

December 21, 2009

Dear Sir and/or Madam:

**RE: 677 East Broadway
Development Permit Number DE413544**

As you may have recently heard in public announcements, the City of Vancouver and the Province of BC are working together to address the issue of homelessness during the cold winter months. To that end, with the recent announcement of provincial funding to assist in supporting the program, City Council has instructed staff to issue permits on an expedited basis to ensure emergency shelter options are available in a number of city neighbourhoods for a temporary period ending no later than April 30, 2010.

The site located at the above-noted address has been identified as a temporary winter shelter to be opened in your area. An overview of the proposed shelter operations is contained within the attached operations management plan from the shelter operator.

The temporary shelter will begin providing services on December 22, 2009. In activating similar shelters in the winter of 2008/2009 a number of lessons were learned about how to minimize potential neighbourhood impacts. The strategies for successful integration into the community include, but are not limited to:

- ensuring neighbours are informed about the shelters opening in their neighbourhood;
- providing direct contact information for the shelter operators so that neighbourhood issues can be dealt with swiftly;
- ensuring that line-ups and overall shelter operations are well managed;
- ensuring that provisions are made for storage of occupant possessions;
- providing adequate access to washroom facilities at the shelters.

While the shelters will be opened as quickly as possible, the City, the Province and shelter operators will work together with those in the surrounding area to provide further information about shelter operations and to manage potential impacts on the surrounding neighbourhood.

In order to provide additional information for the community, a neighbourhood Open House is being arranged. The Open House will provide an opportunity for the public to meet the operators, hear more about specific shelter operations, ask questions about the operation and volunteer to be part of a neighbourhood contact group for the shelter.

H:\CSG General Manager's Office\Social Development-see inside for folders\Housing Policy\CSG - GMO - 677 E Broadway Temporary Winter Shelter 12-21-09.doc

The Open House will be held on Wednesday, January 13, 2010 from 5 PM to 7 PM in the shelter (677 East Broadway).

For more information, please contact Andrea Gillman in the City's Housing Policy branch at 604.873.7542 or by email at andrea.gillman@vancouver.ca.

You can also contact the shelter operator directly at the contact number provided in the attached operations management plan.

The issue of homelessness is of importance to all citizens of Vancouver. The Mayor, City Council, the Provincial Government and its agencies, the faith community, non-profits, the private sector and individual citizens are all working together to ensure we have the range of services needed to make permanent change in the area of homelessness. We hope you will work with us to support providing shelter during the winter months for individuals currently at risk in our streets.

Yours truly,



Brenda Prosken, Deputy General Manager
Community Services Group

453 West 12th Avenue, Vancouver, BC V5Y 1V4
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fax: 604.873.7898
brenda.prosken@vancouver.ca

Attachment



a home for every person

December 17, 2009

City of Vancouver
Community Services Group
453 West 12th Avenue
Vancouver, BC
V5Y 1V4

To Whom It May Concern:

RE: 675-679 & 681 East Broadway – Operations Management Plan

Since 1982, RainCity Housing has provided shelter and housing for thousands of people in the Lower Mainland. RainCity Housing is an independent, non-political, non-religious, charitable organization based in the Lower Mainland. With a proven track record, a strong leadership team, and a clear vision for the future, RainCity Housing is a leader in finding workable, cost-effective solutions that ultimately benefit everyone in our community.

When the organization began, it was primarily an emergency shelter. Now, RainCity Housing offers programs and services including emergency housing, transitional housing, women's housing, long term housing, community living support, HIV-AIDS harm reduction support services, outreach programs, food services and life skills management services.

The mission of RainCity Housing is to advance social equity by building upon the strengths of our community and of each individual. Through innovative practices we provide housing and support, promote health and facilitate hope, opportunity and change for people living with mental illness, addictions and other challenges.

RainCity Housing has provincial funding to operate a shelter for this winter and a permit from the City of Vancouver to allow us to operate until April 30, 2010.

RainCity will operate the temporary shelter at 675-679 & 681 East Broadway Street based on the following operating guidelines:

- The hours of operation for the shelter are 24 hours, 7 days per week;
- A minimum of two staff members are on site at all times. A shelter manager has extensive experience working with the homeless population and providing emergency shelter;
- RainCity provides shelter to up to 40 people per night;
- There is a bed reservation system in place to eliminate the requirement for people to line up outdoors for a bed. There will be line-ups at the initial start-up as it will take some nights for people to take-up the bed reservation system;



a home for every person

- There is room in the shelter for cart storage and to allow for people to stay with their pets;
- In addition to shelter, RainCity Housing provides food, personal care items, clothing, laundry services and access to information about housing and other services available in the community;
- Two meals per day are served in the shelter; meals are prepared off site and delivered. Coffee and tea are available and served in the shelter;
- This shelter has clearly posted rules such as no violence in the shelter, including no racism, sexism or homophobia; we do not condone drug use inside the shelter;
- This shelter will be informed by a harm reduction philosophy, abstinence is not a requirement for staying at the shelter, however it is one of the many possible positive outcomes that will occur for some folks staying at the shelter;
- There is an emergency procedures protocol in place: all staff is trained in the emergency process.

RainCity is committed to a high level of responsiveness to community concerns. We will promptly respond to concerns and take actions to address them.

Should a community member have concerns, they can contact:
Aaron Munro, Shelter Manager, RainCity Housing and Support Society
Telephone: 604-375-9130
Email: amunro@raincityhousing.org

Media contact information is:
Bill Briscall, Communications Manager, RainCity Housing and Support Society
Telephone: 604-671-2169
Email: bbriscall@raincityhousing.org

Sincerely,

Mark Smith
Executive Director, RainCity Housing and Support Society