



Family Services of Greater Vancouver Youth Services Centre Facility Management Plan Workshop – February 02, 2005

Location: Sheraton Wall Centre Hotel – Pavilion Ballroom D

Time: 6:00 – 8:00 p.m.

Objective: *To gather public input on measures Family Services of Greater Vancouver (FSGV) will take to reduce the potential for harm to people or property in, and within the vicinity, of 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) Overview of security and safety provisions	Renata Aebi, <i>Director</i> , FSGV
3) Discussion of security and safety provisions for consideration in Facilities Management Plan	Raymond Penner
4) Conclusion	



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, February 7	Nuisances: Loitering, Littering, Shopping Carts, Graffiti, Building Maintenance, Pets
Tuesday, February 15	Protocols and Staffing Plans (including drug policy, age gr 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 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	www.fsgv.ca (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 raebi@fsgv.ca
Vicki Potter – City of Vancouver Project Facilitator	604.871.6013 or Vicki_potter@city.vancouver.bc.ca

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



Discussion Points for Security and Safety Provisions

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

The security and safety provisions in the Youth Services Centre Management Plan are intended to reduce the potential for harm to individuals and property and, where necessary, to take appropriate actions to address problems that may occur in the most effective and efficient manner possible.

1. Youth Admittance

Prior to being admitted to the building, staff will screen youth who wish to enter the centre for age and program qualification. 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.

2. Non-qualifying individuals

Those individuals who are not granted entry into the centre will be provided with resource information to connect them to other services more appropriate for their needs.

3. Behavioural Expectations

FSGV staff will communicate the Youth Services Centre's policies verbally and through signage in the centre that clearly lays out the expectations for appropriate behaviour inside the centre as well as when entering or exiting the building. Individuals who do not abide by these rules will be asked to leave the building and the area.

4. Building Perimeter Security

FSGV will monitor activities taking place on the building perimeter through the use of security cameras.

5. 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.

6. Coordination With Adjacent Building Security

FSGV will support the security interests of adjacent buildings through a coordinated effort with the security companies of these neighbouring buildings. This will include a coordination of security intelligence and the targeted use of security personnel to address specific security issues.

7. Training

FSGV will ensure that staff personnel are trained in security protocols which will include protocols on how to manage volatile clients.



8. Harmful Waste Management

FSGV will ensure that any harmful waste will be immediately removed from the area surrounding 1134 Burrard.

9. Dangerous Vandalism

FSGV will act immediately to intercede in any act of vandalism and will report any knowledge of intended vandalism or other crime to the police.

10. 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 non-cooperative individuals.