



June 23, 2020

Leanne Taylor  
City of Victoria  
1 Centennial Square  
Victoria BC V8W 1P6

**Re: Housing Agreement**

Dear Leanne,

This letter is in response to questions regarding Housing Agreement- rental and affordable in perpetuity for the rezoning and development of 736 Princess Avenue, Victoria BC.

Housing Agreement:

- We are comfortable with a housing agreement for 60 years of affordability at very low income for all 28 units
- We will have 28 units in total with 5 being fully accessible
  - We are comfortable securing the 5 accessible units separately in the agreement
- Accessibility details
  - All common areas in and around the building will be universally accessible; this includes the program areas and social enterprise space.
  - The three accessible units will be wheelchair accessible designed in accordance with CSA B651-12 Accessible Design for the Built Environment, as required, above the applicable Building Code.
  - Other units may be designed to adaptable standards for future modification as available.

We have been in touch with Robert Batallas and plan on submitting for the September 30 deadline for the Housing Reserve Fund for all 28 units.

Sincerely,

A handwritten signature in black ink, appearing to read "Manj Toor".

Manj Toor  
Executive Director

We are working with the Burnside-Gorge Community Associate in the development of our new building plans.

### **Proposed Location and Transportation (Vehicles, Bikes and Buses)**

The proposed location for development is close to the existing location. This location has been ideal as it is centrally located, within close proximity to downtown, near main bus arteries, close to provincial and federal government agencies and other partnering community agencies. Many of our clients use services from the Greater Victoria area (primarily downtown), making accessibility of services an important factor in deciding the location.

From a transportation perspective, accessibility continues to be a major factor in this decision. The vulnerable population that we work with, for the most part, is unable to afford a bicycle or vehicle with insurance and ongoing maintenance. Some of them in fact don't have a driver's licence. As most of our clients do not have vehicles or bicycles there is a heavy reliance on public transportation to meet basic needs. Needs such as employment, grocery shopping, medical/dental services. Many of our clients work in commercial construction, primarily in the downtown core.

### **Proposed Transitional Housing**

With the growth of our vulnerable population, the purpose of the transitional housing is to expand the number of transitional beds in the Greater Victoria Area. This building will offer individual livable units, which will include accessible units. The transitional housing will be a foundation of support for independence and dignity while individuals gain permanent housing. The support model combines living space with access to education, supervision, case management and connections with community health services. Wrap around supports by the JHS team will assist clients to reach out to staff or community partners when facing struggles. Tenants will access to coffee shop, organic vegetables stand and shared common space, creating a sense of community.

## **2.0 JHS Community**

Our local programs are thriving within institutions, residential programs, at the community office and throughout many parts of the community. We have a holistic approach, recognizing that safer, healthier communities are created through the combined and diversified efforts of citizens, organizations and governments. We work cooperatively with a broad spectrum of community agencies and committees, while also maintaining involvement in provincial and national organizations that seek to address the social needs of marginalized Canadians.

JHS has a strong commitment to safety and quality. We incorporate threat and risk assessment as part of all services provided. Standards and policies are in place to ensure that quality programming is maintained per legislation and contractual obligations with adherence to the fiscal responsibilities. In addition, we recognize the value of creating a program that will promote an individual's independence, autonomy, and inclusion within their own family and community, knowing that this type of support and involvement yields universal benefits.

We continue to be committed to working with community agencies including the police, other social, healthcare agencies and all levels of government. This includes actively working with the Burnside-Gorge Community Association.

We are dedicated to assisting youth, adults and families facing diverse social needs. We have a breadth of programs and services that span residential, housing, life-skills, mentorship, substance use, mental

health, restorative justice and employment. We provide these with the goal of assisting individuals to value their positive contributions to society.

### **3.0 The John Howard Society**

The John Howard Society (JHS) is a registered charity and social service agency with affiliated offices across Canada. JHS is known for offering a wide range of innovative services within the sectors of community justice, social services, health and public interest issues. The Victoria John Howard Society has provided services to the Greater Victoria area since 1935 that include assistance with affordable and supportive housing, employment programs, outreach programs, group activities and child and youth programming.

In 1984, JHS Victoria became actively involved in supporting the initiatives of Correctional Services Canada to address the safe transition of offenders back into the community and continues to do so. JHS promotes safe management and reintegration of offenders by delivering a variety of criminal and social justice programs in the community.

Our vision is to have a safe, healthy and inclusive community for all.

### **4.0 JHS Victoria Programs**

JHS offers a range of residential, community and employment programs. The following provides an overview and purpose of the residential programs.

#### **4.1 Residential Programs**

The John Howard Society of Victoria (JHSVIC) currently operates three residential facilities for adults: Manchester House, Gelling Manor, and Maxfield House(?). Our safe, accessible and affordable transitional housing services assist people on conditional release from correctional facilities to reintegrate into the community. JHS provides a safe and welcoming home environment that is accompanied with robust support services enhancing community safety and promoting a successful transition. This housing is provided to people on conditional release under the Corrections and Conditional Act from federal and provincial correctional institutions.

Our residential programs provide food, shelter, access to amenities, and connect residents to supports related to every aspect of their reintegration efforts. These include supports for addictions, mental health, employment, education goals, and information on obtaining housing, personal identification, medical coverage, banking services, and recreational opportunities. This program is contracted with Correctional Service Canada and has been running since 1982.

#### **Manchester House**

Manchester CRF provide stable home environments with added structure for people as they reintegrate into the community. Residents are assisted in navigating obstacles that they experience as they transition to independent living and meet their needs as contributing members of the community. Persons residing in the facilities receive individualized care through supportive relationships, the development of personal plans, and the establishment of healthy community supports. All residents are subject to both general and specific conditions of release. Community safety is ensured through 24-hour staffing which provides structure, monitoring, and support.

#### **Gelling and Maxfield Houses**

Gelling and Maxfield House provide affordable transitional housing to those who have been successful at Manchester House and are ready to live in the community with greater independence. Gelling and

Maxfield House are five bed transitional houses for residents seeking stable, interim housing. Residents may live at the house for up to one year and during that time can continue to receive support and assistance from the John Howard Society staff.

## **4.2 Community Programs**

In addition to the residential programs, JHS also provides several community-based programs. The following provides a high-level overview and purpose of the community-based programs.

### **Community Services Offices**

The Community office assists individuals and families who are impacted by the criminal justice system, have developmental disabilities, struggle with substance misuse issues, experience persistent mental health conditions, and/or are at risk of becoming homeless.

The Community office provides an essential community service by assisting individuals in various capacities, including obtaining identification, locating and contacting safe and affordable housing providers, serving as a mailing address for individuals with no fixed address. And assisting with employment searches and job readiness, providing information about addiction services and residential treatment programs, connecting with mental health supports, and accessing health resources.

### **Community-Based Outreach**

The Community-Based Outreach program provides a wraparound approach to supporting people transitioning from CSC institutions. This occurs during the pre-release stage through to their community supervision period.

Community Outreach workers support the existing supervision framework and work collaboratively with Case Management teams to create individualized care plans and provide intensive support to assist people in obtaining skills to become prosocial members of the community, while working to promote their resilience and independence.

### **The Forensic Outreach Program**

The Forensic Outreach worker assist people on probation to comply with their legal orders and to follow through with planning to live successfully in the community. The Forensic Outreach worker supports people who have come into contact with the law and suffer from serious and persistent mental illness and were found Not Criminally Responsible because of a Mental Disorder (NCRMD).

### **Restorative Justice Programs**

Restorative Justice is a response to a harmful incident that invites the participation of all impacted parties to meaningfully address the harm and rebuild relationships. The John Howard Society of Victoria has two Restorative Justice programs: Saanich Community Justice Initiatives and School-Based Restorative Justice.

Saanich Community Justice Initiatives is an innovative, out-of-court process for dealing with an offence. It is an alternative to the traditional justice system based on the principles and practices of Restorative Justice. The victim is central to the process, the accused is held accountable for their behaviour. The community perspective is included, and input from all affected parties is encouraged.

Youth and adults are referred to the Community Justice program by the Saanich Police Department and Crown Counsel. The accused must take responsibility for their actions and agree to participate in the program. The Community Justice program has three models: Community Conferencing, Victim/Offender Meeting, and Diversion. Each model includes dialogue from all parties impacted by the offence and the development of a Community Justice Agreement outlining tasks to be completed by the accused. Possible outcomes include apologies, community service, employment programs, restitution, written or creative projects, referrals to specialized agencies, mentoring, and any other activities deemed suitable.

The School-Based Restorative Justice program is an alternative measure for resolving cases of bullying, violence, and other incidents in schools. It encourages students to take responsibility for their actions and work collaboratively to repair the harms that their behaviours have caused. The program accepts referrals from select middle and high schools in the Greater Victoria area. The School-Based Restorative Justice program has two models: Restorative Justice Circle and Diversion. Each model includes dialogue from all parties impacted by the incident and the development of a Restorative Justice Agreement outlining tasks to be completed by the responsible student. Possible outcomes include apologies, written or creative projects, restitution, referrals, and any other activities deemed suitable.

#### **KidStart**

KidStart is a volunteer mentoring program for vulnerable children and youth aged 6-18, who are vulnerable to, and/or experiencing crime, addiction, abuse and crisis within the family. Participants are matched with adult volunteers who mentor and help build self-esteem through positive achievement. The objective is for the volunteer mentor and youth to develop a mutual trust that is both positive and supportive. The mentor will engage with the youth for two to three hours each week in one-to-one activities that promote achievement and success. Mentors will encourage youth to develop their interests, support learning and skill-building, and provide opportunities for community participation in a more meaningful way. While the volunteer commitment is a minimum of one year, the relationship is encouraged to last as it naturally can.

#### **Community Garden**

Our Therapeutic Community Garden Project is a community partnership providing therapeutic food growing opportunities for people who face a variety of challenges including mental illness, addictions, and/or involvement with the criminal justice system. Through this program, participants can experience organic gardening, develop stable and positive interactions with the community, and improve quality of life by producing their own organic food. With the help of volunteers, participants tend to over 30 raised beds in this 14,500 square foot garden located in the Blenkinsop Valley in Saanich. Produce is sold at community markets, given to participants, and donated to local community agencies like the Mustard Seed Food Bank and Our Place. Participants can also receive a financial stipend for their participation.

### **4.3 Employment Programs**

Since 1980, JHS has offered a range of employment programs focusing on vulnerable young adults (youth). Access to long term, sustainable employment is one of the most dependable means of assisting vulnerable young adults in achieving personal goals and ambitions. Employment and education provide a strong sense of social value, enable the development of networks of support and belonging, build our knowledge, and self-esteem. These key components can also mitigate risk and help people deal more effectively with stressful events. Providing the training, supports, and opportunities necessary for people facing complex barriers to secure and maintain employment that meets their interests and capabilities is

one of the most fundamental ways that we can contribute to a safe, healthy, and inclusive community for all.

#### **BladeRunners Employment Program**

BladeRunners is a free employment readiness program for men and women between the ages of 17-30 who are experiencing barriers to employment and seek support and mentorship in order to secure employment. Participants can choose from two program streams, construction and trades or hospitality. Each of these streams include two weeks of classroom instruction and one week assisted job search. After the three weeks of programming are complete the program quality for additional training to further enhance their work skills as required. Once a job is secured, program participants may also receive resources to access work related items like safety gear and tools.

#### **Construction and Trades to Success (CATTS)**

Construction and Trades to Success is a 23-week, federally funded skills development program that helps young adults between the age of 17-30 who have multiple barriers to employment. The outcome of the program is for participants to find and maintain employment in the construction industry and other related trades. The program combines three weeks of like skills and safety training within 20 weeks of paid work experience.

#### **Community Employment Program**

The community Employment Program provides employment support to people on any form of conditional release upon a referral from their parole officer. The program aims to work with people in achieving success as they return to the workforce, and to help them remain successful in the community. Participants can develop portfolios that outline their skills, employability strengths, and relevant experience. Services could include resume preparation, job search support, interview skills training, and community referrals. Program staff also locate employers in the community and maintain strong working relationships with them to connect participants directly with prospective employers. The Community Employment Program also provides participants with information regarding education, training, workshops, and other vocational training opportunities.

#### **Acquiring Community-based Employment Skills Training Program (ACES)**

Acquiring Community-based Employment Skills Training Program provides assessment, training and supported work experience and skills for employment in various occupations. The purpose of this program is help participants secure sustainable employment or obtain further education and training which leads to sustainable employment. The program targets to serve indigenous people, people with disabilities, older workers and individuals facing multiple barriers. Working with employers and training delivery partners, this program seeks to individualize each participants employment training needs to maximize positive outcomes.

I trust this provides more depth with respect to the John Howard Society and the services we offer. Should you require any additional information or further clarity, please do not hesitate to reach out.

Sincerely,



Manj Toor  
Executive Director