



Coast Mental Health – Little Mountain

Temporary Modular Housing Operations Management Plan

~DRAFT~

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 Temporary Modular Housing at Little Mountain provides an overview of Coast Mental Health's intent to operate a successful housing program that recognizes and supports the housing project as well as the surrounding community.

Temporary Modular Housing at Little Mountain

The site will contain one modular building. The building will be three stories, and contain approximately 50 single self-contained studio units, common amenity space, and 24 hour staffed office area. Ten percent of the units will be accessible.

The Temporary Modular Housing is intending to operate for a three-year term and after that the tenants will be moved and the building will be relocated.

The Temporary Modular Housing is not to interfere with the development of permanent social housing on the Little Mountain site.

COAST Mental Health

Coast Foundation Society (dba as Coast Mental Health) was first incorporated in 1972 to support people living with mental illnesses in Vancouver. It has since grown and diversified



and operates in communities across the lower mainland, supporting people, principally with mental illnesses to live fulfilling lives in their community.

In the past 15 years, Coast's work has included working with homeless individuals as people with mental illness are disproportionately represented in homeless across the country. The person-centred, case management approaches that Coast utilizes are seen as best practices and have proven beneficial to all the clients that Coast supports.

www.coastmentalhealth.com

Our Partners

Coast will be working closely with our project partners BC Housing and the City of Vancouver, Vancouver Police Department, Vancouver Coastal Health and many others to promote, develop and maintain affordable housing and support the residents in their journey.

Residents & Resident Selection

Coast will provide safe, secure and stable housing to the roughly 50 tenants. Candidates for the Temporary Modular Housing will be selected with a first priority on homeless individuals living in or in the vicinity of the Little Mountain area.

Residents will be referred either through the BC Housing and the City of Vancouver's Homeless Outreach teams. All tenants will be assessed for suitability and their ability to safely live in the community. Final tenant decisions will be made by Coast's building manager.

All residents will be required to sign a resident agreement, which will include an agreement to not engage in criminal activity and to meet appropriate community standards. .

Supports

The Temporary Modular Housing building at Little Mountain 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.
- A main dinner and a light breakfast will be provided.
- Coast Mental Health staff are experienced with sourcing and supporting residents to utilize health, financial and community supports.
- Independent laundry facilities as well as a dedicated Home Support Worker.
- Coast will actively facilitate opportunities for residents to move on to more independent housing or to permanent supportive housing.



- Coast offers multiple peer employment opportunities for residents.

Staffing

Staffing supports for residents of these 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. In addition, we provide 24/7 on-call support to our staff.

Safety and Security

Coast works to create an environment where residents, staff and neighbors feel secure and safe.

Coast is accredited with Accreditation Canada and in 2012 and 2016 received its highest award, Exemplary Standing. Accreditation has a high focus on safety of residents, staff and community and it is something we strive very hard to achieve in all of our program sites.

COAST initiatives include:

- Sophisticated computerized Case Management and Safety Tracking systems
- A full-time Safety officer
- 24/7 staffing to provide a safe building environment
- On site and On-Call Managers who can quickly address any safety concerns.

COAST Commitment to Community

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

- Cleaning and maintaining the exterior of the building.
- Providing regular maintenance of the grounds.
- Being responsive to community and be easy to contact in the event of any concerns that may arise.
- Establishing a Community Advisory Committee to assure the Temporary Modular Housing works well in the community.
- Building 24/7 contact phone number: tbd

Community Relations – Staff Liaisons with Community:

The primary contact for Coast - responsible for addressing any issues related to the ongoing operation of these buildings is:

Tracy Schonfeld, Director of Community Services
Email: tracy.schonfeld@coastmentalhealth.com