

File No.: 04-1000-20-2023-445

December 7, 2023

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of July 24, 2023 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of communications from Sue Baker (Homelessness Services) containing the term "car 87" or "Mental Health Act." Date range: July 1, 2022 to July 23, 2023.

All responsive records are attached. Some information in the records has been severed (blacked out) under s.13(1), s.15(1)(l), s.19(1), s.22(1), s.22(3)(a), and s.22(3)(d) of the Act. You can read or download these sections here:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2023-445); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy
cobi.falconer@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response Package)

:dl

From: "Penner, Zoe [VCH]" <zoe.penner@vch.ca>
To: "Diell, Jay [VCH]" <Jay.Diell@vch.ca>
s.19(1)
"Moss, Bob" <bob.moss@vancouver.ca>
CC: "Zupan, Mike" <mike.zupan@vancouver.ca>
"Hamilton, Heather [VCH]" <Heather.Hamilton@vch.ca>
"Melles, Bruk" <Bruk.Melles@vancouver.ca>
"Billows, Shandelle [VCH]" <shandelle.billows@vch.ca>
"Baker, Sue" <Sue.Baker@vancouver.ca>
"Hogan, Paul (eng)" <Paul.Hogan@vancouver.ca>
Date: 2/16/2023 2:46:15 PM
Subject: [EXT] RE: Integrated Response Plan s.22(1) - s.22(1)

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Thanks Jay.

IHOT RSW Marcia and I will outreach to the client tomorrow afternoon, Feb 17, to determine if s.22(1) is willing to relocate indoors/outdoors and how we can support.

Bob, please let me know when your team plans to outreach next week between Feb 20-22 so we can ensure support coverage without overlap. We can visit on all three days or less, if indicated.

Zoë Penner (she/her [pronouns.org](https://www.pronouns.org/)) MSW, RSW
Team Lead – Intensive Housing Outreach Team (IHOT)
Vancouver Coastal Health
Mobile s.15(1)(l)

From: Diell, Jay [VCH] <Jay.Diell@vch.ca>
Sent: Thursday, February 16, 2023 1:53 PM
To: s.19(1) bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>
Cc: 'Zupan, Mike' <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>; 'Melles, Bruk' <Bruk.Melles@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; 'Baker, Sue' <Sue.Baker@vancouver.ca>; 'Hogan, Paul (eng)' <Paul.Hogan@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

Hello all,

The Car87 Nurse, Physician and Officer met with the City Sanitation/Engineering team prior to engaging with the client. The City team spent approximately 60 minutes with the client and left. The Car87 team then engaged with the client. They spent nearly 60 minutes with s.22(1) as well.

s.22(1)

s.22(1)

s.22(1)

s.22(1)

s.22(1)

Thank you,

Jay Diell
Clinical Coordinator
Car 87/88 Program

s.15(1)(l)

Office: s.15(1)(l)

Mobile: s.15(1)(l)



From: Diell, Jay [VCH]
Sent: Thursday, February 16, 2023 12:22 PM
To: s.19(1) <bob.moss@vancouver.ca> [EXT] <bob.moss@vancouver.ca>
Cc: Zupan, Mike <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) s.22(1)

Thanks s.19(1) the s.13(1) and then going to engage with the client. I am waiting for an update.

Thanks

Jay Diell
Clinical Coordinator
Car 87/88 Program

s.15(1)(l)

s.15(1)(l)

Office: s.15(1)(l)

Mobile s.15(1)(l)



From: s.19(1)
Sent: Thursday, February 16, 2023 12:14 PM
To: bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>
Cc: Zupan, Mike <mike.zupan@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>
Subject: Re: Integrated Response Plan s.22(1) s.22(1)

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Hello

The citizen s.22(1) was issued a Notice of Contravention this morning. I verbalized that we would return in 7 days to assist with removal/impound on remaining items.

The conversation was long but the message was delivered.

s.22(3)(d)

After we disengaged, s.22(3)(d)

s.22(3)

(d)

Car 87 and VCH were going to visit after we left.

Thanks,

s.19(1)

s.19(1)

s.19(1)

s.15(1)(l)

On Feb 15, 2023, at 1:16 PM, Moss, Bob <bob.moss@vancouver.ca> wrote:

Quick update on this situation...

s.22(1)

s.22(1)

. we are also unsure as to the status of he drivers license, s.13(1)

s.13(1)

I'm not sure what impact this will have on the coming action, but there are still many parking spots involved, so it will probably alter the scope of Mike's teams approach in terms of geography. It won't alter outreach's approach, especially if s.22(1) is unable to move s.22(1).

We can discuss at our next check-in.

Bob Moss
Outreach Coordinator
Carnegie Community Centre
City of Vancouver

bob.moss@vancouver.ca

604.665.3318 Office
604.841.2501 Mobile

From: Zupan, Mike <mike.zupan@vancouver.ca>

Sent: Wednesday, February 15, 2023 12:12 PM

To: Diell, Jay [VCH] <Jay.Diell@vch.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>

Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue

<Sue.Baker@vancouver.ca>; s.19(1) Hogan, Paul (eng)
<Paul.Hogan@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

Hello.

Confirming that s.19(1) will be on site at 10:30 am to issue the 7 day notice tomorrow. s.19(1) contact number is s.15(1)(l)

Thanks
Mike

Mike Zupan
Manager, Sanitation Services
Engineering Services | CITY OF VANCOUVER
t. 604-326-4706 | m. s.15(1)(l)

From: Diell, Jay [VCH] <Jay.Diell@vch.ca>
Sent: Tuesday, February 14, 2023 8:43 AM
To: Zupan, Mike <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: [EXT] RE: Integrated Response Plan s.22(1) - s.22(1)

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Its now in our calendar,
Staff scheduled that day have also dealt with s.22(1) before so that will be helpful

From: Diell, Jay [VCH]
Sent: Tuesday, February 14, 2023 8:36 AM
To: 'Zupan, Mike' <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

Ok, 1030 Thursday Feb 16th it is.
Thanks,
Jay

From: Zupan, Mike <mike.zupan@vancouver.ca>
Sent: Tuesday, February 14, 2023 8:33 AM
To: Diell, Jay [VCH] <Jay.Diell@vch.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

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attachments or click on links.

10:30am

From: Diell, Jay [VCH] <Jay.Diell@vch.ca>
Sent: Tuesday, February 14, 2023 8:32 AM
To: Zupan, Mike <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: [EXT] RE: Integrated Response Plan s.22(1) s.22(1)

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Mike, do you have a time for Thursday?

From: Zupan, Mike <mike.zupan@vancouver.ca>
Sent: Tuesday, February 14, 2023 8:29 AM
To: Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Subject: RE: Integrated Response Plan s.22(1) s.22(1)

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Hello Everyone.

My apologies. I now have confirmation that we are able to serve notice on Thursday, Feb 16th. If this date works for everyone I can book it. If not the next date would be Tuesday, February 21st.

Mike

Mike Zupan
Manager, Sanitation Services
Engineering Services | CITY OF VANCOUVER
t. 604-326-4706 | m. s.15(1)(l)

From: Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Sent: Tuesday, February 14, 2023 8:23 AM
To: Zupan, Mike <mike.zupan@vancouver.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Subject: [EXT] Re: Integrated Response Plan s.22(1) s.22(1)

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City of Vancouver - FOI 2023-445 - Page 5 of 34

expecting the email and know the content is safe.

Hi

We don't need 7 days notice but the physician that met with ^{s.22(1)} previously only works Tuesday and Thursday for our program so if we could organize one of those days it would be helpful

Thanks
Heather Hamilton
Manager MHSU
^{s.15(1)(l)}

On Feb 14, 2023, at 8:08 AM, Zupan, Mike <mike.zupan@vancouver.ca> wrote:

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

Hi Heather, you haven't missed any info. I am delayed in confirming a day to serve no ce due to some the vaca on schedule with my Superintendents. I'll confirm a day with everyone later this morning. If I'm correct you need a 7 day no ce to organize the car and Physician?

Mike

Mike Zupan
Manager, Sanitation Services
Engineering Services | CITY OF VANCOUVER
t. 604-326-4706 | m. ^{s.15(1)(l)}

From: Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Sent: Tuesday, February 14, 2023 7:46 AM
To: Melles, Bruk <Bruk.Melles@vancouver.ca>
Cc: Zupan, Mike <mike.zupan@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Subject: [EXT] Re: Integrated Response Plan ^{s.22(1)} - ^{s.22(1)}

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Good morning everyone

I am hoping someone could reach put to Jay (team lead for Car 87) and myself to confirm the time to me today. Apologizes if i missed an email but I don't believe we have been provided a time and we need to organize our physician schedule for the day

Thanks

Heather Hamilton
Manager MHSU
^{s.15(1)(l)}

On Feb 10, 2023, at 5:52 PM, Melles, Bruk <Bruk.Melles@vancouver.ca> wrote:

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

Hi Everyone,

Thanks very much for meeting this morning. Below are the updates and subsequent plan for next week. Kindly please advise if I've misrepresented anything, edits /omissions.

As a follow-up, I will schedule a meeting of this group for next Wed. Feb 15th

Updates:

1. Both HS Outreach and IHOT have visited since Jan 30
2. HS Outreach team has attended twice. First time, s.22(1) second time s.22(1) s.22(1)
3. IHOT attended Feb 3rd; s.22(1)
4. IHOT will visit today, Feb 10th
5. ENG will attend tomorrow, Feb 11th, to attempt further clean up

Integrated Response Plan:

1. Goals are to reduce and remove from current situation which can no longer be maintained, and provide appropriate health supports
2. Tuesday Feb 14: ENG will deliver 7 day notice of impoundment; Car 87 will attend alongside for support and intervention as appropriate. For continuity, doctor s.22(1) will be present
3. With impoundment notification, ENG will also offer storage bins and all relevant information.
4. During the 7 day period (Feb 14 – 20) Outreach and IHOT teams will visit separately and ensure daily coverage to continue to offer and encourage supports of health, shelter and housing opportunities
 1. **ACTION:** Bob and Zoe to coordinate a schedule to ensure good coverage and no overlap Feb 14-20

I will schedule a follow up for Wednesday next week.

Thank you everyone and have a good weekend.

Respectfully,
Bruk

Bruk Melles | Director, Homelessness Services
Housing & Homelessness Services
Arts, Culture & Community Services | City of Vancouver
bruk.melles@vancouver.ca
Mobile: s.15(1)(l)
Pronouns: she/her/hers

I am humbly thankful that I live and work on the unceded homelands of the x'm k'y'm (Musqueam (musqueam.bc.ca)), S'wxwú7mesh (Squamish (squamish.net)), and s'ililw'ta (Tsleil-Waututh (twnation.ca)) Peoples

From: "Melles, Bruk" <Bruk.Melles@vancouver.ca>

To: "Penner, Zoe [VCH]" <zoe.penner@vch.ca>

"Zupan, Mike" <mike.zupan@vancouver.ca>

"Moss, Bob" <bob.moss@vancouver.ca>

"Hamilton, Heather [VCH]" <Heather.Hamilton@vch.ca>

"Billows, Shandelle [VCH]" <shandelle.billows@vch.ca>

"Baker, Sue" <Sue.Baker@vancouver.ca>

"Diell, Jay [VCH]" <Jay.Diell@vch.ca>

Date: 2/22/2023 7:06:18 PM

Subject: Integrated Response Plan s.22(1) - Updates and next steps Feb 22nd

Hi all,

- ☐ Very sorry for the delay in getting these notes out today.
- ☐ Please advise of any edits/omissions.
- ☐ I will set up the group chat in just a few minutes. Look out for a text message from my mobile: s.15(1)(l)

Updates:

1. IHOT
 - a. Further to visit on Friday (notes below), IHOT will be visiting again today (~11am)
 - b. Team will provide personal storage bins today to support the process of separating personal belongings; s.22(1)
2. HS (Carnegie) Outreach
 - a. Will visit this afternoon, will offer housing option that is available for s.22(1)
3. Heather – will look into connecting with s.22(1) MH team if viable option

Plan for Feb 23, 1030am:

1. Impoundment process will begin; ENG and Car87 will meet with s.22(1) at 10:30am. Car87 will be present for the first hour, during explanation and start of slow, measured process
 - a. As discussed, a number of scenarios may present themselves and the team will adjust accordingly, based on today's discussion
 - b. s.13(1), s.22(1)
s.13(1), s.22(1)
2. If process continues as planned and progress is being made, IHOT team will ensure to be present after the first hour, replacing Car87 presence.
3. Given some success with rapport, IHOT team will provide the housing options available via Outreach team and via IHOT while onsite supporting; will reach out as appropriate.
4. If ENG needs to escalate the situation, request further supports they will do so accordingly and s.15(1)(l)
s.15(1)(l)
5. s.13(1), 15(1)(l)

Action: Bruk to create group chat with

VCH: Jay, Zoe, Heather,

HS Outreach: Bob,

ENG: Mike, Rick, Paul

Please advise if I've missed anyone or anything!

Thank you everyone.

Respectfully,
Bruk

From: Penner, Zoe [VCH] <zoe.penner@vch.ca>
Sent: Friday, February 17, 2023 4:51 PM
To: Melles, Bruk <Bruk.Melles@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Cc: Baker, Sue <Sue.Baker@vancouver.ca>
Subject: [EXT] RE: Integrated Response s.22(1) updates Feb 17th

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi all,

IHOT met with s.22(1) for around an hour today. s.22(1)
s.22(1)
s.22(1)

We attempted to discuss creative housing options including a temporary trailer in Olympic Village with daily PHS support services and regular assistance from IHOT. s.22(1)
s.22(1)

s.22(1)

s.22(1)

IHOT will attempt engagement again on Feb 2 and provide any new updates at that time.

Have a restful long weekend everyone,

Zoë Penner (she/her [pronouns.org]) MSW, RSW
Team Lead – Intensive Housing Outreach Team (IHOT)
Vancouver Coastal Health
Mobile s.15(1)(l)

From: Melles, Bruk <Bruk.Melles@vancouver.ca>
Sent: Friday, February 17, 2023 12:01 PM
To: Zupan, Mike <mike.zupan@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Cc: Baker, Sue <Sue.Baker@vancouver.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>
Subject: Integrated Response s.22(1) updates Feb 17th

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Hi All,

Please advise if any edits required to the meeting notes - thanks everyone.

Updates:

1. ENG

- a. Per plan, visited s.22(1) Thurs morning Feb 16
- b. s.22(1)
- c. ENG staff member s.22(3)(d) had a lengthy conversation, explained process and issued 7 day impoundment notice
- d. s.22(1)
- e. s.22(1)

2. Car 87

- a. Per plan, also visited thurs morning Feb 16
- b. Was in the area during ENG interaction, but stayed back. Engaged s.22(1) after ENG left, not simultaneously.
- c. s.22(3)(a)
- d. s.22(3)(a)
- e. s.22(1)
- f. s.22(1)

3. HS (Carnegie) Outreach

- a. Visited on Tuesday Feb 14th; s.22(1)
- b. Will continue to attempt connection prior to impound process beginning

4. IHOT

- a. IHOT will visit today Feb 17 and again on Tuesday Feb 21

5. Other

- a. Suggestion to further explore Parking Enforcement (PE) opportunities (has been taken into account in the notification provided)
- b. Group to continue to brainstorm ideas as to how to further support and influence a change to status quo
- c. Mike explained impound process for VCH; slow and measured; adjust to timing and needs of the person on the day; work with patience and empathy; adjust to situation and would disengage if needed

Next steps

- 1. Both outreach teams will provide email updates post visits
- 2. Next meeting of this group Feb 22, morning
- 3. Impoundment
 - a. Feb 23, 1030am
 - b. Car87 confirmed to attend alongside

Respectfully,

Bruk

Bruk Melles | Director, Homelessness Services
Housing & Homelessness Services
Arts, Culture & Community Services | City of Vancouver

bruk.melles@vancouver.ca

Mobile: s.15(1)(l)

Pronouns: she/her/hers

*I am humbly thankful that I live and work on the unceded homelands of the x m k y m ([Musqueam \[musqueam.bc.ca\]](http://Musqueam[musqueam.bc.ca])),
S w x w i 7 mesh ([Squamish \[squamish.net\]](http://Squamish[squamish.net])), and s l i l w t a ([Tsleil-Waututh \[twnation.ca\]](http://Tsleil-Waututh[twnation.ca])) Peoples*

From: "Singh, Sandra" <Sandra.Singh@vancouver.ca>
To: "Melles, Bruk" <Bruk.Melles@vancouver.ca>
"Moss, Bob" <bob.moss@vancouver.ca>
"Baker, Sue" <Sue.Baker@vancouver.ca>
CC: "Mauboules, Celine" <celine.mauboules@vancouver.ca>
"Zupan, Mike" <mike.zupan@vancouver.ca>
Date: 2/24/2023 11:12:39 AM
Subject: RE: E11th Ave update

OK great – thanks so much!

From: Melles, Bruk <Bruk.Melles@vancouver.ca>
Sent: Friday, February 24, 2023 11:12 AM
To: Singh, Sandra <Sandra.Singh@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>
Subject: RE: E11th Ave update

Bob and team secured an offer that includes a parking spot so that was emphasized to ^{s.22(1)} yesterday.

s.22(1)
s.22(1) Nothing that is insurmountable of course but it came to a hard stop.....hope to get an update on today's efforts soon.

Bob may have more to add but seems like the continued action showing current situation is no longer sustainable is having a positive outcome so far...

From: Singh, Sandra <Sandra.Singh@vancouver.ca>
Sent: Friday, February 24, 2023 10:57 AM
To: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>
Subject: RE: E11th Ave update

Thanks so much Bruk – I appreciate this update.

Thanks to you all for working on this in an integrated plan and so great IHOT could see the amazing work of Mike's team.

Bruk and Bob, do you have a sense that ^{s.22(1)} ? It seems like that may be the case. ^{s.13(1), s.22(1)}
^{s.13(1), s.22(1)}

Sandra

From: Melles, Bruk <Bruk.Melles@vancouver.ca>
Sent: Friday, February 24, 2023 10:33 AM
To: Singh, Sandra <Sandra.Singh@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>
Subject: RE: E11th Ave update

Hi Sandra,

Apologies I meant to send an update last night!

Yesterday:

- Car87 attended with ENG at start of day; s.22(1) so ENG was able to start the work
- Given compliance Car87 left after the first hour, handed over to IHOT to take over the support function for s.22(1) as well as s.22(1)
- Mike's team was given huge praise by IHOT for their approach.
- s.22(1)
- Significant removals of debris; personal storage bins were also provided
- After a number of hours, no uptake s.22(1) though. s.22(1)

This morning, 930-11am

- Continue momentum with joint team effort; ENG and IHOT on site together, 930-11am only
- Continued efforts to encourage s.22(1) and further debris removal.

I will set up a debrief, hopefully this afternoon, with the team on next steps if no success this morning.

Huge thanks to the integrated team for the seamless coordination and efforts!

B

From: Singh, Sandra <Sandra.Singh@vancouver.ca>

Sent: Friday, February 24, 2023 9:26 AM

To: Moss, Bob <bob.moss@vancouver.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>

Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>

Subject: E11th Ave update

Hi folks

Could I please get a brief update on how yesterday went at E11th Ave?

S

Sandra Singh | General Manager
Arts, Culture & Community Services
604.871.6858 | sandra.singh@vancouver.ca
Pronouns: she/her

Assistant: Sarah Pickstone
Phone: (604) 873-7408
E-mail: sarah.pickstone@vancouver.ca

The City of Vancouver acknowledges the unceded homelands of the x'm k'y'm (Musqueam), S'wxwú7mesh (Squamish), and Sel'il witulh (Tseil-Waututh) Nations

From: "Singh, Sandra" <Sandra.Singh@vancouver.ca>
To: "Zupan, Mike" <mike.zupan@vancouver.ca>
"Melles, Bruk" <Bruk.Melles@vancouver.ca>
"Moss, Bob" <bob.moss@vancouver.ca>
"Baker, Sue" <Sue.Baker@vancouver.ca>
CC: "Mauboules, Celine" <celine.mauboules@vancouver.ca>
Date: 2/24/2023 11:29:17 AM
Subject: RE: E11th Ave update

That is a lot of careful work Mike. Thanks to you and your crews. And Bruk to you and your team for the careful work around keeping up the housing discussions.

S

From: Zupan, Mike <mike.zupan@vancouver.ca>
Sent: Friday, February 24, 2023 10:56 AM
To: Melles, Bruk <Bruk.Melles@vancouver.ca>; Singh, Sandra <Sandra.Singh@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>
Subject: RE: E11th Ave update

Some pictures from yesterday....





Mike Zupan
 Manager, Sanitation Services
 Engineering Services | City of Vancouver
 Office 604-326-4706
 Mobile **s.15(1)**

From: Melles, Bruk <Bruk.Melles@vancouver.ca>
 Sent: Friday, February 24, 2023 10:33 AM
 To: Singh, Sandra <Sandra.Singh@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
 Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>
 Subject: RE: E11th Ave update

Hi Sandra,

Apologies I meant to send an update last night!

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- Car87 attended with ENG at start of day; s.22(1) so ENG was able to start the work
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From: Singh, Sandra <Sandra.Singh@vancouver.ca>

Sent: Friday, February 24, 2023 9:26 AM

To: Moss, Bob <bob.moss@vancouver.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>

Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>

Subject: E11th Ave update

Hi folks

Could I please get a brief update on how yesterday went at E11th Ave?

S

Sandra Singh | General Manager
Arts, Culture & Community Services
604.871.6858 | sandra.singh@vancouver.ca
Pronouns: she/her

Assistant: Sarah Pickstone
Phone: (604) 873-7408
E-mail: sarah.pickstone@vancouver.ca

The City of Vancouver acknowledges the unceded homelands of the x m k y m (Musqueam), S w x w i 7 mesh (Squamish), and Sel il w i t u l h (Tseil-Waututh) Nations

From: "Moss, Bob" <bob.moss@vancouver.ca>
To: "Singh, Sandra" <Sandra.Singh@vancouver.ca>
"Baker, Sue" <Sue.Baker@vancouver.ca>
"Melles, Bruk" <Bruk.Melles@vancouver.ca>
CC: "Mauboules, Celine" <celine.mauboules@vancouver.ca>
Date: 11/24/2022 10:39:28 AM
Subject: Re: East 11th Ave

I'm good with this recap.

However...s.15(1)(l) There is no other way for our group to do this. They attend if they are able. This is the only way to have assessed someone who refuses to attend a regular VCH treatment site, or a Dr's office.

Do ask VCH if there could be another set of eyes applied to this. s.13(1)

s.13(1)

Outreach will connect with VCH again to see if we can urge them to s.22(1) and Outreach can try to work with them and s.22(1) to find s.22(1) housing through that intervention, before s.22(1)

Bob Moss
Outreach Coordinator
Carnegie Community Centre
City of Vancouver

bob.moss@vancouver.ca

604.665.3318 Office
604.841.2501 Mobile

From: Singh, Sandra
Sent: Thursday, November 24, 2022 10:25:57 AM
To: Moss, Bob; Baker, Sue; Melles, Bruk
Cc: Mauboules, Celine
Subject: RE: East 11th Ave

OK thanks Bob – so to add up your additional information:

- We have been connected with this individual for s.22(1)
- s.22(1)
- s.22(1)
- We have offered s.22(1) spaces in modular housing and in recent housing projects – s.22(1)
- s.22(1)
- s.22(1)
- s.22(1)
- s.13(1), s.22(1)
- s.13(1), s.22(1)
- s.13(1), s.22(1)
- s.13(1), s.22(1)

Can I do anything to assist with VCH and s.13(1), s.22(1)

s.13(1), s.22(1)

S

From: Moss, Bob <bob.moss@vancouver.ca>

Sent: Thursday, November 24, 2022 10:09 AM

To: Singh, Sandra <Sandra.Singh@vancouver.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>

Cc: Mauboules, Celine <celine.mauboules@vancouver.ca>

Subject: Re: East 11th Ave

s.13(1), s.22(1)

s.13(1), s.22(1)

We have offered ^{s.22(1)} units at s.22(1)

s.22(1)

s.22(1)

s.13(1), s.22(1)

Bob Moss
Outreach Coordinator
Carnegie Community Centre
City of Vancouver

bob.moss@vancouver.ca

604.665.3318 Office
604.841.2501 Mobile

From: Singh, Sandra

Sent: Thursday, November 24, 2022 10:00:57 AM

To: Moss, Bob; Baker, Sue; Melles, Bruk

Cc: Mauboules, Celine

Subject: RE: East 11th Ave

Thanks for this update Bob. Super helpful information.

So, Bob, if I had to summarize an update to Albert, I guess the assessment is:

- We have been connected with this individual for at least s.22(1)

- s.22(1)

- s.22(1)

- s.13(1), s.22(1)
s.13(1), s.22(1)

- s.13(1), s.22(1)

Celine, s.13(1)
s.13(1)

S

From: Moss, Bob <bob.moss@vancouver.ca>
Sent: Thursday, November 24, 2022 9:55 AM
To: Baker, Sue <Sue.Baker@vancouver.ca>; Singh, Sandra <Sandra.Singh@vancouver.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>
Subject: Fw: [EXTERNAL] East 11th Ave

Sue...

We have updated engineering a number of times regarding this over the years. Included below this email is the latest from 10 days ago.

s.22(1) We have attended dozens of times, working closely with PE initially.

s.22(1) however no steps were taken to assess s.22(1)

s.22(1)

s.22(1)

Bob Moss
Outreach Coordinator
Carnegie Community Centre
City of Vancouver

bob.moss@vancouver.ca

604.665.3318 Office
604.841.2501 Mobile

Hi Bob/Bruk: I am following up on an action item from this mornings Hastings meeting. Unrelated to Hastings but engineering has enquired about s.22(1)

s.22(1) Albert mentioned that outreach

has connected with s.22(1) but s.13(1), s.22(1)

s.13(1), s.22(1)

s.13(1), s.22(1)

Thanks both.

Sue Baker | Manager, Homelessness Response Coordination
Housing & Homelessness Services | City of Vancouver
Sue.Baker@Vancouver.ca
(778) 834-1287
Pronouns: she/her/hers

Sent: Monday, November 14, 2022 7:20 AM
To: Moss, Bob
Cc: Melles, Bruk; Hogan, Paul (eng); Clark, Rick
Subject: RE: [EXTERNAL] East 11th Ave

Thanks Bob,

I agree, this situation is challenging. We will continue to try work with s.22(1)

Mike

From: Moss, Bob <bob.moss@vancouver.ca>
Sent: Saturday, November 12, 2022 10:50 AM
To: Zupan, Mike <mike.zupan@vancouver.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>; Clark, Rick <Rick.Clark@vancouver.ca>
Subject: Re: [EXTERNAL] East 11th Ave

we went by yesterday as well....

there's just no presently positive possible outcome to the conversations.

s.13(1)

Bob Moss
Outreach Coordinator
Carnegie Community Centre
City of Vancouver

bob.moss@vancouver.ca

604.665.3318 Office
604.841.2501 Mobile

From: Zupan, Mike
Sent: Friday, November 11, 2022 5:10:45 PM
To: Moss, Bob
Cc: Melles, Bruk; Hogan, Paul (eng); Clark, Rick
Subject: Re: [EXTERNAL] East 11th Ave

Thanks Bob as I suspected. s.22(1)

Mike
Mike Zupan
Manager, Sanitation Services
Engineering Services I City of Vancouver
Office [604-326-4706](tel:604-326-4706)
Mobile s.15(1)(l)

On Nov 11, 2022, at 11:26 AM, Moss, Bob <bob.moss@vancouver.ca> wrote:

Yes...

We are very aware. s.22(1)

s.22(1)

Bob Moss
Outreach Coordinator
Carnegie Community Centre
City of Vancouver

bob.moss@vancouver.ca

604.665.3318 Office
604.841.2501 Mobile

From: Zupan, Mike <mike.zupan@vancouver.ca>
Sent: Thursday, November 10, 2022 5:24 AM
To: Moss, Bob <bob.moss@vancouver.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>; Clark, Rick <Rick.Clark@vancouver.ca>
Subject: Fwd: [EXTERNAL] East 11th Ave

Morning Bob.

I am very sure your team has visited this s.22(1) s.19(1) with my street cleaning team went by yesterday to try and have s.22(1) and we'll be back today. Is there anything extra from Outreach that could be done here? Not sure if s.22(1) or if s.22(1) been offered etc. s.22(1) and any support is appreciated.

Thanks.
Mike Zupan
Manager, Sanitation Services
Engineering Services | City of Vancouver
Office [604-326-4706](tel:604-326-4706)
Mobile s.15(1)(l)

Begin forwarded message:

From: s.22(1)
Sent: Wednesday, November 9, 2022 11:50 AM
To: Shames, Albert <Albert.Shames@vancouver.ca>
Cc: LaClaire, Lon <lon.laclaire@vancouver.ca>; s.22(1); Peng, Vanco <Vanco.Peng@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>; Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>; s.22(1); s.22(1)
Subject: RE: [EXTERNAL] East 11th Ave

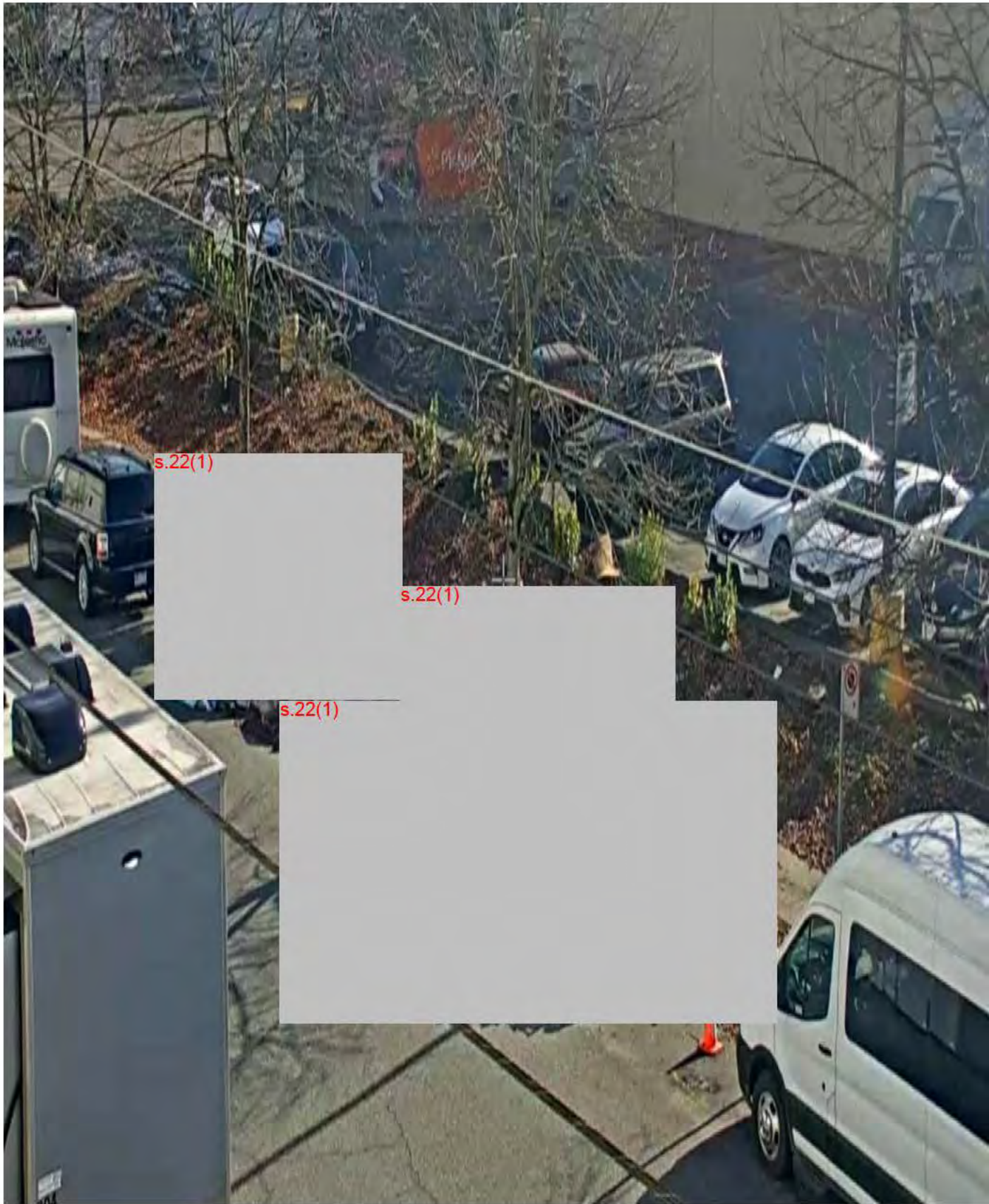
Hello Albert,

Thank you for your response. We do appreciate everyone's efforts in this matter and would like to

ensure that this site is monitored regularly. Since I sent the last photos, the site has grown in size again.

As for the RV's parked around the neighborhood, I would disagree with the parking group as most of them are transient homeless individuals. We are familiar with only s.22(1) that is residing s.22(1) Whatever can be done to have them relocated would be preferred.

Does the city have a timeline for the placement of this individual? What is the city going to do to stop this individual from s.22(1)?



Cheers,

s.22(1)



s.22(1)



From: ["Zupan, Mike" <mike.zupan@vancouver.ca>](mailto:mike.zupan@vancouver.ca)
To: ["Diell, Jay \[VCH\]" <Jay.Diell@vch.ca>](mailto:Jay.Diell@vch.ca)
["Moss, Bob" <bob.moss@vancouver.ca>](mailto:bob.moss@vancouver.ca)
["Hamilton, Heather \[VCH\]" <Heather.Hamilton@vch.ca>](mailto:Heather.Hamilton@vch.ca)
CC: ["Melles, Bruk" <Bruk.Melles@vancouver.ca>](mailto:Bruk.Melles@vancouver.ca)
["Billows, Shandelle \[VCH\]" <shandelle.billows@vch.ca>](mailto:shandelle.billows@vch.ca)
["Penner, Zoe \[VCH\]" <zoe.penner@vch.ca>](mailto:zoe.penner@vch.ca)
["Baker, Sue" <Sue.Baker@vancouver.ca>](mailto:Sue.Baker@vancouver.ca)
["Clark, Rick" <Rick.Clark@vancouver.ca>](mailto:Rick.Clark@vancouver.ca)
["Hogan, Paul \ \(eng\\)" <Paul.Hogan@vancouver.ca>](mailto:Paul.Hogan@vancouver.ca)

Date: 2/15/2023 3:25:24 PM

Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

Attachments: E. 11th Ave 2.jpg
E. 11th Ave.jpg

Hi Jay,

Pictures attached.

Mike

Mike Zupan
Manager, Sanitation Services
Engineering Services | CITY OF VANCOUVER
t. 604-326-4706 | m. s.15(1)(l)

From: Diell, Jay [VCH] <Jay.Diell@vch.ca>
Sent: Wednesday, February 15, 2023 3:18 PM
To: Moss, Bob <bob.moss@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Clark, Rick <Rick.Clark@vancouver.ca>; Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>
Subject: [EXT] RE: Integrated Response Plan s.22(1) - s.22(1)

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Thanks Mike and Bob,

This is good information. Car87 will be there tomorrow at 1030, with our physician, as arranged. If you have the vehicle description and license plate info to pass on, I will give it to our officer on duty tomorrow AM.

Thanks,

Jay Diell
Clinical Coordinator
Car 87/88 Program

s.15(1)(l)

Office: s.15(1)(l)
Mobile: s.15(1)(l)



From: Moss, Bob <bob.moss@vancouver.ca>
Sent: Wednesday, February 15, 2023 1:16 PM
To: Zupan, Mike <mike.zupan@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Clark, Rick <Rick.Clark@vancouver.ca>; Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>
Subject: Re: Integrated Response Plan s.22(1) - s.22(1)

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

Quick update on this situation...

s.22(1)

s.22(1) . we are also unsure as to the status of
he drivers license, s.13(1)

I'm not sure what impact this will have on the coming action, but there are still many parking spots involved, so it will probably alter the scope of Mike's teams approach in terms of geography. It won't alter outreach's approach, especially i s.22(1) is unable to move s.22(1) .

We can discuss at our next check-in.

Bob Moss
Outreach Coordinator
Carnegie Community Centre
City of Vancouver

bob.moss@vancouver.ca

604.665.3318 Office
604.841.2501 Mobile

From: Zupan, Mike <mike.zupan@vancouver.ca>
Sent: Wednesday, February 15, 2023 12:12 PM
To: Diell, Jay [VCH] <Jay.Diell@vch.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; s.19(1)
s.19(1) Hogan, Paul (eng) <Paul.Hogan@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

Hello.

Confirming that s.19(1) will be on site at 10:30am to issue the 7 day notice tomorrow. s.19(1)
contact number is s.15(1)(l)

Thanks
Mike

Mike Zupan
Manager, Sanitation Services
Engineering Services | CITY OF VANCOUVER
t. 604-326-4706 | m. s.15(1)(l)

From: Diell, Jay [VCH] <Jay.Diell@vch.ca>
Sent: Tuesday, February 14, 2023 8:43 AM
To: Zupan, Mike <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: [EXT] RE: Integrated Response Plan s.22(1) - s.22(1)

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Its now in our calendar,
Staff scheduled that day have also dealt with s.22(1) before so that will be helpful

From: Diell, Jay [VCH]
Sent: Tuesday, February 14, 2023 8:36 AM
To: 'Zupan, Mike' <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

Ok, 1030 Thursday Feb 16th it is.
Thanks,
Jay

From: Zupan, Mike <mike.zupan@vancouver.ca>
Sent: Tuesday, February 14, 2023 8:33 AM
To: Diell, Jay [VCH] <Jay.Diell@vch.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: RE: Integrated Response Plan s.22(1) - s.22(1)

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

10:30am

From: Diell, Jay [VCH] <Jay.Diell@vch.ca>
Sent: Tuesday, February 14, 2023 8:32 AM
To: Zupan, Mike <mike.zupan@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>
Subject: [EXT] RE: Integrated Response Plan (s.22(1) - s.22(1))

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Mike, do you have a time for Thursday?

From: Zupan, Mike <mike.zupan@vancouver.ca>
Sent: Tuesday, February 14, 2023 8:29 AM
To: Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Subject: RE: Integrated Response Plan (s.22(1) - s.22(1))

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

Hello Everyone.

My apologies. I now have confirmation that we are able to serve notice on Thursday, Feb 16th. If this date works for everyone I can book it. If not the next date would be Tuesday, February 21st.

Mike

Mike Zupan
Manager, Sanitation Services
Engineering Services | CITY OF VANCOUVER
t. 604-326-4706 | m. s.15(1)(l)

From: Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Sent: Tuesday, February 14, 2023 8:23 AM
To: Zupan, Mike <mike.zupan@vancouver.ca>
Cc: Melles, Bruk <Bruk.Melles@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Subject: [EXT] Re: Integrated Response Plan (s.22(1) - s.22(1))

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi

We don't need 7 days notice but the physician that met with s.22(1) previously only works Tuesday and Thursday for our program so if we could organize one of those days it would be helpful

Thanks
Heather Hamilton
Manager MHSU
s.15(1)(l)

On Feb 14, 2023, at 8:08 AM, Zupan, Mike <mike.zupan@vancouver.ca> wrote:

EXTERNAL SENDER. If you suspect this message is malicious, please forward to spam@phsa.ca and **do not** open attachments or click on links.

Hi Heather, you haven't missed any info. I am delayed in confirming a day to serve no ce due to some the vaca on schedule with my Superintendents. I'll confirm a day with everyone later this morning. If I'm correct you need a 7 day notice to organize the car and Physician?

Mike

Mike Zupan
Manager, Sanitation Services
Engineering Services | CITY OF VANCOUVER
t. 604-326-4706 | m.s.15(1)(l)

From: Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>
Sent: Tuesday, February 14, 2023 7:46 AM
To: Melles, Bruk <Bruk.Melles@vancouver.ca>
Cc: Zupan, Mike <mike.zupan@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Baker, Sue <Sue.Baker@vancouver.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Subject: [EXT] Re: Integrated Response Plan s.22(1) - s.22(1)

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Good morning everyone

I am hoping someone could reach put to Jay (team lead for Car 87) and myself to confirm the time to me today. Apologizes if i missed an email but I don't believe we have been provided a time and we need to organize our physician schedule for the day

Thanks

Heather Hamilton
Manager MHSU
s.15(1)(l)

On Feb 10, 2023, at 5:52 PM, Melles, Bruk <Bruk.Melles@vancouver.ca> wrote:

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Hi Everyone,

Thanks very much for meeting this morning. Below are the updates and subsequent plan for next week. Kindly please advise if I've misrepresented anything, edits/omissions. As a follow-up, I will schedule a meeting of this group for next Wed. Feb 15th

Updates:

1. Both HS Outreach and IHOT have visited since Jan 30
2. HS Outreach team has attended twice. First time, the s.22(1); second time s.22(1)
3. IHOT attended Feb 3rd; s.22(1)
4. IHOT will visit today, Feb 10th
5. ENG will attend tomorrow, Feb 11th, to attempt further clean up

Integrated Response Plan:

1. Goals are to reduce and remove from current situation which can no longer be maintained, and provide appropriate health supports
2. Tuesday Feb 14: ENG will deliver 7 day notice of impoundment; Car 87 will attend alongside for support and intervention as appropriate. For continuity, doctor s.22(1) s.22(1) will be present
3. With impoundment notification, ENG will also offer storage bins and all relevant information.
4. During the 7 day period (Feb 14 – 20) Outreach and IHOT teams will visit separately and ensure daily coverage to continue to offer and encourage supports of health, shelter and housing opportunities
 1. **ACTION:** Bob and Zoe to coordinate a schedule to ensure good coverage and no overlap Feb 14-20

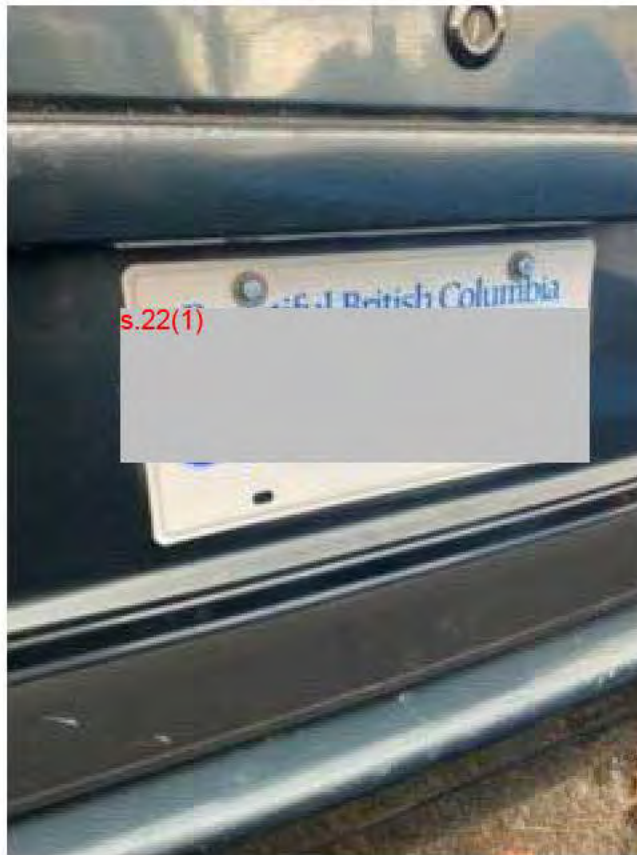
I will schedule a follow up for Wednesday next week.

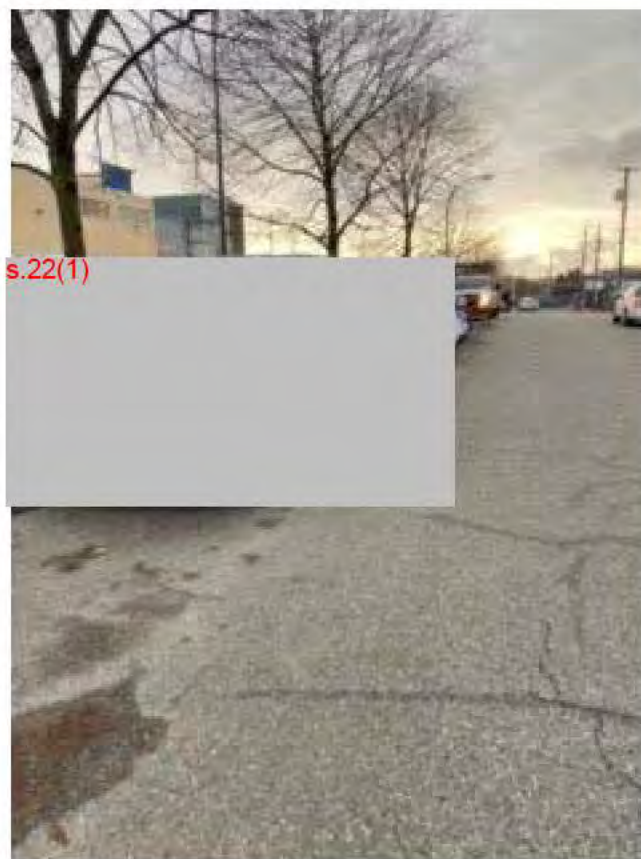
Thank you everyone and have a good weekend.

Respectfully,
Bruk

Bruk Melles | Director, Homelessness Services
Housing & Homelessness Services
Arts, Culture & Community Services | City of Vancouver
bruk.melles@vancouver.ca
Mobile s.15(1)(l)
Pronouns: she/her/hers

I am humbly thankful that I live and work on the unceded homelands of the x'm k'y'm (Musqueam [\[musqueam.bc.ca/\]](http://musqueam.bc.ca/)), S'wxwú7mesh (Squamish [\[squamish.net/\]](http://squamish.net/)), and s'liw'ta (Tsleil-Waututh [\[twtnation.ca/\]](http://twtnation.ca/)) Peoples





From: "Melles, Bruk" <Bruk.Melles@vancouver.ca>
To: "Penner, Zoe [VCH]" <zoe.penner@vch.ca>
"Zupan, Mike" <mike.zupan@vancouver.ca>
"Moss, Bob" <bob.moss@vancouver.ca>
"Hamilton, Heather [VCH]" <Heather.Hamilton@vch.ca>
"Billows, Shandelle [VCH]" <shandelle.billows@vch.ca>
"Diell, Jay [VCH]" <Jay.Diell@vch.ca>
CC: "Baker, Sue" <Sue.Baker@vancouver.ca>
Date: 2/18/2023 1:51:14 PM
Subject: Re: Integrated Response s.22(1) - updates Feb 17th

Appreciate the update Zoe, thanks very much.
Bruk

From: Penner, Zoe [VCH] <zoe.penner@vch.ca>
Sent: Friday, February 17, 2023 4:51:01 PM
To: Melles, Bruk <Bruk.Melles@vancouver.ca>; Zupan, Mike <mike.zupan@vancouver.ca>; Moss, Bob <bob.moss@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>
Cc: Baker, Sue <Sue.Baker@vancouver.ca>
Subject: [EXT] RE: Integrated Response s.22(1) - updates Feb 17th

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Hi all,

IHOT met with s.22(1) for around an hour today. s.22(1)

s.22(1)

s.22(1)

We attempted to discuss creative housing options including a temporary trailer in Olympic Village with daily PHS support services and regular assistance from IHOT. s.22(1)

s.22(1)

s.22(1)

s.22(1)

IHOT will attempt engagement again on Feb 22 and provide any new updates at that time.

Have a restful long weekend everyone,

Zoë Penner (she/her [pronouns.org]) MSW, RSW
Team Lead – Intensive Housing Outreach Team (IHOT)
Vancouver Coastal Health
Mobile s.15(1)(l)

From: Melles, Bruk <Bruk.Melles@vancouver.ca>

Sent: Friday, February 17, 2023 12:01 PM

To: Zupan, Mike <mike.zupan@vancouver.ca>; bob.moss@vancouver.ca [EXT] <bob.moss@vancouver.ca>; Hamilton, Heather [VCH] <Heather.Hamilton@vch.ca>; Penner, Zoe [VCH] <zoe.penner@vch.ca>; Billows, Shandelle [VCH] <shandelle.billows@vch.ca>; Diell, Jay [VCH] <Jay.Diell@vch.ca>

Cc: Baker, Sue <Sue.Baker@vancouver.ca>; Melles, Bruk <Bruk.Melles@vancouver.ca>

Subject: Integrated Response s.22(1) - updates Feb 17th

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Hi All,

Please advise if any edits required to the meeting notes - thanks everyone.

Updates:

1. ENG

- a. Per plan, visited s.22(1) Thurs morning Feb 16
- b. s.22(1)
- c. ENG staff member s.22(3)(d) had a lengthy conversation, explained process and issued 7 day impoundment notice
- d. s.22(1)
- s.22(1)

2. Car 87

- a. Per plan, also visited thurs morning Feb 16
- b. Was in the area during ENG interaction, but stayed back. Engaged s.22(1) after ENG left, not simultaneously.
- c. s.22(3)(a)
- s.22(3)(a)
- d. s.22(1)
- e. s.22(1)

3. HS (Carnegie) Outreach

- a. Visited on Tuesday Feb 14th; s.22(1)
- b. Will continue to attempt connection prior to impound process beginning

4. IHOT

- a. IHOT will visit today Feb 17 and again on Tuesday Feb 21

5. Other

- a. Suggestion to further explore Parking Enforcement (PE) opportunities (has been taken into account in the notification provided)
- b. Group to continue to brainstorm ideas as to how to further support and influence a change to status quo
- c. Mike explained impound process for VCH; slow and measured; adjust to timing and needs of the person on the day; work with patience and empathy; adjust to situation and would disengage if needed

Next steps

- 1. Both outreach teams will provide email updates post visits
- 2. Next meeting of this group Feb 22, morning
- 3. Impoundment
 - a. Feb 23, 1030am
 - b. Car87 confirmed to attend alongside

Respectfully,
Bruk

Brak Melles | Director, Homelessness Services
Housing & Homelessness Services
Arts, Culture & Community Services | City of Vancouver
bruk.melles@vancouver.ca
Mobile: s.15(1)(l)
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S'kwámish ([Squamish /squamish.net/](http://Squamish/squamish.net/)), and s'ilw'ta' ([Tsleil-Waututh /twnation.ca/](http://Tsleil-Waututh/twnation.ca/)) Peoples*