

# **FSGV Youth Services Centre – 1134 Burrard Street Facility Management Plan Workshop Nuisances Notes– February 7, 2005**

*Note: These notes have been prepared by the facilitator to capture the essence of the suggestions provided regarding safety and security provisions for the Facility Management Plan. These notes are not a verbatim record nor do they include presentation materials. The objective of this workshop, which is one in a series, was to gather public input for the consideration of Family Services of Greater Vancouver in the development of a Facility Management Plan for the Youth Services Centre planned for 1134 Burrard Street.*

*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

1. 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.
2. 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.
3. The centre's design will have a distinct 'inside' and 'outside' in order to prevent 'loitering' or 'milling about' in front of the building.
4. 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.
5. 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.
6. FSGV will follow established procedures to deal with any individual causing a disturbance to the centre or to adjacent neighbours.

## *Suggestions from Discussion*

- look at best practices in other sites
- consider trespass act as part of centre policies
- inside/outside language needs to be clarified
- ask people to go south when exiting the centre or queuing for programs
- ensure entrance is large enough to accommodate shopping carts
- clarify the role of the staff person in section e, along with the role of security personnel; communications/action plan
- 24/7 security presence should address many of the nuisance issues
- work with West End Integrated Neighbourhood Network and other integrated groups addressing the homelessness issues in the community

## 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.

### *Suggestions from Discussion*

- youth participation in neighbourhood clean-up
- focus on programs, and work in best way with \$\$ for security
- need more \$\$ for security
- work in coordinated way with community
- clarification of “timely manner” – within a day?
- public garbage facility on street

## 3. Shopping carts

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

### *Suggestions from Discussion*

- policy surrounding FSGV discouraging carts brought to area

## 4. Graffiti

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

### *Suggestions from Discussion*

- clarification of “timely manner”
- youth participation for removing graffiti

## 5. Building maintenance

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

### *Suggestions from Discussion*

- garbage containers to be locked behind the fence

## 6. Pets

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

### *Suggestions from Discussion*

- requirement for muzzles on dangerous breeds of dogs

## Other:

### *Suggestions from Discussion*

- add a provision for dealing with noise asking clients to be respectful of the neighbourhood when exiting centre at night

- add a policy to have no smoking by clients outside the centre
- work with DV/BIA around privacy issues with regards to security

Security (Feb. 2):

*Suggestions from Discussion*

- Security #9 - change "Vandalism" to "Criminal Activity" to include drug sellers
- Security #5 – security personnel need to be trained to use digital technology