

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>
"LaClaire, Lon" <lon.laclaire@vancouver.ca>
Date: 8/5/2020 3:14:39 PM
Subject: RE: Update on Granville Street and CDG

Dear Mayor and Council,

Below are some responses to follow-up questions regarding the Granville Street and the CDG as well as a brief update. Thanks for your patience – it took staff some time to coordinate the info from VCH and BC Housing in response to the questions.

RESPONSES TO QUESTIONS

- 1. Would it be possible for BC Housing/VCH to clarify how they are supporting residents with respect to access to safer supply, as well as treatment options?**

BCH:

- BC Housing follows the widely recognized Housing First model. We contract with experienced providers and support health authority initiatives on harm reduction that aid residents in various phases of substance use.

VCH:

- Overdose Outreach Team : This team, known as **DOT** is available to support anyone who is struggling with substance use and/or at high risk of overdose. OOT will work clients on their goals, whether that is to access safer substances (via the Provincially-endorsed Prescriber Guidelines for Risk Mitigation in the context of Dual Public Health Emergencies), overdose prevention services, addiction treatment, primary care, psycho-social support. OOT has reached out to each of the tenants of the residents of the new hotel.
- Housing Outreach: These outreach teams have been scaled up to support residents of the hotels that provided shelter for the decampment of Oppenheimer. They are proactively seeking to ensure that residents of the buildings have prompt, streamlined and straightforward access to health (including primary care, mental health and substance use) and social services.
- Harm Reduction Services: VCH is providing support to each of the sites to set up overdose prevention services within the hotels. We have also set up a mobile overdose prevention service stationed daily on the 600 block of Helmcken to better assess the needs in the area.

- 2. Would it be possible for BC Housing to clarify the accountability framework in place with service providers such as Atira, including staffing ratios?**

- Expectations for managing provincially-funded supportive housing are outlined in the operating agreement between BC Housing and the non-profit provider.
- Standard staff ratios for most provincially-funded supportive housing is a minimum of two staff on-site 24 hours a day, seven days a week. During the day, due to programming activities, there may be more than two staff on-site. Staff would be supported by a manager, who would be onsite Monday-Friday, in addition to various other staff that will be providing on-site services to the residents.

3. Helmcken between Seymour and Granville, has become a bit of a gauntlet for pedestrians to traverse: with Gathering Place facilities (handwashing etc) and congregation on the North side, and small tent encampment and PHS needle exchange van on the South side (City-leased AIDS Vancouver/Aunt Leah adjacent). Perhaps picking one side to use for low barrier services and congregation would allow a more agreeable pedestrian experience.

- Porta potties and handwashing station now removed
- GP has washroom access 8am-8pm and that has been very well used – expected to have an impact on sanitation and the street scene
- Today and yesterday there were no structures/tents on either side of the block (although they were there for couple days before)
- OPS van is well used, but only a handful of extra folks around
- Generally that block is much less ‘busy’ than a few weeks ago

4. The bus-stop immediately in front of the HoJo/Luugat. Several people I spoke to suggested it was no longer felt clean or safe to use, and was often occupied for smoking loitering by hotel residents, suggested solution was perhaps to move the bus stop north by half a block in front of the Best Western Chateau Granville.

- ⊙HOJO/Luugat staff regularly monitors this stop and discourages tenants from hanging out there
- ⊙Staff have reached out to our Transportation division to see what it would take to move this stop but we understand that it is quite challenging to move bus stops.

GENERAL UPDATE

- ⊙Downtown South Homeless Outreach service providers team had 2nd meeting yesterday (this is the BC Housing led group bringing together multiple services providers including homeless outreach, shelter providers etc.). Plans for next meeting will include client specific work to target some harder to reach folks in the area.
- ⊙Homelessness Services Outreach visiting outside sleepers/tents in Downtown South weekdays 7am onwards focus is on Granville strip Emery Barnes park, Nelson Park, Davie St, and the Aquatic Centre, VPL central branch
- ⊙We received additional funding from BC Housing to do twice weekly outreach out of Gathering Place beginning next week providing similar services as our Powell St office
- ⊙BC Housing led Community Dialogue Group (CDG) still selecting date for first meeting.

If you have any further questions, please don't hesitate to contact Sandra Singh or Lon LaClaire, cc:ed on this response

Best,
Sadhu

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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.

From: Johnston, Sadhu
Sent: Monday, July 13, 2020 4:35 PM
To: Direct to Mayor and Council - DL
Cc: City Manager's Correspondence Group - DL; LaClaire, Lon; Singh, Sandra
Subject: Update on Granville Street and CDG

Dear Mayor and Council,

You continue to receive a significant number of emails from community members regarding south Granville street. If you see either General Manager, Sandra Singh or "Homelessness" on the recipient list, you can be confident that the writer will receive a direct response from either the Homelessness Outreach Team or Sandra directly.

Lon LaClaire's team have done a considerable amount of work to realign resources to address the acute deterioration of issues in the downtown south area. The attached document provides an overview of the incremental services that have been deployed in the area. Engineering staff are engaged with the BIAs on these issues on an ongoing basis.

Below is a brief update from staff on the status of BC Housing's new Community Dialogue Group.

- CDG application process has closed, membership being finalized (selecting one more community member). Once membership has been confirmed, the ToR will be circulated and a meeting scheduled (anticipated to take place within the next 2 weeks). Acting Managing Director of Homelessness Services and Affordable Housing Programs Celine Mauboules will be the City's rep.
- A partner working group (BCH, VCH, CoV, Atira) are also meeting weekly to proactively respond to any issues arising in the buildings
- This morning the public agencies recorded a webinar that will be posted to BCH's website. <https://letstalkhousingbc.ca/vancouver-hotel-properties>. The webinar was facilitated by Diana Bully and included BCH, VCH, CoV (Celine), VPD and Atira. BC Housing did a short presentation to provide an overview of the Ho Jo (now called the Luugat "which means "the place where people belong") and the Buchann. Each partner then spoke to our respective roles in the hotels, and answered common questions that have been raised by the community. BC Housing aims to post the webinar to their site by end of day in the hopes it will answer common questions, and will also allow community members to send additional comments or questions.
- Engineering has also increased cleaning along the Granville St. and adjacent lanes (Seymour/Granville and Howe/Granville), including twice daily servicing of litter cans and recycling enclosures, street sweeping, litter collection, including needle pick-ups. And nightly street flushing is done of Granville and adjacent lanes.
- BC Housing coordinated a launch meeting with our Homelessness Services Outreach Team and other Downtown South outreach teams and service providers to discuss ways to work together to address ongoing street homelessness in the area. A second meeting will take place within the next two weeks to facilitate information sharing and coordinate activities.
- Our Homelessness Services Outreach team are now also conducting outreach along Granville Street and Davie Street 4 days a week to connect individuals with income, housing and other needed supports.

The CDG will consist of roughly 17 members:

- 5 x community members (local resident and community organizations, businesses, neighbouring residents, etc.)
- 1 x representative from the Downtown Vancouver Business Improvement Association
- 1 x representative from each non-profit housing operator: Atira Women's Resource Society (operate both Buchann and Ho Jo (Luugat))
- 2 x Vancouver Coastal Health representatives
- 1 x Vancouver Police Department representative
- 1 x City of Vancouver representative
- 1 x BC Housing representative
- 1 x Indigenous community representative
- 2 x People with lived experience

If Council has any further questions, please don't hesitate to contact Sandra Singh at Sandra.singh@vancouver.ca Lon LaClaire at Lon.LaClaire@vancouver.ca.

Best,
Sadhu

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