



Temporary Modular Housing
Reiderman Residence at 7430 and 7460 Heather Street
Community Advisory Committee
Terms of Reference

DRAFT January 9, 2018

1. Overview

Two temporary modular buildings are being constructed at 7430 and 7460 Heather Street. Each building will be three storeys and have 39 single studios. Seven studios in each building will be wheelchair accessible. All units will be self-contained dwellings with private bathrooms and kitchens.

The buildings have been named Reiderman Residence in honour of a long time Community Builders staff member, Jennie Reiderman. Jennie worked for Community Builders from 2010 until 2016 when she was diagnosed with stage 4 cancer. During her time with Community Builders, Jennie worked tirelessly with the elderly, vulnerable and sickest of our tenants and homeless individuals. She often spoke of wishing to be involved in a project that would focus on seniors and medically vulnerable people. Unfortunately, Jennie lost her long battle with cancer in late 2017, just days after Community Builders found out that they had been selected to operate the project at 7430 and 7460 Heather Street.

Community Builders is honoured to name the site after Jennie, and to operate the building with the same passion and dedication that Jennie inspired in everyone around her.

The temporary buildings will provide much-needed housing for up to 10 years while more permanent housing is built. Temporary Modular Housing is an important option in providing homeless residents with access to safe, secure homes.

The buildings will be managed by Community Builders Group, a professional, 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 buildings into the surrounding community, BC Housing, Community Builders Group and the City of Vancouver will establish the Reiderman Residence Community Advisory Committee (RR CAC).

2. Purpose

The purpose of the RR CAC is to provide the project team and a broad cross-section of the community with a mechanism to:

- 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

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

3. Committee Membership

a. Representation

In order for the CAC to be effective, it is important to limit overall committee size while maintaining a balance of voices at the table. Therefore, CAC membership is comprised of approximately 20 individuals representing the following groups:

- 5 x community members (local resident and community organizations, businesses, neighbouring residents, etc.)
- 2 x Community Builders Group representatives
- 1 x resident from the Reideman Residence (as appropriate)
- 1 x resident from the George Pearson Centre (with support from family member if required)
- 1 x Vancouver Coastal Health staff person from George Pearson Centre
- 1 x Vancouver School Board
- 3 x PAC Chair
- 1 x local school Principal
- 1 x local school student
- 1 x Vancouver Police Department representative
- 1 x City of Vancouver representative
- 1 x BC Housing representative
- 1 x Vancouver Coastal Health representative

b. Selection process

Community member representation (5 seats) will be filled through an application process with preference given to a person who:

- is willing to abide by the Committee Terms of Reference and required time commitment
- is currently affiliated with multiple community organizations

- has experience representing their community on other committees/boards, etc.
- lives and/or works within a five-block radius of the housing site.

BC Housing, Community Builders Group and the City will designate community members and representative alternates from the list of applicants who meet this criteria.

The program partners (VPD, VCH, BC Housing, CoV) and the schools 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 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.

Regular Committee meetings will be limited to two hours and adhere to the meeting agenda.

5. Participation

The Committee serves as an advisory group, not a decision making body.

To ensure CAC meetings have 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 meeting be missed, the member will be contacted by the facilitator 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 Reideman Residence CAC will operate until December 2018. 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 behaviours 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 advisory Committee agendas and unbiased and accurate meeting summaries.

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

- Community Builders Group building update and discussion
- Program partners update and discussion
- George Pearson Centre update and discussion
- Local schools update and discussion
- Community members update and discussion
- Review of action items and follow up

Community Builders Group will provide a meeting Secretary to assist with scheduling and liaising with Committee 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 Committee and will solely support meeting logistics and record proceedings.

The meeting summaries will not be verbatim recordings but will attempt to capture the essence of comments and responses. The summaries will attribute comments to Community Builders Group, and the other agencies, however attribution of community input will be generic (i.e. *Community Comment*) and will not identify the individual or organization they may be representing. While the facilitator and Community Builders 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 minutes while respecting any sensitivity.

All action items will be noted in the minutes including who will be responsible for follow-up and a deadline for completion.

Recording of the meetings (audio or visual) by members other than the note-taker is not permitted unless agreed to by all present.

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. Community Builders Group commits to seriously considering the CAC's comments, as relevant, in making decisions or taking actions.

The City of Vancouver will be responsible for securing meeting space, providing the process facilitator and light refreshments at the meetings.

8. Rules of Conduct

In order to ensure that the CAC is maintained as a forum for Community Builders Group, 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 to 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 Community Builders Group 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 Community Builders Group 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 Temporary Modular Housing buildings to the attention of the Community Builders Group Building Manager according to the contact protocol 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, Community Builders Group 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 Reiderman Residence CAC Terms of Reference. This will be agreed upon, with active involvement of CAC members, BC Housing, the City of Vancouver and Community Builders Group to ensure that the changes are supported and that any partner organizations understand and continue to commit their membership under the changed conditions.