

# Inventory of the Inner City Inclusive Commitments

February 2009

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## Introduction

With the world expected at Vancouver's doorstep in less than a year, the 2010 Olympic and Paralympic Winter Games represent an unparalleled opportunity to showcase the city and solidify its reputation as one of the world's best places to live. With this increased exposure, however, comes increased scrutiny. Despite numerous spinoff benefits in communities from Richmond to Surrey to Whistler, there are concerns that the Games may have negative impacts on the city's low income residents.

The concerns around the impacts on the inner city led to the development of the Inner City Inclusive Commitment Statement (ICI Commitments) which formed part of Vancouver's bid for the Games in 2003. The ICI Commitments provide guidance to the Government of Canada, the Province of British Columbia, the City of Vancouver and the 2010 Bid Corporation, now VANOC (the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games), in order to minimize adverse impacts for Vancouver's inner-city communities of Mount Pleasant, the Downtown South and the Downtown Eastside (DTES).

The Partners have a number of new and existing initiatives that address issues in Vancouver's inner city. Of all the ICI commitments, Housing remains a cornerstone to ensure those most vulnerable are not left behind when the Games arrive in 2010. As seen in the following report, numerous programs and initiatives have been established to address the housing concerns in the inner city.

Other actions that will help support Vancouver's inner-city communities and provide access to leveraging Games-related opportunities include engaging the at-risk First Nations youth of the DTES; Business Development programs to help DTES businesses connect with the many Games-related procurement opportunities; and, Employment and Training opportunities through the RONA Vancouver 2010 Fabrication shop.

Accessible and affordable Games initiatives will also make 2010 Winter Games venues barrier free to those with disabilities and keep tickets within reach for those who would not otherwise be able to attend the Games.

Despite ongoing concerns about the potential impact of the Games, there has been and will continue to be a wide range of positive tangible benefits, from cultural development, street improvements and beautification, enhanced accessibility, business and employment opportunities and social and community development to new sport and recreational facilities. All of the City's initiatives are done in consultation and often in partnership with the Partners and the community. In addition, the City has created a \$1 million Olympic Legacy Reserve Fund to help support the social and economic development in inner city neighbourhoods. Generally, the funding categories are as follows: participation in sport, recreation and surplus equipment purchase; increased tenant and landlord support; a School Alternative Transportation initiative; an inner-city community projects.

The Partners share a vision of Games characterized by participation and mutual benefit for all British Columbians. The Partner's programs, plans and initiatives work to provide the necessary resources to support, engage, and sustain the people and communities in Vancouver's inner city.

## Commitment: Housing

- Protect rental housing stock
- Provide alternative forms of temporary accommodation for Winter Games visitors and workers
- Ensure people are not made homeless as a result of the Winter Games
- Ensure residents are not involuntarily displaced, evicted or face unreasonable increases in rent due to the Winter Games
- Provide an affordable housing legacy and start planning now

### Context

Shelter is a basic human need, and an ongoing challenge for many living within Vancouver's inner-city neighbourhoods. Feedback during consultation with individuals and groups in, and beyond, the inner city has consistently highlighted the importance of protecting existing housing for those of low or moderate income, increasing access to affordable housing and above all, ensuring no one is made homeless, nor faces an unreasonable rent increase as a result of the Games.

A tight rental housing market makes concerns about the impact of the Games even more pressing: the rental vacancy rate in the City stands at 0.3%, and average monthly rents range from \$779 per month for a bachelor unit to \$936 for a one bedroom unit (Canada Mortgage and Housing Corporation (CMHC), 2008). In the DTES, where much of the private rental market is comprised of single room occupancy hotels (SROs), the supply of affordable and adequate rental housing is limited.

Unfortunately, homelessness continues to grow not only in Vancouver but also across the region. The number of homeless individuals is estimated at 2,660 in Metro Vancouver including 1,576 in Vancouver (Greater Vancouver Regional Steering Committee on Homelessness, 2008). The Inner-City Inclusive Commitments clearly recognize these priority housing issues, and a number of actions have been taken and plans put in place to address the issues, including supporting the development of additional affordable housing as a Games legacy.

### *Protecting and Building Access to Affordable Housing*

- An **advisory Housing Table**, with broad membership including representatives from both the private and non-profit housing sectors, was formed in the fall of 2006 by the Partners through the Vancouver Agreement Housing Task Team to develop goals, action plans and outcomes for the five housing-related commitments identified above. VANOC, along with representatives of the Government of Canada and

Provincial and municipal government representatives (the Partners) acted as resources and provided support, but were not voting members of the Table. BC Housing provided facilitation services.

- The Housing Table released its report in March 2007, with **25 recommendations** aimed at minimizing potential impacts and maximizing potential benefits of the Games to those most vulnerable. Despite the diverse perspectives around the Housing Table, there was general agreement on the recommendations with only two exceptions: private sector representatives did not agree with an absolute moratorium on Single Room Occupancy (SRO) conversion/demolition, nor with revisions to the Residential Tenancy Act to provide greater protection to renters from rent increases.

Following release of the Housing Table report, the Partners developed a Joint Partner Response to the 25 recommendations. The Joint Response details a number of initiatives underway or in process through the work of the Partners since Vancouver was awarded the Games (<http://vancouver.ca/commsvcs/housing/pdf/icihousingtablenov07.pdf>). What follows is a highlight of key initiatives that are currently underway which support the ICI housing related commitments.

- Actions geared towards **protecting the rental housing stock** include:
  - The Provincial Government and City of Vancouver have acquired 1,869\* units of existing rental housing since the Games were awarded to Vancouver in 2003. Most of these units were acquired by the Province under the Provincial Homelessness Initiative, a key component of the provincial housing strategy, "Housing Matters BC". The units are currently being renovated to provide supportive housing. (\*This includes units acquired between 2003 and February 2009, including 33 units that were secured through a lease.)
  - On September 4, 2008, the Government of Canada announced funding for housing and homelessness programs at \$387.9 million per year for five years to March 31, 2014, for the Affordable Housing Initiative (AHI), housing renovation programs (including RRAP) and the Homelessness Partnering Strategy. The purpose of RRAP is to bring units up to a minimum level of health and safety. CMHC requires SROs in receipt of RRAP assistance to offer rents at or below median market rents to ensure rents are affordable for the Vancouver market.
  - Between 1995 and 2007, CMHC allocated \$18.3 million in RRAP funding to the Downtown Eastside to bring 1,441 units up to a minimum level of health and safety. In addition, CMHC has provided approximately \$7.7 million in RRAP Rooming House to 19 SROs totalling 875 rooms in the Downtown Eastside.
  - In 2007, the Rate of Change Bylaw, which regulates change in the purpose-built rental stock, was expanded to include all rental housing zones (including Mount Pleasant). The By-law has been effective in reducing redevelopment pressures on the rental housing stock.
  - The Metro Vancouver Board adopted the Affordable Housing Strategy and member municipalities (including Vancouver) are working to implement the recommendations of the strategy beginning with the housing component of the regional growth strategy.
  - In meeting its obligation to secure accommodation for the Olympic Family, VANOC does not book any SROs or other low income housing.
  - The City, Province, Vancouver Coastal Health and the Vancouver Agreement partnered to fund an SRO Management Training Program for SRO managers to help them better meet the needs of their tenants.



- Chaired by the Mayor of Vancouver, the Homeless Emergency Action Team (HEAT) was created on December 9, 2008 with the objective of identifying immediate actions that the City and its partners, including the Provincial government and the private sector, can take to get street homeless off the street and into safe and secure shelter over the winter. Five temporary shelters were opened in December and January.
- Actions which support the commitment to **ensure residents are not involuntarily displaced, evicted nor face unreasonable increases in rent** include the following:
  - The acquisition of over 1,800 units of low-income SRO housing by the Province and City of Vancouver since 2003 will ensure that tenants in these units are not displaced.
  - The City in partnership with the Provincial Residential Tenancy Branch (RTB) will increase RTB services for inner-city residents. The City will provide space and operating dollars and the RTB will fund a staff person to provide RTB information services five half days per week at 390 Main Street. This will offer inner-city tenants convenient access to a service intended to help protect them from unreasonable evictions and provide a dispute resolution mechanism to help landlords and tenants resolve conflicts.
  - The City is working with the BC Apartment Owners and Managers Association and the Tenant Resources Advisory Committee on a communications strategy to ensure landlords and tenants are aware of their rights and responsibilities in the lead up to the Games.
  - The City will issue a notice to owners of designated Single Room Accommodation (SRA) informing them that the SRA By-law (governing daily rentals to transient guests) will be enforced during the Games.
- The commitment to **provide an affordable housing legacy and start planning now** is being met through initiatives such as:
  - Since 2003, the Province and City have committed to the construction of more than 2,500 units of non-market housing in Vancouver.<sup>1</sup> These will be self-contained units targeted to low income single persons, including the homeless, and families. Included in the 2,500 units are 250 units of affordable housing in the Athletes Village, 23% of the units in the South East False Creek (SEFC) Development, that will be a legacy of the Games. (The total number of core need households to be accommodated will be determined once the capital costs are finalized). VANOC contributed \$30 million to the City of Vancouver for this project.
  - The City of Vancouver, the Province through BC Housing and the Ministry of Children and Family Development (MCFD), Vancouver Coastal Health and the Vancouver Agreement partnered to develop 87 units of supportive housing at 1321 Richards Street.
  - The Federal Budget 2006 announced a one-time investment of \$1.4 billion over a three-year period for three housing trusts to address immediate pressures for affordable housing. British Columbia's share of this funding is \$156.9 million. The Province of British Columbia is responsible for allocating these funds to Vancouver and other communities in the province. The Government of Canada is also investing \$1 billion under the Affordable Housing Initiative (AHI). Of this amount, some \$130 million has been allocated to British Columbia. Projects in the Downtown Eastside accounted for 543 units and over \$24 million.

<sup>1</sup> This is in addition to the more than 1800 units of rental housing acquired by the Provincial government and City of Vancouver.



## Commitment: Civil Liberties and Public Safety

- Provide for lawful, democratic protest that is protected by the Canadian Charter of Rights and freedoms
- Ensure all inner-city residents' continued access to public spaces before, during and after the Games and provide adequate notice of any restrictions of the use of public space/facilities and prominently display alternate routes and facilities
- Maintain the current level of public safety and security in inner-city neighbourhoods during the Winter Games
- Commit to a timely public consultation that is accessible to inner-city neighbourhoods, before any security legislation or regulations are finalized, subject to lawful and legitimate confidentiality requirements
- Ensure RCMP is the lead agency for security
- Reflect the aesthetic design standards of Vancouver in all security related measures

### Context

There are two key aspects to this commitment – the responsibility to ensure public safety, and the importance of ensuring civil liberties including democratic protest.

Safety and liberty may mean different things to different people. For young parents, safety might mean knowing they can feel secure while walking or attending events with their children in neighbourhoods very different from their own. For someone with strongly-held convictions, safety and liberty might mean knowing they will have opportunities to express themselves, even if those convictions or the person expressing them are out of the mainstream. For people who are accustomed to accessing particular public spaces, liberty might mean a continuation of that access, or reasonable notice if the space will be unavailable for a time. Agencies involved in the planning for the 2010 Winter Games have the broad experience needed to ensure that both aspects of this commitment are effectively addressed.

### Protecting Liberty and Maintaining Safety

- The Vancouver 2010 Integrated Security Unit (V2010ISU), established in 2003, integrates the Royal Canadian Mounted Police (RCMP) with the Vancouver Police Department (VPD), the West Vancouver Police Department and the Department of National Defence.
- The V2010ISU's role is to provide for security and public safety in and around venues, live sites and other Games sites in Metro Vancouver, Whistler and throughout the Sea-to-Sky corridor. Local security forces,

such as the Vancouver Police Department in Vancouver's inner city, remain responsible for regular policing within their various jurisdictions.

- Security planning will aim to protect and safeguard the Games, Olympic family, general public, residents and businesses, and minimize the impact of security on residents and businesses who live or operate near Olympic or Paralympic venues. The V2010ISU's philosophy is that the Games are "a sporting event, not a security event".
- The **V2010ISU** has developed the following Games operating guidelines:
  - The deployment of RCMP members on Games-related activities will not compromise the safety and security of communities regularly policed by the RCMP.
  - The V2010ISU brings together security and public safety agencies from all levels of government to ensure complementary planning, who together are thoroughly examining all risks, and determining what's needed to keep people safe.
  - While there will be a certain amount of visible police presence and security measures during the Games, a great deal of effective security preparation can take place in the background without affecting the public.
  - The V2010 ISU is planning a scalable response to allow security forces to respond appropriately if threats to the Games arise in 2010.
  - The average resident who is not attending a 2010 Games event will not likely experience any security restrictions. Residents may experience an increased volume of traffic and corresponding traffic disruptions that could affect their daily schedule during Games time. Information to assist residents in moving through the Games region will be available through a series of public engagements (Game Plan 2008 and continuing community outreach.).
  - The V2010ISU upholds the rights of individuals guaranteed under the Canadian Charter of Rights and Freedoms, and balances them against the need to ensure the safety and security of Canadians and visitors in 2010.
- The **Vancouver Police Department** has developed the following Games operating guidelines:
  - The deployment of VPD members on Games-related activities will not compromise the safety and security of communities regularly policed by the VPD.
  - The VPD's policing goals in Vancouver, including the inner city, will not be significantly changed as a result of the 2010 Winter Games.
  - The VPD is committed to working with the residents of Vancouver, including the inner city, to ensure an environment that is safe and orderly. The VPD has no plans to relocate any residents of the Downtown Eastside.
  - There will be designated protest zones for groups or individuals that wish to lawfully demonstrate in support of their views or opinions. In keeping with the provisions of the Criminal Code of Canada, demonstrators will not be permitted to interfere with other people's ability to enjoy the Games.
- The Civil Liberties Advisory Committee was created in response to a proposal made by the BC Civil Liberties Association to the RCMP, the Vancouver Police Department, VANOC and others. The Advisory Committee's membership includes individuals from diverse backgrounds including law enforcement, the



practice of law and academia. The Committee looks to provide independent, non-partisan advice at an operating level to security forces and other interested parties on civil liberties issues, and in keeping with this mandate it is currently reviewing the V2010ISU's response to the committee's queries.

- Integrated Public Safety (IPS) was established to develop plans for Games-time emergency preparedness. IPS is part of the Provincial Emergency Program and includes the BC Ambulance Service, local fire and police departments and Vancouver Coastal Health.
- VANOC and the V2010ISU collaborated on "Game Plan 2008", a series of 2010 Games information sessions held in neighbourhoods where venues are located.
- The sessions addressed pre-Games and Games-time issues including details about:
  - Expected venue operations (dates and nature of events, hours of operation, time periods for deliveries, any changes to pedestrian or vehicle access, confirmation that there will be no spectator parking at venues); and
  - Security and public safety (site and venue security, community relations, traffic management, training and exercises).

These Game Plan 2008 sessions also provided information about Games-related legacies in the neighbourhood and the opportunity to ask questions, provide feedback, and interact with technical experts. Engagement with affected communities will continue in 2009 offering an increasing level of operational detail to stakeholders and citizens as new information becomes available (See the Transportation section for information about the City's Host City Transportation Plan and access to public spaces.).



## Commitment: Input to Decision-Making

- Provide inclusive representation on the Bid Corporation's and Organizing Committee's Board structures and all relevant Bid Corporation and Organizing Committee's work groups
- Ensure inner-city inclusive work continues to operate under the Organizing Committee and its Member Partners
- Work with and be accessible to an independent watchdog group that includes inner-city residents
- Develop full and accountable public consultation processes that include inner-city residents
- Document opportunities and impacts experienced in inner-city neighbourhoods in a comprehensive post-Games evaluation with full participation by inner-city residents

### Context

If the Partners are to make good on their promise to raise the sustainability bar of the Games to include social sustainability, the experiences, fears and hopes of the public – particularly its most disenfranchised elements – must be sought out, and taken into account as plans are developed and implemented. Complicating the search for that input is the reality that in vulnerable communities like Vancouver's inner-city neighbourhoods, many groups and individuals may be unaccustomed to having their voices heard, and sceptical about the impact of their words.

The following actions taken by the parties to the Inner City Inclusive Commitments demonstrate their commitment to seek, listen to and where possible, incorporate a broad range of public input, a critical success factor in maximizing the Games' benefits to inner-city neighbourhoods, and mitigating any potentially negative impacts.

### Seeking Public Input

A comprehensive approach is being implemented to address the commitment to **ensure input to decision making**. The actions and initiatives demonstrate the Partners' desire to build and maintain an open, inclusive, responsive and accountable consultation process, and to ensure inclusive representation on committees and working groups:

- VANOC is guided by an independent, 20-member Board of Directors nominated by the Canadian Olympic Committee (7 representatives), the government of Canada (3), the Province of British Columbia (3), the City of Vancouver (2), the Resort Municipality of Whistler (2), the Canadian Paralympic Committee (1), a joint appointment by the Lil'wat and Squamish First Nations (1) and 1 member nominated by the other 19 members.



- VANOC's Board Advisory Committee on Sustainability Performance, which reports to the Sustainability and Human Resources Committee of the Board, has a member responsible for bringing the inner-city perspective to discussions.
- Each of the ICI Partners has provided representation to an ICI Coordination Team, which has met regularly to collaborate on the implementation of the ICI commitments.
- The ICI Partners convened community advisory groups to provide recommendations on two inner-city commitment areas:
  - Housing (see Housing Table discussion under the Housing commitments section); and
  - Recreation and Sport (see Recreation and Sport Table discussion under the Affordable Recreation and Community Sport commitments section).
- In other commitment areas, reliance was placed on pre-existing or ongoing consultation processes that were applicable to the ICI Commitments but were not under the auspices of the ICI Initiative:
  - Accessibility (see discussion under Commitment to Accessibility):
    - Disability Advisory Committee (created 2006, hosted by 2010 Legacies Now)
    - AccessWORKS (created 2007 with provincial support)
  - Culture (see discussion under Commitment to Culture):
    - Downtown Eastside Public Realm Program Plan (July 2006 –prepared for the Vancouver Board of Parks and Recreation and the City of Vancouver)
    - Downtown Eastside Arts and Culture Strategic Framework and Investment Plan (March 2007)
    - Culture Plan for Vancouver 2008-2018 (January 2008 –Creative City Task Force)
    - Creative Industries Team hosted by Building Opportunities for Business Inner-City Society and the related steering committee
  - Business Development, Employment and Training (see discussion under these commitments):
    - Downtown Economic Revitalization Plan (Vancouver Agreement, October 2004)
    - Ongoing work of Building Opportunities with Business Inner-City Society (created August 2005)
- VANOC, the Vancouver 2010 Integrated Security Unit, and the City of Vancouver collaborated on Game Plan 2008, a series of information sessions that addressed civil liberties, public security, neighbourliness and transportation, and where information was provided on actions to date, including progress in addressing ongoing concerns (See Commitment to Civil Liberties and Public Safety.).
- The Transportation section of this report provides information on the City of Vancouver's Host City Transportation Plan and related stakeholder consultation.
- The City has set aside up to \$25,000 in its Olympic and Paralympic Legacy Fund for any required monitoring and documentation of the Partners' work on fulfilling the ICI Commitments.



## Commitment: Cultural Activities

- Showcase the diverse cultural, multicultural and aboriginal activities of the inner-city residents

### Context

Art and the process of making art are effective tools in community-building, economic development, and sharing cultural expression. Over the past several years, there has been significant public consultation to ensure that Vancouver's inner-city neighbourhoods enjoy the benefits of these tools, in ways that fit and strengthen the fabric of their community. In the next year, the focus of activities related to fulfilling this commitment will be on building capacity for existing programs, services, organizations, festivals and facilities in the inner-city; engaging and supporting activities that animate the public realm; and piloting a program of phantom galleries/transitional studios to meet a major need in the artist community and, at the same time, activate the streetscape.

### *Celebrating Culture and Diversity*

Actions aimed at showcasing **culture and diversity** include the following:

- VANOC worked with more than 20 inner-city organizations and venues, including dance groups, Aboriginal groups, art galleries, cultural and community centres, to showcase cultural events in the inner city as part of the 2008 Cultural Olympiad. For example, artists from the DTES were invited to submit concepts to the Mosaic Art Tiles Public Art Project to show their work in the Sinclair Centre. The Cultural Olympiad also supported special events during the Chinese New Year in the Dr. Sun Yat-Sen Gardens.
- Plans are underway to increase the involvement of the Cultural Olympiad in the Downtown Eastside as the scale of celebrations increase in 2009 and 2010. Proposed activities involve the Cultural Olympiad Digital Edition (CODE.) CODE, which is particularly well suited to encourage participation given the interactive nature of its technology, has committed to partner with the City of Vancouver for a series of media and light installations on Carrall Street and the surrounding area as part of the City's Olympic and Paralympic Public Art Program. The goal is to continue the dialogue that began in 2007/08 with artists, citizens and organizations in the DTES.
- The 2010 Commerce Centre, described in greater detail under the Commitment to Business Development, has 54 Vancouver-based businesses registered in the category of Arts, Entertainment and Recreation. Business owners and employees from artistic and cultural industries located on the DTES have attended some of the almost 200 information sessions and workshops offered by the Commerce Centre to guide businesses in earning Games-related dollars.
- By registering for the Business Network of the 2010 Commerce Centre, businesses in the category of Arts, Entertainment and Recreation can showcase and advertise their crafts and abilities to purchasers from VANOC, Olympic sponsors and others in the province's business sector that engage Vancouver's cultural industries.

- The Creative Industries Team includes community leaders from the DTES cultural and business communities who provide direction on business development opportunities in the neighbourhood. This group receives administrative support from Building Opportunities with Business Inner-City Society (BOB), and is guided by a cross-agency steering committee.

The Team is working to build business development capacity in the creative industries<sup>2</sup> through incubator models, mentorships, assistance in business planning, marketing and the creation of social enterprises. They meet regularly to identify, prioritize, coordinate and deliver initiatives that support increased economic and community development benefits for DTES residents, artists and businesses.

- A number of other projects in Vancouver are seen as viable strategies to help fulfil the commitment to showcase the diverse cultural, multicultural and aboriginal activities of inner-city residents. These include:
  - developing a program to animate the public realm and feature the unique and authentic character of the Downtown Eastside
  - converting empty storefront spaces into artists' studios
  - organizing an event (using the Eastside Culture Crawl as a model), where artists would open their homes/studios to the public for one weekend a year
  - writing, producing and performing an opera, with an anticipated premiere within the next two years using the internet to provide information about artists and events, public and private funding sources, mentoring opportunities, materials and other related subjects for inner city arts groups
  - investigating the potential to improve accessibility to performing arts/exhibition venues for audiences and artists
  - enhancing art and cultural programs in the community by offering workshops, concerts and art programs, providing training and skills development, and upgrading the existing inventory of musical instruments and art supplies
  - using the Vancouver Park Board' Artist-in-Residence program to host a residency for a voice and choral artist, to work with local participants
  - completing and expanding a pilot project demonstrating benefits to the health and well-being of marginalized seniors from working with professional artists in community-engaged arts
  - introducing programs that give youth the opportunity to explore and develop their creativity while working in multi-media, and in youth radio
  - providing tools, equipment, software and human resources that support artistic development in the performing and creative arts.
- Two sites (David Lam Park and Beatty Street civic parking lot) are being developed as public gathering places for daily and nightly activities that will include free live entertainment and cultural activities, large-screen projections of Olympic and Paralympic Games competitions, displays and opportunities for the public to meet and mingle with athletes.

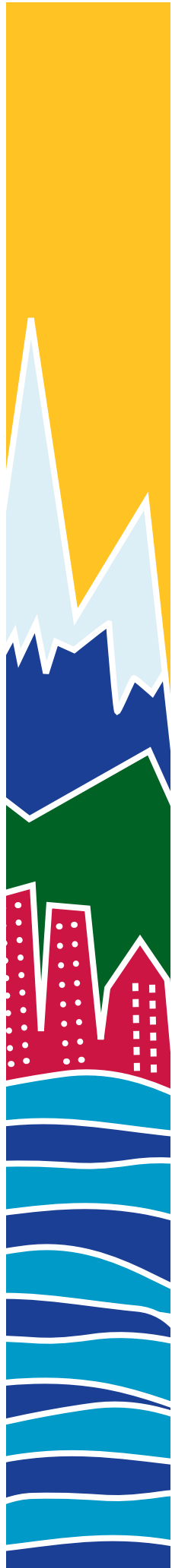
<sup>2</sup> Creative industries includes commercial arts activity commonly associated with new media, design, music, broadcast and publishing industries, as well as the non-profit sector including community-based cultural enterprises.



- The Arts Partners in Creative Development is a strategic investment partnership among the Province of British Columbia, the Canada Council for the Arts, the City of Vancouver, VANOC, 2010 Legacies Now and the Vancouver Foundation, aimed at assisting B.C. arts and cultural organizations in the creation and development of artistic works. Since its launch in 2007, the group has contributed \$4.2 million to 48 B.C. based cultural organizations. Of this amount, \$2,551,702 has been contributed to 29 different projects in Vancouver. By the end of 2010 the APCD will have contributed a total of \$6.5 million towards the development of arts and culture in the province. This funding helps to showcase and develop artists from across the province including those from Vancouver's inner-city communities.
- The City of Vancouver has allocated up to \$600,000 in its Olympic and Paralympic Legacy Fund for a series of community celebrations before and during the games; residents will participate in the planning, development and implementation of these events. These celebrations will include:
  - introducing a winter arts festival, which during the planning period is being referred to as a 'Winter Oasis Festival' in the Downtown Eastside, to give people who are homeless or poorly housed in the DTES a chance to receive support from the community during the Olympics
  - introducing winter festivals in the two other inner-city neighbourhoods, featuring musical performances and sales of art and crafts by local artists
  - providing a welcoming program that reflects traditional aboriginal welcoming practices for visitors to the DTES during the Olympic and Paralympic Games.

Over the past several years, a significant amount of groundwork has been done, and a number of initiatives put in place that have helped to create community capacity and infrastructure to better **position the inner-city neighbourhoods to take advantage of Olympic opportunities**. These foundational initiatives include:

- the Downtown Eastside (DTES) Arts Investment Steering Committee
- the DTES Arts and Culture Strategic Framework and Investment Plan
- the DTES Public Realm Program Plan
- the Carrall Street Greenway Public Art Plan
- the Downtown Eastside *Heart of the City Festival*, supported by funding from the Vancouver Agreement, City of Vancouver, Province of BC and Canadian Heritage
- the Community Arts Calendar
- a coordinated arts program and event plan for the DTES, developed by the Vancouver Board of Parks and Recreation, working with Vancouver Moving Theatre.



## Commitment: Business Development

- Develop opportunities for existing and emerging local inner-city businesses and artisans to promote their goods and services
- Develop potential procurement opportunities for businesses that employ local residents

### Context

Vancouver's inner-city neighbourhoods are home to longstanding business enterprises, and to a remarkably high percentage of artists and artisans. For these creative individuals, as for other entrepreneurs and businesses, the benefits of a 'hand up' rather than simply a handout can have long lasting positive impact.

### Developing Business Opportunities

Bell Canada contributed \$1.5 million for inner-city economic development, as part of its sponsorship of the 2010 Olympic and Paralympic Winter Games. The contribution was made through the Vancouver Agreement (VA). Bell Canada also contributes by serving on the Board of Director of the Building Opportunities with Business Inner City Society (BOB.).

VANOC has a number of Games-related business development activities in the inner city. Here are a few examples; further information can be found at [www.vancouver2010.com](http://www.vancouver2010.com)

- The Buysmart Program helps ensure that environmental, social, ethical and Aboriginal participation considerations are taken into account when making purchasing decisions. To date, VANOC has procured over \$2 million from organizations such as United We Can, Potluck Café and Mills Basics whose operations support inner-city goals.
- VANOC is developing a master list of purchases to help identify potential strategic opportunities for procurement from Vancouver's inner-city businesses, among other priority groups. VANOC will work with BOB and/or directly with inner-city businesses to prepare them to compete for the opportunity to provide goods and or services for the Games; much of VANOC's purchasing is slated for 2009.
- VANOC has undertaken or is collaborating on many activities that will directly or indirectly afford business development opportunities for Aboriginal inner-city residents including:
  - The 2010 Opportunities Workshop, held in March 2007 at the Trout Lake Community Centre to introduce the urban Aboriginal community to 2010 Games-related opportunities including employment, volunteering and cultural and ceremonies involvement, and increase sport awareness and participation.
  - Procurement from the Aboriginal Mothers Centre Society, the Bannock Queen and other inner-city businesses.

- One of the City's key accomplishments is successful negotiation of the Community Benefits Agreements with the BOB and Millennium Southeast False Creek Properties Limited for \$750,000 in training funds, 100 construction jobs at the Athletes' Village and \$15 million in procurement from inner-city construction suppliers. BOB manages and administers this agreement, which to date has provided business opportunities for more than 300 DTES companies, and seen over 100 inner-city residents placed in jobs created through the program, of whom 74 have completed 12 weeks of employment or remain employed.

The Vancouver Agreement has funded a number of economic revitalization projects that are particularly relevant to the ICI Commitment on Business Development. Several of these projects are briefly explained below, while others are simply listed.

The VA-supported economic development projects include:

- The Building Opportunities with Business Inner City Society (BOB) was created to provide business development, mentoring, employment training and deliver a loans program to small businesses. BOB provides a one-stop shop for community economic development, and is led by a board of established business and community leaders.
- BOB is an important connection for the VANOC partners to business development opportunities, through initiatives such as the Social Purchasing Portal (SPP), which links Vancouver-area businesses to suppliers who employ inner-city residents to provide a wide range of goods and services. BOB's successes to date include procurement contracts for inner-city suppliers valued at \$28 million, including \$25.5 million for the Athletes Village and \$2.5 million through the SPP, and; collaborating with 44 existing community agencies in the DTES to provide job postings and to recruit clients for job placement and training; Further information is available at <http://www.buildingopportunities.org>.
- United We Can (UWC) is a highly successful social enterprise that provides income, employment and some social services to "binners", individuals who generate income by selling recyclables collected from garbage bins and recycling boxes. The 2005-2010 UWC Business Plan calls for a larger facility in a new location, to allow for expansion of services to include bottle depots in other areas of the downtown peninsula and development of new services in multi-material waste collection. The UWC Facility Relocation project received Vancouver Agreement funding to support the site search and depot relocation initiative.
- Recent partnerships with local organizations such as United We Can and Street Youth Job Action have provided opportunities for employment and business development in street cleaning. The opportunity exists to expand this work and include Graffiti removal.
- The Chinatown Marketing Strategy project will create a business attraction and marketing strategy for the Chinatown Business Improvement Association (BIA). The focus is to develop a recruitment package for new businesses, create an action plan to improve customer service, market the Chinatown brand to tourism operators and develop marketing tools for merchants. The City of Vancouver will work with the Chinatown and Strathcona BIAs to help create synergies between the two neighbourhoods and their respective marketing plans. Together the BIAs represent approximately 1200 businesses.

Over the past several years, since the bid process for the Games began, there have been many initiatives by the government partners, primarily through the Vancouver Agreement, that support economic and business development, tourism and revitalization in the inner-city neighbourhoods.



These include:

- a loans program review and loans policy manual developed by Partners for Economic and Community Help Society (PEACH), whose funds are now administered by BOB
- the DTES Northeast Sector Industrial Strategy
- an integrated business opportunity database created for businesses located in Vancouver's Downtown Eastside
- the Chinatown Millennium Gate Tourism Development Initiative
- Business Development Services provided to non-profit, private, social and cooperative enterprises in the DTES and surrounding neighbourhoods.
- The second Canadian Building Social Enterprise Conference held in January 2007
- The Gastown Business Improvement Society's Modern Urban District (MUD) project, whose website, <http://www.gastown.org/> provides business members with marketing tools, and consumers with an overview of Gastown's offerings.
- Atira Women's Resource Society, a 'business incubator' for women's organizations
- the Carrall Street Greenway, linking the popular and historic Gastown and Chinatown neighbourhoods
- the Gastown Business Improvement Society's business plan for a 'Dumpster Free Alley' Project
- the Strathcona Business Improvement Association (BIA)'s Strathcona Public Realm Improvement Designs project
- the legendary Tour de Gastown bicycle race
- the Chinatown Business Improvement Association's Chinatown Bilingual Campaign
- The Rickshaw Adventures project, a self-sustaining incorporated pedicab tour company which will be owned and operated by the Vancouver Chinatown Business Improvement Association Society

Further information on these projects is available at [www.vancouveragreement.ca](http://www.vancouveragreement.ca) .

- 223 inner-city businesses are registered in the 2010 Business Network, an online database established by the Province of British Columbia's 2010 Commerce Centre, an initiative of the BC Olympic and Paralympic Winter Games Secretariat, that assists companies to develop new skills and business relationships that will lead to increased trade and investment prior to and after 2010. The Network promotes businesses to 2010-related buyers including VANOC, official Olympic sponsors, National Olympic Committees, international broadcast and media organizations, dozens of related sporting events, and many other 2010 organizations looking for suppliers of goods and services. The Network is promoted to buyers, including both domestic and international companies looking to create joint ventures with, or sub-contract to businesses, including those with sustainability and aboriginal qualifications. Members of the Network receive regular inquiries from businesses all over the world interested in purchasing goods and services, whether through bids or direct source.
- As part of the Sewing a Legacy initiative, the City of Vancouver is working with a social enterprise broker service and a large private textile company on a plan to make the City's Olympic banners, flags and wraps

into marketable products such as clothing and carry bags, employing local residents and dedicating the proceeds to inner-city projects.

## Commitment: Employment and Training

- Create training and a continuum of short and long-term employment opportunities for inner-city residents to encourage a net increase in employment
- Provide reasonable wages and decent working conditions for any local workers producing Games related goods and services before and during the Winter Games.

### Context

For many people, the answer to the question “What do you do?” is intimately bound up in their feelings of self-worth, and their sense of where they fit in the world. The direct and indirect jobs that have been, and will continue to be created as a result of the Games offer opportunities to assist unemployed inner-city residents to enter the paid workforce, and enjoy benefits that can be not only financial, but also social and psychological. The Partners are developing strategies to maximize these opportunities, including helping potential employees to access training, work experience and employment opportunities in a variety of sectors, and supporting and working with employers to develop inclusive and supportive training opportunities and work places.

A number of initiatives related to enhancing employment opportunities in the inner city are briefly described below. If you are interested in further details, they may be found on the websites of the respective Partners.

### Enhancing Employment and Training

- In 2007, VANOC opened the RONA Vancouver 2010 Fabrication Shop (the ‘Fab Shop’) to produce the medal podiums, ski racks, on-hill warming huts and other items needed at Games venues. In this setting, VANOC is working with RONA, community organizations, government funders and industry to implement a carpentry skills training and job experience program for at-risk urban residents. By Games time, 64 individuals will have had the opportunity to participate in the program while building wooden items for use in the Games.
  - As part of its 2010 Winter Games sponsorship, RONA provided labour to retrofit the space and is paying for lease costs, tools, equipment, materials and supervisory carpenters.
  - Tradeworks Training Society (Tradeworks) worked with VANOC to develop the training program and support the first group of urban youth participants. The Aboriginal Community Career and Education Services Society (ACCESS) worked with the second group of urban Aboriginal participants, and the YWCA will support the third group of at-risk women. These organizations contribute to the success of the Fab Shop by recruiting program participants, providing life and job skills training and negotiating federal funding support. The Province of BC and various federal departments contribute to Tradeworks, ACCESS and the YWCA.

- The Government of Canada, through Human Resources and Skills Development Canada (HRSDC) provides the basic wage of \$8/hour throughout the carpentry program, which VANOC augments to a level of \$15/ hour during the job experience portion of the carpentry program.
- The Industry Training Authority, a provincial agency, certifies the program and also contributes to funding.

The first group of 16 participants started in November 2007 and the second group in July 2008. Three graduates of the first group are currently employed full time at the Fab Shop and another has been hired full time at a local RONA store.

- The Government of Canada's Homelessness Partnering Secretariat provided \$100,000 for a pilot project for the second group of participants in the Fab Shop. These funds are being used to secure safe and stable accommodation for participants to improve their opportunity to succeed in the carpentry training program. This marriage of housing support and training is a significant innovation by government funders.
- In 2007 the City of Vancouver, Millennium Southeast False Creek Properties Limited (Millennium and BOB) signed the Southeast False Creek Olympic Village Community Benefit Agreement. Under the agreement, Millennium, developer of the Olympic Village in South East False Creek, is providing \$750,000 for pre-employment and construction skills training, 100 jobs on site and \$15 million in procurement from the inner city. BOB collaborates with the Vancouver Regional Construction Association (VRCA) and four inner city agencies, using this training funding to provide pre-employment and construction readiness training (CORE) for inner-city residents to prepare them for the 100 jobs available on the Athletes Village site under the Community Benefit Agreement. VANOC collaborated in providing space to co-locate the CORE program at its RONA Vancouver 2010 Fabrication Shop. As of November 5, 2008, five Pre-employment and CORE Training courses had been offered to 90 qualified inner-city residents. Of the 100 jobs on the Southeast False Creek site for BOB-qualified and trained inner-city residents, 86 started work and 63 are still working for project contractors and their sub-trades at the Olympic Village as well as other construction projects.
- VANOC has created a recruitment strategy that involves working with BOB and other training and employment service agencies to prepare inner-city residents for employment with VANOC and 2010 corporate sponsors. Most of the opportunities will occur in the summer and fall of 2009 with the hiring of entry-level workers for Games-time roles.
- To help prepare inner-city residents for some of these Games-time roles, VANOC, industry associations and 12 community non-profits collaborated to create a model for a centralized inner-city customer service training program. A four-week pilot was delivered in October 2008 which included training (Superhost, first aid, personal presentation skills, conflict resolution, etc), work experience, and job transition and support. Hbc, a 2010 Games National Sponsor, was the employer partner for the pilot program; 15 participants started the program, 13 completed it, and 6 were hired by Hbc. Once funding is secured, this program will be offered to other employer partners and inner-city residents; the program is designed to be continued by the community beyond 2010. In early fall 2009, several intakes will be reserved for VANOC to recruit for the temporary entry level roles available in the months leading up to the Games.

As described in the Executive Summary, the Vancouver Agreement (VA) is a partnership formed in 2000 among the Government of Canada, the Province of BC and the City that works collaboratively with community organizations and businesses to help make the inner city an economically and socially sustainable place to live



and work for all residents. Among the employment-related initiatives supported by the Vancouver Agreement (VA) are:

- The Building Opportunities with Business Inner-City Society (BOB) sponsored a Case Coordination Project, launched in 2005 to provide pre-and post-employment support to long-term unemployed residents of the Downtown Eastside. Participants received income assistance, worked one-to-one with a case coordinator to develop an employment plan and received individual support to find and keep jobs. By the time the Project ended, with all remaining unemployed clients having been referred to other Employment programs, a total of 517 participants had utilized the Project's services. The Project was documented in a final report, released in July 2008, entitled The Downtown Eastside Case Coordination Project: Moving Hard to Employ Individuals from Welfare to Opportunity.

Other VA-supported initiatives that are foundational to **creating and supporting employment include:**

- the Covenant House Stars for Success pilot project
- Eastside Movement for Business and Economic Renewal (EMBERS)
- a strategy developed to leverage employment and economic opportunities for DTES residents and businesses in construction, tourism and hospitality, creative and information services, and communications and technology – with a fifth 'green' cluster to be added in the latter part of 2008/09
- the Fast Track to Employment project, now part of BOB
- BusinessLinks, an employment outreach program for the hospitality, tourism and service industries
- the Micro-enterprise Development Program.
- a project focused on the identification of construction-related employment opportunities for DTES residents;
- BladeRunners, a Ministry of Housing and Social Development case coordination program delivered in Vancouver by the Aboriginal Community Career Employment Services Society (ACCESS); and
- BOB's Supportive Employment Programs.

For further information on these projects, please visit [www.vancouveragreement.ca](http://www.vancouveragreement.ca)

- The City of Vancouver created the Four Pillars Supportive Employment Project, supported by Vancouver Agreement funding, to provide individuals in recovery from substance abuse with supported employment to facilitate their transition back into the workforce. A second objective is to create a model that other municipal governments can adopt in their own communities. Engineering Services participated in this project in 2007 by employing and mentoring individuals in the program. A continuation of this successful pilot, coordinated by the City of Vancouver's Drug Policy Program, helps individuals in recovery from substance misuse to avoid relapse and supports their transition towards regular employment and reintegration into society through counselling, social and professional skill training and post-employment assistance.

## Commitment: Accessible Games

- Develop barrier free venues for people with disabilities
- Ensure reasonable accessibility for people with disabilities

### Context

“Accessibility” includes not just adaptations to the built environment to facilitate the access of people living with a disability to a particular venue or event. It also calls for creating equitable and accessible economic and social opportunities for all. The ICI Commitments were developed with the awareness that there is a greater percentage of persons living with a disability in the inner city compared to other neighbourhoods, and that accessible economic opportunities and barrier-free venues would enhance their ability to participate in the Games experience.

### *Building a Legacy of Inclusion*

Actions targeted at **ensuring accessibility and diminishing barriers to people with disabilities** include the following:

- VANOC is working with the Disability Advisory Committee (DAC) of 2010 Legacies Now, created by a consortium of agencies that serve people with a disability. DAC serves as VANOC’s external advisory committee on accessibility issues.
- To deliver an accessible Games experience, VANOC is working to ensure barrier-free access for persons with a disability at all venues and facilities. A barrier-free design consultant has been working with VANOC and advising on operational planning since 2006. A series of barrier-free guidelines, including Barrier-Free Accommodation Guidelines, Venue Development Guidelines, Special Events Guidelines, Games-Time Transportation Guidelines and Games-Time Operation Guidelines have been developed through a consultative process and shared with VANOC’s partners. The guidelines provide information necessary to ensure Games-time transportation, major events, announcements and public meetings are accessible.
- Once the temporary Games-time overlay has been completed inside the venue, and prior to the venue going operational, each Olympic venue will be toured by VANOC’s accessibility consultant and representatives from the Disability Advisory Committee (who represent different types of disabilities) to test the venues for accessibility.
- Tangible results of work towards ensuring access includes:
  - At UBC, two of the three arenas are fitted with the Plexiglas boards required for ice sledge hockey, which makes this venue the only arena in Vancouver accessible to sledge hockey teams
  - Again at UBC, each of the three arenas have at least one ramped entry making the facility accessible to wheelchair users.

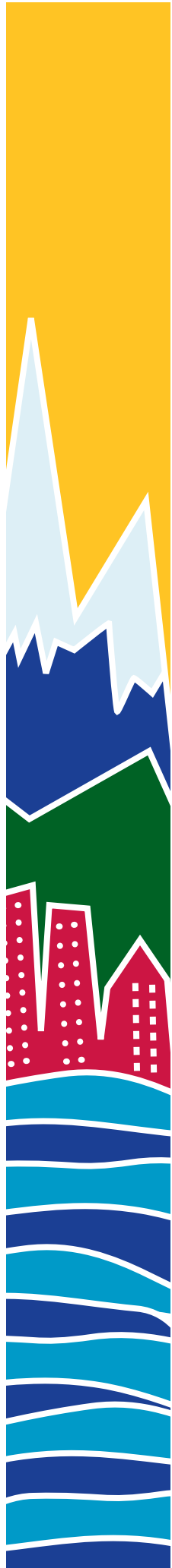
- VANOC is also working with AccessWORKS, established by another consortium of community organizations, to address employment and procurement opportunities for people with a disability leading up to, during and after the Games.

The AccessWORKS program was created to engage, connect and accommodate persons with disabilities in employment and procurement opportunities. The Province of British Columbia provides funding to 2010 Legacies Now to support this program.

- Committed to changing perceptions towards people with a disability as an important legacy of the Games, VANOC undertakes a variety of disability awareness events and educational opportunities to increase understanding of accessibility issues, demonstrate how to improve accessibility, and encourage people to see the exceptional ability of our Paralympic athletes. For example, VANOC staff have visited several elementary schools in the lower mainland, so that students can be introduced to Paralympic sports and equipment, be inspired by the personal stories of Paralympic athletes, and be treated to a visit by the 2010 mascots. The Province of BC, VANOC and others recently collaborated on a Paralympic School Week for K-12 students across Canada.
- To document current activities around accessibility and set goals for improvement, the City of Vancouver has adopted the “Measuring Up” program and accompanying guide created by 2010 Legacies Now, in partnership with the Vancouver Agreement, the Vancouver Foundation, and more than 80 disability organizations throughout BC. The Province of British Columbia provided 2010 Legacies Now with a \$2 million grant for the “Measuring Up” Accessibility and Inclusion Fund; to date over \$1 million has been dispersed to 58 communities for projects that improve how people with disabilities participate in and contribute to their communities.
- The Accessible Tourism Strategy is a collaboration among 2010 Legacies Now, the Province of BC, Tourism BC, and numerous other partners, all working to help make BC a premier travel destination for people with disabilities. Using the 2010 Olympic and Paralympic Winter Games as a catalyst, the Accessible Tourism Strategy aims to establish BC as a global leader in accessible tourism, and help to create lasting legacies in BC communities. Tourism businesses can determine how accessible they are for people with disabilities by participating in an accessibility assessment. 2010 Legacies Now and its partners can then recommend steps to improve accessibility. Businesses rated accessible for visitors with mobility, visual or hearing impairments will receive icons displaying this information. These positive ratings can be used in marketing the businesses to travellers worldwide.
- The City of Vancouver has adopted a number of policies to make Vancouver more accessible to people with disabilities. A long-term objective is to complete the sidewalk network and install wheelchair-accessible curbs and audible pedestrian signals. The sidewalk system is now approximately 80% complete in Vancouver.
- City of Vancouver Parks and Recreation facilities upgraded since the 1980's have met or exceeded civic accessibility standards. Many inner-city pools, rinks and community centres have been or will be fully upgraded.
- Educational courses have been established for City of Vancouver staff to increase their knowledge of how to make roads more accessible for people with disabilities, and existing City of Vancouver capital programs are being used to provide barrier free access near Games venues by improving sidewalks and constructing wheelchair curb ramps.
- Vancouver Agreement partners developed a strategic plan in 2005 to support the vision of making Vancouver and B.C. world leaders in accessibility.



- New City of Vancouver Parks and Recreation initiatives include the upcoming #1 Kingsway Mount Pleasant Community Centre, scheduled to open in 2009 and include a new library and community centre, recently-announced upgrades of the Killarney and Trout Lake Centres, and the new Trout Lake Ice Rink, all of which meet high accessibility standards.
- Work is underway in the inner city to **enhance accessibility** by:
  - improving sidewalks and installing wheelchair curb ramps and audible signals;
  - developing “wayfinding” tools to provide information to pedestrian, including finding ways to address the needs of people who are visually impaired;
  - reviewing the accessibility of public docks in False Creek.
- Additional work is underway to address the need for **physically accessible performing arts venues** in the Downtown Eastside (see the Commitment to Cultural Activities).



## Commitment: Affordable Games Events

- Make affordable tickets available for Vancouver's low-income inner-city residents, including at-risk youth and children

### **Context**

Given low to moderate average household incomes, and a significant percentage of residents relying on social assistance, tickets to the Games might well be beyond the reach of many residents of the inner-city neighbourhoods. The Partners have initiated a number of actions to help remove this barrier.

### **Keeping the Games Within Reach**

- VANOC is developing a plan to purchase 50,000 Games tickets and donate them to individuals and families who would not otherwise be able to attend the Games. Some of these tickets will be allocated to Vancouver's low-income inner-city residents, including at-risk youth and children. VANOC and its Partners will identify community and social agencies through which to distribute the tickets. VANOC plans to announce preliminary criteria for allocating the 50,000 tickets in early 2009.
- In October 2007, VANOC announced that 100,000 Olympic tickets would be available at \$25.
- VANOC is planning to provide a significant number of Paralympic event tickets to school groups, including inner-city schools, at a nominal cost.

## Commitment: Affordable Recreation and Community Sport

- Maximize inner-city residents' access to the new and upgraded public facilities after the Winter Games
- Ensure inner-city community centres have equitable access to surplus sporting equipment
- Maximize access by inner-city residents, at-risk youth and children to sport and recreational

### Context

Physical activity not only strengthens bodies and improves health, but can also strengthen self confidence and improve the sense of belonging – valuable possessions, and a challenge to attain for at-risk youth and children, and many other inner-city residents. Access to new and upgraded public recreational facilities, and to sports equipment increases the likelihood of broader participation in community sport.

### Healthier Communities Through Broader Participation

- The ICI Partners convened a Sport and Recreation Table to guide the planning and implementation of the Affordable Recreation and Community Sport commitments, designating 2010 Legacies Now and the City of Vancouver's Parks Board as leads and co-chairs. Work to date has included research, consultation, identifying priorities and recommending actions. The Table has also worked closely with the Vancouver Park Board to review sport, recreation and park infrastructure changes in and adjacent to the inner city since the commitments were made in 2003.
- The Sport and Recreation Table prepared a report for the ICI Coordination Team in April 2008. Key recommendations are:
  - Support Aboriginal outreach, to enhance capacity and ensure inclusion into existing programs
  - Promote volunteerism in sports and recreation, in particular to increase the pool of community coaches
  - Promote diversity in sport and recreation programs and events for children, youth and families
  - Use technology to reach inner-city children and youth with information about sport and recreational play opportunities
  - Partner with MoreSports<sup>3</sup> to support its continuing development
  - Continue to develop the MoreSports hub model to increase sport opportunities

<sup>3</sup> MoreSports is a collaborative initiative of the Vancouver Park Board, Vancouver School Board, local community centre associations and other groups that provides sport and physical activity opportunities for children and families who typically do not participate in sports.

- Develop a sports and recreation stakeholder partnership network
- The following priority actions have been developed related to these recommendations, and the ICI Partners have committed the requested \$300,000 to implement them over two years:
  - Aboriginal outreach – to support initiatives such as hiring staff dedicated to increasing opportunities for inclusion of Aboriginal youth in existing programs
  - Volunteers – promote initiatives which address organizational needs for a connected network of volunteers
  - Diversity – create opportunities to recognize and celebrate diversity within the three inner-city communities through annual multicultural/multi-sport community events
  - Technology – enhance the existing website to post opportunities for inner-city children and youth
  - Partnership with MoreSports – initiate research-based documentation of the recommendation implementation process
  - Developing the MoreSports hub model, recognizing the importance of long-term core support for the sustainability of the inner-city integrated hub model, including funding positions.
  - Building a network – capture and expand the inventory of sites and organizations currently providing sports and recreation programs, and use this information to build and maintain a relationship network among these groups.
- The City of Vancouver is redeveloping the Trout Lake Arena and refurbishing the Killarney Arena, which will be used as practice rinks during the 2010 Winter Games. VANOC has contributed \$2.5 million to each of these projects.
- VANOC has initiated the Aboriginal sport poster series that showcases talented, young and up-and-coming Aboriginal athletes, to encourage and inspire greater Aboriginal participation in sport.
- VANOC partnered with 2010 Legacies Now to deliver activities that directly or indirectly affect Aboriginal inner-city residents, and were funded by the Greater Vancouver Urban Aboriginal Strategy:
  - a community celebration at the Vancouver Aboriginal Friendship Centre to celebrate the spirit of the Games. This event featured an Aboriginal athlete speaker, participatory sport demonstrations and games, urban Aboriginal entertainment, and urban Aboriginal catering.
  - youth and sport programs such as the Aboriginal Talent ID and SportFit events (presented at the Britannia Community Centre).
- VANOC is preparing an overall asset inventory and will work with the ICI Recreation and Sport Table members to determine a post-Games allocation of any surplus sport equipment to inner-city facilities and organizations.
- Community centres and agencies in the inner city have indicated interest in being able to access the South East False Creek (SEFC) Community Centre's boating facility, Mount Pleasant Civic Centre (#1 Kingsway), and Strathcona's Trillium Park fields after the Games.

Next steps include the development of:

- an operating agreement for the SEFC Community Centre and boating organization, including a commitment to develop inner-city programs, allow inner-city residents access to the boating facilities, and identify new activity options for accessible aquatic-based recreation pursuits.
  - a comprehensive “Everybody Gets to Play” brochure that identifies how to access subsidies for local sport and recreation activities.
  - a post-Games recreation services inner-city outreach and marketing strategy linking neighbourhoods to new parks and recreation facilities and programs in Games legacy facilities, and those upgraded by the City’s capital planning cycles.
- The City has also adopted “Vancouver Sport for Life – Vancouver Sport Strategy” (<http://vancouver.ca/parks/info/strategy/sportstrategy/index.htm>) to promote linkages with other key sport strategies. The City will build on efforts to promote sports and physical activity as excitement builds for the Games.
  - The Chill Program, a partnership of 2010 Legacies Now, the Vancouver Agreement, Bell Canada and Cypress Mountain, provides a six-week after-school learn-to-snowboard program for at-risk inner-city youth aged 12 to 24. From 2005 to 2008, 2010 Legacies Now supported the program’s operations in Vancouver and Prince George. More than 650 youth participated in the program, which provides all required equipment, transportation, clothing, lift tickets and instruction. The theme of each week – patience, persistence, respect, courage, responsibility and pride – was designed to equip youth with qualities they can apply in everyday life. For the 2009 season, 2010 Legacies Now is working with their network of youth agency partners on new options for sports and recreation opportunities for inner-city youth in Prince George and Vancouver.
  - Zero Ceiling is a program supported by 2010 Legacies Now that offers snowboarding day trips to Vancouver’s inner-city youth. Heading into its eleventh year of operations in Whistler, Zero Ceiling trains at-risk youth to become snowboard instructors, offers full-time employment, and provides housing at a reduced rate.
  - Through the Sport Branch, Ministry of Healthy Living and Sport, the Province of BC supports programs for at-risk youth and children around Vancouver’s DTES and inner-city areas. For example, the Aboriginal Youth FIRST (Futures in Recreation and Sport Training) Program, an initiative of the Urban Native Youth Association, delivers a range of opportunities for Aboriginal youth to participate in sports and recreation activities while gaining new knowledge, skills, fitness and leadership. The Province contributes \$100,000 annually under agreement to this initiative, which has had 671 participants since its inception.



## Commitment: Environment

- Ensure environmental “best practices” in inner-city neighbourhoods

### Context

Both the City of Vancouver in its regular activities, and VANOC with respect to Games operations, employ environmental best practices. Such practices will extend to any impacts on Vancouver’s inner city. Games-related examples include:

- VANOC has a no-idling policy for all Games vehicles, and will arrange for litter collection in and around all venues.
- The City of Vancouver is ensuring that all Olympic Village buildings achieve a minimum rating of Leadership in Energy and Environmental Design (LEED) Gold, with the community centre designed to achieve LEED Platinum. This work has provided the foundation to enable the City of Vancouver to update its building by-law to incorporate the strongest environmental performance standards for new construction of any major jurisdiction in North America.

### Minimizing Our Environmental Footprint

The City has established progressive targets for corporate and community greenhouse gas reductions in Vancouver. The City already has the lowest per capita greenhouse gas emissions of any major North American City. One important component of Vancouver’s success to date in addressing climate change has been land-use and transportation policies that encourage people to live near where they work, shop, and play.

Other current City of Vancouver activities that address the environment are:

- Development of a net-zero energy building in Southeast False Creek (SEFC) to inform City efforts to meet its target of having all new buildings be carbon neutral by 2030.
- Development of the Neighbourhood Energy Utility (NEU), a district heating system that will ensure approximately 70% of the building and water heat for the SEFC neighbourhood will be supplied from a renewable source; the NEU’s sewer waste heat pump will be the first of its kind in North America.
- Up to \$40,000 has been allocated in the City’s Olympic and Paralympic Legacy Fund for a sustainable inner-city school project to encourage and teach children to walk to school safely.
- The decision to develop no new road capacity to access the inner city. Instead, transportation infrastructure and planning focus on increasing walking, cycling, and public transit use. Despite rapid population growth, vehicle trips to and from the inner city are declining while more sustainable travel modes are rapidly increasing.

- Ongoing separation of the Sewer System to eliminate combined sewer overflows that affect waterfront parks of communities such as the Downtown Eastside and Downtown South.

In organizing the Games, VANOC employs best practices to conserve natural environments and manage, mitigate and offset possible negative environmental impacts. At all Games venues and support sites, including those near Vancouver's inner city, these practices include:

- installing water saving technologies and providing education to workforce and spectators regarding water conservation practices
- maintaining a focus on maximizing recycling and minimizing waste to landfill, and working with the venue workforce to ensure that adequate garbage and recycling (including food waste composting) options are provided for spectators and others who may generate waste
- facilitating easy disposal into proper waste collection streams by both workers and spectators through effective signage and announcements, and by arranging for litter collection in and around venues
- reducing emissions by implementing a no-idling policy, and a vehicle right-sizing and route optimization program for the VANOC fleet
- implementing effective spill prevention and response procedures, as well as providing spill response materials and training to workforce who handle hazardous materials
- where relevant, working with our partners to effectively minimize noise and light pollution through venue/facility design and operations
- planning for venue/site decommissioning and site remediation

With respect to the Killarney and Trout Lake practice arenas, VANOC and the City of Vancouver undertook government-supervised environmental assessments to ensure environmental concerns are addressed throughout the projects, including post-Games return of the facilities to community use.

## Commitment: Financial Guarantees

- Provide adequate funds to maintain and operate the new or upgraded public recreational facilities after the Games to maximize the number of facilities available to inner-city residents
- Provide adequate programming funds for the new or upgraded public recreational facilities to encourage maintenance or increase in recreational programs
- Provide disclosure of all financial aspects of the Games, including expenditures and revenues, in the bidding and organizing phase of the Games
- Commit to a comprehensive annual financial audit

### Context

The public expects professionalism and expertise to characterize financial decisions and practices that will affect both the Games, and their legacy. They also expect clarity and openness when it comes to reporting on those financial decisions. Commitments have been made by the Partners to ensure adequate funding before, during and after the Games, and to report out on budgeting and spending decisions through several accessible mechanisms.

### Demonstrating Financial Accountability and Stewardship

Spending related to the Games has been carefully planned to ensure it will be sufficient to cover both the development of new and upgraded facilities and programming, and on-going maintenance. All spending is documented and reported according to government laws and policies. The Member Partners have made full disclosure a priority, and the information is accessible to the public, through the following sources:

- VANOC publishes complete financial statements on a quarterly basis. At the end of each of the first three quarters of VANOC's fiscal year, an unaudited Quarterly Report is published. An audited Annual Report is published at the end of the fourth quarter. VANOC's annual financial statements are audited each year by a national accounting firm. Audited statements for the fiscal years ending July 31, 2004, 2005, 2006, 2007 and 2008 are posted on VANOC's website.
- In addition to publishing its financial statements, VANOC provides context for the general public in other reports published on [www.vancouver2010.com](http://www.vancouver2010.com). Examples include Progress Reports presented periodically by VANOC to the International Olympic Committee or the International Paralympic Committee; the February 2008 Information Update prepared by VANOC; and Reports of the Activities of VANOC's Ethics Commissioner. Reports of the provincial government and the Government of Canada which examine financial aspects of the Games are also posted on this website.

- The B.C. Olympic and Paralympic Winter Games Secretariat has conducted three reviews of VANOC's planning and budgeting for Venue construction, available for viewing at <http://www.2010bcsecretariat.ca/About/Publications.aspx>.

These reviews included:

- [Report on Capital Planning and Budget for 2010 Olympics Venues - April 2007](#)
- [Capital Planning and Budget for 2010 Olympic Venues - Partnerships British Columbia - August 2006](#)
- [Due Diligence Review of the 2010 Winter Games Venue Program - Pacific Liaison and Associates - May 2006](#)

By reviewing VANOC's planning and budgeting the B.C. Secretariat is ensuring that the commitments to provide disclosure of all financial aspects of the Games are upheld.

- The B.C. Olympic and Paralympic Winter Games Secretariat will continue to fulfil its responsibility for overseeing British Columbia's Winter Games financial commitments, and will produce and publish annual reports on its finances in order to remain transparent.

Other initiatives which relate to having inner-city sports and recreation programming funds in place include:

- Trout Lake, Killarney, Britannia and Hillcrest have operating budgets in place, against which spending is carefully monitored. The operating budgets reflect community needs, which are measured by facility configuration, population of service area, ethnic diversity and socio-economic indicators; community recreation facilities offer fee reductions based on family income. Basic recreation and swim/skate lesson fees are reduced by the Leisure Access program at all public facilities, including new Olympic legacy facilities.
- Next steps include developing maintenance and program budgets for Southeast False Creek (SEFC) and Trillium, and operations budgets for #1 Kingsway and Oppenheimer Park. Funding requests will be submitted through the City of Vancouver's standard budgeting process.



## Commitment: Health and Social Services

- Maintain delivery of health and social services to inner-city residents during the Winter Games
- Showcase a commitment to public health issues, including a comprehensive alcohol and drug strategy

### Context

Health care remains a top-of-mind concern for many Canadians, and in vulnerable communities such as Vancouver's inner-city neighbourhoods, that concern is heightened. Inner-city residents have higher rates of some infectious and chronic diseases, which will require continuous attention; often they represent a high percentage of the patients coming to local Emergency departments. Social service agencies must also work closely with health care providers, particularly in areas where drug and alcohol misuse often contribute to health and social problems. When an international event has the potential to further challenge a busy health and social services system, the public needs to know that plans are in place, and partnerships established, to ensure needs can be met.

Public health-related emergency preparedness expertise is also called for in hosting a major public event – especially one that will feature large crowds, and international attendees. Health agencies, various levels of government and others who may be implicated if a wide scale response is required must collaborate effectively, and plan thoughtfully for all possible scenarios.


### Delivering Health Care, Protecting Public Health

Public health providers are developing plans to **maintain public health and safety during the Games**. Issues being addressed include prevention and control of infectious diseases, food safety and environmental health, disaster planning and response coordination to ensure visitors and residents are adequately served. The following activities are underway, and plans have been established:

- Vancouver Coastal Health is working closely with VANOC in planning for medical and health care services “inside-the-fence” (at the Games venues), and to minimize the impact of the Games on the public health care system (“outside-the-fence”). The goal is to operate local hospitals at a level consistent with a normal Spring Break.
- VCH has conducted a risk assessment for the population in the inner city of Vancouver. VCH will monitor the inner city for evidence of an increase in adverse health effects from illicit drugs, including overdoses, and will respond accordingly.
- During the Games, Vancouver General Hospital will be designated to serve the athletes and Olympic Family. St. Paul's Hospital will be the designated hospital for spectators. Athletes and spectators could also be seen and treated at Richmond Hospital, Lions Gate Hospital (particularly in the neurosurgical services),

Squamish General Hospital (particularly for an acute abdominal emergency) or the Whistler Health Care Centre.

- VCH has ensured that its neighbouring health authority, Fraser Health, which is home to several Olympic venues, is aware of these plans and is prepared to augment these resources, should an event occur resulting in a need for additional hospital or community health services.
- VCH is strengthening its disease surveillance system and is considering linking it with hospital emergency departments and emergency medical services (police, fire, ambulance). Health Emergency Co-ordinators in each of VCH's Health Service Delivery Areas are working with partners to stage a series of exercises to build, test and strengthen VCH's emergency response capacity. These initiatives will leave lasting legacies for public health and Health Emergency Management in our region.
- VCH has arranged for the Athletes' Villages to have a VCH public health officer who can access services for rapid testing for influenza, tracking disease clusters and outbreaks, public-health surveillance and providing health promotion and prevention services including immunizations. A daily illness surveillance program will be operational and linked to the Federal Health Illness Surveillance Program.
- The Public Health Agency of Canada (PHAC) is collaborating to address public health issues and offer enhanced capacity in laboratory services, surveillance, medical equipment, supplies, health emergency response, and Federal Quarantine Services.
- During the Games, VCH will monitor air quality, temperature, wind, water and food quality on a daily basis. Drinking water quality and safety are being addressed through upgrades to existing systems. Regular weather forecasting will include temperature, wind, wind chill and snowfall. Illness prevention will include recommendations of immunizations, hand washing instructions, hand washing stations and hot water.
- The City of Vancouver is implementing an intensive cleanliness program in the Downtown Eastside, including intensive flushing and sweeping of lanes, cleanup of abandoned and hazardous waste, aggressive enforcement of graffiti removal, and garbage bin cleanup. A grant program is available for community-based groups to provide cleaning using local employment.
- Leading up to and during the 2010 Winter Games, Health Canada will be increasing its public health inspection/auditing frequencies of passenger conveyances, including trains (e.g. Main and Terminal) and vessels, at points of entry to reduce health risks such as gastrointestinal illness to the travelling public and the community.
- In the two years leading up to the 2010 Winter Games, the VCH Health Emergency Management Office will lead or take part in a number of exercises designed to test our capacity to respond to emergencies.
- The Public Health Agency of Canada (PHAC) provide public health surge capacity during the Games upon request from the Province.
- Another key component of this cleanliness will be access to public toilets. The City is working to install new public toilets and improve existing public toilet facilities in the innercity.
- The City's Engineering Department participates in multi-departmental Neighbourhood Integrated Service Teams to address neighbourhood issues promptly.
- Alcohol and drug misuse concerns will continue to strain the fabric of the inner-city communities, and a number of partners are contributing to address these issues. For example:

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- As part of the National Anti-Drug Strategy's Treatment Action Plan, the Government of Canada contributed \$10 million and is working in partnership with the BC Ministry of Health Services VCH to improve mental health and addictions services and make new treatment beds available for vulnerable females with addictions in the Downtown Eastside. These services will include a Transitional Assertive Community Treatment (ACT) team of 11 professionals who will provide 24/7 community-based comprehensive mental health and addictions care to people with severe and persistent mental illness and addiction problems in order to connect these individuals with mainstream services over time. In addition, a residential/day program will provide 20 abstinence-based treatment stabilization beds at the Rainier Hotel for women who have gone through withdrawal.
  - Through the National Anti-Drug Strategy's Treatment Action Plan, the Government of Canada is providing \$2 million to improve treatment for Aboriginal persons by funding outreach workers in the DTES and four to five beds at an Aboriginal treatment centre.
  - The Vancouver Agreement, funded by the City of Vancouver, Province of British Columbia and Government of Canada, has supported the following initiatives related to health and social services. For more detail, please go to [www.vancouveragreement.ca](http://www.vancouveragreement.ca) :
    - funding provided to Vancouver Coastal Health in 2003 to expand Addiction Treatment Services, including expanded access to methadone treatment, adult outpatient withdrawal management services, and youth withdrawal management services.
    - the Aboriginal Front Door Society's Community Capacity Building project
    - the BC Coalition of Experiential Women's Bad Date Reporting Pilot Project
    - funds provided to the Central City Mission Foundation to enable the purchase of a building at 717 Princess Street in the DTES to ensure continuation of a 90-space child-care centre at that location
    - the City of Vancouver's Youth Engagement Strategy
    - the Collaboration for Change, led by the City of Vancouver
    - services offered by Family Services of Greater Vancouver to at-risk youth five days a week, 24 hours a day in the downtown core, including a new Youth Services Integration Centre, located at 1134 Burrard Street, which is now funded by Vancouver Coastal Health
    - Kiwassa Neighbourhood Society and the Hastings North Business Improvement Association's Living in Community (LIC) initiative, which saw the development of a well-informed and comprehensive approach to addressing the health and safety effects of the street-based sex trade in Vancouver on those working in the trade and on other community members.
    - an allocation to support ongoing operations of the Portland Community Dental Clinic through a grant to the University of B.C. Portland Dental Clinic Endowment Fund
    - the Ministry of Public Safety/Solicitor General-supported Building Capacity project, which assists women's service organizations in Vancouver's Downtown Eastside to build long-term organizational sustainability
    - the PACE (Prostitution Alternatives Counselling & Education) Society's Community Tool Kit & Employment project

- the Crystal Clear project, targeted toward methamphetamine use prevention and harm reduction for low-income youth
- the Vancouver Youth Funders Committee's Youth Services Database project
- the Women's Information Safe House Society (WISH) which, operating from a converted ambulance, offers a mobile drop-in centre for sex workers in the Downtown Eastside from 11 p.m. to 6 a.m.
- a \$1 million Vancity Award in November 2003 to the WISH organization to create the WISH Wellness Centre, a 24/7 facility for women working in survival sex; through its Women's Strategy, the Vancouver Agreement will provide operating funds for the facility, which opened in fall 2008.
- the Four Pillars Supportive Employment Project, which as mentioned under the commitment to Employment and Training, was created by the City of Vancouver and supported by VA funding to provide individuals in recovery from substance abuse with supported employment to facilitate their transition back into the workforce. Counselling, social and professional skill training and post-employment assistance provided through the Four Pillars model support the transition of individuals in recovery from problematic substance towards regular employment and reintegration into society.

## Commitment: Neighbourliness

- Stage events that respect adjacent neighbours

### **Context**

As exciting as it will be to host the Games in and around our city, life will not stop during the Games, nor during the months of advance preparation. Local residents will still need to get to school, work and life's other destinations; businesses will need to continue attracting and serving customers; and neighbourhoods will need to retain their charm and character.

As good neighbours do, the ICI Partners recognize the importance of throwing a "great party" that is fun for those who attend, respectful of those living nearby, and leaves treasured streetscapes and local landmarks in as good, or better condition as before the Games.

### **Respecting Neighbourhoods**

- A core premise of VANOC's 'Look of the Games' planning is to ensure that the appearance of all Games sites and venues is pleasing, enjoyable and exciting in the context of its neighbourhood.
- Additional temporary adjustments will be required to a number of facilities to support the Games. To the extent temporary installations or equipment will not remain with the site after the Games, they will be completely cleaned away.
- VANOC, together with the Vancouver 2010 Integrated Security Unit (V2010ISU) and relevant host cities, offered public sessions called 'Game Plan 2008' in neighbourhoods that are home to Games venues. These sessions were designed to provide the community with as much information as possible about how the Games may affect their neighbourhood. They were also an opportunity for members of the neighbourhoods to ask questions and voice any concerns they may have. (See the Commitment regarding Civil Liberties and Public Safety).



## Commitment: Transportation

- Ensure all Vancouver Games events and venues can be reached by public transit at an affordable cost
- Minimize any potential adverse transportation impacts on inner-city residents

### Context

Public transit not only supports environmental sustainability, it's often the only viable option for people of low or moderate income. And, when major events attract large numbers of attendees, public transit can eliminate the need for hundreds of private vehicles – a real boon, especially on picturesque and sometimes narrow inner-city streets, or on streets where business owners count on available parking to draw customers through their doors.

It's also important that transportation throughout, and beyond the downtown core be kept as fluid as possible throughout the Games period. Understanding how to get around and help make transportation plans work during the 2010 Winter Games is critical to ensuring a successful and positive experience for everyone. The City of Vancouver is holding a number of transportation engagement stakeholder meetings, and planning several Games-time initiatives to manage transportation throughout the city.

### Getting There With Ease

- All Vancouver Games venues and events can be reached by public transit. To encourage the use of public transit, there will be no spectator parking at venues, and the cost of local public transportation is included in ticket prices.
- The Olympic and Paralympic Transportation Team (OPTT) includes VANOC, the City of Vancouver, the Resort Municipality of Whistler, Translink, BC Transit, the Ministry of Transportation and the Vancouver 2010 Integrated Security Unit. The OPTT was established to create an integrated regional transportation plan for Games participants, visitors and residents of the region, while minimizing the impact on the general public and local businesses.

Actions that will mitigate against potential adverse transportation impacts on inner-city residents include:

- City of Vancouver staff will continue talking to business, transportation and community groups about temporary changes to the City's road network leading up to and during the 2010 Winter Games. To help ease the significant demands on the road and transit systems during the Games, temporary Games-time changes to the City's road network will be required, and the public can also help by walking, cycling and taking public transportation, rather than driving during this period.
- Game Plan 2008 was a series of information sessions hosted from June to November, 2008 by VANOC, the Vancouver 2010 Integrated Security Unit (V2010ISU) and the relevant municipalities to help those who live or work near a 2010 Winter Games venue begin to better understand the daily operations of the Games.

- On November 25, 2008 the City of Vancouver announced their Host City Transportation Concept, the plan to manage transportation in Vancouver's downtown core by the City. The announcement is being followed by a number of City-led key transportation stakeholder meetings with industry, business and community associations, to provide further details, review maps and obtain feedback, in particular to parking restrictions, priority lanes and pedestrian areas. This is another step towards ensuring the citizens of Vancouver have the information they need in order to have a positive Games experience. More information about the Host City Transportation Plan is available in the Getting Around section of <http://olympichostcity.vancouver.ca> Translink's website is [www.translink.bc.ca](http://www.translink.bc.ca)
- In addition to the City's transportation stakeholder meetings, in the coming months VANOC and its partners will be engaging those businesses and residents who will be directly impacted by the operations of the Games, and will roll out the next phases of community outreach in the spring and fall of 2009, offering an increasing level of detail as operations plans are finalized.
  - For more information about the Host City Concept Transportation Plan, visit the City of Vancouver's Getting Around section of the Host City website at [vancouver.ca](http://vancouver.ca). Translink's website is [www.translink.bc.ca](http://www.translink.bc.ca).
  - City of Vancouver Engineering...
- City of Vancouver Engineering staff are working with VANOC to ensure that transportation and security requirements achieve a reasonable balance and respect City of Vancouver policies that set the highest priority on pedestrians, followed by cyclists, public transit, goods movement and single occupant vehicles.
- Current projects that will ease transportation during and after the Games include:
  - reconstruction of the Granville Mall to facilitate transit and pedestrian use
  - completion of the Canada Line
  - Main Street show case project to facilitate movement of pedestrians and transit
  - construction of the Carrall Street Greenway, and continued development of the Greenway system
  - completion of the waterfront walkway through South East False Creek
  - management and improvement of docks associated with the False Creek ferries
  - development of a wayfinding system
  - continued development of the sidewalk system, curb ramps, audible signals, accessible bus landings, and bus and pedestrian bulges
  - continued installation of new pedestrian signals
  - additional projects that support transportation priorities of cycling and multimodal trips, such as the installation of buttons for cyclists at existing pedestrian-actuated signals, and adding more bicycle parking facilities
  - development of the 2010 Demonstration Streetcar Project, which will extend the regional transit network and decrease the numbers of private vehicles, motor coaches and transit diesel buses to and from Granville Island during the Games.



This report will be updated in 2009, when a number of the initiatives it describes will have shown further tangible results. It is but one of many ways the Partners will share information with the public in the months leading up to the 2010 Olympic and Paralympic Winter Games. In addition, each of the Partners will report out individually on the success of their endeavours in various ways over the coming months. We encourage you to stay informed on their progress by visiting their websites:

- <http://canada.gc.ca/home.html>
- <http://www.gov.bc.ca/>
- <http://www.vancouver2010.com/>
- <http://vancouver.ca/>

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