

MPA Society
Sanford Apartments and Resource Centre
Community Advisory Committee
Meeting Notes November 16, 2015

AGENDA

1. MPA and SHS & Partner Update
2. Successes
3. Community Impact notifications
 - a) Complaints received
 - b) Status report and review of any unresolved complaints
4. Other business
5. Next CAC Meeting
 - a) Suggestions for items to include in the next CAC meeting
 - b) Date for next meeting

Attendance (bolded names indicate attendance)

Community Members

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| • Tony Podlecki
Jennifer Podlecki (alternate) | Neighbour
Neighbour |
| • Kathy MacDougall | Neighbour |
| • Rev Mark Swanson | Grace Church |
| • Matthew Smed (alternate) | Grace Church |
| • Tracy Joy Parker | Neighbour & Community Garden |
| • Penny Rogers | Kits Shower Program |
| • Donna Barker | Burrard Granville Residents Association |
| • Marc Dennis (alternate) | Burrard Granville Residents Association |
| • Jerilyn Lee | Terraces |

Sanford Apartments Representative

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| • Angela Hume | Sanford Apartments |
| • Albert Duncan (alternate) | Sanford Apartments |

Resource Centre Representative

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| • Ian Anderson | Resource Centre |
| • Terry Ryan (alternate) | Resource Centre |

MPA Society

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| • David MacIntyre, Executive Director | MPA Society |
| • Kim Capri, Director of Resource Centre | MPA Society |
| • Yvonne Demers, Executive Assistant | MPA Society |

Katherine Sanford Housing Society

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| • Bonnie Rice | Sanford Property Management Society |
| • Mark Baillie (alternate) | Sanford Property Management Society |

City of Vancouver

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| • Abi Bond | City of Vancouver |
| • Daniel Naundorf (alternate) | City of Vancouver |

Jim De Hoop (alternate)	City of Vancouver
Vickie Morris (alternate)	City of Vancouver

Community Policing

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| • Paul Hogan | Community Policing |
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Vancouver Coastal Health

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| • Anna Richley (alternate) | Vancouver Coastal Health |
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BC Housing

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| • Dominic Flanagan | BC Housing |
| Lindsey Milburn (alternate) | BC Housing |

David welcomed all attendees to the meeting at 7:05PM. The May 25, 2015 meeting notes were distributed by email and at the meeting, and reviewed. No changes required.

1. MPA Society, Sanford Property Management Society and Partner Updates

In the building, MPA Society provides the support services and Sanford Property Management provides property management and building maintenance services.

MPA SOCIETY

In the forty four year history of MPA Society there was a 1st last week – CARF Accreditors came in to assess all MPA programs with the goal of Accreditation for the Society. There will be an update in the next few weeks.

Sanford Housing Society

There were no representatives from Sanford Housing Society. MPA provided an update on their behalf. There has been a change in the support staff but all is working well and service is good. The yearly meeting occurred between both Society's and report that the building is functioning well as planned. There are no outstanding issues regarding building maintenance. MPA will continue to work with Sanford to ensure the property management needs of the building are addressed.

2. Successes

Program changes which came about during accreditation preparation:

- Member surveys were conducted for feedback regarding:
 - level of engagement
 - delivery of service
 - timeliness of services received
 - do services meet client needs?
 - quality of service
 - making sure clients are aware of their rights
 - etc.

These surveys helped identify areas where more focus was required

- More focus was aimed at building relationships with the community, with established partners, and seeking new partners through art projects
- Recreational activities were revamped to include activities that were member suggested
- The accreditation process also had the Society look at areas such as Cultural Competency and Inclusion – work was done looking at the trans-gendered populations, populations from diverse backgrounds and incorporating cultural humility into programming. Every month now, there is a themed event that the members identify, which embraces one or more of those concepts.
- Homeless Outreach Worker program has doubled in size and those 2 staff are busy engaging people on the west side to support them toward moving inside. Businesses in that region are now calling MPA to identify the homeless on their properties, to allow MPA to connect with them.
- Planning now is all about Christmas with many turkey dinners planned and the Annual Members Christmas Party to look forward to.

- There is a new Manager at the Resource Centre, Quinn Bennett has joined the Society and is fitting in nicely in his new role.
- The Sock Granny from The Terraces is busy gathering socks for the MPA Resource Centre once again this year. The Resource Centre staff have nominated her for a Community Hero award through a local radio station, and hopefully she will be recognized for her good work!

3. Community Impact Notifications

a) Complaints received

An overview of the concerns and calls to MPA were reviewed with the Committee. MPA reports a significant decrease in reported concerns and is pleased with the integration into the community. MPA will continue to monitor and actively respond to concerns and encourages neighbours to bring their concerns or issues forward.

Date	Issue reported	Resolution
June 30, 2015 Email rec'd	Person yelling outside building at 11:30pm	Staff responded as soon as call received – person went inside the building.
July 28, 2015 Telephone call	Shopping cart outside the callers building	RC staff attended and removed the cart and items. Director followed up with caller to confirm satisfaction
Aug 17, 2015 Email rec'd	Garbage at NW corner of building in laneway	Manager arranged for garbage to be tidied up and let complainant know that garbage is from the neighbors bin across the alley. City was contacted by complainant to address garbage bins which were eventually removed.

b) Status Report and review of any unresolved complaints

No unresolved complaints.	
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A committee member asked whether there is a high incidence of ambulance calls to the building. From a trend analysis of critical incidents it was found that from 25 visits in a six month period in early 2015, 23 of the visits were attributed to two residents, who have compromised health.

Contact information:

Kitsilano/Fairview Community Policing Centre

Phone (604) 717-4023

#78-1687 West Broadway, Vancouver BC

Email kitsfaircpc@gmail.com

Hours of operation are Monday to Friday, 10:00 a.m. to 3:00 p.m. Closed on weekends and holidays.

Sanford Apartments Staff Office - **24 hour telephone line - 604-682-6776**

306-1601 West 7th Ave, Vancouver BC

4. Other business

Should the committee continue to meet? As part of the Occupancy Permit issued by the City of Vancouver in

2012, was the agreement that this committee be formed and meet for three years. The building officially began housing residents in July 2012 and the initial CAC meeting was held September 17, 2012.

It was suggested that the committee will meet in spring of 2016, and if there are a minimal number of neighbor concerns logged, there will be discussions of disbanding at that time.

5. Next CAC meeting

Date to be announced by email – tentative in May, 2016