



# Family Services of Greater Vancouver Youth Services Centre Facility Management Plan Workshop – February 15, 2005

**Location:** Sheraton Wall Centre Hotel – Port McNeill Room

**Time:** 6:00 – 8:00 p.m.

**Objective:** *To gather public input on measures regarding protocols and staffing plans for consideration by Family Services of Greater Vancouver (FSGV) in the development of a Facility Management Plan for the Youth Services Centre (YSC) at 1134 Burrard Street, Vancouver. The input gathered will be considered when forming the Facility Management Plan for the Youth Services Centre.*

**Agenda:**

1) Welcome and Introduction	Raymond Penner, <i>Facilitator</i> , the Strategic Action Group
2) Review of input on nuisance provisions	Raymond Penner
3) Overview of protocols and staffing plans for the Facility Management Plan	Raymond Penner
4) Discussion of protocols and staffing plans in Facilities Management Plan	Raymond Penner
5) Conclusion	Raymond Penner



### Future Facility Management Plan Workshop Dates:

**NOTE** – all meetings will run from 6:00-8:00 pm at the Sheraton Wall Centre Hotel (room to be posted in the lobby)

Monday, January 24	Update, introduction, and overview of process
Wednesday, February 2	Safety and Security provisions
Monday, February 7	Nuisances: Loitering, Littering, Shopping Carts, Graffiti, Building Maintenance, Pets
Tuesday, February 15	Protocols and Staffing Plans (including drug policy, age group program separation and emergency contacts)
Monday, February 21	YSC Advisory Committee – Membership criteria & other Terms of Reference
Wednesday, March 2	YSC Advisory Committee Terms of Reference
Tuesday, March 8	(agenda pending, meeting to be held if required)
Monday, March 14	Public Meeting to review draft Facility Management Plan

In order to ensure an adequate room size, we ask you to register for each of the meetings you plan to attend. Sign-up sheets will be available at each session. Alternatively, you may e-mail [registration@fsgv.ca](mailto:registration@fsgv.ca) or call the Youth Services Info Line at 604.731.4951 ext 75 to register for these meetings. Please be specific in your message about which meetings you plan to attend. We thank you for your cooperation.

### Project Information

FSGV Web Site	<a href="http://www.fsgv.ca">www.fsgv.ca</a> (click on “Youth Services Centre”)
FSGV Youth Services Info Line & Voice Mail	604.731.4951 ext 75
Renata Aebi – FSGV Director of Youth Services	604.602.9722 or <a href="mailto:raebi@fsgv.ca">raebi@fsgv.ca</a>
Vicki Potter – City of Vancouver Project Facilitator	604.871.6013 or <a href="mailto:Vicki_potter@city.vancouver.bc.ca">Vicki_potter@city.vancouver.bc.ca</a>

Notes from the Facility Management Plan community meetings will be posted at [www.fsgv.ca](http://www.fsgv.ca). To register to receive an electronic copy of the notes, please e-mail [communications@fsgv.ca](mailto:communications@fsgv.ca) or call the Youth Services Info Line at 604.731.4951 ext 75.





## City of Vancouver Development Staff Committee Requirement 1.1 (a-h)

Prior to the issuance of the development permit, revised drawings and information shall be submitted to the satisfaction of the Director of Planning, clearly indicating:

### Condition 1.1

further development of the draft Management Plan prior to the issuance of the development permit, to the satisfaction of the Directors of Planning and Social Planning to ensure that impacts on neighbouring residential and commercial development are minimized should include and address, but not be limited to, the following and should occur in consultation with residents and businesses adjacent to the development:

- a) 24 hour emergency contact information;
- b) Establishment of a Community Advisory Committee (CAC) specifically for the facility comprised of stakeholders including Family Services of Greater Vancouver (FSGV), neighbouring businesses, property owners and residents, especially adjacent residents and businesses, as well as police, security personnel, service providers, City, funding agencies, community groups, and youth;

Note to Applicant: 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 and Director of Planning.

- c) Protocols for security and monitoring of security issues related to the facility and neighbouring buildings;  
Note to Applicant: This should include protocols for loitering and sidewalk congregation, littering, graffiti, building maintenance including the street frontage and rear lane, and key weather-protected public areas of nearby buildings. The applicant may wish to seek advice from a licensed security professional to assist them on:
  - the frequency and duration of security patrols;
  - the area to be serviced by monitored security and for which coordination with surrounding buildings' security staff will be arranged;
  - any electronic surveillance and monitoring to support security personnel;
  - coordination with other existing building security services in the area.
- d) Hours of operation including details of programs available to youth by age;
- e) Protocols on the prohibition of the use and dealing of drugs on the premises;
- f) Protocols on staffing plans for reception, including intake procedures and role, if any, of reception staff with security;
- g) Protocols for the regular (probably annual) monitoring and reporting of outcomes and performance results associated with the services FSGV provides to the satisfaction of the Director of Social Planning;
- h) Participation in the Co-ordinated Neighbourhood Response Program for the West End.



### Discussion Points for Protocols and Staffing Plan

**PLEASE NOTE:** The following discussion points have been gathered, in part, from the Community process to-date. Background materials are available for further reference.

*FSGV will establish protocols to ensure that the methods of program delivery are professional and clearly communicated to funders, regulators and the community. FSGV will ensure that there are sufficient number of trained staff on duty at all times to appropriately deliver services and to manage the facility.*

#### Hours of Operation

The Centre will be open 24 hours a day, 7 days a week.

#### Staffing

At all times, a member of staff will be designated to expedite the admission of youth to prevent line-ups outside the entrance to the Centre. Reception will be staffed 24 hours a day, 7 days a week.

#### Core Services

<b>Day Resource Centre</b>	Available to youth under 18 years of age. Services provided include: access to housing support workers; lifeskills support and programming; counselling; assistance in accessing community services (ie. health and mental health assessment and support, drug and alcohol intervention, shelter services and MCFD).
<b>Night Resource Centre</b> (Previously called Dusk to Dawn)	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.
<b>After Hours Crisis Response Service</b>	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.
<b>Youth Employment Program</b>	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.



**Core Services cont'd**

<p><b>School</b></p>	<p>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 lifeskills component.</p>
<p><b>Housing Support</b></p> <p>Two different programs: 12-18yrs and 15-24yrs</p>	<p>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 lifeskills 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.</p>
<p><b>Outreach Services</b></p> <p><i>Note: There are two different components to this service. One component is responsible for outreach to youth 12-18 for the entire city of Vancouver. In this component, outreach staff partner with other agencies providing similar services to connect youth with services in their community. The second component is downtown- focused, providing outreach support to youth who access the centre and reside in the downtown core.</i></p>	<p>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.</p> <p>Outreach workers will assist the Centre to ensure that youth do no 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.</p>
<p><b>Victim Service Workers</b></p>	<p>Victim Service workers assist youth who are victims of violence to access resources, report a crime to police, and prepare for court.</p>
<p><b>Reception</b></p>	<p>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.</p>





### **Drug Policy**

The Centre utilizes a harm reduction model — thus youth can access the Centre when under the influence of drugs and alcohol. However, there is a no tolerance policy regarding the dealing of drugs or using of drugs when inside the Centre or outside of the Centre. Youth who become unruly will be asked to leave the Centre and staff will ensure that youth leave the area. Youth who require drug addiction services or other health or mental health services will be referred to appropriate services, including Detox.

### **Code of Conduct**

The following behaviours/actions will not be tolerated. Clients who exhibit such behaviours will not be permitted to access the Centre's services:

- Display violence towards employees or others
- Cause damage to the building or property within the building
- Use of drugs/alcohol has affected the safety of others
- Steal from employees or others in the building
- Sexually harass or assault employees or others
- Exhibit a serious and consistent disregard for surrounding neighbours property
- Engage in criminal activities in or around the centre
- Use the centre to recruit others into criminal activities