

PHS Community Services Society (PHS) Modular Housing Operations Management Plan for 595 West 2nd Avenue

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Overview: Ensuring vulnerable Vancouverites have a safe place to call home.

Vancouver is in a housing crisis and the homeless have been hardest hit. Over 2,000 people across the City of Vancouver declared they were homeless at the 2017 Homeless Count. Vancouverites are living outside with nowhere safe to sleep, use the washroom, or get regular food and water. Women, men, seniors and youth are falling through the cracks, but the City, alongside BC Housing and their partners are taking bold actions to address this immediate and urgent need with stop-gap modular supportive housing. This housing initiative will take homeless people off the streets and place them directly into homes. Temporary modular housing will help people live in safety and warmth while more permanent housing is being built through the City's Housing Vancouver strategy.

The Operations Management Plan (OMP) for the Modular Housing **595 West 2nd** provides an overview of PHS Community Services Society's intent to operate a successful housing program that recognizes and supports the housing project as well as the surrounding community.

PHS Mission, Vision and Values

PHS houses those who are poorly served elsewhere due to their physical and mental health, behavioural issues, substance dependencies, and forensic history, and those who are homeless.

Our Partners

PHS works with our partners including BC Housing, the City of Vancouver, Vancouver Coastal Health, Vancouver Police Department and many others to promote, develop and maintain affordable housing and strong, vibrant communities.

Residents

PHS will provide safe, secure, and stable housing. Candidates for modular housing will be selected based on community location, vulnerability and individual needs.



Priority will be given to people living in the local neighborhood who are unsheltered or living in shelters.

Supports

The modular housing will be staffed 24 hours a day, 7 days a week to support residents and respond to concerns should they occur. Support services will be provided on site and links will be made to off-site services as appropriate. Services & supports will include the following elements:

- Shared indoor amenity space will be provided to promote community
- PHS Mental Health Care workers who are experienced with sourcing and directing residents to health, financial and community supports within PHS and beyond
- Independent laundry facilities as well as dedicated Home Support Workers.
- PHS will actively facilitate opportunities for residents to move on to more independent housing or to permanent supportive housing
- PHS offers numerous peer employment opportunities for residents.

Staffing

Staffing supports for residents of these modular homes will include trained Mental Health Workers available 24 hours a day, 7 Days a week; On-site Manager; Home Support staff as well as dedicated Maintenance staff.

Safety and Security

PHS works to create an environment where residents, staff and neighbors feel secure and safe. PHS management initiatives include:

- 24/7 staffing to provide a building environment that is managed at all times to assure a timely response to any safety or security issue. Staff are connected to a myriad of community resources and are trained to pro-actively respond to community safety concerns and emergencies
- On site Manager can quickly address any safety concerns.

PHS Commitment to Community

As an integral part of the neighborhood PHS is committed to:

- Cleaning and maintaining the exterior of the building
- Providing regular maintenance of the grounds
- Being responsive to community and easy to contact in the event of any concerns that may arise.



PHS always works with the broad community to constantly improve the capacity for inclusion. This often includes hosting regular or on-demand community meetings.

Community Relations – Staff Liaisons with Community:

The primary contact for PHS, responsible for addressing any issues related to the ongoing operation of this building, will be determined once the building is ready to be operational but in the meantime, the main contact person for the project is:

Jennifer Breakspear
Executive Director
PHS Community Services Society
Email: jennifer.breakspear@phs.ca

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