

Attachment

*Memorandum: Good Neighbour Agreement and
Community Advisory Committee Terms of
Reference: 422 Sixth Street*

MEMORANDUM

Climate Action, Planning and Development

To: Mayor Johnstone and Members of Council **Date:** June 26, 2023

From: Jackie Teed, Acting Director, Climate Action, Planning and Development **File:** REZ00241

Subject: **Good Neighbour Agreement and Community Advisory Committee Terms of Reference: 422 Sixth Street**

Recommendation

THAT Council receive this report for information

Background

In response to the feedback received during the consultation process, including suggested mechanisms to address neighborhood concerns, staff has worked with the applicant who has agreed to a Good Neighbour Agreement and a Community Advisory Committee.

This report includes the draft Good Neighbour Agreement and draft Community Advisory Committee Terms of Reference that will be signed by the applicant.

Options

The following options are available for Council's consideration:

1. That Council receive this report for information.
2. That Council provide staff with alternative direction.

Staff recommends Option 1.

DRAFT
422 Sixth Street Supportive Housing
GOOD NEIGHBOUR AGREEMENT

This is a Good Neighbour Agreement made on the 26 day of June 2023.

WHEREAS representatives of the City of New Westminster (The “City”) and the Lower Mainland Purpose Society (The “Purpose Society”) have met in recognition of the principle that both parties will work towards ensuring that the residents of 422 Sixth Street will abide by the expectations and rules of the supportive housing residence and that neighbouring businesses and residents, as well as the larger community, will continue to enjoy comfort, safety and security.

Parties to this agreement share a common desire to:

- create a healthy, inclusive and safe neighborhood;
- work together on neighborhood initiatives which enhance livability;
- share honest, open, respectful and two-way communication; and
- resolve concerns and issues as they arise.

Purpose Society will implement the following measures:

1. Have 24/7 staffing in place and respond to inquiries from concerned community members in a timely manner. Contact information will be readily available.
2. Abide by the intent that this supportive housing residence is not designed for or meant to accommodate people who are active in their addiction. Also abide by the procedure with regard to a resident relapsing. Related to the latter, supportive housing staff will attempt to address the situation while maintaining their current housing. If the situation cannot be resolved, they will be referred to another type of housing (e.g., minimal-barrier emergency shelter or supportive housing) or to a treatment or recovery program. If the resident stabilizes their situation and the issue is in a managed state, then they may be eligible to return.
3. Take appropriate action to respond to inquiries related to the supportive housing residence. All complaints and resolutions from the community regarding the supportive housing residence will be summarized and non-identifiable information will be reported out to the Community Advisory Committee.
4. Ensure that appropriate privacy screening is provided between the supportive housing residence and neighbouring properties through the provision of fencing and landscaping.

5. Ensure that supportive housing residents are smoking in the designated area which will be located in the rear parking lot and screened with fencing and landscaping and post Fraser Health signage requirements with respect to smoking, including actively discouraging residents from smoking within 7.5 metres from air intakes.
6. Ensure that the building is adequately maintained and that all outdoor spaces are clean and free from litter.
7. Monitor the 400 block of Sixth Street and other outdoor spaces within the area defined in the attached map to identify and address any issues that may be associated with supportive housing residents. The monitoring will commence three weeks prior to occupancy to provide benchmark information; be conducted at least three days per week with one day falling on a weekend; and could be conducted by staff or residents or some combination of the two. The findings will be shared with the Community Advisory Committee, who, based on them, could suggest more frequent or less monitoring, or suggest discontinuing monitoring if it is not identifying any issues that may be associated with residents.
8. Participate on the Community Advisory Committee, ensuring attendance at all meetings, and using this body to identify and resolve concerns and issues, including those related to tenancy, and to share and disseminate non-identifiable information to the larger community. Regarding tenancy, updates will be provided as to those residents who are transitioning to more independent living, or who are delayed in their transition due to a lack of next stage housing.
9. Cooperate with the City of New Westminster Police Department and the Integrated Services Division (Bylaws) if any concerns or issues arise.
10. Promptly advise the City of any management and operational changes to the premises, including expansion or reduction of services provided.
11. Ensure that any proposed changes to this agreement are discussed with the City, and communicated to the Community Advisory Committee, prior to any changes being made.
12. Encourage and support residents to contribute to the neighbourhood in meaningful ways, through employment and volunteer opportunities.

The City and the Purpose Society recognize that participation in this agreement is voluntary and that its success is based on mutual respect, communication and working cooperatively together to ensure a healthy, inclusive and safe neighbourhood. Despite

the voluntary nature of this agreement, the Purpose Society recognizes that non-compliance with the terms of the agreement will be brought to the attention of the Community Advisory Committee and possibly City Council. Further, there is recognition that City bylaws, and other statutes and legislation shall at all times take precedence over this agreement; and,

THEREFORE the Purpose Society has voluntarily entered into this agreement, the City commends them for their recognition of their civic responsibilities and their commitment to fostering a good working relationship with the City and their neighbours.

Signed this _____ day of _____, 2023 at New Westminster, B.C.

Executive Director, Lower Mainland
Purpose Society

Chief Administrative Officer
City of New Westminster

Cc: City Clerk

Attached: 422 Sixth Street Supportive Housing – Monitoring Area

422 Sixth Street Supportive Housing – Monitoring Area



422 Sixth Street – Community Advisory Committee

DRAFT Terms of Reference

This Community Advisory Committee would operate according to the following terms of reference.

Purpose

The purpose of the Community Advisory Committee (CAC) is as follows:

- To build and maintain positive relationships amongst the community, the building operator, the City and the funding partners.
- To facilitate collaboration, information sharing, two-way communication and transparency.
- To identify opportunities to welcome supportive housing residents and involve them in community activities and events.
- To resolve issues related to building management, operation and programming.

Membership

The membership could include the following representatives:

- Lower Mainland Purpose Society (1)
- BC Housing (1)
- Canada Mortgage and Housing Corporation (1) (?)
- City of New Westminster (1 or 2)
- AMIRA Strata Council (1)
- Bent Court Resident (1)
- Brow-of-the-Hill Residents' Association (1)
- Community-at-Large (2)
- Local Businesses (2)
- Royal Academy Child Care (1)

Consideration could be given to a supportive housing resident as long as it does not place this individual in a vulnerable position. In such case, a resident could provide an update as part of the operator and building update and discussion as an agenda item. As such, they would only attend a portion of the meeting.

Selection Process

The identified organizations will select their own members and one alternate.

Business and community members-at-large will be selected through an application process with preference given to persons who:

- are willing to abide by the committee terms of reference and the required time commitments;
- are not affiliated with a member association, group or organization;
- have an interest in the community; and,
- live and/or work within the immediate radius of the supportive housing site.

Orientation

Each committee member and his or her alternate will receive an orientation booklet, which will provide information about the supportive housing, the operator and the funding partners, including relevant policies and procedures and contact information. It will also include a copy of the Good Neighbour Agreement. The booklet will also include these terms of reference and the meeting schedule for the upcoming year. If a committee member is unable to attend, it is encouraged that he or she orients his or her alternate, and communicates any information that he or she wants to share with the committee.

Time Commitment

Three months prior to building occupancy and three months afterwards, the committee will meet on a monthly basis. The meetings will then shift to a bi-monthly basis unless determined otherwise by the committee members. In addition to regular meetings, there may be occasions when special meetings may be called for a particular reason. As much advance notice as possible will be given to ensure members can make necessary arrangements.

Participation

The committee will serve as an advisory group and not a decision-making body. To ensure that committee meetings have the full spectrum of community perspectives, attendance at all regular meetings is required by all representatives or their alternates. 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 member or to discuss whether a new representative and/or alternate is appropriate.

Committee members may, on occasion, wish to invite a guest to observe the meeting. Such requests must be submitted by e-mail or in writing to the facilitator at least one week prior to the meeting for approval. Any guests that attend will be asked to observe and not participate in the discussions. When appropriate, specialists may also be invited to participate in meetings to address specific agenda items. Depending on the nature of the agenda items being discussed, a meeting may move into a closed session, during which time any guests or specialists will be requested to leave the meeting room for the duration of the closed session.

Committee membership is on a volunteer basis and members will not be remunerated for their time.

Term

The committee will operate for a period of up to 15 months after occupancy. 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.

Facilitator

The meetings will be facilitated using a neutral process facilitator who will serve as an impartial individual to guide the process, facilitate respectful dialogue, address difficult situations, and maintain an environment that is conducive to sharing information and encouraging all members to contribute. The facilitator will be responsible for keeping the committee on time and on task and working with the meeting administrator to prepare committee agendas and meeting notes.

The facilitator will develop and follow a structured agenda, including:

- Operator and Building Update and Discussion
- City and Funding Partner Update and Discussion
- Community Organization and Community Member Update and Discussion
- Business Member Update and Discussion
- Identification of Action Items and Follow-Up
- Other Business and Next Meeting

The meetings will be structured to encourage free and open discussion of relevant issues and opportunities, within the constraints of the planned agenda. The goal is not to seek consensus or majority rule but to discuss and record comments and responses; propose solutions; and work towards constructive outcomes.

Meeting Administrator

The meeting administrator, which could be a City or Purpose Society staff member, will provide administrative support in scheduling meetings and liaising with committee members; assisting with preparing agendas and meeting notes, including action items and follow-up, and overseeing the distribution of meeting agendas and notes. The meeting administrator is not a representative of the committee and will solely support meeting logistics and record proceedings.

Meeting Notes

The meeting notes will not be verbatim recordings but will attempt to capture the essence of comments and responses. Particular care will be taken in summarizing sensitive matters to ensure that privacy considerations are taken into account and that personal information is not compromised. All actions will be noted in the meeting notes, including who will be responsible for implementation and when the action will be implemented. Recording of the meetings (both audio and visual) by committee members or guests is not permitted.

Rules of Conduct

In order to ensure that the committee is maintained as a forum to freely exchange information, discuss issues and opportunities, and work towards constructive outcomes, members and alternates will agree:

- To operate in accordance with the terms of reference.
- To regularly participate at scheduled committee meetings.
- To be respectful of differing and diverse opinions and views.
- To actively listen to others.
- To refrain from using disrespectful language or engaging in abusive or threatening behavior.

- To respect the right of the building operator to protect the privacy and confidentiality of individual supportive housing residents and staff.¹
- To not act as a spokesperson for the committee.

In the event that a committee member is unable or unwilling to abide by the terms of reference and rules of conduct, the facilitator reserves the right to rescind the membership of that member and to seek a new member to replace him or her.

Terms of Reference Revisions

From time to time, it may be necessary to amend the committee terms of reference. This will be agreed upon, with the active involvement of committee members to ensure that the changes are supported.

¹ Committee members and their alternates will sign a confidentiality agreement. If there is a change in membership, any new committee members or alternates will be required to sign the confidentiality agreement. The confidentiality agreement will clearly specify information and scenarios which are confidential – e.g., the name or description of a supportive housing resident; the name, address or other identifying information of a community member expressing a concern; the sharing of information related to an act or allegation which has not been substantiated; etc.