



a home for every person

December 17, 2009

City of Vancouver  
Community Services Group  
453 West 12<sup>th</sup> 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;
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- There is room in the shelter for cart storage and to allow for people to stay with their pets;



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- 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](mailto:amunro@raincityhousing.org)

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

Sincerely,

Mark Smith  
Executive Director, RainCity Housing and Support Society