

**From:** "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

**To:** "Direct to Mayor and Council - DL"

**CC:** "City Manager's Correspondence Group - DL"  
"Singh, Sandra" <Sandra.Singh@vancouver.ca>

**Date:** 7/9/2020 8:48:10 AM

**Subject:** Memo: Social Operations COVID-19 Service Expansion Plan

**Attachments:** ACCS - GM - Memo (Mayor & Council) - Social Operations COVID-19 Service Expansion Plan (2020-07-08).pdf

Dear Mayor and Council,

Attached is a memo from the General Manager of Arts, Culture, and Community Services, Sandra Singh regarding Social Operations COVID-19 Service Expansion Plan. Highlights include:

- An overview of the Social Operations COVID-19 response to date and the phased service expansion plans for Carnegie, Evelyne Saller, and Gathering Place Community Centres over the next few months;
- Due to COVID-19 the Social Operations Community Centres (Carnegie, Gathering Place, and Evelyne Saller) significantly reduced programs and services in order to comply with Provincial health guidance regarding physical distancing and as well as directives for food service establishments. On March 16, 2020 all non-essential programs were suspended and on March 20, 2020 public access to communal spaces at all three locations was restricted. The centres however have continued to serve the community by providing critical nutrition, health, and hygiene services throughout the pandemic;
- In mid-May, the Province announced its phased approach to re-opening and with that the Social Operations team initiated its Restart planning for Carnegie, Gathering Place, and Evelyne Saller Community Centres. Social Operations has developed a phased service expansion plan that will begin this Summer and continue throughout the Fall in accordance with health guidance;
- Phase 2 of the Social Operations service expansion plans will begin July 15, 2020. Starting the week of July 6 staff will begin external communications to inform patrons about the upcoming changes.

If you have any further questions, please do not hesitate to email Sandra Singh at [sandra.singh@vancouver.ca](mailto:sandra.singh@vancouver.ca).

Best,  
Sadhu

Sadhu Afochs Johnston | City Manager  
Office of the City Manager | City of Vancouver  
604.873.7627 | [sadhu.johnston@vancouver.ca](mailto:sadhu.johnston@vancouver.ca)

Pronouns: he, him, his



*The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.*

## MEMORANDUM

July 8, 2020

TO: Mayor & Council

CC: Sadhu Johnston, City Manager  
Karen Levitt, Deputy City Manager  
Paul Mochrie, Deputy City Manager  
Lynda Graves, Administration Services Manager, City Manager's Office  
Rena Kendall-Craden, Civic Engagement & Communications Director  
Rosemary Hagiwara, Acting City Clerk  
Anita Zaenker, Chief of Staff, Mayor's Office  
Neil Monckton, Chief of Staff, Mayor's Office  
Alvin Singh, Communications Director, Mayor's Office  
Susie Saunders, Managing Director, Non Market Housing and Social Operations  
Magnus Enfeldt, Acting Director, Business Planning and Project Support  
Karla Kloepper, Director Carnegie Community Centre  
Diana Buric, Senior Manager, Evelyne Saller Centre  
Dallas Gonsalves, Acting Director, Gathering Place Community Centre  
Mary-Clare Zak, Managing Director, Social Policy and Projects Division  
Celine Mauboules, Acting Managing Director, Homelessness Services and Affordable Housing Programs

FROM: Sandra Singh, General Manager, Arts, Culture and Community Services

SUBJECT: Social Operations COVID-19 Service Expansion Plan

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### PURPOSE

This memo provides an overview of the Social Operations COVID-19 response to date and the phased service expansion plans for Carnegie, Evelyne Saller, and Gathering Place Community Centres.

### BACKGROUND

Due to COVID-19 the Social Operations Community Centres (Carnegie, Gathering Place, and Evelyne Saller) significantly reduced programs and services in order to comply with Provincial health guidance regarding physical distancing and as well as directives for food service establishments. On March 16, 2020 all non-essential programs were suspended and on March 20, 2020 public access to communal spaces at all three locations was restricted. The centres however have continued to serve the community by providing critical nutrition, health, and hygiene services throughout the pandemic. With the Province initiating its phased approach to

re-opening, the Social Operations team has developed a phased service expansion plan to increase access and services beginning July 15, 2020.

It is significant to note that the patrons served by the centres have been disproportionately impacted by COVID-19 in the following ways:

- Increased risk to health and life safety, including risk of overdose;
- Negative income and employment impacts;
- Decreased access to services; and
- Barriers to complying with public health measures.

## **DISCUSSION**

### ***Review of COVID-19 Phase 1 Response***

The reduction in services to essential levels at Carnegie, Evelyne Saller, and Gathering Place Community Centres enabled the centres to focus resources on maintaining continuity of critical services including low-cost, nutritious meals, showers, laundry, access to public washrooms and sheltering services. While this has been a challenging time for staff and patrons alike, it has also been a time where the importance of the work of these three centres has been reinforced, especially in time of crisis. The centres have continued to make critical impacts in community, providing stability and maintaining commitment to delivering welcoming, essential services.

Below is a snapshot of what the centres have delivered since the start of the COVID-19 pandemic:

- Over 128,000 nutritious, low-cost take-out meals
- 6,500 safe and warm showers
- 5,300 loads of laundry to ensure people have clean clothes and belongings
- 575 hours of public access to clean and dignified washrooms
- 2.5 month extension of the Temporary Winter Shelter at Gathering Place providing a welcoming and safe place to sleep
- First installation of outdoor eating and seating parklets at Gathering Place and Evelyne Saller
- Over 750 meals and cultural and historical publications distributed in honour of Asian History Month
- First virtual celebrations in honour of National Indigenous Peoples Day
- Partnership and collaboration with other departments as 37 staff from across the City join Non Market Housing and Social Operations in redeployment roles

Front line staff in the centres have consistently demonstrated courage, commitment, and compassion throughout COVID-19 response efforts. Staff adapted service models quickly and creatively in light of evolving health guidance while remaining focused on ensuring community members have access to healthy meals, warm showers, clean laundry, safe washrooms, and sheltering services throughout the crisis.

## ***Service Expansion Plans***

In mid-May, the Province announced its phased approach to re-opening and with that the Social Operations team initiated its Restart planning for Carnegie, Gathering Place, and Evelyne Saller Community Centres. Social Operations has developed a phased service expansion plan that will begin this Summer and continue throughout the Fall in accordance with health guidance. Please find an overview of the phased service expansion plans in Appendix A.

Phase 2 of the Social Operations COVID-19 response begins July 15, 2020 and focuses on the provision of indoor respite space, increased access to public washrooms, and enhanced hours, including but not limited to the following services:

- Access to respite rooms and cooling spaces within the centres to ensure patrons have access to an indoor space, particularly during times of hot weather and poor air quality, and to connect with others.
- Increased service hours at Gathering Place and Evelyne Saller to align with Carnegie's current hours of 9:00am-8:00pm.
- Increased access to public washrooms at all three locations.
- Piloting of remote, digital, and to-go programming.
- Meal services will continue to be provided as take-out.

It is important to note that Phase 2 is still an essential service model with a focus on meeting our patron's basic health and safety needs, while also looking for small, but meaningful opportunities to support patron's mental health and well-being through increased opportunities for community connections. Cultural, social, and recreational programs and services at the Centres are essential to community and individual well-being and resiliency, especially as the City shifts its focus to recovery.

As part of Phase 2, staff will be planning the reintegration of volunteers into key service roles to support community engagement, employment skill development, and as a key part of any future service expansions. While specific services vary by site, Phase 2 also includes continued mail service, clothing provision and donation, delousing support, and other critical services patrons have been requesting. Providing access to indoor space, especially during the summer, is critical to ensuring patrons have a place to come indoors, escape the heat, and connect with friends and staff to start rebuilding relationships that may have been lost or disrupted by the COVID-19 pandemic and closing of many community services.

## ***Health and Safety***

The safety of staff and patrons has been paramount throughout the COVID-19 response and will continue to be the primary guiding principle as the Centres enter Phase 2 of their response. Staff have developed site specific Safety Plans that comply with the City's COVID-19 Safety Plan, health directives and guidance from the Provincial Health Officer and the Ministry of Health, and WorkSafe BC.

To ensure practices meet the highest standards of health and safety, staff worked with Vancouver Coastal Health Infection Prevention and Control (IPAC) to complete physical inspections and assessments of all three locations as well as reviews of the safety plans. IPAC has confirmed that the centres meet or exceed health guidelines and are ready to safely expand services.

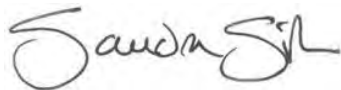
## NEXT STEPS

Phase 2 of the Social Operations service expansion plans will begin July 15, 2020. Starting the week of July 6 staff will begin external communications to inform patrons about the upcoming changes.

## FINAL REMARKS

Carnegie, Evelyne Saller, and Gathering Place have remained cornerstones of the Downtown Eastside and Downtown South communities during the COVID-19 pandemic. Although operating at essential service levels, the centres have continued to make an impact in the lives of those they serve and are committed to enhancing this impact through phased access and service expansions over the coming weeks and months.

If Council has any further questions or needs additional information, please feel free to contact Sandra Singh directly at [sandra.singh@vancouver.ca](mailto:sandra.singh@vancouver.ca).

A handwritten signature in black ink that reads "Sandra Singh". The signature is written in a cursive, flowing style.

Sandra Singh, General Manager  
Arts, Culture, and Community Services

tel: 604.871.6858

[sandra.singh@vancouver.ca](mailto:sandra.singh@vancouver.ca)

## Appendix A: Social Operations Service Expansion Phased Approach

Phase 1	Phase 2 (Continue Phase 1 Services)	Phase 3 (Continue Phase 2 Services)	Phase 4 (Continue Phase 3 Services)
<ul style="list-style-type: none"> <li>• Take-out food service</li> <li>• Showers with bathroom access</li> <li>• Laundry</li> <li>• Washrooms (GP &amp; ESC)</li> <li>• Limited First Aid for the public, including overdose response</li> <li>• CCA Meetings (CC)</li> <li>• Mail Service</li> </ul>	<p><i>Starting July 15 with 9:00am-8:00pm operating hours</i></p> <ul style="list-style-type: none"> <li>• Indoor Respite space (limited rooms)</li> <li>• Continue take-out food service</li> <li>• Partially restored hrs. at GP and ESC to align with CC</li> <li>• Heat and air quality response</li> <li>• Increased washroom access at all locations</li> <li>• Tax Clinics, Clothing Donations, Delousing Assistance</li> </ul> <p><i>Brought online as capacity allows:</i></p> <ul style="list-style-type: none"> <li>• Additional respite space/heat response</li> <li>• Pilot programming (to support respite spaces, individual and community connection &amp; wellness)</li> <li>• Access to free telephones</li> <li>• Critical volunteer functions (food &amp; health services)</li> <li>• Coordination with VPL at Carnegie</li> </ul>	<ul style="list-style-type: none"> <li>• Transition to dine-in food service</li> <li>• Limited programming (e.g. arts, recreation, education and culture)</li> <li>• Restoration of full service hours</li> <li>• Personal care services, such as hair cuts</li> <li>• Additional volunteer functions</li> <li>• Coordination with VPL (CC) and VSB (GP)</li> </ul>	<ul style="list-style-type: none"> <li>• Phase 3 Services at full capacity</li> <li>• Weight &amp; Fitness Rooms</li> <li>• Overnight Trips</li> <li>• Special events</li> <li>• Out trips</li> <li>• Volunteer fundraisings, such as coffee shops (CC, ES)</li> </ul>
March - June	July - August	TBC - September	TBD – Based on Health Guidance