

File No.: 04-1000-20-2023-448

September 5, 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 25, 2023 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of correspondence between the office of the General Manager of Arts, Culture and Community Services, the office of the Chief Medical Health Officer of Vancouver Coastal Health and the office of the executive director of RainCity Housing and Support Society regarding safety and security incidents at the Thomas Donaghy Overdose Prevention Site (Yaletown OPS). Date range: April 1, 2023 to July 24, 2023.

All responsive records are attached.

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@oipbc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2023-448); 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)

:pm

From: ["Singh, Sandra" <Sandra.Singh@vancouver.ca>](mailto:Sandra.Singh@vancouver.ca)

To: sarahc@aidsvancouver.org
angela@swanvancouver.ca
info@swanvancouver.ca
clenske@auntleahs.org
aridgway@raincityhousing.org
sylvana@wavaw.ca
["Dalya Israel" <dalya@wavaw.ca>](mailto:Dalya.Israel@dalya@wavaw.ca)
elizabeth.holliday@vch.ca
jasonp@aidsvancouver.org
sstewart@auntleahs.org

CC: ["Bigelow, Ryan" <Ryan.Bigelow@vancouver.ca>](mailto:Ryan.Bigelow@vancouver.ca)
["Zak, MaryClare" <MaryClare.Zak@vancouver.ca>](mailto:MaryClare.Zak@vancouver.ca)
["Hurford, Dianna" <Dianna.Hurford@vancouver.ca>](mailto:Dianna.Hurford@vancouver.ca)
["Brisson, Crystal" <Crystal.Brisson@vancouver.ca>](mailto:Crystal.Brisson@vancouver.ca)
["Bourgeau, Jody" <Jody.Bourgeau@vancouver.ca>](mailto:Jody.Bourgeau@vancouver.ca)
["Cornborough, Andrea" <Andrea.Cornborough@vancouver.ca>](mailto:Andrea.Cornborough@vancouver.ca)
["Franko, Joanne" <Joanne.Franko@vancouver.ca>](mailto:Joanne.Franko@vancouver.ca)
["Singh, Sandra" <Sandra.Singh@vancouver.ca>](mailto:Sandra.Singh@vancouver.ca)

Date: 4/6/2023 6:14:00 PM

Subject: ACCS - GM - Letter (1101 Seymour NPO Tenants) - New Safety Measures (2023-04-06)

Attachments: ACCS - GM - Letter (1101 Seymour NPO Tenants) - New Safety Measures (2023-04-06).pdf

Hello,

Sending the attached correspondence on behalf of Sandra Singh – ACCS General Manager.

Best regards,

Amanda Santos

Administrative Assistant III
Cultural Services

6th Floor, Woodward Building, 111 West Hastings Street
amanda.sadsousasantos@vancouver.ca

Pronouns: she/her/hers



I am grateful for the opportunity to live, work, play, and learn on the traditional, ancestral, and unceded Homelands of the xʷməθkʷəy̓əm (Musqueam), skwx̱wú7mesh (Squamish), and səliłwətaʔ (Tsleil Waututh) Nations.

April 6, 2023

Via email:

Sarah Chown, AIDS Vancouver
Angela Wu, SWAN Vancouver
Alison Clancey, SWAN Vancouver
Craig Lenske, Aunt Leah's
Sarah Stewart, Aunt Leah's
Amelia Ridgway, Raincity Housing
Sylvana Hof, WAVAW
Dalya Israel, WAVAW
Elizabeth Holliday, VCH
Jason Pinto, AIDS Vancouver

Dear non-profit tenant colleagues:

RE: 1101 & 1105 Seymour – City's Response to Safety and Security Challenges

I am writing today to update you on some immediate changes in our approach as landlord to managing the outdoor area around this City-owned property: 1101 & 1105 Seymour Street.

Over the past decade, this neighbourhood along with other areas of Vancouver has experienced increases in people without housing and many who are struggling with mental health and/or substance use. Over time, we have worked together with you as neighbours to identify ways to support these residents while maintaining safety for tenants, clients, City staff, neighbours and the public.

The security and safety of our staff, residents, non-profit tenants, and building is the highest priority for the City. Since November 2022, we have been piloting the use of a Community Navigator to help mitigate these issues. We have had some notable success with this partnership still in its early days; however, the scale of challenges have increased over recent months.

Issues like abandoned waste, biohazards, erection of structures, littering, and loitering around the building continue to pose significant safety risks for residential and non-profit building tenants and their staff and the public, in particular around entrances, the accessibility ramp, and fire-escapes. Instances of verbal harassment and intimidation around the building directed towards building tenants the public and staff persists.

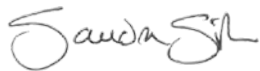
On April 2, 2023, a violent incident occurred outside 1105/1101 Seymour that impacted staff from Housing Operations, Gathering Place and the Overdose Prevention Site. As a result, we have instituted additional interim safety measures while a sustainable and effective safety program is established.

Some of these interim measures include:

- Additional onsite Corporate Security and more frequent building rounds to de-escalate disputes around the building, address problematic congregating, and excessive by-law infractions, particularly around building entrances, the accessibility ramp, and fire escapes;
- Structured integration of daily biohazard cleanups by bio-recovery technicians who will focus on exterior walkways and sidewalk areas;
- Earlier involvement of City sanitation crews to address excessive litter, abandoned waste, and structures around the building to better mitigate fire safety and health risks;
- Engaging the City's Homelessness Services Outreach team to connect with individuals around the building experiencing homelessness and who maybe seeking shelter within the immediate vicinity;
- Support for regular check-ins with the VPD Community Officer and utilization of escalation pathways through 911, as required.

These measures are intended to address the ongoing and evolving conditions that are having significant detrimental impacts on our Housing Operations team, our tenants, and neighbours. As we develop a more robust program to ensure safety for all of our tenants, staff, and public, we'll be sure to engage non-profit tenants for feedback. Staff will be in touch soon to discuss how we might move forward in developing a new safety program for this building.

Regards,



Sandra Sign, General Manager,
Arts Culture and Community Services

Cc: Ryan Bigelow, Managing Director, Non-Market Housing Development and Operations
Mary Clare Zak, Managing Director, Social Policy
Jody Bourgeau, Director, Non-Market Housing Development and Operations
Crystal Brisson, Manager, Non-Market Housing Development and Operations
Dianna Hurford, Senior Planner, Social Policy
Andrea Cornborough, Social Planner, Social Policy
Joanne Franko, Social Planner, Social Policy

From: ["Singh, Sandra" <Sandra.Singh@vancouver.ca>](mailto:Sandra.Singh@vancouver.ca)
To: ["Compton, Miranda \[VCH\]" <Miranda.Compton@vch.ca>](mailto:Miranda.Compton@vch.ca)
CC: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
["Clarke, Wilma" <Wilma.Clarke@vancouver.ca>](mailto:Wilma.Clarke@vancouver.ca)
["Doi, Sue" <Sue.Doi@vancouver.ca>](mailto:Sue.Doi@vancouver.ca)
["Johal, Roni \[VCH\]" <roni.johal@vch.ca>](mailto:roni.johal@vch.ca)

Date: 7/19/2023 2:57:00 PM

Subject: Lease of #101 - 1101 Seymour Street

Attachments: ACCS - GM - Letter (Miranda Compton, VCH) - Lease of 101 - 1101 Seymour Street (2023-07-19).pdf

Hello Miranda,

Attached please find a letter regarding the Lease of #101 - 1101 Seymour Street. Should you have any questions, please don't hesitate to let me know.

Sincerely,
Sandra

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 xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Sel̓ilwítulh (Tsleil-Waututh) Nations.

July 19, 2023

Miranda Compton
Executive Director, Substance Use & Priority Populations
Regional Program Director, Addiction
Office of the Chief Medical Health Officer
Vancouver Coastal Health
via email

Dear Miranda,

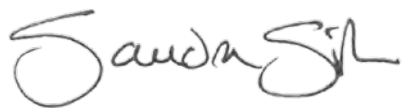
Re: Lease of #101 - 1101 Seymour Street

As per recent discussions between us and your recent conversation with City Manager Paul Mochrie, please accept this letter as formal confirmation that the City will not be in a position to renew the lease to VCH at #101 - 1101 Seymour Street at lease end in March 2024. We trust that this notice does not diminish VCH and your operator's participation in working with the City and site partners to attempt to manage congregation and the impacts thereof on the adjacent sidewalks at this location for the remainder of the lease term.

As you know, the City is very supportive of harm reduction services such as OPSes and the life safety and security they provide to people who use illicit substances and recognizes the significant role they play in reducing risk of death due to overdose. While this location has proven unviable for sustained operations, we look forward to continuing to support VCH Public Health and VCH Community in finding locations to site key health services across the city as feasible.

If you have any questions about the contents in this letter, please feel free to reach out to me at sandra.singh@vancouver.ca.

Sincerely,



Sandra Singh
General Manager
Arts, Culture and Community Services

cc: Paul Mochrie, City Manager
Wilma Clarke, Acting Managing Director, Arts, Culture, and Community Services
Sue Doi, Manager, Partner Agreements, Arts, Culture, and Community Services

From: ["Singh, Sandra" <Sandra.Singh@vancouver.ca>](mailto:Sandra.Singh@vancouver.ca)
To: ["Holliday, Elizabeth \[VCH\]" <Elizabeth.Holliday@vch.ca>](mailto:Elizabeth.Holliday@vch.ca)
CC: ["Compton, Miranda \[VCH\]" <Miranda.Compton@vch.ca>](mailto:Miranda.Compton@vch.ca)
["Cornborough, Andrea" <Andrea.Cornborough@vancouver.ca>](mailto:Andrea.Cornborough@vancouver.ca)
["Mauboules, Celine" <celine.mauboules@vancouver.ca>](mailto:celine.mauboules@vancouver.ca)
["Chan Russell, Ada" <Ada.ChanRussell@vancouver.ca>](mailto:Ada.ChanRussell@vancouver.ca)
["Bourgeois, Jody" <Jody.Bourgeois@vancouver.ca>](mailto:Jody.Bourgeois@vancouver.ca)
["Bigelow, Ryan" <Ryan.Bigelow@vancouver.ca>](mailto:Ryan.Bigelow@vancouver.ca)
Date: 7/20/2023 12:59:00 PM
Subject: RE: 1101 Seymour - impacts of removal of outdoor space at the Gathering Place

Thanks Elizabeth,

I appreciate your flagging this.

Sandra

From: Holliday, Elizabeth [VCH] <Elizabeth.Holliday@vch.ca>
Sent: Thursday, July 20, 2023 12:55 PM
To: Singh, Sandra <Sandra.Singh@vancouver.ca>
Cc: Compton, Miranda [VCH] <Miranda.Compton@vch.ca>
Subject: 1101 Seymour - impacts of removal of outdoor space at the Gathering Place

Hi Sandra,

I hope that this email finds you well. I wanted to let you know that since the removal of part of the outdoor space at the Gathering Place earlier this week, there has been a noticeable increase in congregation around 1101 Seymour. AIDS Vancouver and RainCity staff have informed us that there is quite an uptick in congregation along the ramp and out front as well as along the side of the building on Helmcken.

We are anticipating an increase in complaints as a consequence of this change and wanted to make sure that you were aware that this increase is not the consequence of any changes or actions or inactions on the part of existing building tenants. The tenants continue to support as best they are able including increasing cleaning outside during operating hours.

Thanks,

Elizabeth
Director, Overdose Emergency Response & Harm Reduction Programs
Substance Use and Priority Populations

**Office of the Chief Medical Health Officer
Vancouver Coastal Health**

Mobile: 604-657-5483

Email: Elizabeth.holliday@vch.ca

I acknowledge that my place of work lies on the unceded traditional homelands of the Musqueam, Squamish and Tsleil-Waututh Nations.

The content of this e-mail is confidential and may be privileged. If you receive this e-mail in error, please contact the sender and delete it immediately.