



February 11, 2021

Leanne Taylor
Senior Planner
Sustainable Planning and Community Development
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

Dear Leanne,

Please find below an operational overview of how OPS would in broad terms, operate and manage the Hey Neighbour Tiny Home Town:

Intake and The Plan

The intake of residents would be through the CAA process – the centralised placement process for homeless folk getting into housing and overseen by BC Housing – and we would have the right of veto. BC Housing understand and support our desire to have folk with relatively low acuity in the compound as well as folk who are committed to living in community while working on moving to a permanent housing solution.

Essentially from the moment anyone moves in they would begin their plan to move out. We will create a tailormade plan- The Plan - for each resident which will describe their path to permanent housing and what they need to get there – this would include ascertaining their support needs, if any, in terms of mental and physical health, income security, addictions and treatment and employment. BC Housing are hoping to provide each resident with a rent supplement to help make this happen.

Staffing and approach

Staffing would be provided by Our Place in partnership with the Coalition, with Our Place hiring the staff. We intend to provide 24/7 staffing with at least 2 workers during the day and 2 overnight (this could be one Our Place worker and a security guard). Initially (first 6-9 months) there will be 2 outreach workers on during the day and then, once the community is well established, we would move to a model of 1 outreach worker and 1 peer support worker.

We understand that the provincial government is making monies available to Vancouver and Victoria (in total) health authorities to support folk moving in from camps so this may allow us, hopefully, to resource some health worker time at the compound.

We have had several conversations with the Coalition and we have agreed the culture of engagement which will be client centred (the clients will be at the centre of their plan and the source of their solutions, with the workers providing the support to actually make them happen) but within clear parameters and rules like no guests allowed, a single access point and zero tolerance of violence and criminality.

Design

We met with ARYZE and were able to significantly influence the design in ways to make it safer and more comfortable for the residents.

There will be a shower, washroom and laundry block as well as a meeting room/common room and one or two smaller offices for private meetings.

There will be no hotplates in the units and all food will be delivered – there will be a heat up/cook station in the common room area. There will, however, be a small fridge in each unit.

There will be a staff washroom and storage space for janitorial and office supplies.

The entrance will be designed to maximise safety but without being overly institutional, so no Plexiglas.

There will be no overdose prevention site as it is anticipated that most users will use their units. We will provide a peer support safeguard program for this.

Once the draft designs are complete we will have further opportunities for input.

Safety and security

The designer will ensure there are two ventilation points in the units, the front door/window and a ceiling fan (like a bathroom fan) with outside air access. This will certainly improve the ventilation, though not perfect. The units will also need to meet fire code and be subject to an inspection by the fire department. There will be caged hard wired smoke alarms in each unit.

The design will effectively be a metal courtyard which will make it hard to access for non residents. We have also agreed with the designer that there should be a single point of entry/exit which will allow us to strictly control who comes in. The front door will have a camera outside and be on a buzzer system to ensure that only residents and resident related staff can enter the compound.

I hope this information is what you require. If you require any further information or elucidation, please let me know.

Yours sincerely



Julian Daly,
Chief Executive Officer