

OPERATIONS MANAGEMENT PLAN

1060 HOWE ST | BOSMAN HOTEL COMMUNITY

ABOUT PHS COMMUNITY SERVICES SOCIETY

The PHS Community Service Society (PHS) is a non-profit organization in Vancouver that operates a range of housing projects and support programs targeting people who are often homeless and in need of stability in their lives. The PHS operates 950 units of housing over 16 different housing projects across Vancouver. These projects range from low-barrier programs in SRO hotels, to supportive social housing in purpose built or newly renovated projects such as the Pennsylvania Hotel, the Smith-Yuen Apartments, the Portland Hotel and Woodwards.

The PHS is also involved in a number of partnerships and social investment/community development initiatives such as the Portland Medical Clinic, the Portland Community Dental Clinic, the Interurban Art Gallery, Pigeon Park Savings Credit Union, the Washington Needle Depot, InSite: Supervised Injection Facility, OnSite: Community Detox, Community Transitional Care Team, the Rainier Women's Treatment Program, Bugs Be Gone, Lunch Peddlers' Food Program, Hastings Community Garden, and the resident run Radio Station Café and Laundromat.

This operations management plan outlines the basic operating parameters for the Bosman Hotel Community at 1060 Howe St. It is intended to provide a framework that underscores the need for community respect, inclusion, competence, safety and security.

In addition to outlining the project, the building use and the contact people responsible, this operations management plan notes the various protocols that will be in place to manage issues that have been raised by neighboring residents and business owners. The goal of this agreement is to make sure communication is clearly established from the outset, and to enable the PHS to respond to concerns adequately and in a timely manner.

We look forward to working with the community to find ways to make this project one

that the PHS and the Downtown community can really be proud of as we work together to find solutions that work for the homeless in the community.

PHS COMMUNITY SERVICES PHILOSOPHY

Since its inception, the PHS has been attempting to provide housing and services to people living in Vancouver, in a way that is realistic and relevant. The PHS has supported the basic housing needs and rights for people for whom housing stability had previously been impossible. The PHS attempts to operate its housing in a humane and supportive way, to secure and stabilize tenancy for a group otherwise frequently facing homelessness, as a result of complicated health, mental health and behavioral challenges. The PHS does this through working with numerous partnering agencies, funding bodies, individuals and community groups.

SOCIETY / PROJECT MANAGEMENT

The PHS Community Services Society has a Board of Directors, to whom the Management team report at Board meetings. The Society was incorporated as a non-profit organization in 1993, and is a registered charity.

The PHS Community Services Society has a 5-person management team. The person from this Management Team who is the Contact person for this initiative on behalf of the PHS is Liz Evans, the Executive Director.

The PHS will have a Project Manager on-site at 1060 Howe St. who is the main contact responsible for the day-to-day co-ordination of this project. This person will act as the main liaison and will be part of all meetings with the Bosman Hotel Community Committee, health professionals, funders, project staff, etc. The Project Manager is Jeff West. The Mental Health Commission of Canada (MHCC) has a Project Team that meets bi-weekly and the PHS representative on this committee is Liz Evans, Executive Director as the Project Lead for this arm of the study.

OPERATING PARTNERS

MHCC: The site co-ordinator for the MHCC study in Vancouver, is Catharine Hume. Catharine Hume is the Project Team chair. Project committee members will be sent a copy of this agreement for reference.

Streetohome Foundation: Streetohome Foundation have donated funding towards this project budget via the MHCC.

Vancouver Foundation: Vancouver Foundation has contributed funding towards this project via the MHCC.

BC Housing: BC Housing has funded the installation of a sprinkler system into the Project, and in addition - BC Housing has agreed to work with the PHS Community Services Society, and the MHCC at the end of the three year study, to relocate project residents into Social Housing.

City of Vancouver: The City of Vancouver has approved the re-zoning of 1060 Howe St. for the purpose of this initiative, and is requesting an Operations Management Plan.

Prima Properties Ltd.: Owner of the property.

PROGRAM FUNDING

Funding for this Project is being provided directly to the PHS Community Services Society, under a Contract between the PHS and the Mental Health Commission of Canada, and is coming predominantly from the Mental Health Commission of Canada, with additional support being provided by the Streetohome Foundation, the Vancouver Foundation, and the City of Vancouver.

PROGRAM DESCRIPTION

The 1060 Howe St. property is owned by Prima Properties Ltd., who intend to eventually develop the site. Prima signed a lease with the PHS Community Services Society to manage this building for the next 3-5 years. The PHS has an agreement with the MHCC to operate the 1060 Howe St. property as a supportive long term housing project for 100 homeless adults living with mental illness, and provide access to Health care, programming, food and supports.

The program will offer;

100 private residential rooms with bathrooms.

A meal program – two meals per day.

Clinical care – nursing, medication support, addictions support, mental health support.

Social support – Groups, vocational opportunities, programming.

Individual case management.

A secure outdoor amenity area for residents.

PHS staff on site 24-7 with a minimum of two people on at all times.

Security provided by PHS staff.

The PHS will operate the building for three years beginning in May 2010. The approach will be consistent with a 'Housing First' approach. People will be offered housing. Programs and food and clinical supports will be offered on site. Services will be tailored to meet the needs of those housed.

WHO WILL LIVE HERE

The Project will house 100 people who are being randomly assigned via the Mental Health Commission of Canada's Site Research office – those currently living on the street, from the community and who also have a mental illness.

PROGRAM SUPPORT AND METHODOLOGY

The MHCC is studying the model of 'Housing First.' This arm of the study is examining the impact of embedding care and services for people living at 1060 Howe St. Residents will sign a Tenancy Agreement upon moving in. Residents will pay their own rent. Rent is charged at the rate provided by the Ministry of Housing and Social Development. People will be welcomed by staff and introduced to the programs and supports available. Resident rooms will be checked every 24 hours – if a resident has not been seen.

Program staff will work with residents to develop individual plans, designed to address the mental health, physical health and addictions needs of residents. The PHS operates from a "strengths based framework".

SPECIFIC PROGRAMS

An array of staff support, programs and services will be made available to clients:

Integrated Supported Mental Health Treatment

Residents will develop a treatment plan with their medical team.

Meal Program

This will provide the tenants with the opportunity to have two meals a day in a communal setting and will only be available to the tenants of the building, unless there is a special occasion. There will be no drop-in component of this program offered to non-tenants.

Group Programs

The staff of the project, as well as its associated clinicians, will be running therapeutic groups and educational groups and groups of interest. Residents will have the opportunity to participate, but it is not mandated. This may include - but is not limited to: anger management, wellness management, managing healthy relationships, grief and loss, arts projects, music groups, and peer designed group projects.

Community Based Programs

The staff will work with the residents to connect them to programs and resources in the community. Examples of this could be the local recreational centres or support groups for individual needs.

Assistance with medication

A medication support program will be offered to residents from the main reception area. The goal of this will be to ensure that through staff support, residents will be successful in taking prescribed medication. All information regarding storing and dispensing of medications will be recorded in the medication binder in the reception office.

Peer Support Programs

PHS values the contribution of peer support programs and offers a training program for Peer Support workers which residents of 1060 Howe will be able to access. PHS currently incorporates Peer Support Workers in other programs throughout PHS.

Vocational Support

The PHS intends to create opportunities for residents to find meaningful engagement in paid work, either on an hourly basis, daily basis or full time basis, both in the form of “sheltered employment opportunities” and business partnerships in the community.

CLIENT OPERATING RULES AND REGULATIONS

PHS is committed to reducing the potential for harm or nuisance to individuals and property from the operation of the facility. Residents will be expected to act in a way that respects both what is legal as well as contributing to the feeling of safety and welcome in the community for all. As such residents will be required to sign a Tenancy Agreement which will outline appropriate behaviour and expectations. While we expect residents to

follow this agreement we also understand that flexibility is essential to successful housing. Consequently, failure to comply will trigger an issue resolution process between staff and residents with the aim of identifying the issues and resolving them proactively.

STAFFING AND SUPPORT SERVICES

PHS staff will be on site 24-7. A combination of housing and clinical staff will be present during the day. There will be a minimum of two staff on at all times.

The housing staff will operate the building, and be part of the staff team, focusing on the reality of operating a building. The building will have a dedicated maintenance team, and security staff at night.

The PHS staff will be mixture of experienced housing staff and clinical experts in the field of mental health, physical health and addictions. The following staff will be on-site:

Project Manager - Jeff West

2.8 Full-time Equivalents (FTEs) of Mental Health / Addictions Case Manager Staff
Masters of Social Work (MSW) or equivalent

Medical Doctor (MD) - four sessions per week (Clinic hours to be determined)

Psychiatrist - two sessions per week (Clinic hours to be determined)

Registered Nurse (RN) (full time - five days per week)

Licensed Practical Nurse (LPN) (full time - seven days per week)

Housing / Program staff (One during the day, two at night)

Maintenance staff (weekdays and on-call)

The Project Manager will be responsible for the day to day operations of the project on site, and will work as the leader of the team of staff and Clinical Professionals, located on site. He will report directly to the Executive Director of the PHS, who connects directly to the PHS Management and Board, in addition to the MHCC Project Advisory Committee.

All PHS staff all undergo a training period of two weeks on being hired, and the project team will all go through a two week training period together, during the first two weeks of May 2010. Staff and clinicians will have access to on-going training and support from MHCC educators, and local experts. All staff will be qualified in CPR, emergency first aid, “managing the hostile individual”, and “managing challenging personalities”, courses offered

by the PHS in tandem with recognized trainers through the Justice Institute of BC.

SAFETY AND SECURITY

PHS is committed to providing a safe environment for area residents and the surrounding community. One of the primary purposes of this project is to provide each resident with stability and a sense of home and sanctuary from the street. As such keeping the residence peaceful is essential. PHS staff, management and operating policies also will ensure safety and security through design and management initiatives. The following provisions are intended to address safety and security management:

Visiting hours will be between 9am and 9:30pm (exceptions can be made for family members and significant others).

Visitors will not be admitted unless approved by the Project Manager.

All visitors will have to show photo identification.

All guests must be signed in, in case of a fire or other emergency.

Staff will not let a visitor in the residence if they feel they pose a threat to anyone.

Staff will be instructed to be polite and assertive to control traffic in the residence but will not physically prevent someone from entering. If necessary, police will be contacted to deal with unauthorized trespass.

The building environment will be monitored at all times by 24-7 staff who will assure a timely response to any safety or security issue.

Cameras will be installed in the lobby and other strategic areas to protect the building and staff will monitor activities through the use of security cameras.

Residents will only be able to access the building by passing staff at a desk, who will be able to control entry.

The front entry security gate will be monitored by desk staff 24-7.

The PHS will press charges in the event of violent or threatening behaviour.

The PHS will press charges in the event of drug dealing.

The PHS will evict residents from the program, or relocate them into other housing, if appropriate.

The VPD has designated a liaison officer (Const. Jodyne Keller jodyne.keller@vpd.ca) who will be the point of contact for non-emergency policing issues. The PHS's Project Manager will formalize a relationship with the VPD officer at the Neighbourhood

Safety Office.

The Project Manager will meet regularly with a representative from the Downtown Vancouver Business Improvement Association (DVBIA).

GOOD NEIGHBOUR PRACTICES

The ultimate goal is the integration of this project in the community. PHS endeavors to be good neighbours in every community. Careful consideration will be given by the PHS to any concerns or issues expressed by the members of the community about this facility and appropriate actions will be taken in a timely manner to deal with all complaints within PHS's control.

The following measures are intended to ensure that the Bosman Hotel Community is a good neighbour:

Maintenance of the exterior of the building.

Regular maintenance of the grounds.

Complying with all relevant by-laws.

Residents will be required to agree to a Tenancy Agreement as a condition of living at 1060 Howe St. The Tenancy Agreement explicitly states the expected behaviours for residents to help maintain good neighbour relations. A copy of this agreement is attached as Appendix One.

Providing contact information for community members to voice concerns.

Being responsive to any concerns that may arise.

Being proactive in seeking ways to help the community understand the issues of homelessness, addiction and mental illness and to help residents integrate in the neighbourhood.

Making the site telephone number available to the community.

Making the minutes of the Bosman Advisory Committee electronically available for all neighbours on the MHCC website: <http://www.mentalhealthcommission.ca/English/Pages/VancouverResearch.aspx>

BOSMAN NEIGHBOURHOOD ADVISORY COMMITTEE

As part of the PHS's commitment to responding to the needs of the residents and businesses in the vicinity of 1060 Howe the Bosman Neighbourhood Advisory Committee (BNAC) will be established to ensure there is open communication and to address community concerns. It will meet at least four times a year. Terms of Reference have been developed in consultation with community members and are attached as Appendix Two.

EVALUATION

The Mental Health Commission of Canada is conducting a research study, and this project will be evaluated extensively as a result. The main goals of the MHCC study are to examine how the program impacts housing stability, health outcomes, criminal involvement, addiction and mental health. There will be many different assessment tools used by the researchers to evaluate the impact of this program on these outcomes.

ISSUE RESOLUTION PROCESS

In addition to the preceding protocols to address issues regarding safety, security and nuisances, occasionally, there may be other types of concerns that arise from members of the community. While the intent is to address these concerns through dialogue, if the individual feels the situation warrants an official complaint, PHS has an established issue resolution mechanism to ensure that an objective and thorough response is provided.

When there is an issue or concern arises the first step is to attempt to resolve the issue informally with the Project Manager or program staff before proceeding with a formal written complaint.

An individual wishing to make a formal complaint should do so in writing to the Project Manager as soon as possible, but no later than 30 days of the situation that resulted in the concern. The Housing staff will log all concerns that reach this level and will be reported to the BNAC at each advisory committee meeting.

The Project Manager, or appropriate designate, will discuss with the individual how the complaint is to be addressed, and the individual will be informed as to the action to be taken regarding the complaint, as soon as possible, but no later than 15 days of the written statement.

If the individual is not sufficiently satisfied as to the outcome of this procedure, they may write to the Executive Director of PHS and should do so as soon as possible, but no later than 15 days of being notified of the outcome of the initial dispute procedure. The Executive Director will inform the individual, in writing, of the response to the complaint, as soon as possible, but no later than 15 days of the receipt of the letter. If the individual is not sufficiently satisfied, the complaint can be brought to the attention of the PHS Board of Directors.

NEIGHBORHOOD RELATIONS – STAFF LIAISONS WITH COMMUNITY

The Executive Director of PHS, as the designated community liaison, is responsible for addressing any issues related to the ongoing operation of this facility. Her contact information is:

LIZ EVANS, EXECUTIVE DIRECTOR

Phone: 604.720.3051

Fax: 604.253.1126

Email: liz@phs.ca

The secondary designated liaison is:

JEFF WEST, PROJECT MANAGER

Phone: 778.316.8364

Fax: 604.253.1126

Email: jeffw@phs.ca



INTENT TO RENT
FOR A ROOM AT THE BOSMAN HOTEL COMMUNITY,
1060 HOWE ST, VANCOUVER BC V6Z 1P5

C/O ACCOUNTING DEPARTMENT
20 WEST HASTINGS, VANCOUVER, BC, V6B 1G6
PH: (604) 683 0073 | FAX: (604) 683 6653

This is to verify that _____
TENANT'S NAME

Will be renting room # _____
ROOM AT BOSMAN HOTEL COMMUNITY

As of this date _____
(DD/MM/YYYY)

The rate will be \$375.00 per month for rent. This includes all utilities. A damage deposit is required of half the monthly rent, \$187.50.

Signed By: _____
HOTEL MANAGER'S SIGNATURE

I authorize that the rent cheque is to be made out to the PHS Community Services Society and mailed directly to the Society's main office:

PHS Community Services Society – Ref Bosman Accounting Department
20 West Hastings,
Vancouver, BC, V6B 1G6

This is a condition of tenancy. I authorize the release of all information pertaining to only the rent portion of my welfare from the Ministry of Housing and Social Development, as well as confirming my SIN, MSP, date of Birth and the number of previous addresses I've lived at over the past three years to the Hotel Manager.

Signed By: _____
TENANT'S SIGNATURE



TENANT PARTICIPATION AGREEMENT

C/O ACCOUNTING DEPARTMENT
20 WEST HASTINGS, VANCOUVER, BC, V6B 1G6
PH: (604) 683 0073 | FAX: (604) 683 6653

I authorize that the rent cheque is to be made out to the PHS Community Services Society and mailed directly to the Society's main office:

PHS Community Services Society – Ref Bosman Accounting Department
20 West Hastings,
Vancouver, BC, V6B 1G6

This is a condition of tenancy. I authorize the release of all information pertaining to only the rent portion of my welfare from the Ministry of Housing and Social Development, as well as confirming my SIN, MSP, date of Birth and the number of previous addresses I've lived at over the past three years to the Hotel Manager.

By signing this agreement the Landlord and Participant are bound by its terms. Your signature indicates that you understand this project and the rules that govern the Bosman Hotel Community. You have been given an opportunity to add additional needs to this document such as your recovery plan. You also acknowledge that you have received a copy of this tenancy agreement.

LANDLORD/DAY MANAGER NAME

TENANT'S NAME

LANDLORD/DAY MANAGER'S SIGNATURE

TENANT'S SIGNATURE

(DD/MM/YYYY)

(DD/MM/YYYY)



TENANT PARTICIPATION AGREEMENT

A Tenancy and Participation Agreement between:

The landlord: PHS Community Services Society

And

The tenant: _____

LAST NAME

FIRST NAME

INITIAL

Birth Date (DD/MM/YYYY)

The address of the place being rented to the participant (called the residential premises in this agreement) is:

Suite # _____

Hotel Name **BOSMAN HOTEL COMMUNITY**

Address **1060 HOWE ST**

The telephone number of the landlord or landlord's agent is:

PHS COMMUNITY SERVICES SOCIETY Ph: (604) 683 0073, ext. 350

I. PARTICIPATION DETAILS

Welcome to the Bosman Hotel Community! One of the aims of this project is to provide you residents with a sense of home, stability and sanctuary from street life. In order to do so it is really important that we keep the building as peaceful and quiet as possible. This Tenant Participation Agreement outlines the behavior and expectations for staff and residents. Behaviour that negatively affects the wider community or other residents will not be tolerated. The Project Manager will meet with staff and Bosman residents to discuss any incidents that may violate this agreement and resolve the dispute in a reasonable and proactive manner. The goal of this agreement is to establish clear boundaries and expectations, avoid problems from occurring, and promote the creation of a healthy and safe home for you!

While no aspect of this agreement is to be changed we encourage you to speak with the Program Manager and add any specific needs or goals to this agreement that relate to you and your time at the Bosman Hotel Community.



I.1. COMMUNITY LIFE

Part of the success of this project is making sure that the hotel and all of the residents integrate into the surrounding community. We want to avoid problems from coming up by establishing a few ground rules to help create a positive space for both our neighbours and you. For community members this will mean bringing their concerns to the Project Manager in a timely manner and for residents this will mean respecting the community – ways to show this include:

- Ensuring that litter is collected
- Cleaning up after pets, respecting leash rules and park use
- Not vending on the sidewalk near the 1060 Howe
- Avoid loitering outside 1060 Howe
- Storing your shopping carts in the assigned area

I.2. MEDICATION DISPENSING ROUTINE

You need to arrange with your own doctor in order to renew your prescriptions and arrange for your daily-dispensed medications to be delivered from Buckshon's Pharmacy, to be administered by staff. If you do not have a doctor, we can assist you in connecting with one. Residents cannot keep narcotics in their room, but they can be stored at the Hotel's reception desk.

I.3. ALCOHOL AND ILLICIT DRUG USE

In line with our commitment to community integration residents must not consume alcohol or use illicit drugs in the common areas in and the public area surrounding the Bosman Hotel Community.

I.4. ILLICIT DRUG TRAFFICKING

We do not allow residents to be trafficking illicit drugs in or in the area surrounding the Bosman Hotel Community. The PHS will be installing video cameras and will notify the appropriate authorities in the event of drug dealing or the congregating of drug dealers at or near 1060 Howe St. The PHS will also initiate an issue resolution process (see Section I.14) with any resident identified as engaging in trafficking illicit drugs in these areas to determine what additional steps might be taken.

I.5. VIOLENCE

We understand that disputes occur however physical or emotional violence such as punching or bullying another resident is not acceptable. The staff at the Bosman will do everything we can to help resolve disputes amicably however the PHS will press charges in the event of violent or threatening behaviour.



1.6. FOOD

As a resident at the Bosman you'll have access to two small meals per day and two snacks per day.

1.7. ROOM SEARCH AND ROOM SECURITY

You are responsible for locking your own room and looking after your personal belongings. Bosman Staff are not responsible for lost or stolen items. Staff has access to residents' rooms and may enter your room at any time to check on you or to search for items that may be a threat to the safety of others.

1.8. ROOM CHECK

If a tenant has not been seen in the previous 24 hours the landlord will perform a room check. This will be done for the health and safety of all tenants and in compliance with the City of Vancouver Standards of Maintenance By-law. Such checks will usually occur at 9 pm.

1.9. LAUNDRY ROUTINE

The laundry room will be open from 9am-9pm. Sign up sheets will be made available at the front desk.

1.10. GUESTS

You're welcome to have guests visit you at the Bosman but keep in mind that visiting hours are between 9 am and 9:30 pm - exceptions can be made for family members and significant others. Please remind your visitors that they will be required to show photo identification. Also, you must sign in all of your guests in case of a fire or other emergency. No visitors will be let in unless approved by the Project Manager. Staff will never let a visitor in the residence if they feel they pose a threat to anyone.

1.11. FIRE SAFETY

Be sure to familiarize yourself with the fire exits in the building. In case of a fire, staff will check all rooms and organize evacuation. Please follow staff's instructions. After evacuation everyone will meet in front of Java Express on the northeast corner of Howe St and Helmcken St. Weather permitting, fire drills will be run so that everyone is clear about the directions to follow in the event of a fire. As a participant in this project participation in these drills are mandatory. Additionally, you should ensure that you DO NOT HANG items on the fire sprinklers as that will set them off.



I.12. PETS

We welcome your pets in the Bosman! Please make sure that your pets are being well cared for and that they are not aggressive towards the other residents. Also be sure to clean up after them when in the surrounding areas around the Bosman and if you've got a dog please be sure to check the leash rules in the nearby parks.

I.13. LEAVING THE HOTEL

If you decide to leave the Bosman Hotel Community we will be happy to store your belongings for up to 1 month. If after a month you don't claim your belongings we will donate them to a local charity on your behalf.

I.14. ISSUE RESOLUTION

The goal of the Bosman Hotel Community is to provide homeless individuals with safe, secure housing while also creating a sense of community within the wider neighbourhood. When issues arise that impact this goal, we will deal with each situation on a case-by-case basis and by always working from the perspective that keeping you in the program is of the utmost importance. However, PHS retains the right to evict residents from the program, or relocate them into other housing if a situation which is negatively impacting our overall goal cannot be resolved in any other way.



BOSMAN NEIGHBOURHOOD ADVISORY COMMITTEE (BNAC)

TERMS OF REFERENCE

OVERVIEW

As part of a national study sponsored by the Mental Health Commission of Canada towards better understanding the positive effects that supportive housing can provide for homeless people, on May 1, 2010, the property at 1060 Howe Street (Bosman) became a supportive long term housing project for 100 homeless adults living with mental illness and operated by PHS Community Services Society. This project also provides access to health care, programming, food and supports.

Operating partners include:

Mental Health Commission of Canada (MHCC)

Streethome Foundation: funding donated via the MHCC

Vancouver Foundation: funding donated via the MHCC

BC Housing: funded the installation of a sprinkler system and has agreed to work with the PHS Community Services Society, and the MHCC at the end of the three year study, to relocate project residents into social housing.

City of Vancouver: approved the re-zoning of 1060 Howe St. for the purpose of this initiative.

Prima Properties Ltd.: owners of the 1060 Howe St. property

An important part of PHS Community Services Society's commitment to providing a successful housing program is that it will be valued in the community. To support this commitment, the Bosman Neighbourhood Advisory Committee (BNAC) has been established to ensure there is open communication and that opportunities to improve the housing program and assure that the best integration of the tenants into the community are identified. The BNAC will be maintained as a forum for PHS and its neighbours to freely exchange information, discuss issues and work towards constructive outcomes. Interested members on the BNAC may also work with the PHS to disseminate information about the program, more broadly within the community, and to engage in more general discussion that relates to the general theme of addressing homelessness. These Terms of Reference provide a framework for the PHS and the community's



representatives to optimize the success of this project for, both the project residents and the wider community.

The BNAC is a group of interested citizens volunteering to work with the PHS and its partners to assure the success of the housing program. It is an advisory group, not a decision making body, which fulfills its purpose by being solution-focused and responsive to community concerns. Members agree to operate in accordance with the Terms of Reference.

PURPOSE

The purpose of the BNAC is to:

Provide support to the PHS and its partners in its commitment to providing a relevant supported housing program;

Work with the PHS to help establish ways of demonstrating the benefits to the community from having this project as part of the neighbourhood;

Work with the PHS to host community events and public forums in which pertinent issues that relate to the community of people living at the Bosman can be discussed;

Monitor the impact of the project in the community and provide suggestions to improve the program;

Review PHS's response to any community related complaints which may be received from either residents or neighbours; and

Act as a liaison between PHS and the neighbourhood.

MEMBERSHIP

Membership on the BNAC will be reflective of and drawn from the community and will be comprised of a maximum of 17 members made up of representatives of the following:

The PHS (2)

Community residents/property owners (2)

Bosman tenants (2)

Neighbouring Strata Councils:

1010 Howe St. "Fortune House" (1)

1080 Howe St. "Executive Hotels" (1)

811 Helmcken St. "Imperial Towers" (1)



NEIGHBOURING BUSINESSES:

808 Nelson St. Property Management Company -Block 81 Holdings Limited (1)

Other business (1)

Neighbouring Associations (1)

Downtown Vancouver Business Improvement Association (1) Vancouver Police
Department (1)

Prima Properties Ltd. (1)

NGOs (2)

When appropriate, specialists may be invited to participate in meetings to address specific agenda items.

If a committee member/organization no longer wishes to have representation on the committee, they are asked to advise the Project Manager of 1060 Howe Street.

TIME COMMITMENT

Regular meetings of the BNAC will normally be held from 6-8 pm at 1060 Howe Street (Bosman Hotel Community). Meetings of the BNAC will begin in Spring 2010 with meeting dates and a schedule established by the committee. It is expected that the first meeting will be in early June and the second in September. The on-going schedule will be established by the committee (likely quarterly).

Special meetings can be called in exceptional circumstances. From time to time, information may be circulated between meetings via e-mail.

ATTENDANCE

To encourage full participation on an ongoing basis, attendance at all regular meetings is requested.

BNAC members may on occasion wish to invite a guest to observe the BNAC meeting; members wishing to bring guests are requested to advise the Project Manager prior to the meeting to ensure that there will be sufficient room to accommodate the guest(s).



MEETING STRUCTURE

Regular meetings will be kept to approximately two hours.

The meeting will be facilitated by the Executive Director of PHS and or Project Manager for the Bosman Hotel Community or by an individual designated by the Project Manager. The production of minutes will be the responsibility of a PHS staff member – this individual is not a representative on the committee and will solely record proceedings. These minutes will not be verbatim recordings but will attempt to capture the essence of comments and responses. Recording of the meetings (audio or visual) by members is not permitted.

The meetings will be structured to encourage free and open discussion of relevant issues, within the constraints of planned agendas. The goal is not to seek consensus or majority opinion, but to discuss and advise towards constructive outcomes. Meeting agendas will generally consist of the following (each item consisting of first an information presentation followed by open discussion):

- PHS & partner updates
- Report and discuss successes
- Ways residents are benefiting
- Community benefits
- Issues
- Reporting and discussion of any complaints and community impact received by PHS
- Status report and review of any unresolved complaints
- Integration opportunities
(for residents in the neighbourhood and the community in the project)
- Other business

Specific agenda items relating to the Operations Management Plan may be submitted for consideration to the Project Manager by committee members.

Agenda and meeting materials will be distributed one week prior to the meeting date, whenever possible.

Minutes of each meeting will be provided to all BNAC members within approximately two weeks following the meeting. Members are encouraged to distribute minutes to the group



they are representing.

Minutes of each meeting will be posted on the MHCC website: <http://www.mentalhealthcommission.ca/English/Pages/VancouverResearch.aspx>

RULES OF CONDUCT

In order to ensure that the BNAC is maintained as a forum for PHS and its neighbours to freely exchange information, discuss issues and work towards constructive outcomes, member must:

Participate regularly at scheduled BNAC meetings;

Be respectful of the expression of diverse opinions which may be similar to or different from those of other BNAC members;

Respect that PHS reserves the right to protect the privacy of individual tenants and staff – personal information will not be shared with the BNAC. Some information, though not personal, may be sensitive, it is expected that the BNAC members will respect the sensitive nature of this information;

Be prepared to work constructively and collaboratively with members of BNAC and PHS to address areas of mutual concern;

Bring any concerns regarding the project to the attention of the Project Manager as soon as possible; the concerns may then be brought to the attention of the BNAC; and

Ensure that, if approached, all media inquiries with respect to the project or the Advisory Committee are directed to the Executive Director of PHS; BNAC committee members cannot act as spokesperson for PHS or the BNAC unless agreed to by the BNAC; this is not meant to fetter the ability of any BNAC member to speak with the media as a private citizen, however, if this relates to concerns with regard to the project, it is expected that such matters will be dealt with first via the BNAC

It is understood that the BNAC is a solution-focused, advisory group therefore it is incumbent that committee members will abide by respectful, professional behavioural standards and act in good faith.

In the event that a member is unwilling to abide by the Terms of Reference, PHS reserves the right to rescind the membership of that person and request that a new designate be named by the represented organization.



REVISION OF THE TERMS OF REFERENCE

From time to time, it may be necessary to amend the BNAC Terms of Reference. This will be determined by PHS after consultation with BNAC members to ensure that they understand the changes and continue to commit their membership under the changed conditions.

COMMITTEE TERMINATION

The 1060 Howe Street project has a three year term. It is expected that the BNAC will exist for this time period. At the end of the project, the Committee's utility will be reviewed for any possible transition strategies for tenants. If appropriate, process learnings gained from the BNAC will be documented and distributed. At that time, either the BNAC will be terminated or the terms of reference will be reviewed and adjusted to address the new circumstances.