the VPD representative replied that they cannot give a definitive answer as to whether drug activity in the area has gone up or down.

e) Vancouver Coastal Health (VCH)

- The VCH representative reported that VCH is excited to be working with Community Builders on this project and believe it offers a great model of service and support.
- In response to a question about whether there be will be health care assistance, such as a nurse, for tenants who need 24/7 health care, VCH replied that all tenants will be connected to a primary care team and will be assessed to determine the supports they need.
 - Community Builders added:
 - Community Builders works closely with VCH. Housing staff facilitate health care connections for tenants who require home supports such as physiotherapy, occupational therapy or assistance with daily living.
 - Community Builders works hard to ensure people with a health care referral stay connected to services and people who need health assistance get referred to appropriate services.
 - In response to an inquiry as to how many units in Naomi Place are accessible, Community Builders replied that six units are accessible.
 - In response to a question about whether Community Builders will connect with REACH Community Health Centre, Community Builders replied that they have had dialogue with REACH and will continue that partnership.

f) Trout Lake Community Centre

- The Trout Lake Community Centre representative was absent.

g) Cedar Cottage Neighbourhood House

- The Cedar Cottage Neighbourhood House representative was absent.

h) Community Members

- A community member stated that they are interested in inviting tenants to garden work parties at Collingwood Neighbourhood House and are looking for guidance on how and when to approach Naomi Place staff and tenants with opportunities to get involved.
 - Community Builders replied that they will put the community member in touch with the Operations Manager to set up a meeting discuss opportunities for community involvement [**Action Item #5**].
- A community member expressed concerns that land near Naomi Place (under the acorn tree) has been damaged by trucks parking there during construction. The community member inquired whether there a plan to repair the land that has been damaged.
 - Community Builders replied that they have a landscaping company that they work closely with, and their hope is that the site is repaired to look like part of the community, be green, and be well taken care of.
 - The City of Vancouver added that the person that connects with BC Housing about the site will be at the site tour. The team can inquire about the course of action for site repair. [**Action Item #6**]
- A community member stated that they plan to bring forth issues related to the building that typically impact neighbourhoods, such as noise, garbage, parking and safety.
 - Community Builders replied that they can speak to these issues if they are related to the building, and invites community members to connect offline if there is anything that needs to be addressed. Community Builders added that most tenants do not have cars, so it is unlikely that parking will be an issue.
- Two community members stated that they hope to be able to offer ideas, support tenants and encourage community participation.
 - Community Builders replied that the intake team that helps tenants settle in can also let tenants know about available community opportunities.
 - The City of Vancouver added that while community members are excited about opportunities to engage with tenants, having patience is recommended, as tenants need time to settle into their new homes.
- A community member stated:
 - They plan to relay information shared at CAC meetings during monthly Parent Advisory Committee meetings.
 - They are part of a community garden that brings food to a local Neighbourhood House. There may be an opportunity for gardeners to share food with Naomi Place as well.

- Community Builders replied that they are always open to receiving donations of food for educational nutritional programs. While an existing food budget means that food donations are not integral to programs, donations of food are helpful for supporting residents to cook in their own units.

4. Next Steps and Action Items

- The Facilitator adjourned the meeting at 7:00 pm and thanked CAC members for attending. CAC members were invited to join the City of Vancouver for a tour of Naomi Place.
- The Facilitator stated that the next meeting will be scheduled for one month from now. [**Action Item #7. Note: this plan may be impacted by COVID-19**]
 - In response to a question about whether each CAC meeting will take place on a consistent day of the week, the Facilitator replied that a this cannot be guaranteed due to facilities scheduling.

| Action item | Responsible |
|---|---------------------------------|
| Action Item #1: All CAC members will review and sign the Terms of Reference and return this document to Community Builders Group prior to the next meeting. | All CAC members |
| Action Item #2: Attach Terms of Reference to these meeting notes when they are distributed to CAC members. UPDATE: Attached below. | Community Builders |
| Action Item #3: Attach the contact info of Community Builders' Operations Manager to these meeting notes when they are distributed to CAC members. UPDATE: 604-423-9030 , manager is Carry Lanz. Phone number is posted online here: https://vancouver.ca/people-programs/3598-copley-street.aspx | Community Builders |
| Action Item #4: Any community members who would like to contribute personal items for tenants can reach out to Community Builders' Operations Manager. UPDATE: Please contact the Operations Manager to make arrangements, 604-423-9030 | All CAC members |
| Action Item #5: Set up a meeting to discuss opportunities for Naomi Place tenants to be involved in community gardening initiatives. UPDATE: Please contact the Operations Manager to make arrangements, 604-423-9030 | Community Builders |
| Action Item #6: Report back to community members on the course of action for site repair. UPDATE: Additional improvements to the shoulder of the site and repairs to the off-site grass areas are expected over the next 4-6 weeks, pending availability of trades. | City of Vancouver BC Housing |
| Action Item #7: Schedule next CAC Meeting for mid-April. | City of Vancouver |

| Action item | Responsible |
|--|-------------|
| UPDATE: Postponed until further notice due to COVID-19. | |

Temporary Modular Housing
**Naomi Place - 3598 Copley
 Street** Community Advisory
 Committee
Terms of Reference

February 6, 2020

1. Overview

Community Builders is honoured to be the selected operator of the Temporary Modular Housing at 3598 Copley Street. After careful consultation of our board, staff and residents, Community Builders has chosen the name Naomi Place for this housing site. Naomi Seller was a long-term resident and peer advisor to the Community Builders board and staff and tirelessly gave insight and advice to our team during her 17 years living in Community Builders housing sites.

Sadly, Naomi passed away in 2018 due to an overdose, despite her work with overdose awareness and harm reduction safety strategies. She was an integral member of the Community Builders family and to name a housing site in honor of her memory enables her brave, determined spirit to live on. Despite the challenges and struggles she experienced in her too short life, Naomi believed in the value of every person and embraced empowerment, acceptance and diversity. These qualities represent the central values and mandate that will influence Community Builders' operations at the housing at 3598 Copley Street. We believe by naming the site after Naomi Seller, her passion and inspiration will help shape the type of home Community Builders will foster for its residents and we are proud and humbled to be able to name this housing project in her memory.

Naomi Place will be a three-storey building containing 58 studio homes, primarily for single adults. All units will be self-contained dwellings with a private bathroom and kitchen. Six units will be wheelchair accessible.

The temporary buildings will provide much-needed housing for three to five years, with the possibility to extend another five years, while more permanent housing is built.

To support the successful integration of the buildings into the surrounding community, BC Housing, Community Builders Group and the City of Vancouver will establish the Naomi Place Community Advisory Committee (NP CAC).

2. Purpose

The purpose of the NP CAC is to provide the project team and a broad cross-section of the community with a mechanism to:

- Build and maintain positive relationships amongst the community, the building operators and the program partners
- Facilitate information sharing and dialogue
- Identify and resolve any issues, opportunities and concerns related to building operations

The purpose of this Terms of Reference is to ensure members of the NP CAC are aware of expectations, commitments and their advisory role.

3. Committee Membership

a. Representation

In order for the CAC to be effective, it is important to limit overall committee size while maintaining a balance of voices at the table. Therefore, CAC membership is comprised of approximately 19 individuals representing the following groups:

5 x community members (local resident and community organizations, businesses, neighbouring residents, etc.)
2 x Community Builders Group representatives
1 x resident from the Naomi Place (as appropriate) 1 x Vancouver School Board
1 x Copley Orchard representative
1 x Cedar Cottage Neighbourhood House representative
1 x PAC representative from Gladstone, Beaconsfield, Selkirk
Schools 1 x Trout Lake Community Centre representative
1 x Vancouver Police Department
representative 1 x City of Vancouver
representative
1 x BC Housing representative
1 x Vancouver Coastal Health representative

b. Selection process

Community member representation (5 seats) will be filled through an application process with preference given to a person who:

- is willing to abide by the Committee Terms of Reference and required time commitment
- is currently affiliated with multiple community organizations
- has experience representing their community on other committees/boards, etc.
- lives and/or works within a five-block radius of the housing site.

BC Housing, Community Builders Group and the City will designate community members and representative alternates from the list of applicants who meet this criteria.

The program partners (VPD, VCH, BC Housing, CoV) and the schools will designate their own Committee members and one alternate.

4. Time commitment

Leading up to the building opening and during the first six months, the CAC will meet on a monthly basis. The meetings may then shift to a bi-monthly basis unless determined otherwise by the Committee members. In addition to regular meetings, there may be occasions when special meetings may be called for a particular reason. As much advance notice as possible will be given to ensure members can make necessary arrangements.

Regular Committee meetings will be limited to one and a half hours and adhere to the meeting agenda.

5. Participation

The Committee serves as an advisory group, not a decision making body.

To ensure CAC meetings have the full spectrum of community perspectives, attendance at all regular meetings is required by all community representatives or their alternate. Should more than two regular meeting be missed, the member will be contacted by the facilitator to determine whether he or she still wishes to continue as a CAC member or to discuss whether a new representative and/or alternate is appropriate.

CAC members may on occasion wish to invite a guest to observe the CAC meeting; such requests must be submitted in writing/by email to the CAC facilitator at least one day prior to the day of the meeting; approval will depend on space considerations. Any guests that attend will be asked to observe and not participate in the discussions.

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

Committee membership is on a volunteer basis and members will not be remunerated for their participation.

6. Term

The Naomi Place CAC will operate until March 2021. At the end of this term, the Committee's utility and the relevance of the Terms of Reference will be reviewed. Should the Committee members agree that it should continue, this review and consideration of continuance, adjustment or cessation will be conducted annually.

7. Meeting Structure and Committee Resources

The meetings will be facilitated using a neutral process facilitator who will serve as an impartial individual to guide the process, facilitate respectful dialogue, handle difficult situations and behaviours and maintain an environment conducive to sharing information and encouraging all members to contribute. They are responsible for keeping the advisory committee on time and on task and working with the meeting Secretary to prepare advisory Committee agendas and unbiased and accurate meeting summaries.

The facilitator will develop and follow a structured agenda, including:

- Community Builders Group building update and discussion
- Program partners update and discussion
- Local schools update and discussion
- Community members update and discussion
- Review of action items and follow up

Community Builders Group will provide a meeting Secretary to assist with scheduling and liaising with Committee members, provide notetaking, including tracking key discussion points, responses, action items and follow up details, and oversee the distribution of the meeting agendas and summaries. The Secretary is not a representative on the Committee and will solely support meeting logistics and record proceedings.

The meeting summaries will not be verbatim recordings but will attempt to capture the essence of comments and responses. The summaries will attribute comments to Community Builders Group, and the other agencies, however attribution of community input will be generic (i.e. *Community Comment*) and will not identify the individual or organization they may be representing. While the facilitator and Community Builders will ensure that privacy standards are maintained, there may be occasions where sensitive matters need to be discussed. When such matters are part of the discussion, there will also be an open CAC discussion of how to appropriately present the essence of the matter in the minutes while respecting any sensitivity.

All action items will be noted in the minutes including who will be responsible for follow-up and a deadline for completion.

Recording of the meetings (audio or visual) by members other than the note-taker is not permitted.

The meetings will be structured to encourage free and open discussion of relevant issues, within the constraints of planned agendas. The goal is not to seek consensus or majority opinion, but to discuss and note views and opinions, propose solutions and work toward constructive outcomes.

Community

Builders Group commits to seriously considering the CAC's comments, as relevant, in making decisions or taking actions.

The City of Vancouver will be responsible for securing meeting space, providing the process facilitator and light refreshments at the meetings.

8. Rules of Conduct

In order to ensure that the CAC is maintained as a forum for Community Builders Group, the housing partners and the site's neighbours to freely exchange information, discuss issues and work towards constructive outcomes, members and alternates must:

- agree to operate in accordance to the Terms of Reference;
- participate regularly or arrange alternate representation at scheduled CAC meetings;
- be respectful of the expression of diverse opinions which may be similar or different than those of other CAC members;

- respect that Community Builders Group and the housing partners reserve the right to protect the privacy of individual tenants and staff – personal information will not be shared with the CAC;
- be prepared to work constructively and collaboratively with members of CAC and Community Builders Group to address areas of mutual concern;
- listen actively to others. Avoid interrupting and one-on-one side conversations while other people are speaking;
- manage personal participation by sharing speaking time, debating ideas not individuals, and actively providing focused input, comments and questions;
- refrain from using language or acting in a way that is threatening, abusive, racist or otherwise disrespectful;
- bring any concerns regarding the operation of the Temporary Modular Housing buildings to the attention of the Community Builders Group Building Manager according to the contact protocol as soon as possible; the concerns may then be brought to the attention of the CAC; and
- not act as a spokesperson for CAC. This is not meant to fetter the ability of any CAC member to speak with the media as a private citizen.

In the event that a member is unwilling to abide by the Terms of Reference, Community Builders Group reserves the right to rescind the membership of that person and seek a new member to replace the role.

9. Terms of Reference Revision

From time to time, it may be necessary to amend the Naomi Place CAC Terms of Reference. This will be agreed upon, with active involvement of CAC members, BC Housing, the City of Vancouver and Community Builders Group to ensure that the changes are supported and that any partner organizations understand and continue to commit their membership under the changed conditions.

I have read and agree to abide by these Terms of Reference:

Name: _____

Committee Role: _____

Signature: _____

Date: _____