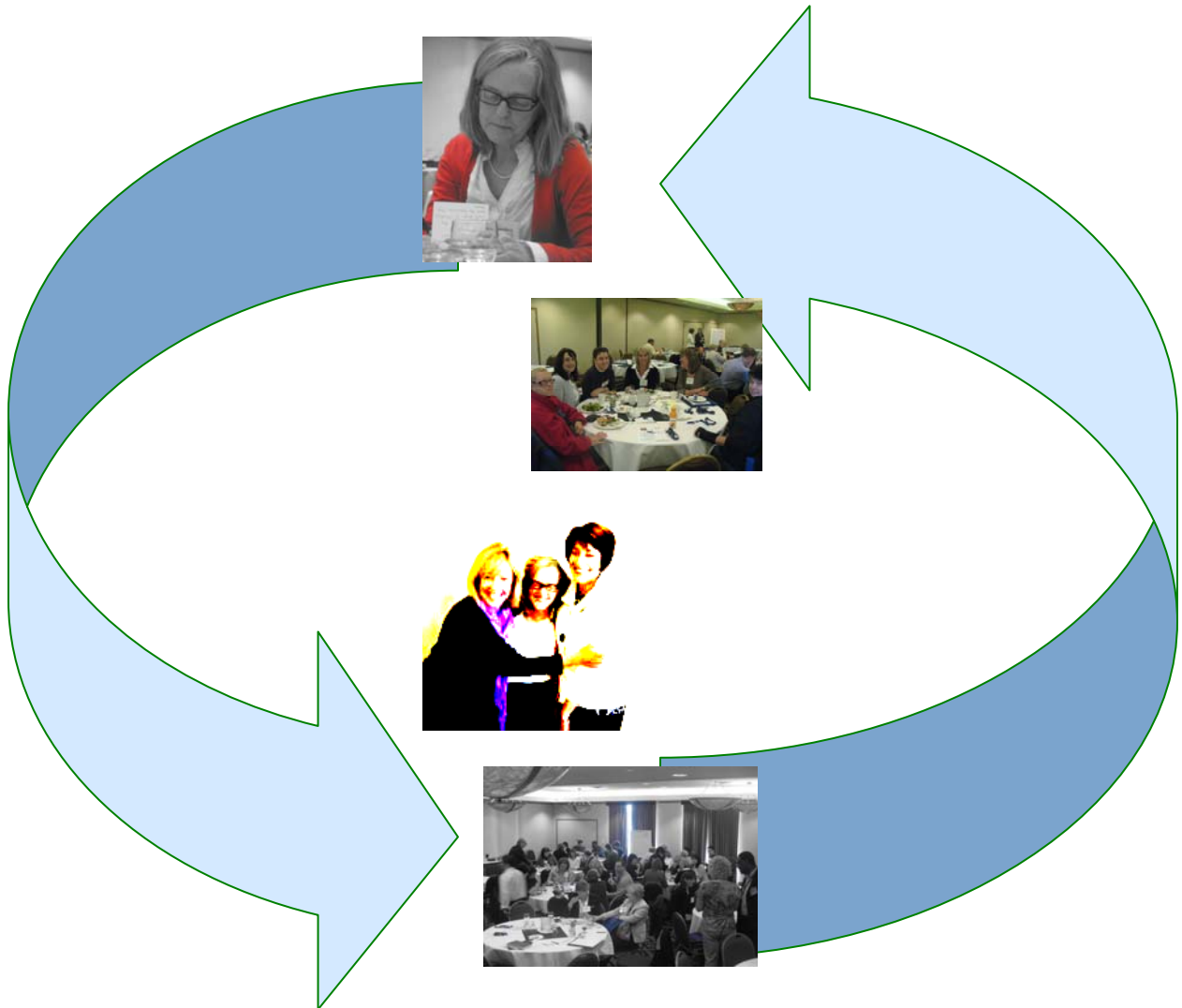




Affordable Housing. Adequate Income. Support Services.

GREATER VANCOUVER REGIONAL STEERING  
COMMITTEE ON HOMELESSNESS

*Connecting Communities Forum and  
RSCH 10<sup>th</sup> Anniversary Celebration  
March 24, 2010 – Proceedings*



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## SECTION 1

### 1. Welcome from co-chairs Alice Sundberg and Susan Papadionissiou



**C**ommunity forums are part of our Committee's strategic initiative to strengthen connections with and support the work of local groups throughout the region. Last December, we met with representatives of the Community Homelessness Tables to listen to the key priorities identified for local areas. We know that the success and credibility of the Regional Steering Committee's work is based on our valuable connections to local voices.

*The Committee itself is made up of representatives from over 40 groups—including service providers, community-based organizations, and all levels of government—connected by a common goal to end homelessness in the region.*

*Writer and Nobel Laureate Elie Wiesel suggests that the sum of all of our work is what creates meaningful outcomes in our communities. Working in solidarity, he says, gives “a noble and humanizing meaning to a community in which all members will define themselves not by their own identity but by that of others.” The Connecting Communities Forum focuses on bringing a “noble and humanizing meaning” to our communities through the strengthening of our connections, connections that identify each other's work as part of our own.*

*Through the various presentations and networking sessions offered today, we hope to experience both the growth of existing community connections and the fusion of new ones. We believe these relationships will continue to foster innovative and sustainable actions that are successful in securing housing and supports for our region's most vulnerable people.*

*Today we will also be celebrating the 10-year anniversary of the Steering Committee. This opportunity gives us time to both reflect on our work to-date and to look ahead to the future to see what is possible.*

*Commitment to connecting with local communities has been the key to the effectiveness of our work and will remain key to our work in the future. The Steering Committee has been working with communities and partners to explore best practices, priorities, and strategies for meeting the housing, supports, and income needs of our homeless populations.*

*The Steering Committee initiated the triennial homelessness count starting in 2002. Although the count doesn't solve homelessness, it is an important step in gaining a better understanding of the problem and where to focus our programs, policies, and advocacy. Since 2002, we have seen a rapid growth in the number of homeless people in our region, many with multiple barriers to securing healthy and sustainable housing. The most recent 2008 Homeless Count identified a total of 2,660 people without a place to call home.*

*Through the Regional Homelessness Plan: 3 Ways to Home, the Committee focuses funding, policy, and awareness initiatives on three specific areas to address homelessness: Income, Support, and Housing. Through this plan, the Committee is also committed to strengthening its local, regional, provincial, and national connections.*

*When we met with the Chairs of the Community Homelessness Tables last December, they left us with a few key messages as guidelines not just for this forum, but also for our work together into the future.*

*The first was that we must continue to build and strengthen our connections to ensure diverse partnerships and collaborative solutions, including the creation of stronger partnerships with the business community.*

*In terms of coordination, our work has often been challenging; no other Community Advisory Board in Canada has as many communities to support as we do. Continuing to enhance our connections through participatory practices is a key priority for us as we move forward. This forum is the first stage in responding to this priority.*

*Another key message was that we need to develop creative communication tools to share our experiences, highlight innovative practice, and engage our community residents in our goal to end homelessness. Learning from each other and increasing public participation is integral to finding creative solutions that work.*

*And lastly, we need motivation in the sector. To build and sustain a healthy social capital we will need to identify new kinds of funding partnerships and find ways to invigorate and re-energize our staff and volunteers.*

### **Forum Agenda**

*Presentations from the local tables will be followed by a celebratory anniversary lunch with special guests: Verna Semotuk, the first chair of the Regional Steering Committee; Sylvie Guibert, Director of Program Management from the HPS Secretariat in Ottawa, Johnny Carline, Chief Administrative Officer of Metro Vancouver; and Darlene Gering, Chief Executive Officer of the Burnaby Board of Trade.*

*In the afternoon, we will have a presentation from outreach workers from Surrey and then round table discussions based on the themes identified by the Tables Chairs in December.*

*Today's agenda is intended to support, honour, and celebrate each other's work—from the knowledge and dedication of front line staff to the commitment of management staff advocating for shifts at the policy level.*

*Listening to the experiences of speakers, presenters, staff, and other attendees as well as sharing your own experiences will undoubtedly motivate us all towards greater solidarity, a solidarity that can only bring greater capacity and meaning to our communities. We have faith that our work together will continue to work for the elimination of existing service, income, and housing gaps in our region.*

*We thank all of you for coming today to celebrate the work and commitment in our sector, making visible the threads of connection and service throughout the region. In continuing to make these connections stronger, we will have the knowledge and actions required to end homelessness—a truly attainable result.*

The Facilitator for the forum was Sue Noga, Community Development Coordinator for the Regional Steering Committee on Homelessness.



## 2. Presentations by the Community Homelessness Tables

### 2.1 Tri-Cities Homelessness Task Force, Presenter: Sandy Burpee

- The Tri-Cities area encompasses Port Coquitlam, Coquitlam, and Port Moody.
- Key partners: both staff and councillors from the three municipalities participate in the group.
- The group does have a homelessness plan and it is updated regularly. The municipal councils have not been asked to formally endorse the plan at this time.
- The first priority for the Task Force was a cold/wet weather (CWW) shelter program. A temporary, rotating shelter program was created and the Task Force is now working on establishing a permanent shelter.
  - The rotating shelter program put CWW mats in churches for 30 days at a time, and therefore no particular community felt overwhelmed.
  - The rezoning hearings were very effective in promoting awareness and community involvement both for and against the project. One notable contributor to the success of the program is that a number of opponents changed their opinion and now strongly support a permanent shelter.
  - The group is now turning its attention to the lack of access to detox and addiction beds and are working on developing a strategy and actions.
- Community engagement and awareness is achieved through their website, [tricitiehomelessness.ca](http://tricitiehomelessness.ca), HAW events, training and education within schools, and connections with faith organization.
- The most successful engagement happens when the community is asked to take a specific action; there has to be more than just increasing awareness.

***“The most successful engagement happens when the community is asked to take a specific action”.***

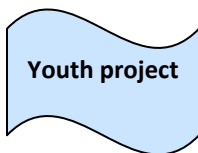
- Definitely need to increase contact between outreach workers and homeless people to be successful. The group has found that the winter shelters promote a better relationship with homeless people and there is more success in moving people off the street.
- The area has seen a noticeable reduction in homelessness: rumoured to be up to 20% reduction. A number of regulars have now been housed or have gone into recovery. However, much of the housing lacks supports and the people may cycle back in. The group would be interested in hearing about other community experiences in this regard and the question of do more people move into an area once the homeless are housed?

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## 2.2 North Shore Housing Task Force, Presenter: Annie Mauboules

- The North Shore Housing Task Force is made up of members from the three North Shore municipalities: North Vancouver District, North Vancouver City, and West Vancouver. The task force members include municipal staff, service providers, police, and Vancouver Coastal Health Authority.
- The group has a 10-year homelessness work plan with six priorities. Each municipality does not officially endorse this plan but they are very involved with the Task Force.
- There has been a renewed focus on the issue of supply of affordable housing on the North Shore.
- The North Shore has a large volunteer force for events, not just for HAW, but certainly, it was HAW that increased the awareness.
- A local 'contacts and information' card has been created for people who are homeless.
- Fundraising has been difficult to arrange as a group; therefore, the Task Force has decided to leave it to each agency to do their own fundraising.
- The successful project is a "nurse practitioner program" funded by Vancouver Coastal Health. The nurses began attending the food bank line-up once a week (in 2007) and since 2008, they go into the streets, the shelters, and other front-line service locations.
  - Youth Safe House Advisory Committee is geared to youth homelessness. The development of a vegetable garden at the Youth Safe House (as reported in the January 2010 RSCH News Bulletin) was been very successful and food sharing has occurred with the Harvest Project as well as the food bank. For 2010, they plan to expand the vegetable garden to provide food for the other shelters on the North Shore. This project successfully engages youth and gives back to the community.
- Really appreciate the opportunity today to meet and connect with other tables. This type of meeting will invigorate all the groups to keep working hard and carry on.



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### 2.3 New Westminster Homelessness Coalition, Presenter: Jack Beatty and Kara-Leigh Jameson

- All levels of government, business, councillors, faith communities, all key service agencies, nurses, parole officers, as well as neighbourhood residents are members of the group.
- They arranged for a drop-in medical clinic with the Purpose Society one day a week and have a collaborative group of all the outreach workers and agencies.
- The group met with Minister Coleman last week and have invited him to visit the community to experience the successful front line work that is being done.
- Success project: “I’s on the Street”, creating a clean and safe community. This is an outreach program that hires homeless and near homeless people, many with mental illness and addiction. This group cleans the streets in the downtown New Westminster area everyday and are paid daily for their work. The hours of work are flexible and left up to the individual. Community agencies cover the costs of the outreach and support workers but the local businesses cover the cost of the pay for the employees.
- Currently there are seven people working in the program and it has demonstrated that homeless people are able and willing to work. Many of the business owners are now talking freely to the homeless and are often surprised by the stories. The homeless are benefiting by an increase in self-esteem, improvement in social skills, a gained sense of belonging to the community, and a work history.



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### 2.4 Langley, Presenter: Fraser Holland

- Langley now has 2 full-time outreach workers and, of course, the Salvation Army recently opened the Gateway shelter.
- Have had some homeless housed but the support services are not ideal. Experience is that many of these people will cycle back to the streets, but eventually seem to stick to the housing when supports are involved.
- The group has a good connection with advocates and outreach workers from a variety of areas across the region, from Richmond to Chilliwack.
- With funding from Fraser Health Authority, have 25 new units in a building to house and support mental health clients deemed hard to house. This is a 24/7 support facility and the clients and the staff are working hard to stabilize their housing and connections to services.
- Maureen Joyce went door to door in the neighbourhood to get community support for the housing program.



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## 2.5 Maple Ridge/Pitt Meadows/Katzie Community Network, Presenter: Dave Speers

- This group includes First Nations and all levels of government including municipal councillors. The group covers other community issues beyond homelessness.
- Meet weekly and plan together how to help individuals one-on-one.
- Will be breaking ground in a few months on new transitional and supportive housing units, a project they have been working on for many years.
- Partnerships are crucial to success.

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## 2.6 Faith Community, Presenter: Jonathan Bird

- There are many different faith groups around the region. Approximately 75% of emergency shelter beds and safe houses in the lower mainland are run or owned by a Christian organization.
- A recent poll of pastors said their parishioners would most like to see housing for single mothers, youth at risk, refugees and immigrants, and street homeless. As with most other groups, they would prefer to see permanent housing rather than more shelters.
- They support advocacy for policy change and for everyone in society to recognise their societal role in resolving the issue.
- Many groups are now looking at how to collaborate with inter-faith groups and with the non-faith groups in their communities.
- Value is on promoting “intentional friendship” – creating programs to foster genuine and mutually transforming friendships, especially with those less fortunate.
- In the fall of 2009, the Mayor of Vancouver hosted an inter-faith meeting. There is little public awareness of what these other faith groups are doing as the Christian groups are more in the public eye, but many of the other groups are highly successful within their own neighbourhoods and cultures. From that meeting, the Interfaith Alliance has been formed, spearheaded by the End Homelessness Now Committee (of St. Andrews-Wesley church in Vancouver).
- City in Focus has sponsored the City Gate Leadership Forum website (cglf.ca) — “a faith-based intermediary that informs, equips, and coordinates organizations and people in Metro Vancouver to embrace the biblical call to seek the welfare of the city.” City in Focus also holds a bi-annual inter-faith affordable housing conference that includes most denominations, levels of government, the general public, and stakeholders.
- New group, C.E.D.A.R.S., is forming a community land trust and revolving loan fund for affordable housing, low income and low end of market housing, social lending, social business. See website [cglf.ca/CEDARS](http://cglf.ca/CEDARS)



Jonathan Bird

***“Intentional Friendship – to foster genuine and mutually transforming friendships, especially with those less fortunate”.***

- Question for the group discussion: What are the implications of more government money flowing to faith based programming?

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## 2.7 Delta Homelessness Committee, Presenters: Constable Daniel Simone, Delta Police, Mental Health Liaison



*Daniel Simone*

- Danny's position provides outreach services and attends police calls for service for those with mental health issues.
- Delta has a small group of visible homeless: only four in July of 2009, but they are hard-to-house. As with other areas, there is an unknown number of hidden homeless and poverty.
- The biggest problem in Delta is that there are no services and the homeless have to travel to services in Surrey. The police worked to get supports and eventually formed the Delta Homelessness Task Group and are now partnering with Surrey resources, in particular with Hyland House through OPTIONS.
- The group is working toward getting a municipal representative to join them to support identified activities.
- Have recently set up an extreme weather shelter in a church basement.
- This group is still in the very early stages and they are looking forward to networking today to learn about community tables.



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## 2.8 Burnaby Task Force on Homelessness, Presenters: Dr. Nadine Loewen and Wanda Mulholland



*Wanda Mulholland and  
Dr. Nadine Loewen*

- There seems to be common representatives partnering at the Community Tables such as municipalities, health, police, and service providers. The Burnaby group has municipal staff rather than the councillors. Burnaby also has representatives from the local library and most recently, the Burnaby Board of Trade, and they are looking for ways to have people who are or recently were homeless to join.
- The group has a community plan that is updated annually but is not endorsed by the municipality.
- For community awareness, the group has a website, [burnabyhomelesstaskforce.org](http://burnabyhomelesstaskforce.org), has produced a pamphlet, and do many presentations. The awareness is targeted at the general public but also specific groups such as the faith groups and schools.
- Engaging the local media has resulted in numerous articles and the website has generated 20,000 visits. Burnaby residents have been responding in a wide range of ways from financial donations and volunteering to donating goods for distribution.
- The group is still struggling with establishing a shower and laundry facility as well as housing: are impressed that other groups have been able to generate some housing programs.

Success Project

- Success in Burnaby: a three-part project with outreach workers, a resource center that provides food, clothing, a learning table, and a nurse practitioner. The third arm is a mobile outreach van that provides services similar to the resource center and includes addiction counselling. Also have a Thursday morning Outreach Center.
- The “Burnaby Reaches Out to the Homeless” event was organized for the HAW in 2006, and the Outreach Center was developed as a result of that first event. The center now has almost 200 homeless visits a week. The center offers nursing attention, clothing, food, assisting with housing, obtaining identification, eye care, dentistry, makeovers, and haircuts. In addition, they offer a ‘learning table’ once a month for a variety of subjects, celebrate birthdays, and hold memorials. The people feel respected and part of the community. Obviously, the Homeless Action Week of 2006 was the major catalyst for activities in Burnaby.

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## 2.9 Surrey Housing and Homelessness Task Force, Presenters: Jonquil Hallgate, Vera LeFranc, and Tom Keenan



Tom Keenan and Jonquil Hallgate

- Key partners are similar to other groups and include colleges and local hospitals.
- Funded by the Surrey Housing and Homelessness Society Fund. The group has a combined strength to bring more funding to Surrey, and to celebrate successes.
- Because of the funding from SHHSF, the group has been able to hire a consultant (Alice Sundberg) and that has allowed them to focus their goals and to increase partnerships and connections with the agencies and funders. They are now looking at the gaps and focusing on those for priorities and can relay that information to the funders.
- As with other groups, the advent of HAW has raised the community and business awareness that is so important in planning to ensure local residents have an opportunity to contribute as well as understand.
- The Surrey Olympic celebrations offered several opportunities to raise awareness, such as the Holland Park Olympic celebration site. A social issues table was set up that was shared by a variety of groups. The SHHTF also started a website campaign, [pledge to end homelessness.org](http://pledge.to.end.homelessness.org), inviting people to commit to at least one action, no matter how small, in the quest to end homelessness. This campaign was presented at the social issues table at the Olympic event and was advertised with buttons, made by members of the RSCH youth group.
- The second project was to hire people who are homeless to handle the recycling of materials from the celebration site. The homeless discussed ‘who are we, how do we want to represent ourselves in the community’ and established their own mandate and rules of behaviour with many pledging that they wouldn’t drink or do drugs

Success Project

throughout the entire event. There was one instance of security not allowing them on-site but this was resolved in one day, and there was a noticeable change in that the security staff started seeing the people in a different light and formed friendly relationships; changing their perception of homeless people. Thousands of tons of recycling were handled by 23 people.

- Will be holding a Health and Wellness event in mid-April and a Bridging project, based on the faith-based “intentional friendships” project (previously mentioned by Jonathan Bird), which will provide mentors for people moving into a neighbourhood to introduce them to others and ensure they are included in community activities.

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## 2.10 Peninsula Homelessness to Housing (White Rock and South Surrey), Presenter: Dick Avison

- This group has 24 partnerships that are very similar to the other Community Tables.
  - The first project for this group was to create a “Triage Map” for police and front line staff. This chart is set up to help analyze what a persons needs may be and to identify the correct agency for contact.

Triage chart



*Dick Avison*

- Will be holding a connect event on April 14 titled “Opening Doors and Making Connections” at the South Fraser Women’s Services and the First United Church. This is the first connect day in the area.

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## 3. RSCH 10th Anniversary Celebration

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**Alice Sundberg, opening remarks** included that it was heartening and re-energizing to see so many people working together for the same cause, the increasing activities of all the groups and making connections with each other. Alice thanked the various agency management for attending as they are the ones that need to support the work of the community tables.

*“The whole of a caring community is more than the greater sum of all the parts”.*

### **Alice introduced the Guest Speakers:**

Delia Laglagaron, Deputy Chief Administrative Officer, Metro Vancouver

Verna Semotuk, the first Chair of the RSCH

Sylvie Guibert Director, Program Management, Homelessness Partnering Strategy (Ottawa)

Darlene Gering, Executive Director, Burnaby Board of Trade

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## Delia Laglagaron, Deputy Chief Administrative Officer, Metro Vancouver



*Delia Laglagaron*

- With the limited resources all agencies are working with, it makes sense to put them all together for greater achievements.
- Awareness of homelessness and lack of affordable housing is now being discussed by all municipalities who have developed action plans and are working together to end homelessness in the region.
- The RSCH has invited Metro Vancouver to submit a proposal to act as the Community Entity to administer the federal HPS funding program and continue to provide administrative support to the Committee. This invitation will be going to the Metro Vancouver Board for consideration in the next month.
- The federal government needs to work closely with the provincial and municipal levels of governments and all governments and agencies need to create new partnerships to address homelessness.
- Metro Vancouver sees a need to update the Regional Homelessness Plan, 3 Ways to Home, with fresh and innovative solutions.
- Metro Vancouver, together with Implementation Partner, United Way of the Lower Mainland, hopes to continue to assist the Committee in continuing to provide leadership, dedication, and collaboration to work together to end homelessness.

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## Verna Semotuk, first Chair of the RSCH



*Verna Semotuk*

During the 1990's, service providers and shelter operators, health authorities, merchants, churches, and homeless people in cities and towns across Canada were aware of the alarming increase in the number of people who were homeless and the complex reasons for homelessness. In 1998, the Federation of Canadian Municipalities declared homelessness a "national disaster" and it was this declaration that triggered the December 1999 creation of the federal government-funded program, Supporting Communities Partnership Initiative (SCPI).

- By early 2000, a small core group was formed to strategize on the SCPI program for the Greater Vancouver Region. This group included representatives from the City of Vancouver, City of New Westminster, the Health Authorities, BC Housing, BC Non-Profit Housing Association, shelter operators such as Lookout Emergency Aid Society and OPTIONS Services to Communities, the United Way of the Lower Mainland and the GVRD.
- The first goals were to achieve a regional plan for priorities, get a count of the actual number of people who were homeless and at-risk of homelessness, make connections with the Aboriginal community, establish a process of allocation of funding, and set up a Committee to oversee it all that included all levels of government, housing, health, and service providers, youth, and people who were

or had experienced homelessness. The final regional plan was produced in 2003, a homeless count was carried out in 2002 (since repeated in 2005 and 2008), and the Committee has recommended more than \$80 million of funding over 10 years under the SCPI program and the new 2007 program Homelessness Partnering Strategy.

- It took a lot of creativity and stamina to set up the protocol for implementing the federal program, with many long days of coffee and bad Danish pastries, hammering out how to proceed on such a daunting task and how to interpret the new program and its rules. Plus, organizing a region-wide count, establishing a framework for a funding call to adequately cover Aboriginal and youth homeless, urgent need and at-risk, and a balance between capital and operational funding, and setting up proposal writing workshops for the community to determine how they could gain leverage funding as required under the program. And of course, how to govern the Committee itself.
- There are many members who started with the Committee in 2000 and are still active today. It is an honour to acknowledge today the many committed participants with their breadth of experience and canniness in political strategizing to create such a successful force in the fight against homelessness.



*"Happy Anniversary, but may the day  
come soon when you are no longer  
necessary".*

*Verna Semotuk*

*Past and present chairs of the RSCH (from left to right)*

*Cheryl Prepchuk, Chair 2004 to 2007*

*Alice Sundberg, Chair 2007 to 2008 and co-Chair 2008 to date*

*Susan Papadionissiou co-Chair 2008 to date*

*Verna Semotuk, first Chair 2000 to 2004*

### **Recognition of milestones and members:**

- The logo of *3 Ways to Home* was adopted in December 2002.
- The RSCH started a partnership with the Aboriginal Homelessness Steering Committee in 2002.
- Early members that Verna identified: Cheryl Kathler, Mary Pynenburg, Linda Thomas, Linda Western, Monica Jako, Tammy Bennett, Bev Grieve, Alice Sundberg, Karen O'Shannacery, Peter Fedos, Thor Kuhlmann, Barb Beblo, Val MacDonald, Sheila McLaughlin, Sandy Cooke, Kathy Chiu, Roxanne MacDonald, Luma Native Housing Society, Cory Wint, Wally Lavigne (Cwenengitel Aboriginal Society), Michael Goldberg, Maureen Joyce, to name only a few...

### **Some notable people attending today:**

- Cheryl Prepchuk, former RSCH chair from 2004 to 2007
- Long time member Sandy Cooke, formerly of Covenant House
- Jill Davidson, City of Vancouver

- Kathie Chiu from the Salvation Army. The Salvation Army has been active with the Committee since 2001 and Kathie herself on and off since that time.
- Consultants that worked on the *3 Ways to Home* and all three of the homeless counts: Margaret Eberle, Debbie Kraus, and Jim Woodward.
- James Pratt, consultant for the GVSS
- Sara Clemmer, our Service Canada representative, was assigned to the Committee in 2002.
- Past staff: Michelle Ninow and Andrea Gilman
- Gail Franklin from the Fraser Valley Housing Network. The RSCH has increased its information sharing with the FVHN since 2007.

**Alice Sundberg named the agencies that have been represented at the Committee for 10 years. These agencies will receive written acknowledgement and a certificate:**

- Lower Mainland for Affordable Housing
- City of North Vancouver
- City of Vancouver
- City of Burnaby
- Lookout Emergency Aid Society
- Metro Vancouver
- Ministry of Children and Family Development
- Ministry of Housing and Social Development
- Options Services to Communities Society
- BC Housing
- BC Non-Profit Housing Association
- United Way of the Lower Mainland
- Vancouver Coastal Health Authority

**Presentations:**

1. Certificate of Appreciation presentations were made to three members who have personally been involved with the Committee since its inception in 2000: Alice Sundberg, Karen O'Shannacery, and Peter Fedos. (Jill Davidson and Linda Thomas received their recognition of 10 years of membership in December 2009).



*From left to right,  
Karen O'Shannacery, Alice Sundberg, Peter  
Fedos, and Verna Semotuk*

2. A glass plaque of appreciation was presented to Ethos Strategy Group, Helesia Luke and Catherine Evans, to thank them for their passion and work beyond their contracts for the HAW events. This agency has been the coordinator of the

Homeless Action Week project since its inception in 2006. The success of the HAW concept is due to the experience and passion of these two women. With a modest budget, they manage to leverage over \$100,000 in media advertising, gain the attention of elected officials, and work with the community groups to set up connect events. The materials that they have produced for HAW are now shared with communities throughout BC.

Anyone who has worked with Helesia and Catherine know that at least 50%, and likely more, of their time for the HAW is done on an “in-kind” basis and includes participation by their children and their friends, husbands, and even their parents.



*Ethos Strategy Group, Catherine Evans (left) and Helesia Luke receive plaque of appreciation from Jonathan Bird.*

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### **Sylvie Guibert, Director, Program Management, Homelessness Partnering Strategy.**

- On behalf of the Director General, Tandrae Knapp, Ms. Guibert acknowledged and congratulated the Committee on their dedication of working toward the elimination of homelessness.
- The Committee has had many accomplishments over the last 10 yrs but particularly the last 3 yrs under the HPS program, having recommended 110 projects totalling over \$ 25 million.
- Their office is aware of many of the projects, as all applications come through their office, and always makes a point of visiting some of the projects when she is in Vancouver. On this trip, she visited Cwenengitel Aboriginal Society and the Phoenix Drug and Alcohol Recovery Center.
- “On behalf of the government of Canada, sincerest *thank you*, and we look forward to continuing the work together”.



*Sylvie Guibert receives a hand painted drum, created by one of the Elders from the Cwenengitel Aboriginal Society*

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## Darlene Gering, Executive Director, Burnaby Board of Trade



*Darlene Gering(left)  
receives a hand painted  
drum, created by an  
Elder from the  
Cwenengitel Aboriginal  
Society*

- Homelessness is a new area for the Burnaby Board of Trade and it's very educational hearing the history of the Committee. Congratulations, you have obviously been successful in your work.
- The Vision for the BBOT is to be part of the community and to participate in a collaborative community model: not only to endorse social responsibility but also to take it further and participate actively in social responsibility.
- A Social Development Sub-Committee has been established and the members are passionate and ready to become involved.
- Recently did a poll of members listing 12 issues for members to rate in priority, and the number one social issue was homelessness. Affordable housing was number two and immigrant integration was third.
- Susan Papadionissiou is the Chair of the BBOT Homelessness Task Force and that provides a very strong link to the Committee and the community.
- They want to look at the best practices being carried out by those with the expertise and determine how best businesses can help. Currently the fit seems to be for advocacy and as a facilitator, to help to link organizations, engage politicians, and to educate business
- The BBOT's Social Development Committee collaborated with several organizations including the Burnaby NOW, the Regional Steering Committee on Homelessness, the Burnaby Task Force on Homelessness, Ethos Strategy Group, and The Greater Victoria Chamber of Commerce to publish a position paper on homelessness which outlined the business case for a national strategy to end homelessness.
- The BBOT is also a member of the Canadian Chamber of Commerce (CCC) and will be seeking support from the members at the upcoming annual general meeting to put forward a resolution for the CCC to endorse a call for a national strategy to end homelessness.
- Business has also taken note of the expense of being reactive rather than proactive, as well as the fact that these people could be productive members of society if the applicable supports were available to them.
- At the regular BBOT breakfast meeting on March 25, the speaker is Joe Roberts, also known as the "Skid Row CEO". Having been a homeless drug addict in 1989, Joe is now the President and CEO of a successful multi-media company.

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### Morning Session Closing remarks from Susan Papadionissiou

Susan thanked the invited guests and all the speakers for their time and insights and that it was fitting to go from the early first days of the Committee to looking to the future in collaboration with business and the stronger connections with all sectors of the community.

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## 4. Afternoon Session

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### 4.1 Presentation by Surrey Outreach Workers – Brian Thomas, Ernie Cardinal, and Susan Sellick

- Outreach workers are very focused on their clients and when regular monthly meetings together for the outreach workers were first suggested, it was difficult for some of the workers to see the value. They now find these regular meetings extremely helpful to connect with others and to find out more about programs, new programs, contacts for clients, legal rights of tenants and much more. The workers now see the benefits for themselves in sharing the works ups and downs but also as a benefit to their clients, as the more knowledge and connected the outreach workers are, the more helpful they are for their clients.
- Aboriginal Outreach: there is now a National Aboriginal Homelessness Outreach Worker (association) and recently held a conference.
- The Surrey area now has a dedicated Hepatitis C and Aids worker.
- Support work ranges from prenatal to elder support.
- *“Aboriginals are getting wiser, have more supports, and are making better choices”.*
- Wasn’t sure about attending a meeting with higher management, but was heartened to hear of all the people that have been involved for 10 years (or more) and still have passion and hope. Glad that the representatives from Ottawa visited some projects to see the real situation. That can only help to benefit the support for programs that are so desperately needed.
- Working with the long term, hard to house: those that are cyclically homeless, many for 10 or 15 years. Working with these people to become “rent ready” is a big job.
- One client works with many service providers and it is important that the service providers provide continuity of care as it goes a long way to build the trust of the client and ensures that their support services run smoothly and appropriately.
- Coordinated outreach enhances the service and makes better use of time, which is so valuable.

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### 4.2 Group Table Discussion reports

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There were four discussion groups and four questions. Each group was given two of the four questions. In addition all groups were asked to discuss how the RSCH can support community tables in achieving their goals. The four questions were:

1. What are ideas for funding sources for community tables?
2. How can community tables foster collaborative solutions, including partnerships, with diverse stakeholders?
3. How can community tables make the most of faith community partnerships?
4. How can community tables engage the residents of their community?



### **1. What are ideas for funding sources for community tables?**

- Service clubs, faith groups, foundations, local real estate, banks, in-kind support, professionals to volunteer expertise, federal, provincial, and municipal governments.
- Create a local walk or other unique, signature event – ‘walk for the homeless’ (like ‘run for the cure’), will bring partners together to galvanize the public’s support. Capitalize on ability to engage media for that day.
- Connect days and events under the regional HAW.

### **2. How can community tables foster collaborative solutions, including partnerships, with diverse stakeholders?**

- Working together in times of crises.
- Presentations to local groups, Business Improvement Associations, hand out information brochures.
- Need to catch their empathy.
- Provide tours of projects or a day on the street experience.
- Need a common language/terminology to form a common vision.
- Connecting, cooperation, collaboration, and integration.
- Multi-sectoral.
- Need to identify and promote local successes to attract investments.
- Enviro-scan of what business (Boards of Trade, BIA’s, Chambers) is doing and generate actions around that.
- Non-profits “serve” and business “solve”. It’s difficult for business to think in a ‘serving’ capacity.
- Look beyond the needs of our own clients to the needs of the community as a whole.



### **3. How can community tables make the most of faith community partnerships?**

- Need to understand the structure of the group and the members.
- Invite representatives to join community table meetings.
- How can the community table help the faith group to meet their goals?
- Identify specific projects instead of broad ideas.
- Need to ensure what they feel is not appropriate (many won’t accept government funding, or the variety of cultural differences).
- Ask them where they feel best suited and able.

#### 4. How can community tables engage the residents of the community?



- Establish a communications strategy based on clarifying what you need from them and what level of involvement.
- Make connections at schools and with parent groups.
- Have meetings at appropriate times: residents need meetings in the evenings or on weekends.
- Join other groups in your area such as business improvement associations or safety and security committees. Go to them to develop relationships and introduce yourself to the community. Get on Service Club agendas.
- Perseverance and patience is key.
- Invite local associations to join the table.
- Create projects that residents can easily engage in.
- Keep focus local and relevant to the community.
- Informal networking such as chatting at children's sports activities.
- Attend all levels of community events, not just homeless sector events.
- Consistency in materials and messages.
- Highlight your successes.
- Demonstrate benefits to them.
- Having lots of options for involvement.

#### 5. How can the RSCH support community tables to achieve their goals?

- Maintain strong communications with the tables.
- Include CHT in the planning ideas (many were unaware that the RSCH has a formal plan to connect with businesses and there were concerns of overlap/duplication of effort as many local tables have business connections already).
- Providing research, such as social media. The RSCH can provide the research needed to decide if social media is worthwhile and the effort involved in setting it up and maintaining it.
- Provide resource materials.
- Provide operational resources such as secretarial help or operating funds.
- Having Ethos Strategy Group available to us has been very helpful particularly in use of communications material and tools.
- Facilitate networking between the tables and the RSCH.
- Take the lead in advocacy, policy alternatives, be non-partisan and non-sectoral and multi-level.
- More forums like this one.
- Data collection and analysis.
- Being the voice for a national strategy.

- Lobby for more funding around our priorities.
- Include clients at the tables.
- Help to eliminate the unhelpful intersections between ministries.
- Keep Sue Noga!



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## Closing Remarks

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Susan Papadionissiou thanked participants, acknowledging how tough it is to take an entire day out of their work, and expressed thanks especially to Sylvie and Mary Jane from HRSDC and Service Canada. It is energizing to hear about the commitment and passion from all the participants.

"Just think of how much more can be done if there WERE a national strategy; it needs to be funded and linked at all levels of government".



## Section 2

<b>1. Attendee's and Contact Information</b> <i>(not all attendee's provided contact information)</i>		
Organization	Name	Email Address
RSCH co-Chair	Alice Sundberg	<a href="mailto:askalice@shaw.ca">askalice@shaw.ca</a>
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District of North Vancouver, North Shore Homelessness Task Force, and RSCH	Annie Mauboules	<a href="mailto:mauboula@dnv.org">mauboula@dnv.org</a>
Mission Possible	Brian Postlewait	<a href="mailto:brian@mission-possible.ca">brian@mission-possible.ca</a>
Surrey Outreach speakers	Brian Thomas	
Ethos Strategy Group	Catherine Evans	<a href="mailto:cevas@ethosstrategygroup.com">cevas@ethosstrategygroup.com</a>
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Salvation Army, Maple Ridge	Darrell Pilgrim	<a href="mailto:darrellpilgrim@can.salvationarmy.org">darrellpilgrim@can.salvationarmy.org</a>
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Ethos Strategy Group	Helesia Luke	<a href="mailto:hluke@ethosstrategygroup.com">hluke@ethosstrategygroup.com</a>
New Westminster Homelessness Coalition	Jack Beatty	
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Burnaby Homelessness Task Force	Jaye Robertson	
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Maple Ridge/Pitt Meadows/Katzie Community Network, Salvation Army, and RSCH	Kathy Chiu	<a href="mailto:kathie_chiu@can.salvationarmy.org">kathie_chiu@can.salvationarmy.org</a>
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Ministry of Housing and Social Development, Vancouver Coastal Region	Lesley Wyatt	
Lower Mainland Affordable Housing Network and RSCH	Leslie Stern	<a href="mailto:lesliest@vcn.bc.ca">lesliest@vcn.bc.ca</a>
North Shore Homelessness Task Force, City of North Vancouver and RSCH	Lisa McCarthy	<a href="mailto:lmccarthy@cnv.org">lmccarthy@cnv.org</a>
North Shore Homelessness Task Force and Harvest Project	Liz Mallender	<a href="mailto:lizm@harvestproject.org">lizm@harvestproject.org</a>
Consultant	Margaret Eberle	<a href="mailto:margeberle@shaw.ca">margeberle@shaw.ca</a>
Burnaby Homelessness Task Force and Fraser Health Authority	Dr. Nadine Loewen	<a href="mailto:nadine.loewen@fraserhealth.ca">nadine.loewen@fraserhealth.ca</a>
Tri-Cities Homelessness Task Force	Pat Dewhurst	
Peninsula Homeless to Housing Roundtable	Pat Petrala	<a href="mailto:sempian@shaw.ca">sempian@shaw.ca</a>

<b>1. Attendee's and Contact Information</b> <i>(not all attendee's provided contact information)</i>		
Organization	Name	Email Address
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BC Coalition for People with Disabilities and RSCH	Sam Bradd	<a href="mailto:sam@bccpd.bc.ca">sam@bccpd.bc.ca</a>
Tri-Cities Homelessness Task Force	Sandy Burpee	<a href="mailto:sburpee@shaw.ca">sburpee@shaw.ca</a>
Past RSCH member (Covenant House)	Sandy Cooke	<a href="mailto:sandy.cooke@shaw.ca">sandy.cooke@shaw.ca</a>
Service Canada	Sara Clemmer	<a href="mailto:Sara.clemmer@servicecanada.gc.ca">Sara.clemmer@servicecanada.gc.ca</a>
Tri-Cities Homelessness Task Force	Selina Robinson	<a href="mailto:srobinson@coquitlam.ca">srobinson@coquitlam.ca</a>
Burnaby Homelessness Task Force, City of Burnaby and RSCH	Sharon Folkes	<a href="mailto:sharon.folkes@burnaby.ca">sharon.folkes@burnaby.ca</a>
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Surrey Outreach speakers	Susan Sellick	
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Burnaby Homelessness Task Force	Wanda Mulholland	<a href="mailto:wmmu@telus.net">wmmu@telus.net</a>
New Westminster Homelessness Coalition and Lookout Emergency Aid Society	Will Schnare	<a href="mailto:orcliff@lookoutsociety.ca">orcliff@lookoutsociety.ca</a>
Regional Steering Committee on Homelessness	Metro Vancouver Homelessness Secretariat Staff: <b>Kingsley Okyere</b> , Coordinator <b>Dianna Hurford</b> , Planner <b>Sue Noga</b> , Community	<a href="mailto:Kingsley.okyere@metrovancover.org">Kingsley.okyere@metrovancover.org</a> <a href="mailto:Dianna.hurford@metrovancover.org">Dianna.hurford@metrovancover.org</a> <a href="mailto:Suen@uwlm.ca">Suen@uwlm.ca</a> <a href="mailto:Judy.roberts@metrovancover.org">Judy.roberts@metrovancover.org</a>

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Maple Ridge/Pitt Meadows/Katzie Community Network	Sheila McLaughlin 467-3856 <a href="mailto:Smclaughlin7@shaw.ca">Smclaughlin7@shaw.ca</a>  Sue Wheeler 467-7308 <a href="mailto:swheeler@mapleridge.ca">swheeler@mapleridge.ca</a>  Dave Speers <a href="mailto:Dspeers.ihysh@shaw.ca">Dspeers.ihysh@shaw.ca</a>	Website: <a href="http://Buildingcommunitysolutions.ca">Buildingcommunitysolutions.ca</a>
New Westminister Homelessness Coalition	Kara Leigh Jameson 520-6621 <a href="mailto:karaj@seniorsservicessociety.ca">karaj@seniorsservicessociety.ca</a>  Dave Brown <a href="mailto:dbrown@lookoutsociety.ca">dbrown@lookoutsociety.ca</a>	
North Shore Homelessness Task Force	Penny Chester 871-6848 <a href="mailto:Penny_chester@dnv.org">Penny_chester@dnv.org</a>  Annie Mauboules <a href="mailto:mauboula@dnv.org">mauboula@dnv.org</a>  Lisa McCarthy <a href="mailto:lmccarthy@cnv.org">lmccarthy@cnv.org</a>	Website: <a href="http://Cnv.org/social_sustainability/housing">Cnv.org/social_sustainability/housing</a>

<b>2. Community Homelessness Table Contact Information</b>		
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Stepping Stones Community Services Society, Langley	Maureen Joyce 530-5033 <a href="mailto:mjoyce@sscsc.org">mjoyce@sscsc.org</a>	Website: <a href="http://Sscsc.org">Sscsc.org</a>
Surrey Homeless to Housing Task Force	Maddie Addison <a href="mailto:maddie.addison@cmha.bc.ca">maddie.addison@cmha.bc.ca</a>  Tom Keenan 596-2311 <a href="mailto:Tom.keenan@gov.bc.ca">Tom.keenan@gov.bc.ca</a>	
Tri-Cities Homelessness Task Force	Sandy Burpee 586-2948 <a href="mailto:sburpee@shaw.ca">sburpee@shaw.ca</a>  Verna Semotuk 461-2926 <a href="mailto:vsemotuk@coquitlam.ca">vsemotuk@coquitlam.ca</a>	Website: <a href="http://Tricityshomelessness.ca">Tricityshomelessness.ca</a>

<b>3. Other Websites of Interest</b>	
BC Coalition for People with Disabilities	<a href="http://Bccpd.bc.ca">Bccpd.bc.ca</a>
City in Focus	<a href="http://Cityinfoocus.ca">Cityinfoocus.ca</a>
Shalom Seekers (aka City Gate Leadership Forum)	<a href="http://Ccglf.ca">Ccglf.ca</a>
Ethos Strategy Group	<a href="http://Ethosstrategygroup.com">Ethosstrategygroup.com</a>
First United Church, Vancouver	<a href="http://Firstunited.ca">Firstunited.ca</a>
Fraser Valley Housing Network	<a href="http://Fvhousing.com">Fvhousing.com</a>
La Boussole	<a href="http://Lbv.ca">Lbv.ca</a>
Lower Mainland Affordable Housing Network	<a href="http://Affordablehousingnetwork.ca">Affordablehousingnetwork.ca</a>
Salvation Army	<a href="http://Salvationarmy.org">Salvationarmy.org</a> or <a href="http://Salvationarmy.ca">.ca</a>
Mission Possible	<a href="http://Mission-possible.ca">Mission-possible.ca</a>
Seniors Services Society	<a href="http://Seniorshousing.ca">Seniorshousing.ca</a>
Lookout Emergency Aid Society	<a href="http://Lookoutsociety.ca">Lookoutsociety.ca</a>
Harvest Project, North Shore	<a href="http://Harvestproject.org">Harvestproject.org</a>
BC Housing	<a href="http://Housingmatters.bc.ca">Housingmatters.bc.ca</a>

<b>3. Other Websites of Interest</b>	
Surrey Housing and Homelessness Funding	<a href="http://Surreyhomelessnessandhousing.org">Surreyhomelessnessandhousing.org</a> (with links to OPTIONS housing and shelter registry)
Covenant House, Vancouver	<a href="http://Covenanthousebc.org">Covenanthousebc.org</a>
Service Canada	<a href="http://Servicecanada.gc.ca">Servicecanada.gc.ca</a>
HRSDC (Human Resources and Social Development Canada)	<a href="http://Hrsdc.gc.ca">Hrsdc.gc.ca</a>
Regional Steering Committee on Homelessness	1. <a href="http://Metrovancouver.org/planning/homelessness">Metrovancouver.org/planning/homelessness</a> 2. <a href="http://Stophomelessness.ca">Stophomelessness.ca</a> Email: <a href="mailto:rsch@metrovancover.org">rsch@metrovancover.org</a>
TRAC Tenants Resources and Advisory Society	<a href="http://Tenants.bc.ca">Tenants.bc.ca</a>
United Way of the Lower Mainland	<a href="http://Uwlm.ca">Uwlm.ca</a>

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