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To: "[Direct to Mayor and Council - DL](#)"
CC: "[City Manager's Correspondence Group - DL](#)"
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Date: 11/13/2020 11:00:51 AM
Subject: Memo: Social Operations Phase 3 Reopening
Attachments: ACCS - GM - Memo (Council) - Social Operations Phase 3 Restart (2020-11-12).pdf

Dear Mayor and Council,

Attached is a memo from the General Manager of Arts, Culture, and Community Services, Sandra Singh regarding Phase 3 of Social Operations COVID-19 Response. 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.
- 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.
 - On July 15, 2020, the centres launched Phase 2 of their restart plan providing limited indoor respite space, increased access to public washrooms, and enhanced hours
- Phase 3 will start late November and will see the re-opening of the three centres (with capacity limits), expansion of priority community programming, and restoration of operating hours.
 - It is expected that the centres will remain in Phase 3 throughout 2021 pending any significant changes in public health guidance
- External communications to inform patrons and the public about the upcoming changes will begin shortly.

If you have any further questions, please do not hesitate to email Sandra Singh at sandra.singh@vancouver.ca.

Best,
Sadhu

Sadhu Aufochs Johnston | City Manager
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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.

MEMORANDUM

November 12, 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
Mary-Clare Zak, Managing Director, Social Policy
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 Phase 3 Service Expansion Plan

PURPOSE

This memo provides an overview of the Social Operations COVID-19 response to date and the Phase 3 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. On July 15, 2020, the centres launched Phase 2 of their restart plan providing limited indoor respite space, increased access to public washrooms, and enhanced hours. Social Operations has developed its next phase of service expansion, which will see the re-opening of the three centres, and expansion of services starting late November 2020.

It is important 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 community services; and
- Barriers to complying with public health measures.

DISCUSSION

Review of COVID Phase 1 and 2 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.

Since the start of Phase 2 of our COVID-19 Response in July, the Centres have:

- Welcomed over 21,000 visits to our respite spaces
- Activated emergency responses for Cooling Centres & Cleaner Air Shelters
- Activated our first nights of Extreme Weather Response shelter and will open our Temporary Winter Shelter at the Gathering Place on November 15.
- Launched mobile and pop-up programming at Oppenheimer Park
- Provided over 1,300 cultural connection, nutrition and care kits during the Powell Street Festival and Mid-Autumn Moon Festival
- Distributed over 1,100 free re-usable masks made by local Elders to DTES community members
- Continued to offer 117 showers & 72 laundry cycles per day
- Delivered over 1600 take-out meals per day, including responding to a 55% increase in food service demand at the Gathering Place
- Partnered with Vancouver Public Library to provide access to books, DVDs, puzzles, and daily news
- Continued Carnegie's partnership with Vancouver Moving Theatre to host the annual DTES Heart of the City Festival

Staff have adapted service models quickly and effectively in light of evolving health guidance while remaining committed to ensuring community members have access to healthy meals, warm showers, clean laundry, safe washrooms, and indoor respite space throughout the crisis.

Phase 3 Service Expansion Plans

Social Operations developed a phased COVID-19 response plan that began with Phase 2 in July and will move to Phase 3 with the re-opening of the centres in late November. It is expected that the centres will remain in Phase 3 throughout 2021 pending any significant changes in public health guidance. Please find an overview of the phased service expansion plans in [Appendix A](#).

Phase 3 represents a significant shift from the current COVID-19 Phase 2 service model. The next phase of response includes returning to pre-COVID operating models in order to bring

people and services inside and support individual and community resiliency and recovery through the restart of priority programs.

Phase 3 of the Social Operations COVID-19 response will include, but is not limited to:

- Re-opening of centres to allow for drop-ins, washroom access, and respite with capacity limits in compliance with public health guidance;
- Restoration of full operating hours at Evelyne Saller and Carnegie;
- Return to dine-in food service, while maintaining take-out options;
- Restart or continued scaling up of priority cultural, social, and recreation programming;
- Reintegration of volunteers into essential service roles at Carnegie and Gathering Place;
- Facility access to support the reopening of the Carnegie Vancouver Public Library branch, Capilano University Learning Centre at Carnegie, and Vancouver School Board Continuing Education program at Gathering Place according to their respective operational plans; and
- Continuation of all previously delivered services in Phase 1 and 2.

Providing increased access to the centres, especially as the weather becomes colder and wetter, is critical to the health and well-being of the communities these centres serve. Patrons will be able to sit inside to enjoy a warm meal, find shelter from the weather, and engage in programming that is essential to community and individual well-being and resiliency, especially as the City shifts its focus to recovery.

Health and Safety

The safety of staff and patrons are paramount to the Social Operations COVID-19 response plans. 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 WorkSafeBC.

To ensure practices meet the highest standards of health and safety for staff and patrons, staff are working closely with Vancouver Coastal Health to review and assess restart plans. This will include physical inspections of all three locations and reviews of safety plans to ensure the centres meet or exceed health guidelines and are ready to safely expand services. Staff continuously monitor information and directives released by the Provincial Health Officer and will adapt service expansion plans in accordance with Provincial Health guidelines.

NEXT STEPS

Phase 3 of the Social Operations service expansion plans will begin late November 2020. Once the official start date is confirmed, staff will begin external communications to inform patrons and the community 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. Phase 3 of the COVID-19 response plan for Social Operations demonstrates a careful, pragmatic, and compassionate approach to meet the needs of the communities we serve, not just due to the

health impacts of COVID-19 but also as a result of the escalating risks associated with the overdose epidemic, rising homelessness, poverty and street disorder, increased risks to people's mental health and well-being, and economic impacts.

If Council has any further questions or needs additional information, please feel free to contact me directly at sandra.singh@vanouver.ca.

A handwritten signature in black ink, appearing to read 'Sandra Singh'.

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

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APPENDIX A: Overview of Social Operations COVID-19 Response Plans

Phase 1 – Crisis Response	Phase 2 –Essential Services (Continue Phase 1 Services)	Phase 3 – Sustained Operations (Continue Phase 2 Services)	Phase 4 – TBD (All Services)
<p>Closed to public access & reduced hours</p> <ul style="list-style-type: none"> • Take-out food service • Showers • Laundry • Washrooms (GP & ESC) • Limited First Aid for the public, including overdose response • CCA Meetings • Mail Service 	<p>Limited Indoor Respite space</p> <ul style="list-style-type: none"> • Continue take-out food service • Partially restored hours • Extreme heat and air quality response • Increased washroom access at all 3 locations • Tax Clinics, Clothing Donations, Delousing Assistance • Pilot programming • Access to free telephones 	<p>Open access to Community Centres</p> <ul style="list-style-type: none"> • Transition to dine-in food service • 50% of pre-COVID programming targeting priority areas • Restoration of full service hours with reduced capacity • Critical volunteer functions • Re-opening of co-located service partners (VPL, Capilano Learning Centre, and VSB) <p><i>Brought online as capacity allows:</i></p> <ul style="list-style-type: none"> • Personal care services, such as hair cuts • 3rd party programs & activities 	<p>Restoration of full programs and services</p> <ul style="list-style-type: none"> • Full capacity in centre spaces • 100% of programming • Overnight trips, and large special events
<p>March – Mid-July</p>	<p>July 15 - October</p>	<p>Late November</p>	<p>TBD</p>