



**Temporary Modular Housing
Nora Hendrix Place | 258 Union Street
Community Advisory Committee (CAC) Meeting Notes**

April 9, 2019, 5:30 to 6:15 pm | Strathcona Community Centre

1. Welcome and Introductions

- a) The Facilitator began the meeting and welcomed CAC members.
- b) The Facilitator confirmed that minutes from the previous meeting are available online and have been circulated to committee members.
- c) The Facilitator led a round of introductions.

2. Updates and Discussion

a) BC Housing

- BC Housing shared updates regarding the building exterior:
 - A landscape architect has been working with PHS and Hogan's Alley Society to choose plants for the exterior of the building with colours and themes relevant to the community.
 - There have been some changes to the fencing around the building. One side of the fence has been removed, and eventually the other side will be removed.
 - Pavers have been installed for decoration.
- BC Housing has been working with the City of Vancouver to evaluate all TMH units across the City. The evaluations will be conducted using voluntary surveys from tenants and interviews with staff at the 6-month mark. Outcome reports for each site should be available on the BC Housing website when they are complete.
- **Question from Community Member:** What will you be evaluating?
 - **Response from BC Housing:** The surveys will ask a variety of questions to tenants to determine their overall satisfaction with the housing, including questions about inclusivity and integration.

- **Response from the City of Vancouver:** Community feedback will also be integrated into the evaluation, and will be gathered from 3-1-1 calls into the City. The City of Vancouver's interest in the research is that we have seen concern at outset of these projects, and then over time the initial fears do not materialize. We are working toward researching and demonstrating that over time.
- **Question from Community Member:** To clarify, you are looking at how they are feeling after one year?
 - **Response from the City of Vancouver:** One year after opening is a good amount of time to assess people living in the area.
 - **Response from PHS:** There are evaluations that take place at the 6 month and 1 year points. It might take 6 months for tenants to stabilize to the point where they can sleep in a bed. Some are very used to sleeping on sidewalks and are not used to sleeping in a bed. The question that arises is what is success, and how can it be measured? The important thing is watching people exhale in the first month, for the first time in a long time.
- **Question from Community Member:** How are you administering the survey?
 - **Response from BC Housing:** The survey is delivered to housing operators who then deliver it to tenants. It is a paper-based survey that tenants fill out, then it is sealed in an envelope and provided back to BC Housing. There are also interviews with service providers. If anyone is interested in exploring more housing research, there are reports on other larger sites within the City posted on BCH website (visit bchousing.org > Research Centre > Research Library).
 - **Question from Community Member:** Are the surveys accessible and easy to complete?
 - **Response from BC Housing:** The surveys have been reviewed by BC Housing for accessibility.
 - **Response from PHS:** While some tenants may have literacy barriers, support will be provided so that all tenants can access the information in the survey and provide responses.
- **Question from Community Member:** Regarding the community engagement survey, how is that going to be administered?
 - **Response from the City of Vancouver:** It is uncertain as to whether this site is getting the community survey. The broader survey will go out to a sample of the neighbourhoods where there is a TMH building.

COV Update: There were 3 neighbourhoods chosen for a neighbourhood survey. The neighbourhoods surrounding Margaret Mitchell, Sara Ross and New Beginnings.

 - **Question from Community Member:** When you seek out community response feedback, do you reach out to a specific group, or is it open to everyone? How do you define community?

- **Response from the City of Vancouver:** The same addresses that the City was required to contact at the outset of the project (e.g. within a certain block radius of the site) would be contacted for the neighbourhood survey. In addition, we looked at assumptions about supportive housing developments from other jurisdictions, such as the perception that property values will go down, with the aim to demonstrate what actually happens through process. We will bring more information to future meetings and share links with CAC members.

b) PHS Community Services Society

- PHS reported that the pavers outside the building have been installed and are beautiful. It is great to have an outdoor common area.
- Nora Hendrix Place has been open for just over a month and is almost at full capacity. People are settling in. Moving people into their new homes at such a rapid pace has felt like an incredible accomplishment.
- PHS reported that they have spoken to a protester with concerns that the site was institutionalizing First Nations people. The Nora Hendrix Place building manager listened and responded to the protestor's concerns.
- A tenant in distress caused some vandalism in the community. The VPD was called and building staff are now working to support this tenant. PHS expressed that this incident is not a reflection of the housing and that this incident would likely have happened regardless of where that person lived.
- The building manager has reached out to some local businesses in the area and provided business cards.
- Tenants are responding very well to the programs offered at Nora Hendrix Place.
- There are hot meals served every day. African or Caribbean food is brought in by Hogan's Alley Society on a regular basis.
- There have been no phone calls to the building from the community.
- PHS has been reaching out to mental health teams in order to connect tenants with mental health support.
- There is a medication program in place at the building to get people stabilized with their medications.
- Two residents in the building have obtained full time jobs since moving into the building.
- There is a diversity of ages and cultures within the building. The building provides designated space for cultural practices such as smudging.
- **Question from Community Member:** What was decided regarding the structure of the meal program?
 - **Response from PHS:** There are two meals available every day: breakfast, and then another meal served between 3:30 and 4:30 pm. Leftovers are then packaged up. Dietary restrictions and preferences are accommodated during the afternoon meal. The morning meal consists of hot oatmeal, yogurt and cereal

bars. Moving forward, Nora Hendrix Place is exploring the possibility of hiring a cook to make breakfast on weekends. Overall, people are being fed very well.

c) City of Vancouver

- The City of Vancouver reported that there was a public call for an artist to create a mural on the west side of building. Artist applications have been submitted and are currently being reviewed. PHS will participate in the adjudication process and Hogan's Alley Society will oversee the creation of the mural. The installation of the mural is scheduled to begin in the summer.
- The provincial budget has allocated funding for an additional 200 units of TMH to be built across BC. The City will keep CAC members updated on any plans for future TMH sites.

d) Vancouver Coastal Health

- The VCH CAC representative expressed that they were available should any issues arise and commended the project team for doing an amazing job so far.
- **Comment from PHS:** Tenants are also doing an amazing job of settling into the new space. PHS now operates four of these buildings in different neighbourhoods and is appreciative of the quality of the staff at each site.
- **Question from Community Member:** How many staff does this site have?
 - **Response from PHS:** We are double staffed 24/7, with 10 full time staff plus the building manager. There may be a kitchen staff position opening up to bring the number of staff to 11.

e) Community Members

- **Question from Community Member:** Is there anything you would like us to do or messages you would like us to disseminate to other community members?
 - **Response from PHS:** Keeping the lines of communication open would be appreciated. If community members have concerns or questions, please let them know that they are always welcome to speak to the building manager.

f) Hogan's Alley Society

- The Hogan's Alley Society CAC representative was absent. The Facilitator stated that they will offer their updates at the next CAC meeting.

g) Additional Discussion

- **Comment from PHS:** Hogan's Alley Society is working on assembling some care packages for people, including donations of socks and clothing.

- **Question from Community Member:** What are the best types of donations to give?
 - **Response from PHS:** Toothbrushes, soap, and personal care products are appreciated. The best donation that people do not think about is sanitary products. When you do not have money to purchase those products, it is difficult to ask for them.
 - **Question from City of Vancouver:** Does PHS have an online platform for donations?
 - **Response from PHS:** Yes. On the PHS website (www.phs.ca), people can identify which site to donate to.
 - **Comment from City of Vancouver:** Community members could let people know that they can access the PHS donations webpage to support the project.
- **Comment from PHS:** I know that Hogan’s Alley Society is planning a garden/barbecue event.
 - **Question from Community Member:** Does Hogan’s Alley Society need money to do that?
 - **Response from City of Vancouver:** Funding is provided through the City’s Homelessness Action Week and Supportive Housing grant stream.
 - **Question from Community Member:** Does PHS have petty cash? Is any needed?
 - **Response from PHS:** We do. This event should be well taken care of. It will be good to have the celebration to engage community.
 - **Comment from Community Member:** Where I worked previously there was sometimes the issue of not having petty cash. I was just wondering if it is sometimes a barrier. If so, we could fundraise to get it.
 - **Response from PHS:** We have petty cash available and use it for honorariums. As a worst case scenario, the building manager would buy what is needed and get reimbursed. There are no worries about that.
 - **Comment from PHS:** One of the best things about this one month old project is for tenants to have paid employment through the Clean Team. In addition, people are coming to the building manager every day with ideas for building community through culturally appropriate programming and meals.

h) Vancouver School Board

- The Vancouver School Board CAC representative was absent.

i) Action Items and Next Steps

- The next meeting will be scheduled for the last Tuesday in May (May 28th). An invitation will be sent out to CAC members in advance of this meeting.

- If there are any questions, concerns, or agenda items to add, CAC members can feel free to contact the Facilitator.
- The Facilitator thanked CAC members for their time and commitment to supporting the neighbourhood.