

PHS Modular Housing Operations Management Plan - *DRAFT*

Modular Housing at 215 West 1st Ave

Overview: Ensuring people have a place to call home and to belong

Vancouver is in a housing crisis and homeless residents have been hardest hit. Over 2,000 people across the City of Vancouver said they were homeless for the 2017 Homeless Count. People are living outside with nowhere safe to sleep, use the washroom, or get regular food and water. Women, men, seniors and youth are suffering both physically and mentally. Homelessness creates and magnifies the stressors that so powerfully undermine our health.

The City is taking bold actions to address this immediate and urgent need with Temporary Modular Housing. These buildings will help homeless people off the streets and into homes so they can participate and belong in their community while more permanent housing is being built.

The site has been chosen due to its availability for rapid use for the Temporary Modular Housing project. The site has space to accommodate the building; people can be moved into homes quickly; it can easily be connected to water, sewer, hydro; is close to transit to allow people to get to services, to stay connected to their community and beyond, and allows them to participate and to belong.

The Temporary Modular Housing at 215 West 1st Ave,

- A single Temporary Modular Housing project is proposed for the site
- The building would be three storeys and have 52 single studio homes
- At least 10% of the homes would be wheelchair accessible
- All of the units would be self-contained dwellings with private bathrooms and kitchens

The proposed site will neighbour Sole Food's Olympic Village Farm where urban land is transformed into street farms. The City and BC Housing are working with Sole Food's on potential links between urban farming and the proposed new housing.



PHS Mission, Vision and Values

PHS works with partners such as BC Housing to develop, maintain and promote affordable housing. Our housing is for individuals who are poorly served elsewhere in the community due to their physical health, mental health, behavioural issues, substance dependencies, and forensic history - for those who are homeless.

The PHS approach fosters a sense of community within PHS residences and the community at large by first creating a place where all residents can belong and develop a sense of home. From this setting residents build connections to important health services and community activities.

Services and supports for residents of these modular homes would include mental health workers available 24 hours a day, everyday; a full-time on-site manager; home support workers available Monday through Friday; a cook supporting food security and services; access to the PHS primary care clinic and services that include the PHS nursing team coordinated by the PHS family doctor.

We would also offer multiple peer employment opportunities for residents. Our food program includes our chef leading a team that prepares fresh meals and snacks for residents every day, along with a food pedaller program to deliver fresh meals from DTES Central Kitchen location daily.

Our Partners

PHS will work closely with our traditional partners who include the City of Vancouver, BC Housing, Vancouver Coastal Health, Vancouver Police Department and other community partners to ensure this housing and its residents are welcomed and supported to integrate into the community.

Residents

PHS will provide safe, secure and stable housing to 52 tenants. Priority will be given to vulnerable people living in the local neighborhood, people who are unsheltered or living in shelters, and people who are over 45 years old and people with disabilities.

PHS will work together with the City's homeless outreach team, Carnegie Outreach Services, BC Housing and Vancouver Coastal Health to select appropriate tenants for this building.

Supports



The buildings would be staffed 24 hours a day to support tenants 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 along with a separate area for quiet space
- Assistance to tenants to cook in their own kitchens or the community kitchen. in order to become independent in their cooking, as well as linking tenants to meal delivery when needed or desired
- Linking people with systems that provide them with resources, services, and opportunities, e.g. health services
- Staff will connect residents to various partner organizations and community resources and advocate for them as needed
- PHS would actively facilitate opportunities for residents to move on to more independent housing or to permanent supportive housing

Staffing

The buildings would have staff and a manager support on duty at all hours of the day, seven days a week.

Safety and Security

PHS works to create an environment where residents feel secure and safe - this is the primary condition for any of us to feel the ability to make plans and move from a 'survival state' that is endemic with homelessness. This environment stabilizes residents and enriches the local community. 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
- Residents will have a key to gain access to the building and the building will have a reception in the event that a resident does not have their key
- Residents will be asked and encouraged not to let strangers into the building and in other strategic areas of the building in order to facilitate a safe and quiet living environment
- All PHS staff have experience dealing with non-violent crisis intervention
- An efficient reporting system that ensures any risk/safety/security issues are documented and reported immediately and responded to in a timely manner

PHS Commitment to Community



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

- Maintaining the exterior of the building
- Providing regular maintenance of the grounds
- Being responsive 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 these buildings - is:

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