

# Chilliwack Yale Road Modular Housing

## COMMUNITY ADVISORY COMMITTEE

### TERMS OF REFERENCE

#### **1. Overview**

A modular building is being constructed at 45944 Yale Road in Chilliwack, BC. The building will be 3 stories with 46 single self-contained studio units, common amenity space and 24-hour staffed office area. Thirteen percent (6/46) of the units will be accessible.

Modular housing provides people experiencing homelessness with safe, secure homes. The buildings will be managed by RainCity Housing, an experienced, non-profit housing operator that will staff and manage the building 24 hours/day and provide tenants with supports to help them lead healthy and safe lives.

To support the successful integration of the building and tenants into the surrounding community, BC Housing and RainCity Housing will establish the Chilliwack Yale Road Modular Community Advisory Committee (CAC).

#### **2. Purpose**

The purpose of the Chilliwack Yale Road Modular Housing Community Advisory Committee's (CAC) is to contribute to the success of the tenants who reside in the Chilliwack Yale Road Modular Housing and to ensure the building is a positive element in the community. RainCity Housing is committed to working with the community, program residents, and the City of Chilliwack and its departments to resolve any concerns. As part of RainCity Housing's commitment to ensuring the building and the tenants living there have a positive impact on the neighbourhood, the Chilliwack Yale Road Modular Housing CAC will be conducted to help:

- Build and maintain positive relationships amongst the community, the building operators and the program partners
- Facilitate information sharing and dialogue
- Identify and resolve any issues, opportunities and concerns related to building operations
- Support the success of the supportive housing project.

The Chilliwack Yale Road CAC is intended to be a forum for RainCity Housing and its neighbours to freely exchange information, celebrate successes, discuss issues and work towards constructive solutions in a timely manner. It is an advisory group, not a decision-making body, which fulfills its purpose by being solution-focused and responsive to community concerns.

The purpose of this Terms of Reference is to ensure members of the CAC are aware of expectations, commitments and their advisory role.

### **3. Membership**

#### **a. Representation**

In order for the CAC to be effective, it is important to limit the overall size while maintaining a balance of voices at the table. Therefore, CAC membership is comprised of approximately 11 representatives of the following groups:

2 x Housing Operator (RainCity Housing) (+ 2 alternates)

1 x BC Housing (+ 1 alternate)

1x Fraser Health Authority (+ 1 alternate)

1 x City of Chilliwack (+ 1 alternate)

1 x RCMP/Police (+ 1 alternate)

5 x Community Members (+ 3 alternates) (local resident and community organizations, businesses, neighbouring residents, etc.)

#### **b) Selection process**

Community member representation (five seats) will be filled through an application process with preference given to a person who:

- Is willing to abide by the CAC Terms of Reference and the required time commitment
- Is currently affiliated with multiple community organizations or larger groups, such as PAC members, strata chairs and BIA members
- Has experience representing their community on other committees/boards, etc.
- Lives or works within a 1.5 km radius of the housing site.

BC Housing and RainCity Housing will select community members and representative alternates from the list of applicants who meet the membership criteria.

The program partners will designate their own Committee members and one alternate.

#### **4. Time Commitment**

- Leading up to the building opening and during the first six months, the CAC will meet on a monthly basis. The meetings may shift to a less frequent basis unless determined otherwise by the Committee members. The schedule and timing of the meetings will be determined by the CAC.
- Regular CAC meetings will be limited to 90 minutes or less and adhere to the meeting agenda.
- There may be occasions when special meetings may be called, outside of the regularly scheduled meetings, for a particular reason. As much advance notice as possible will be given to ensure members can make necessary arrangements.
- From time to time, information may be circulated between meetings via e-mail.

#### **5. Participation**

- To ensure that the CAC has the full spectrum of community perspectives, attendance at all regular meetings is required by all community representatives or their alternate. Should more than two regular meetings be missed, the member will be contacted to determine whether he or she still wishes to continue as a CAC member or to discuss whether a new representative and/or alternate is appropriate.
- CAC members may, on occasion, wish to invite a guest, to observe the CAC meeting. Such requests must be submitted in writing/by email to the CAC facilitator at least one day prior to the day of the meeting. Approval will depend on space considerations. Any guests that attend will be asked to observe and not participate in the discussions.
- When appropriate, specialists may be invited to participate in meetings to address specific agenda items.
- Committee membership is on a volunteer basis and members will not be remunerated for their participation.

#### **6. Term**

The Chilliwack Yale Road Modular Housing CAC will operate for one year, until April, 2020. At the end of this term, the Committee's utility and the relevance of the Terms of Reference will be reviewed. Should the Committee members agree that it should continue, this review and consideration of continuance, adjustment or cessation will be conducted annually.

#### **7. Meeting Structure and Committee Resources**

- The meetings will be facilitated using a neutral process facilitator who will serve as an impartial individual to guide the process, facilitate respectful dialogue, handle difficult situations and maintain an environment conducive to sharing information and encouraging all members to contribute. They are responsible for keeping the advisory committee on time and on task and working with the meeting Secretary to prepare CAC agendas and unbiased and accurate meeting summaries.

### Chilliwack Yale Road – CAC Terms of Reference DRAFT

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- The facilitator will develop and follow a structured agenda, including:
  1. RainCity Housing building update and discussion
  2. Program partners update and discussion
  3. Community members update and discussion
  4. Review of action items and follow up
- RainCity Housing will provide a meeting Secretary to assist with scheduling and liaising with CAC members, provide notetaking, including tracking key discussion points, responses, action items and follow up details, and oversee the distribution of the meeting agendas and summaries. The Secretary is not a representative on the CAC and will solely support meeting logistics and record proceedings.
- These meeting summaries will not be verbatim recordings but will attempt to capture the essence of comments and responses. The minutes will attribute comments to RainCity Housing or other of the agencies who may be attending; attribution of community input will be generic (i.e. *Community Comment*) and will not identify the individual or organization they may be representing. While RainCity Housing will ensure that privacy standards are maintained, there may be occasions where sensitive matters need to be discussed. When such matters are part of the discussion, there will also be an open CAC discussion of how to appropriately present the essence of the matter in the meeting summary, while respecting any sensitivities.
- All action items will be noted in the meeting summary including who is taking responsibility for follow-up and an anticipated date for action.
- Recording of the meetings (audio or visual) by members other than the note-taker 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 note views and opinions, propose solutions and work toward constructive outcomes. RainCity Housing commits to seriously consider the CAC's comments as relevant, in making decisions or taking actions.
- On occasion, an individual or organization from the community may request the opportunity to address the CAC with issues, comments, compliments or concerns. Every attempt will be made to include such requests in the agenda within the time constraints of the overall agenda. Such requests must be made to the CAC facilitator.
- Final agenda and meeting materials will be distributed one week prior to the meeting date, whenever possible.
- Draft minutes of each meeting will be provided to all CAC members (or alternates if they were the attendees) within approximately one week following the meeting to provide a time-limited opportunity to review for accuracy.
- Following the time provided for comments, the final meeting minutes will be distributed to all CAC members and alternates. It is the responsibility of the member or alternate to distribute to any group they may be representing.
- Minutes of each meeting will be posted on the RainCity Housing website and the City of Chilliwack website.

### **8. Rules of Conduct**

In order to ensure that the CAC is maintained as a forum for RainCity Housing, the housing partners and the site's neighbours to freely exchange information, discuss issues and work towards constructive outcomes, members and alternates must:

- agree to operate in accordance with the Terms of Reference;
- participate regularly or arrange alternate representation at scheduled CAC meetings;
- be respectful of the expression of diverse opinions which may be similar or different than those of other CAC members;
- respect that RainCity Housing and the housing partners reserve the right to protect the privacy of individual tenants and staff – personal information will not be shared with the CAC;
- be prepared to work constructively and collaboratively with members of CAC and RainCity Housing to address areas of mutual concern;
- listen actively to others. Avoid interrupting and one-on-one side conversations while other people are speaking;
- manage personal participation by sharing speaking time, debating ideas, not individuals, and actively providing focused input, comments and questions;
- refrain from using language or acting in a way that is threatening, abusive, racist or otherwise disrespectful;
- bring any concerns regarding the operation of the Chilliwack Yale Road Modular Housing to the attention of the RainCity Housing Building Manager as soon as possible; the concerns may then be brought to the attention of the CAC; and
- not act as a spokesperson for CAC. This is not meant to fetter the ability of any CAC member to speak with the media as a private citizen.

In the event that a member is unwilling to abide by the Terms of Reference, RainCity Housing reserves the right to rescind the membership of that person and seek a new member to replace the role.

**9. Terms of Reference Revision**

From time to time, it may be necessary to amend the Chilliwack Yale Road Modular Housing CAC Terms of Reference. This will be agreed upon with active involvement of CAC members, by the City of Chilliwack and RainCity Housing to ensure that the changes are supported and that partner organizations understand and continue to commit their membership under the changed conditions.

**RainCity Housing Policies**

The City of Chilliwack acknowledges that RainCity Housing has established its own operational policies for the building, including tenant screening criteria and expectations relating to behaviour, which are relevant to relations with the neighbourhood. The Good Neighbour Agreement between RainCity Housing and the City of Chilliwack includes the following sections for Complaint Mechanism and Dispute Resolution processes:

***Complaint Mechanism:***

*RainCity Housing will:*

- a) Ensure that the responsible staff person receives, investigates and deals effectively with any complaint made by a resident or a business owner within the neighbourhood, including reporting back to the resident or business owner and the City on the disposition of the complaint; and*
- b) Maintain a written record of neighbour complaints, related investigations, disposition of complaints, and follow-up reports to residents or business owners, for inspection by the City from time to time at the City's request, but nothing in this Section obliges RainCity Housing to divulge information that is confidential or privileged under any statute or the common law.*

***Dispute Resolution Process:***

*If a complaint is received by the City, RainCity Housing will:*

- a) Be contacted and notified of the nature of the complaint and will be requested to meet with the City and provide information related to the complaint; and,*
- b) Will allow for an on-site inspection.*

***In Agreement with the Terms of Reference***

I have read and agree to abide by these Terms of Reference and all of their contents:

- 1) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_
  
- 2) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_
  
- 3) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_
  
- 4) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
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- 5) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_
  
- 6) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
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- 7) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

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8) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

9) Name (please print) \_\_\_\_\_  
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Date \_\_\_\_\_

13) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

14) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_



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15) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
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16) Name (please print) \_\_\_\_\_  
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Signature \_\_\_\_\_  
Date \_\_\_\_\_

21) Name (please print) \_\_\_\_\_  
Committee Role \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_