



# Family Services of Greater Vancouver Youth Services Centre Facility Management Plan Workshop – March 2, 2005

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

**Time:** 6:00 – 8:00 p.m.

**Objective:** *To gather public input on the community advisory committee FSGV will establish to satisfy Condition 1.1(b) of the development permit. This workshop will focus on the membership structure for an initial committee and will discuss FSGV’s policy for Responsiveness to the Community.*

**Agenda:**

1) Welcome and Introduction	Raymond Penner, <i>Facilitator</i> , the Strategic Action Group
2) Review of input on Community Advisory Committee - Purpose and Membership	Raymond Penner
3) Discussion of Community Advisory Committee – Initial committee selection and basic terms	Raymond Penner
3) Overview of Procedures for Responsiveness to Community	Raymond Penner
4) Discussion of Procedures for Responsiveness to Community	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 Community Advisory Committee – Initial Community Advisory Committee Selection and Responsiveness to Community

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

### Recommendation for Initial Community Advisory Committee Representation

In order to facilitate discussion and continuity, the total number of people regularly attending the Community Advisory Committee meetings will be limited to **16**, augmented as necessary with various specialists to help address particular agenda items.

Based on feedback gathered at the February 21 workshop, Family Services of Greater Vancouver recommends the following representation for an initial Community Advisory Committee, to serve a one-year term to work on developing and establishing the terms of reference for the long-term Youth Services Centre Community Advisory Committee. This committee will also fulfill their role, when necessary, in the dispute resolution process. During this one-year commitment, representatives would be asked to meet bi-monthly (six times) between May, 2005 – May, 2006. Where a representative is unable to attend, the alternate would fill-in for the representative.

- **Family Services of Greater Vancouver Representation (2)**
  - Director of Youth Services Centre (1)
  - Board Member (1)
  
- **City of Vancouver Representation (2)**
  - Department of Social Planning (1)
  - Vancouver Police Department (1)
  
- **Community Representation (12)**
  - Businesses and/or Business Associations (4)
    - Downtown Vancouver Business Improvement Association (1 + alternate)
    - Davie Village Business Improvement Association (1 + alternate)
    - Burrard Motor Inn (1 + alternate)
    - Burrard Medical Centre (1 + alternate)
  
  - Property owners/residents/resident associations (4)
    - West End Citizen's Action Network (1 + alternate)
    - West End Resident's Association (1 + alternate)
    - Strata Representation – North of Davie (1 + alternate)
    - Strata Representation – South of Davie (1 + alternate)



- Community associations (2)
  - West End Integrated Neighbourhood Network (WEINN) (1 + alternate)
  - Seniors' association (1 + alternate)
- Youth and/or Youth Associations (2)
  - Representative from FSGV Youth Advisory Committee (1 + alternate)
  - Representative from Child and Youth Advocate's office (1 + alternate)

As appropriate to specific agenda items, committee members may invite other Family Services staff, or outside specialists (including security personnel, funders, City Staff) to participate in a meeting to address certain matters.

### **Responsiveness to Community**

Family Services of Greater Vancouver will ensure that careful consideration be given to any concerns or issues expressed by members of the community about the Youth Services Centre, and the appropriate persons shall act to resolve the concern or issue quickly, and at the most immediate level possible.

The goal of being responsive to the community is to ensure, as much as possible, that the community has positive and helpful experiences with the Youth Services Centre. The secondary goal is to ensure that continuous quality improvement issues are made evident, so that they can be addressed.

In respect of this policy, the following procedures will be followed:

- 1) The Youth Services Centre will post a contact number on signage on the outside of the Centre. Any member of the community that has a question or concern regarding the Centre can contact the Centre, 24-hours-a-day, 7-days-a-week.
- 2) Reception will forward the concern to the appropriate on-duty supervisor and the question or concern will be acknowledged as soon as possible, within a 24-hour period.
- 3) In cases where staff cannot respond to the question or concern to the satisfaction of the individual, the issue will be brought to the Director of the Youth Services Centre to address.
- 4) If response from the Director is still not to the satisfaction of the individual, the Director will advise the individual to make a formal complaint, in writing, to the Centre. Individuals wishing to make formal complaints should do so within 30 days of the situation that resulted in the complaint.
- 5) The Director, or appropriate designate, will confer with the individual as to how the complaint is to be addressed, and the individual will be informed as to the action to be taken regarding the complaint, within 7 days of the written statement.



- 6) If the individual is not sufficiently satisfied as to the outcome of this procedure, they may appeal in writing to the Executive Director of Family Services; this appeal should be within 15 days of when the individual was notified of the outcome of the initial dispute procedure.
- 7) The Executive Director will inform the individual, in writing, of the disposition of the complaint, within 7 days of the receipt of the written appeal to the Executive Director.
- 8) In the event that the individual wishes to make a further appeal after this step, they may do so to the Youth Services Centre Advisory Committee. This appeal should be in writing, and received by the Committee within 15 days of the date on which the individual was informed of the outcome of their appeal to the Executive Director.
- 9) The Youth Services Centre Advisory Committee will consider the appeal to ensure that all steps in the grievance procedure have been carried out in good faith, and shall communicate its findings in writing to the individual and to the Executive Director.