



**Chartrand Place  
Temporary Modular Housing  
Community Advisory Committee  
Wednesday, April 11, 2018  
6:00 p.m. – 8:00 p.m.**

1. Welcome and introductions

- a) At 6:30 p.m. one member of the community was present. The Facilitator tried calling and texting the additional members as well as looking outside for them. Facilitator asked the community member their preference on how to proceed. It was decided to continue the meeting with program partners responding to questions from the community member.

2. Overview

- a) Facilitator started the round of introductions with the attending participants and their role on the CAC.
- b) Facilitator reminded all participants that the terms of reference state no recording of CAC without consent of all, minutes should be used as official record

3. Program partner comment:

The boundaries of the Strathcona BIA are Gore to Clark.

Tent city at Sugar Mountain had a lot of action. Congratulations for getting all the processes in place. There have been mixed views on the TMH and the tent city from businesses. A tour is taking place next Thursday afternoon for businesses with the manager of Chartrand Place and another staff from PHS Community Services Society. Want to get more of the word out for community members, too.

4. Questions from the Community Member:

*1. Question: Who will be the tenants here? The BIA has a security team that does outreach and Naloxone training. We ask people to move when camping in front of 528 Powell, 300 Hastings, 700 Alexander, and other pockets. Some are there intentionally and many not by choice. Who will be given priority for this location? Would be good to help those we see every day.*

*Answer:*

VCH: working together with Carnegie Outreach, PHS, BC Housing to create a list of applicants. Priority for those who are homeless in the immediate community. Other residents are coming from winter shelters, homeless, and other SROs.

PHS: Street-entrenched homeless are primary starting point and a small cohort from SRO transfer.

*2. Question: How many units?*

Answer: 39

*3. Question: How are tenants selected?*

Answer: The list of the people is being finalized now. Carnegie Outreach is still the place for people to go if they want to get on a list.

*4. Question: What kind of supports will be provided to residents?*

Answer: The building will be staffed 24/7 with 2 Mental Health workers. They are trained in verbal de-escalation, community engagement, OD intervention, CPR. What they do is develop relationships. That's the foundation of the work we do. Beyond that we have home support service Monday-Friday. These workers take care of the general needs (laundry, clean up, whatever the person needs) to keep their place clean and liveable. Again, this is about building relationships and working with each individual. Maintenance with the building is covered by PHS. We are hoping to do a lot of programming here too, which will roll out over time. The plan is to have apiaries and gardens and the food service which is provided to our other buildings. Each resident will have breakfast and a hot meal every day.

Wrap-around services will be identified through relationships; we will bring them in as needed to support them when they're doing well or to get them the help they need when sliding. These services range from nutritional support to complex case-planning. Outreach to those services will be possible with the staffing level. We work with the residents in place, getting them required medical care, stabilizing individuals.

*5. Question: The people at the front door will be Mental Health Worker? And see the residents day-to-day?*

Answer: Yes, and either bring services here or coordinate in the neighbourhood.

*6. Question: Once people are stabilized, what other types of programming will there be?*

Answer: Peer employment will be sourced where possible. We, the staff, will do community walk arounds to introduce ourselves and the building to the neighbourhood. Programming will take place inside and around the building with the goal of truly integrating the residents by interacting with the neighbourhood. We will offer pre-employment training programs.

*7. Though it is hard to forecast stabilization, the BIA would be willing to talk about employment opportunities and cleaning opportunities.*

Answer – We are open to that conversation. The residents benefit from meaningful work and tasks that are involved with that; Hives for Humanity for example.

*8. Question: This is an industrial area – where do you foresee them going when they leave the building for recreation, entertainment, shopping etc.? They'd have to go a few blocks to find something.*

Answer - The people moving here already have community. The No Frills is handy, transit on two routes is accessible, and access to library has increased. Same as other community members. Our goal is never to have someone to stay in their room, unless they want to. We

want to make sure that people are interacting with broader community and one another as residents.

*9. Question: How and when would you intervene with the residents who are behaving badly? Excessive hoarding? Taking over a room? Without imposing but while protecting the other residents.*

Answer: It is important to look at these two things separately. Coming in and taking over a room is not an option. Police will be called as that behaviour is predatory and we have a zero-tolerance policy. Generally, these kinds of behaviours don't happen when two staff are on. Our internal programming is designed to keep that from occurring. Staff engage daily with rooms and we have a full-time home support person which will help to reduce hoarding and they work alongside people with major hoarding. Working closely with that person a couple days a week, maybe once a week, there are different modalities to approach this problem.

The physical set up of the office is right at the door and secured. This structural help supports the safety of the residents and staff.

*10. Question: What about storage? There isn't much space in the rooms.*

Answer: There is a little bit in the room, will get some bike racks for outside. No additional storage outside of that. We will work with people when they move in to identify what they really need to keep. This housing is a good place and space to have that conversation and build that relationship.

Comment: This is exciting. No other questions.

#### 4. Tour of the Rooms

a) VAFA toured the building with those present.

It was noted that 18% of the rooms are wheelchair accessible (7 rooms); all are on the main floor. The building does not have elevators.

No actions were set at this time.

Group agreed to meet on an as-needed basis moving forward.