



PLEASE NOTE: This information is being provided to respond to a request that all relevant input on the topic area would be readily available. This is background material only and not necessarily current information. The material to be discussed at the workshop is in the separate agenda package.

Background Documents for Protocols and Staffing Plan Workshop February 15, 2005

The following sources and community feedback were used in drafting discussion notes for the workshop on nuisance provisions.

Excerpts from the Development Permit Board Staff Committee Report

Development Board requirements

24 hour emergency contact information

Hours of operation including details on programs available to youth by age and protocols for client overflow or referral when the facility is closed;

Protocols on the prohibition of the use and dealing of drugs on the premises;

Protocols on staffing plans for reception, including intake procedures and role, if any, of reception staff with security;

Development Board description of programming

The centre will include counselling and support, health services, life skills training, information and referral, housing support (finding independent or supportive housing or repatriation to home and/or community), basic hygiene (blankets, showers and laundry), meals, vocational and academic training, job bank employment program, addictions counselling and an outreach program to support street-involved at-risk-youth.

FSGV's objective is to engage homeless youth, sexually exploited youth and youth at risk of becoming exploited in the sex trade within the first 48 hours of being homeless and offer them alternatives to the street and illicit marketplace. FSGV is responsible for City-wide outreach for youth.

FSGV refers youth daily to the most appropriate service or housing as part of the network of youth services in the City and/or one of the other integrated youth service centres in the City. The integrated youth services centre is to assist youth to vacate the street and be reintroduced to housing, employment, counselling and their 'home' community.



Operations – Hours and Age Groups

FSGV's current proposal and funding allows for the Centre to be open at all times except from 7 AM to 8:30 AM each day of the week and from 8 PM on Friday until 7 AM on Sunday. Additional financial support from the funders for this project would be required for a 24/7 operation. If funded this would mean there would be no time when at risk youth cannot be accommodated in the centre and ensures that staff are continually monitoring the facilities operations and street front activity. Staff encourage FSGV to continue to pursue funding for a 24/7 service.

Family Services is mandated by the provincial government under contract to provide services within the Downtown area for youth between the ages of 12 through 18. In the evening until dawn, Family Services also offers programming for youth up to the age of 21 years. The day resource centre offers a drop-in program for youth ages 12-18. The average age is 15. The night resource offers a drop-in for youth 12-21. Average age is over 17. Those youth who are under 16 can access the night resource centre but FSGV staff connects them immediately with a social worker. Younger youth are discouraged from attending the centre at night but FSGV works with anyone under 21 who is seeking help. Youth between the ages of 21 and 24 have access to specific programs such as employment counseling on an appointment basis only. These services are regulated under contract with the Ministry.

Program details and annual reporting on service outcomes are required as part of the Management Plan

Community concerns

Some respondents felt a more focused public policy was needed that focused on preventing youth from ending up on the street rather than assisting them once they are already there

Staff response

Public order is a significant issue for residents and businesses. Homelessness, property crime, drug dealing, prostitution and panhandling are visible problems in the downtown. Reduction in senior government funding for affordable housing, deinstitutionalization, inadequate addiction and mental health services and changes to Provincial Income Assistance that is insufficient to cover shelter costs have all contributed to these issues.

Comments in Support

Family Services has been working with youth at-risk for 17 years in the Downtown South neighbourhood, providing support for successful transition to adulthood; - the site location is logical, as it is in an area in the downtown where at risk youth need services

the Centre would reduce the number of at-risk youth on the street, thereby making the streets a safer place and improving youth's lives

services for youth need to be where at risk youth are;- the youth of our city need our support and while some youth may be a threat to our safety and security, most are not

this centre will provide an opportunity for youth to feel safe and take steps to get off the streets

intervention with youth who become entrenched in street life is needed and necessary



Excerpts from Public Meeting Notes– Jan. 24, 2005

Facility Operations	One of the key conditions determined that the facilities would be open for a 24 hour period	Condition on the development permit – facility must be open 24/7 – if not met, City would have to be notified and City would have to make decision. Centre also cannot be used as a needle exchange or safe injection site.
	If program is successful, what is the client capacity?	We expect to be addressing about the same numbers as we do now but we know homelessness has grown and homeless youth is one piece of that. The CAC provides a structure to deal with emerging issues such as a change in client numbers if this occurs.
Programming	Does FSGV have another youth facility and, if so, how is it working	FSGV had a Youth Centre in New Westminster in a portable building on school property – this was closed three years ago and a modified program is now operating in the Royal City Mall. Our current site we have operated for 18 years is downtown and this is not an ideal location.
	How many clients will there be on a daily basis.	We expect 100 – 150 youth over 24 hours, likely with more during the food program. FSGV will consult the CAC with regards to community impact of programming.
	Can we expect to see a large number of youth coming out of the facility in the morning?	We don't expect that there will be a large number of clients emergin in the early morning. We work to get those kids in shelters (not at this facility).



FSGV Draft Facility Management Plan – Youth Centre – 1134 Burrard Street Excerpts – September 2004 (Revised Plan)

Staffing

At all entry times, a member of staff will be designated to expedite the admission of youth, and alleviate line-ups outside.

the Centre will have reception during all of the operating hours, daily from Sunday at 7PM through to Friday at 8PM inclusive (excluding between 7:00am-8: 30am – **operating 22.5 hours per/day**).

Programming

daytime programming is predominantly for youth under the age of nineteen.

youth 19 - 24 years of age are able to access specific programs and book appointments with counsellors

at night, the Resource Centre is available for youth to age 21.

a Youth Advisory Committee will provide feedback to staff on services

Hours of Operation

The Centre will be open daily Monday through Thursday from 8:30AM to 6PM and open again from 7PM to 7AM (Sunday though Thursday) and on Fridays from 8:30 AM to 8PM for programming.

<ul style="list-style-type: none"> 8:30AM to 4PM:- Monday through Friday. 	<p>Street Youth Job Action - An odd job bank that pays youth for work on the same day it is completed.</p>
<ul style="list-style-type: none"> 9:00AM to 6PM: - Monday through Friday. 	<p>Educational Day Program (VSB/MCFD referral) and Resource Centre Open for youth under 19 years of age. Services include assessment and referral, return of youth to home community, an academic program, individual counselling and support services, life skills assistance, securing safe housing, self care, job readiness skills, health services which include access to health practitioners, pro-social group activities, fine arts and recreational out-trips.</p>
<ul style="list-style-type: none"> 7PM to 7AM:- Sunday at 7PM through Friday 7AM. 	<p>Overnight Resource Centre Open for youth under 21 years of age. Provides a safe space, return of youth to home community, laundry facilities, hot meals, showers, clothing, toiletries, one-to-one counselling and referral and access to health services, including a doctor and a nurse.</p>

Youth Outreach Workers are present on the streets of Vancouver Monday through Friday from noon to 11pm.



Our Participants

When youth are unable return to their family or home community, the goal of the Integrated Youth Services Centre is to assist youth under 18 to access government services including foster care and to assist older youth over 18 years toward independent living.

As part of a continuum of services we will work with other service providers to be available for youth when the centre is closed.

Staff information, including the community liaison, will be posted on the front of the building, as will adjunctive services, such as the Ministry for Children and Families after-hours office.



FSGV Draft Facility Management Plan – Youth Centre – 1134 Burrard Street Excerpts – July 2004 (Revised Plan)

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Drug Policy

Youth who require drug addiction services or other health or mental health services will be referred to appropriate services, including Detox.