



**Family Services of Greater Vancouver  
Youth Services Centre – 1134 Burrard Street  
DRAFT - Facility Management Plan – For March 14, 2005 Presentation**

**I. Overview**

Family Services of Greater Vancouver (FSGV) is a not-for-profit organization dedicated to strengthening people, families, and communities. We provide a diverse range of professional support and counselling services to those who are experiencing challenges in their lives. FSGV provides services at 24 locations throughout Vancouver, Burnaby, New Westminster, Richmond, and Surrey.

Neighbours have expressed concern about the prevalence of homeless youth on the streets of Vancouver. FSGV has been granted a development permit to develop a Youth Services Centre (The Centre) at 1134 Burrard St.

We are part of a solution to help these youth return to their families and home communities. The Centre is one of four youth 'hubs' designated by the Ministry for Children and Families (MCFD). Other youth 'hubs' are located in the north, centre and south areas of the city. FSGV also operates a Safe House and Detox program outside of the Downtown South area, as well as a variety of services for families and youth across the City.

The Facility Management Plan for the Centre at 1134 Burrard St provides an overview of FSGV's commitment to operating a centre of excellence for youth in the community. As part of the community, the Facility Management Plan outlines the basic operating parameters for the Centre and addresses how the Centre will manage the areas of concern that have been raised by the community.

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**II. Goals of the Youth Services Centre**

FSGV is committed to working closely with the community toward the effective delivery of services to youth, in order to achieve the following goals:

- To be a centre of excellence for youth
- To promote the health and well-being of youth
- To assist youth to exit high risk circumstances through safe, accessible, effective services for youth
- To assist youth to obtain stable and safe accommodation
- To assist youth to achieve life skills necessary for independent living
- To assist youth to integrate into the community and to become active participants in a civil society
- To reconnect youth with their families and home communities, where appropriate

### III. Youth Services Centre Programs

#### ***Hours of Operation***

The Youth Services Centre will be open and provide services for youth 24-hours-a-day, seven-days-a-week.

#### ***Staffing***

- The reception area will be staffed 24-hours-a-day, seven-days-a-week.
- At all times, a member of staff will be designated to expedite the admission of youth to prevent queuing outside the entrance to the Centre.
- FSGV will ensure that staff personnel are trained in the Centre's established risk management procedures
- FSGV will ensure that staff are oriented to protocols within the management plan, including responsiveness to community concerns

#### ***Core Services***

<i>Day Resource Centre</i>	Available to youth under 18 years of age. Services provided include: access to housing support workers; life skills support and programming; counselling; assistance in accessing community services (i.e. health and mental health assessment and support, drug and alcohol intervention, shelter services and MCFD).
<i>Night Resource Centre</i>	Available to youth under 21 years of age. Provides a safe space, laundry facilities, hot meals, showers, clothing, toiletries, one-to-one counselling and referral and access to health services, including a doctor and a nurse.
<i>After Hours Crisis Response Service</i>	Available to youth under 21 years who need immediate assistance from social services or police and for youth who need a safe place to be while waiting for daytime community services to open.
<i>Youth Employment Program</i>	Available to youth 15-24 years of age. This program offers a range of employment opportunities for street involved youth through government and private sector funding. Presently, this program provides the community with needle pick up and graffiti removal.
<i>School</i>	Available to youth 13-18 years of age. This is a joint program with the Vancouver School Board. Students work at their own pace toward high school completion. Staff work to assist youth in accessing all other education services available to them, including integration back into regular high school. The program also offers a vocational and life skills component.

Housing Support	Youth can make an appointment to access a housing worker who will assist them in securing safe/affordable housing. Housing workers work closely with the MCFD and MHR and assist youth with life skills development necessary to maintain housing, as well as any other resource planning required. Housing workers liaise with landlords and make others aware of safe and unsafe housing resources in the city.
Outreach Services	Outreach workers identify new youth on the streets of Vancouver; assist youth at risk in immediately accessing services such as health, mental health, MCFD or police; return youth to home or home community; and coordinating a response with others.  Outreach workers will assist the Centre to ensure that youth do not loiter outside the centre. Outreach staff will work closely with police to ensure safety for clients who wish to access the centre as well as for community members.
Victim Service Workers	Victim Service workers assist youth who are victims of violence to access resources, report a crime to police, and prepare for court.
Reception	The reception area of the centre will be staffed 24/7 and works in partnership with the day, night and crisis response resource. Staff in reception will be able to monitor the outside areas of the building and will process youth wishing to access centre services.

#### **IV. Community Liaison**

##### ***Youth Services Centre Contact Information***

The Director of Youth Services, as the designated community liaison, will address any issues related to the ongoing operation of the centre. Her contact information is as follows:

Name: Renata Aebi, Director of Youth Services  
Phone: 604.602.9722 (*Please note: Contact number to be changed when centre opens*)  
E-mail: raebi@fsgv.ca  
Mail: Youth Services Centre  
Family Services of Greater Vancouver  
1134 Burrard Street  
Vancouver, BC V6Z 1Y6

The contact number for the Centre is provided on signage in a visible location on the outside of the Centre. Any member of the community that has a question or concern regarding the Centre can contact the Centre, 24-hours-a-day, 7-days-a-week.

## **V. Community Advisory Committee**

The Youth Services Centre Community Advisory Committee (the Centre CAC) is a group of concerned public citizens formed to work with the Centre. It is an advisory group, not a decision-making body, which fulfills its purposes by being solution-focussed and responsive to community concerns. Members operate in agreement with Terms of Reference established by the committee.

The purposes of this group are to:

1. Provide support to the Centre in its commitment to meeting its goals;
2. Address the impact of the Centre on the community and take measures to address these concerns;
3. Review appeals in the dispute resolution process;
4. Represent constituents and act as a liaison between the Centre and the constituents.

**Membership** on the Centre CAC will be capped at a maximum of 18 members. Where appropriate, specialists may be invited to participate in meetings to address specific agenda items. Membership is to be determined based on constituents' proximity to the Centre, the number of constituents represented by the member, and active participation in the community workshops held from Jan 24 – Mar 14, 2005. Membership will comprise the following:

1. Family Services of Greater Vancouver Representation (2)
  - Director of Youth Services Centre (1)
  - Board Member (1)
2. City of Vancouver Representation (2)
  - Department of Social Planning (1)
  - Vancouver Police Department (1)
3. Community Representation (14)
  - Businesses and/or Business Associations (5)
    - Downtown Vancouver Business Improvement Association (1 + alternate)
    - Davie Village Business Improvement Association (1 + alternate)
    - Burrard Motor Inn (1 + alternate)
    - Burrard Medical Centre (1 + alternate)
    - Sheraton Wall Centre Hotel (1 + alternate)
  - Property owners/residents/resident associations (5)
    - Wall Centre Strata Council (1 + alternate)
    - London Place Strata Council (1 + alternate)
    - Strata Representation – South of Davie (1 + alternate)
    - West End Citizen's Action Network (1 + alternate)
    - West End Resident's Association (1 + alternate)
  - Community associations (2)
    - West End Integrated Neighbourhood Network (WEINN) (1 + alternate)
    - Seniors' association (1 + alternate)
  - Youth and/or Youth Associations (2)
    - Representative from FSGV Youth Advisory Committee (1 + alternate)
    - Representative from Child and Youth Advocate's office (1 + alternate)

## VI. Management Protocols

FSGV is committed to the following management protocols to reduce the potential for harm or nuisance to individuals and property from the operation of the Centre and, where necessary, to take appropriate actions to address problems within its control.

### ***Behavioural Expectations of Clients***

FSGV staff will communicate the Centre's policies verbally and through signage in the Centre that clearly lays out the code of conduct expected inside the Centre as well as around the Centre building and in front of the adjacent buildings (the Burrard Medical Centre building and the Burrard Motor Inn building).

Youth using the services of the Centre will be expected to abide by a code of conduct. Individuals who do not abide by the code of conduct will not be permitted access to services in the Centre and will be connected to services more appropriate for the behaviours exhibited. FSGV staff follows an established set of risk management procedures.

Under this code of conduct, the following behaviours/actions are not acceptable:

1. Any display of violence towards employees or others;
2. Causing damage to the Centre building or property within the Centre;
3. Dealing, use, or possession of drugs or alcohol in or around the Centre, or in front of the adjacent buildings. Any drugs confiscated will be turned over to police.  
*(Note: Youth will be permitted access to the Centre when under the influence of drugs and alcohol, but are not permitted to exhibit behaviours that could be perceived as a threat to others).*
4. Stealing from employees or others in the building;
5. Sexual harassment or assault of employees or others;
6. Verbal harassment of employees or others through racial or gender-biased slurs;
7. Engaging in criminal activities in or around the Centre building, or in front of the adjacent buildings; or
8. Using the centre to recruit others into criminal activities.

### ***Safety and Security***

As part of its commitment to operating a centre of excellence, FSGV has established the following set of protocols to ensure the safety and security of youth, staff, and the community:

1. **Exterior Perimeter Security:** FSGV will monitor activities around the perimeter of the Centre through the use of staff monitored security cameras.
2. **Interior Security:** FSGV will maintain the internal security of the centre through architectural design elements which support security such as: the central reception area with double door entry way; interior locking systems; panic button; security cameras; and a pull down capacity for the Centre that will reduce interior space usage for clients, as needed.
3. **Coordinated Neighbourhood Security:** FSGV will support the security interests of neighbouring buildings through a coordinated effort with the local business improvement associations, Vancouver Police Department, and security companies of these neighbouring buildings. This will include a coordination of security intelligence, the targeted use of security personnel to address specific security issues, and an effort to coordinate security.

4. **Police Liaison:** The Vancouver Police Department will provide ongoing support to the Centre through a police liaison, a mental health/police response car and their 911 system for volatile and threatening individuals.
5. **Criminal Activity:** FSGV will take appropriate action to intercede in cases of vandalism or other criminal activity, up to and including reporting the incident to police.
6. **Harmful Waste Management:** FSGV will monitor the exterior perimeter of the Centre for harmful waste (syringes, needles, condoms, human & animal waste) and ensure that any harmful waste will be immediately removed and disposed of safely.

## **Nuisances**

As part of its commitment to operating a centre of excellence, FSGV has established the following set of protocols to reduce the potential for nuisance to the community:

1. **Loitering:**
  - *Process for youth admittance:* Prior to being admitted to the building, youth will be screened for age and program qualification by staff at a 24-hour reception area immediately inside of the front doors, to prevent queuing outside the Centre. Qualified youth will check in at the reception area and will be required to sign in for their program. The only entry point for youth into the building will be from Burrard Street. Youth may not access the building from the back entrance.
  - *Dealing with non-qualifying individuals:* Those individuals who do not qualify for the services of the Centre will be provided with resource information to connect them to other services more appropriate for their needs. Examples of such services include: health, mental health, and addiction services, services for over age homeless individuals, and other government resources.
  - FSGV staff will communicate to the youth and other potential participants of the services, verbally and through signage, that the centre does not permit loitering around the Centre building and/or in front of the adjacent buildings.
  - A member of staff will observe on a regular basis any loitering outside of the doorways and will ask people to move on or bring them into the Centre, as appropriate.
2. **Litter:** The Centre will ensure that any garbage around the Centre building will be removed in a timely manner.
3. **Shopping carts & personal effects:** Youth coming to the Centre will be discouraged from bringing shopping carts. However, personal items, including shopping carts, will not be permitted to be left outside of the building; thus space has been allocated inside the Centre for shopping carts, when necessary.
4. **Pets:** Pets will not be permitted to be left outside of the building. Pets will be kennelled inside the facility.
5. **Noise:** The Centre staff will ask for a commitment from participants to respect the neighbourhood when accessing the services of the Centre. This will include requesting that noise levels be kept to a minimum when accessing the Centre at night. This will be done verbally and through signage in the Centre that clearly lays out the code of conduct expected inside the Centre as well as around the Centre building and in front of the adjacent buildings.
6. **Disturbance:** The Centre staff will follow established procedures to deal with any individual causing a disturbance to the Centre or to adjacent neighbours.

7. **Smoking:** Youth will only be permitted to smoke in the designated, ventilated smoking room in the Centre. Otherwise, smoking within or around the Centre building is prohibited.
8. **Garbage:** Garbage containers at the rear of the Centre will be contained behind a fence and locked. FSGV will maintain an orderly and tidy appearance to the street frontage and rear of the building.
9. **Graffiti:** The Centre will ensure that any graffiti on the Centre building will be removed in a timely manner.

## **VII. Community Responsiveness**

FSGV will ensure that careful consideration be given to any concerns or issues expressed by members of the community about the Centre, and will take appropriate actions to address problems within its control.

The goal of being responsive to the community is to ensure, as much as possible, that the community has positive and helpful experiences with the Centre. The secondary goal is to ensure that continuous quality improvement issues are made evident, so that they can be addressed.

### **Community issues regarding safety and security:**

Any situation that affects the safety and security of youth, staff, or a member of the community will be dealt with immediately, following the protocols set out in the "Safety and Security" section of this document. The procedures below will be followed to address community concerns:

1. When a complaint comes in, reception will forward the concern to the appropriate on-duty supervisor and the question or concern will be acknowledged with a rapid response.
2. In cases where staff cannot respond to the question or concern to the satisfaction of the individual, the issue will be brought to the Director of the Youth Services Centre to address.
3. In most cases, the Centre management should be able to resolve the issue to the satisfaction of the individual. Where the issue is not resolved satisfactorily, the individual has the option of launching a complaint, following the dispute resolution process outlined in section VIII.

### **Community issues regarding nuisances:**

The Centre will be proactive in policies and procedures that will reduce or minimize nuisances. Staff will follow the protocols set out in the "Nuisances" section of this document. The procedures below will be followed to address community concerns:

1. When a complaint comes in, reception will forward the concern to the appropriate on-duty supervisor and the question or concern will be acknowledged as immediately as possible.
2. In cases where staff cannot respond to the question or concern to the satisfaction of the individual, the issue will be brought to the Director of the Youth Services Centre to address.
3. In most cases, the Centre management should be able to resolve the issue to the satisfaction of the individual. Where the issue is not resolved satisfactorily, the individual has the option of launching a complaint, following the dispute resolution process outlined in Section VIII.

## **VIII. Dispute Resolution Process**

In addition to the preceding protocols to address issues regarding safety & security and nuisances, occasionally, there may be other types of concerns that arise from members of the community. While the intent is to address these concerns through dialogue, if the individual feels the situation warrants an official complaint, FSGV has an established dispute mechanism to ensure that an objective and thorough response is provided.

1. An individual wishing to make a formal complaint should do so in writing to the Centre within 30 days of the situation that resulted in the complaint. The Centre will log all concerns that reach this level and report this information to the Centre CAC at each advisory committee meeting.
2. The Director, or appropriate designate, will confer with the individual as to how the complaint is to be addressed, and the individual will be informed as to the action to be taken regarding the complaint, within 15 days of the written statement.
3. If the individual is not sufficiently satisfied as to the outcome of this procedure, they may appeal in writing to the Executive Director of Family Services; this appeal should be within 15 days of when the individual was notified of the outcome of the initial dispute procedure.
4. The Executive Director will inform the individual, in writing, of the response to the complaint, within 15 days of the receipt of the written appeal to the Executive Director.
5. In the event that the individual wishes to make a further appeal after this step, they may do so to the Centre CAC. This appeal should be in writing, and received by the Committee within 15 days of the date on which the individual was informed of the outcome of their appeal to the Executive Director.
6. The Centre CAC will review the appeal to ensure that all steps in the grievance procedure have been carried out in good faith, and shall communicate its findings in writing to the individual and to the Executive Director.