

December 9, 2013

City of Vancouver  
Housing Policy  
Woodward's Heritage Building  
#501 - 111 West Hastings  
Vancouver BC V6B 1H4

To Whom It May Concern:

RE: 395 Kingsway Avenue/Biltmore Hotel – Operations Management Plan

Since 1982, RainCity Housing has provided shelter and housing for thousands of people in the Lower Mainland. RainCity Housing is an independent, non-political, non-religious, charitable organization based in Vancouver. With a proven track record, a strong leadership team, and a clear vision for the future, RainCity Housing is a leader in finding workable, cost-effective solutions that ultimately benefit everyone in our community.

When the organization began, it was primarily an emergency shelter. Now, RainCity Housing offers a wide range of programs and services including emergency housing, transitional housing, women's housing, long term housing, community living support, outreach programs, an Assertive Community Treatment (ACT) Team, food services and life skills support.

The mission of RainCity Housing is to advance social equity by building upon the strengths of our community and of each individual. Through innovative practices we provide housing and support, promote health and facilitate hope, opportunity and change for people living with mental illness, addictions and other challenges.

RainCity Housing recognizes the dignity and worth of every person. We endeavor to create a work and service environment that is free from discrimination and harassment; an environment that is safe, inclusive and respectful of staff, volunteers, Board members, donors, people receiving service and people of our community.

RainCity Housing will operate the Biltmore Hotel at 395 Kingsway Avenue based within the following operating guidelines:

- The hours of operation are 24 hours, 7 days per week;
- Two regular staff members will be on site at all times, with the addition of either the program manager and/or supervisor, depending on the day and time of day;
- The program manager and supervisor have extensive experience working with homeless populations and providing ongoing support;
- Pets are welcome;

Operating Guidelines cont.:

- In addition to housing, RainCity Housing will provide personal care items, clothing, and access to additional resources, such as on site nurse drop in hours, treatment referrals, and navigating the application process for long term housing;
- One meal is served each day, meals are prepared off site and delivered;
- There are clearly posted rules, such as no violence in the building. Violence includes racism, sexism, transphobia, and homophobia;
- There will be an emergency procedures protocol in place, and all staff are trained in these procedures;
- Guests will be required to sign in and out, and no minors will be allowed in the building;
- Guests must be with the tenant they're visiting while they're in the building.

RainCity Housing is committed to responding to community concerns and engaging in dialogue on an ongoing basis. We will promptly respond to concerns and take actions to address them.

Should a community member have concerns, they can contact:

Bill Briscall, Communications Manager, RainCity Housing and Support Society  
Telephone: 604.671.2169  
Email: [bbriscall@raincityhousing.org](mailto:bbriscall@raincityhousing.org)

Sincerely,



Greg Richmond  
Acting Executive Director  
RainCity Housing and Support Society