



**Temporary Modular Housing
New Beginnings at Heather Lands
Community Advisory Committee (CAC) Meeting Notes**

January 29, 2019, 5:30 to 6:15pm | VPL Terry Salman Branch

1. Welcome and Introductions

- a) The facilitator welcomed the New Beginnings CAC back for their second meeting. CAC members briefly re-introduced themselves and the groups that they represent.

2. Review of action items from last meeting

- a) The facilitator reviewed the list of action items from the last meeting and confirmed their status:
- **Action Item #1:** All CAC members will review and sign the Terms of Reference and send back to Lu'ma Native Housing Society before the next meeting.
 - **Response from Lu'ma:** Lu'ma received a number of signed Terms of Reference forms that were handed in at the last meeting. It is likely that everyone has signed, but Lu'ma will double check to make sure.
 - **Action Item #2:** Lu'ma will circulate Doreen's contact info to all New Beginnings CAC members, and Doreen will serve as the point of contact for the community.
 - **Response from Lu'ma:** Doreen was contacted with a request to provide her information and believes it has been circulated to the group.
 - **Response/question from Facilitator:** We will confirm that Doreen's contact info is in the meeting notes. Is the number for the building on the City's website?
 - **Response from Lu'ma:** The front office number has been posted on the City's website.
 - **Response from City of Vancouver:** We received the 24/7 number yesterday and will confirm that it is up on the website.
 - **ACTION ITEM:** Facilitator and the City of Vancouver will ensure that the contact number for the building is on the City's website and is circulated with the meeting notes. [Update: Confirmed]

- New Beginnings 24/7 Building Front Office Contact Number is: 236-521-4360
- **Action Item #3:** Project partners will set a date for the January meeting and will send to CAC members in the new year.
 - **Complete.**

3. Introductions and Discussion

a) Lu'ma Native Housing Society

- The New Beginnings TMH is in its second week of move-ins. The buildings are being tenanted, they are not full yet. Sometimes we can't locate tenants and need to wait to move them in. There are two tenant support staff on at any given time.
- **Question from Facilitator:** Have there been any calls to the building, and if so, how were they addressed?
 - **Response from Lu'ma:** Not that I'm aware of. We've had the building opening ceremony. Some people from the CAC committee attended. Thank you for attending and showing support. The tenants coming in are very happy, especially to have a bed to sleep in.
- **Question from Community Member:** What's the age range?
 - **Response from Lu'ma:** 19 and up
- **Question from Community Member:** What's the capacity?
 - **Response from Lu'ma:** 52 in one building and 46 in the other.
- **Question from Community Member:** Is the women's building open yet?
 - **Response from Lu'ma:** The women only building is open and they are super happy when they come in.
- **Question from Community Member:** How are people chosen?
 - **Response from Lu'ma:** The tenants coming in are strictly homeless and are referred to us by BC Housing and Carnegie Outreach.
- **Question from Community Member:** Is there a waiting list?
 - **Response from BC Housing:** BC Housing provides all the referrals and we do that through Coordinated Access & Assessment. We reach out to partners in the community starting at the site and moving outward. We put tenants on a list. We use a VAT (Vulnerability Assessment Tool) and use it as a referral for tenancy. We look at the community and all different kinds of factors. The building manager makes the final decision.

Lu'ma, Atira and other providers have done a good job on providing input to tenant selection.

- **Question from Community Member:** Does the intake attempt to match compatibility and skills? Are some people working?
 - **Response from BC Housing:** We are looking at how long a person has been homeless. The priority is people who have protracted levels of homelessness and are most vulnerable. It is a collaborative process with talks around the table.

b) BC Housing

- **Comment from PAC Member:** If the building is half full and still in the process of being tenanted, it seems like a slow process?
 - **Response from BC Housing:** This [pace] allows the building manager and staff to get to know people on a case by case basis and reduces strain on staff.
- **Question from Community Member:** Do tenants have a choice of rooms?
 - **Response from BC Housing:** This is up to the building manager. Some people with mobility issues have wheelchair accessible rooms on the ground floor.
 - **Response from Lu'ma:** In the co-ed building, there are several couples in our building. Sometimes each member of the couple is assigned to a different floor. In case arguments happen, they have their own spaces to go to.
- **Question from PAC Member:** I have a question regarding tenants who need support. What is the tolerance for drug use? One of the parents at my school was wondering about this.
 - **Response from Lu'ma:** Our approach is low barrier, harm reduction. It is safe to use in there. Tenants can ask staff if they want us to be present if they use. They have Lu'ma medical staff on hand, as well as VCH.
 - **Response from VCH:** I'm the manager of Raven Song Community Health Centre, which addresses needs around substance abuse, mental health and doctor's office visits. We provide services and supports to people who may have difficulty accessing health services.
- **Question from PAC Member:** The parents at my school were wondering if you offer any long term programs for getting tenants back into some work or to help them find a job, or is it too soon?

- **Response from Lu'ma:** Right now, we are just focused on getting them settled in. In the springtime, we will focus on culturally appropriate and other programming.
- **Comment from Lu'ma:** We also provide individual case management to identify each tenant's unique needs and help them reach goals whatever they are.
- **Question from Community Member:** Are there daily meetings within the group to hang out and have conversations, etc.?
 - **Response from Lu'ma:** Tenants don't have to attend all programs, but have to participate in a certain amount.
 - **Question from Facilitator:** Is there a common meeting space?
 - **Response from Lu'ma:** There is a common area in the building. After the tenants settle in, we will gather everyone's ideas on what they want to do.

c) City of Vancouver

- These buildings [New Beginnings] have been the most recent to open. There are two other sites in progress, one on Union next to the Viaduct, the other is on West 1st Avenue in the Olympic Village. W.1st will come online at the end of January, Union at the end of February. That would complete 600 units [of TMH]. There are rumblings of some more, Council has made a motion. At this point there is no additional funding for that. For this program [Phase 1] there will be two more buildings, and by end of February we'll have 600 delivered.

d) Vancouver Coastal Health

- Nothing specific to report, but happy to answer any questions. VCH needs to know the space better to support their teams. The VCH representative will check in with the New Beginnings building manager.

e) Vancouver Police Department

- Nothing to report, will stop in this week to say hi to New Beginnings building manager.

f) Community Members

- **Question from Community Member:** I have a question about donations. In the RPSC Vision meeting we had earlier, we want to know the process and what is in the works. Is there a point of collection, what do you already have, and what do you still need?

- **Response from Lu'ma:** Everything we're receiving right now is great, especially toiletries. I don't think we'll need blankets or clothes at this time. Kitchen supplies, utensils, toilet paper, and dish soap would all be appreciated.
 - **Response from Community Member:** When is enough enough?
 - **Response from Lu'ma:** With toiletries, keep bringing them in.
- **Comment from Community Member:** I've already delivered everything I've collected to New Beginnings. A few dentists in the neighbourhood have donated a lot of stuff. If you don't need the blankets and pillows and things that take up a lot of space, I'm happy to [collect smaller items] and deliver to the New Beginnings building manager when I'm around.
- **Question from Community Member:** Also at the RPSC meeting, there was some members that expressed an interest in touring the building themselves. What dates would be mutually good for everyone?
 - **Comment from Community Member:** Is that a good idea when tenants are in?
 - **Response from Lu'ma:** Once it's fully tenanted, it would be more appropriate to do a community open house.
 - **Comment from Lu'ma:** We've been talking to the City regarding the possibility of tours of other sites. We are planning another event for the New Beginnings site. It would be a welcome event.
- **Question from Community Member:** The meeting dates here – are they fixed or floating?
 - **Response from Facilitator:** There are a few factors, such as the availability of the room, my availability, etc. Is there a particular day that works for you?
 - **Response from Community Member:** Not in particular, just inquiring for future scheduling.
- **Question from Community Member:** Are there any updates on the Heather Lands themselves?
 - **Response from City of Vancouver:** No, it's been quiet.
- **Question from PAC Member:** One of the teachers from [the school that I represent] came to the opening event with her class. They would like to continue that relationship with Lu'ma and be a support to the community.
 - **Response from Lu'ma:** I talked to the teachers about a presentation. That needs to be further explored.
- **Questions from Community Member:**

- **Question 1:** In our vicinity, we have a community garden in Riley Park. There is a good relationship building up between the community and City Heights TMH. Could we do something similar at this building?
 - **Question 2, for City of Vancouver:** Design-wise, what is the process for architecture? Is there a designated company and does the City decide on layout?
 - **Response from City of Vancouver:** There was a design approval and review process that the City had input into. BC Housing gives input on what is the most appropriate for use of the space.
 - **Comment from Community Member:** Some of the other modular buildings have an open courtyard, I'd imagine it would be used more creatively in the future.
- **Comment from Community Member:** I was at the opening, it was great to see the teacher and her class there. Just to put it out there to those representing the schools, my wife is a teacher and she had the students make welcome cards. Her class was able to make about 30 cards. If the other teachers could make welcome cards, that would be great.
 - **Questions from PAC Member:** Was there any contact with the school prior to the building be constructed? I was always wondering if the schools, not the PACs but the teachers at the school, are aware [of New Beginnings]. It should come from the principal, but don't know if the teachers know [about the site].
 - **Response from Facilitator:** Typically the City would have consulted the School Boards first, then the principals.
 - **Response from City of Vancouver:** My colleague was responsible for early engagement with the schools. She went out and consulted with principals.
 - **Comment from PAC Member:** I know the principal is aware. She talked to me about it once. I don't know if she announced it.
 - **Comment from PAC Member:** The Community Member who suggested that classes make welcome cards had a good idea.
 - **Comment from Community Member:** The idea was inspired by a very vocal group from Churchill who put together cards and welcome packs.
 - **Comment from PAC Member:** That process has started. We actually had a meeting with the City prior to the building opening. We were advised what was happening and when the building was starting up.
 - **Comment from PAC Member:** We're just catching up. We've passed the message along at last PAC meeting. Regarding donations, it would be great to have an email list with a deadline for what you need and when.

- **Question from PAC Member:** Can you find out what consultation was done with the schools in advance?
 - **Response from Facilitator:** Yes that can be an action. At minimum there would have been information sent out in a fact sheet to a 10 block radius and an invitation to the open houses to a 5-block radius.

g) Facilitator concludes the meeting at 6:12 pm. The next meeting will be set for the end of February.

4. Action items and next meeting

Action Items
<ul style="list-style-type: none">• Facilitator and the City of Vancouver will ensure that the contact number for the building is on the City's website and is circulated with the meeting notes.• The City will confirm whether interested parties could participate on a site tour of the Union and Gore building before it opens.• CAC members will exchange contact information amongst themselves to coordinate and communicate about topics such as donations and welcoming initiatives.• The City will report back on consultation activities• Project partners will set a date for the February meeting and will send meeting invitations to CAC members.