



# Family Services of Greater Vancouver Youth Services Centre Public Meeting – January 24, 2005

**Location:** Sheraton Wall Centre Hotel - Jr Ballroom AB - 1088 Burrard Street, Vancouver

**Time:** 6:00 – 8:00 p.m.

**Objective:** *To provide an overview of the process Family Services of Greater Vancouver (FSGV) will utilize to gather public input for use in forming a Facility Management Plan for the Youth Services Centre (YSC) at 1134 Burrard Street, Vancouver.*

## Agenda:

1) Welcome and Introduction	Raymond Penner, <i>Facilitator</i> , the Strategic Action Group
2) Development Permit Process	Vicki Potter, <i>Project Facilitator</i> , City of Vancouver
3) Overview of FSGV	Teri Nicholas, <i>Executive Director</i> , FSGV
4) Youth Services Centre Overview	Renata Aebi, <i>Director</i> , FSGV Jennifer Uegama, <i>Project Architect</i> , Davidson, Yuen and Simpson
5) Project Timeline	Teri Nicholas
6) Q&A	
7) Facility Management Plan Process	Raymond Penner
8) Conclusion	



### Future Facility Management Plan Meeting Dates:

**NOTE** – all meetings will be 6:00-8:00 p.m. at the Sheraton Wall Centre Hotel, room will be posted in the lobby

Wednesday, February 2	Security, Policing, Safety
Monday, February 7	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	Youth Services Centre Advisory Committee – Membership & Terms of Reference
Wednesday, March 2	Youth Services Centre 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 before you leave tonight. 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>

Minutes 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 minutes, 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.



## Preliminary Timeline for Development of the Youth Services Centre at 1134 Burrard St

January 24, 2005	First Facility Management Plan meeting for community
February 2 – March 14, 2005	Facility Management Plan meetings for community
March 14, 2005	Completion of Public Facility Management Plan meetings Community Advisory Committee established
March 28, 2005 (approximate)	Issuance of Development Permit
May 2, 2005	Issuance of Building Permit
May 9, 2005	Construction/renovations begin
Mid May, 2005	First Youth Services Centre Advisory Committee meeting
August 15, 2005	Construction/renovations completed
September 1, 2005	Projected occupancy date



## **Family Services of Greater Vancouver Mission Statement:**

We are 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.

## **Family Services of Greater Vancouver Values:**

- Quality:** We are committed to excellence in all our programs and services.
- Respect:** We deal with all individuals in a fair, honest, and respectful manner.
- Possibility:** We believe in the capacity of people to overcome life's challenges.
- Diversity:** We respond to diversity in the community through our commitment to provide services that recognize and respect our differences.
- Accountability:** We uphold the public's trust through responsible management of our resources and a commitment to social justice.

## **Family Services of Greater Vancouver Pillars:**

- Our People:** Our employees are essential to the vitality, integrity, and strength of the organization.
- Our Supporters:** We depend upon our supporters in the community for their time, advocacy, expertise, funding, and other essential resources..
- Our Services** We are committed to developing and providing a broad range of quality services that are responsive to diverse community needs.
- Our Financial Management:** Financial sustainability is essential to our ability to fulfill our mission over the long term.

## **Family Services of Greater Vancouver Locations:**

We operate out of 24 sites across the Lower Mainland including: Vancouver; Burnaby; New Westminster; Richmond; and Surrey. Last year, our 456 staff members, together with 168 volunteers and 73 students, provided services in 17 languages to over 30,000 individuals.



**Family Services of Greater Vancouver Code of Ethics:**

- We shall maintain the best interests of our clients as the primary professional obligation.
- We shall put personal safety and freedom from harm first in our decisions regarding what constitute the best interests of our clients.
- We shall respect the intrinsic worth of all persons we serve in our professional relationships with them.
- We shall act in ways that acknowledge both diversity and oppression, and promote the reduction of systemic and institutional barriers to the well being of our clients.
- We shall conduct our professional duties and obligations with integrity and objectivity.
- We shall ensure that our professional, personal, and occupational interests do not affect our relationships with clients, our judgment, or our competence.
- We shall protect the confidentiality of all professionally acquired information. We shall disclose such information only when required or allowed by law to do so, or when clients have consented disclosure.
- We shall promote services, programs, and the agency in ways that are consistent with this Code of Ethics, with agency policy, and with standards of practice outlined by the various accreditation and registration boards that govern our professions.
- We shall promote excellence and maintain competence in the delivery of services and in our professions.
- We shall advocate for change in the best interests of our clients and for the overall benefit of society.

**Key issues that Family Services of Greater Vancouver has dealt with throughout the decades:**

The 30's	Poverty
1939-1945	People/families caught in the stresses of war
The 40's	War effort; women leaving the home to work; evolution of daycare and impact on family life
The 50's & 60's	Increase in suburban living; increase in marital problems and divorce rate; breakdown of family life
The 60's	Increase in suburban living; increase in marital problems and divorce rate; breakdown of family life
The 70's	Marked increase in youth living on the streets
The 80's & 90's	Changing ethnic communities; revelations of sexual abuse; violence in families; child welfare issues; youth violence on the rise
2000's	Homelessness, poverty, domestic violence, mental illness, diversity