



**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 Community Advisory Committee Workshop February 21, 2005**

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

### *Excerpts from COV Development Permit Board and Advisory Panel Minutes November 22, 2004/December 6, 2004*

#### **Development Board requirements**

Establishment of a Community Advisory Committee (CAC) specifically for the facility comprised of stakeholders including Family Services of Greater Vancouver (FSGV), neighbouring business, property owners and residents, as well as police, service providers, City, funding agencies and youth;

The CAC should meet and establish Terms of Reference, including protocols for dispute resolution, prior to occupancy and as generally outlined on page 11, all to the satisfaction of the Director of Social Planning.

Without prejudicing the discussion of the new Community Advisory Committee, staff envisions the following:

For issues needing an immediate response, a neighbour will phone the 24 hour contact, or, for less emergency-oriented issues, the community liaison is phoned. Should an issue not be satisfactorily resolved, it would be brought to the attention of the Community Advisory Committee. At the Committee's discretion, an outside facilitator can be engaged to help work through the problem. If the issue still is not adequately addressed, the issue would be brought to the City as landlord, whereby the City can assess whether provisions in the lease that require adherence to the Management Plan have been breached. Ultimately, enforcement of the management plan occurs through the lease, with non-performance being a cause for termination. (See Condition B.2.1)

#### **Community concerns**

Many respondents expressed concern that the CAG did not include representation from their neighbourhood, but rather the only "resident" representatives were from the Seymour neighbourhood, and that the CAG was heavily slanted toward City and FSGV staff.

#### **Staff response**

Staff acknowledge that there was not a resident representative on the Community Advisory Group (CAG) from the Burrard/Davie neighbourhood. For the first several months of the CAG's formation, there was no specific site being explored. The residents on the CAG did provide a general neighbours' perspective that could be applied to any site. Composition of the CAC to be formed through the Management Plan will include direct resident representation from the Burrard Davie neighbourhood.



*Excerpts from Draft Management Plan (July 2004)*

**Commitment to a Community Advisory Committee**

To ensure ongoing dialog with the community, we have developed a Community Advisory Committee that will meet regularly with stakeholders, including business owners, residents, Vancouver City Police, service providers, funders and youth to deal with concerns as they arise. This committee advises us about issues that we need to consider while planning and operating the centre.

**Dispute Resolution Process**

- Any concerns can be directed to the Director of the IYSC at 778-895-6251
- The complainant will be contacted within 24 hours of receipt of complaint
- Any complaints that are not satisfactorily resolved can be raised at the CAC
- If the concerns are not adequately addressed, the CAC can bring the issue forward to the Associate Executive Director and Executive Director for resolution.

*Excerpts from Draft Management Plan (September 2004)*

**Commitment to a Community Advisory Committee**

The role of the Community Advisory Committee is to provide support and guidance to the centre. The Community Advisory Committee is made up of a cross section of the community including, but not limited to, police, residents, business, social service practitioners, medical practitioners, education specialists, academics, consumers, funders, and the city of Vancouver. The Community Advisory Committee will act as a bridge between the centre and the community and will aid in public awareness, conflict resolution between the centre and neighbours, and program development opportunities and practice. The Community Advisory Committee will assist the community with the dispute resolution process, as defined below.

**Dispute Resolution Process**

- Any concerns can be directed to the Director of the IYSC
- The complainant will be contacted within 24 hours of receipt of complaint
- Any complaints that are not satisfactorily resolved at the Director level will be forwarded to the AED or Executive Director level
- Complaints can be presented to the CAC
- If the concerns are not adequately addressed, a complainant can forward their concerns to the City of Vancouver through the Director of Social Planning and to the Director of Housing to determine default of the lease.



*Excerpts from Public Meeting Notes– January 24, 2005*

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| <b>Community Advisory Committee (CAC)</b> | What is the selection process for the Community Advisory Committee?                                    | Two workshops are scheduled to discuss what this group would look like and what this group will do – February 21 and March 2. Development Permit Board specifically indicates who should be part of the process. Prior to development permit issues, names will be determined, but committee won't necessarily set terms until after the development permit |
|   | If insurmountable problems take place within 6 to 12 months, can the centre be moved or re-structured? | The CAC will be up and running once the facility is open. This is the group that we envision being the first line of resolution. CAC will work together to try to find solutions. Ultimately, if the facility is not being properly managed, the City could cancel the lease.   |

