



# Family Services of Greater Vancouver Youth Services Centre Facility Management Plan Workshop – February 07, 2005

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

**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 of area nuisances for people 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) Review of input on security provisions	Raymond Penner
3) Overview of proposed nuisance provisions for the Facility Management Plan	Raymond Penner
4) Discussion of nuisance provisions for consideration 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 Nuisance 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 following provisions for consideration in the Youth Services Centre Management Plan are intended to reduce the potential of area nuisances for people 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.*

### 1. Loitering & Sidewalk Congregation

- a) FSGV staff will clearly communicate to the youth and other potential participants of the services that **the centre has a no-tolerance position about loitering in front of our building and/or in front of adjacent buildings.**
- b) FSGV staff will ask for a commitment from participants to respect the neighbourhood when they access the services of the centre. This will be done verbally and through policy 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.
- c) The centre's design will have a distinct 'inside' and 'outside' in order to prevent 'loitering' or 'milling about' in front of the building.
- d) 24 hours a day, a member of staff will be designated to expedite the admission of youth, and to prevent queuing in front of the centre.
- e) 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.
- f) FSGV will follow established procedures to deal with any individual causing a disturbance to the centre or to adjacent neighbours.

### 2. Littering

FSGV staff will ensure that any garbage around the perimeter of the centre and in front of adjacent buildings will be removed in a timely manner.

### 3. Shopping carts

Personal items, including shopping carts, will not be permitted to be left outside of the centre.

### 4. Graffiti

FSGV staff will ensure that any graffiti in and around the centre will be removed in a timely manner.



## Discussion Points for Nuisance Provisions (cont'd)

### 5. Building maintenance

FSGV will maintain an orderly and tidy appearance to the street frontage and rear of the building.

### 6. Pets

Pets will not be permitted to be left outside of the building. Pets will be permitted to be kennelled inside the facility.