



## TEMPORARY USE PERMIT

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**Permit No:** TUP-2021-01

**Registered Owner:** Provincial Rental Housing Corporation (BC Housing)  
1701 – 4555 Kingsway, Burnaby, BC, V5H 4V8

**Subject Property:** 610 Trunk Road

**Description of Land:**

Parcel Identifier: 018-828-515

Legal Description: LOT A, SECTION 16, RANGE 7, QUAMICHAN DISTRICT, PLAN VIP58624

**Proposal:** Temporary Use Permit Renewal to authorize temporary accommodation for up to 40 individuals in temporary modular cabins

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**Conditions of Permit:**

1. This permit is issued subject to compliance with all relevant City of Duncan bylaws, except as specifically varied or supplemented by this permit. This permit is not a building permit.
2. This permit applies to the lands described above (the “Land”), and any buildings, structures, and other development on the Land.
3. This permit authorizes the renewal of the temporary use, in accordance with section 497(2) of the Local Government Act and section 6.4 of Official Community Plan Bylaw No. 2030, 2007, beginning on September 30, 2022, and expiring on May 30, 2023, at which time the rights granted under this permit will cease.
4. City Council has the right to terminate this permit with any breach of the conditions therein.
5. Where any security is required by the City of Duncan, the security provided by the Permit holder is to be submitted at the time of Building Permit application submission.
6. This Permit is granted to Cowichan Housing Association, with Lookout Housing and Health Society to serve as the primary contact and agent for operating the temporary accommodations and support services. No other agent will be permitted to operate the facility, unless approved by City Council.

**Authorized Development**

7. The Land shall be developed strictly in accordance with the terms and conditions of this permit and the following schedules:

**Schedule 1 – Site Plan**

**Schedule 2 – Modular Sleeping Unit Layouts**

**Schedule 3 – Temporary Use Permit Application Package**

### Operational Requirements and Expectations

8. The following specifics must be met:
- a. That the operator (Lookout Housing and Health Society) adheres to the project program outlined in Schedule C of this permit with regards to procedures, on- and off-site support, staffing and security plans, and commitment to the neighbouring community.
  - b. No visitors outside of support, or related services shall be permitted on site.
  - c. Outdoor activity and intake areas shall be landscaped and/or screened from public view and from the view of adjacent properties.
  - d. Adequate lighting shall be provided in all areas where people will be on site and shall be shielded and reflected away from adjacent uses.
  - e. Adequate management, support staff, and security must be present during the hours of operation of the facility. A minimum of one (1) security guard must be present on the site when the site is not otherwise staffed.
  - f. A security plan shall be submitted to the RCMP for review and comment.
  - g. Cowichan Housing Association, or partner, must establish a Community Advisory Committee and meet a minimum of once per month. Representation should include local business owners, neighbouring residents, representatives from Island Health, the City of Duncan, and Local RCMP among others.
  - h. All structures must be in compliance with any life safety recommendations by the City's Fire Inspector.

### Date of Development Permit Approval/Issue by Council:

This permit was approved on August 15, 2022.

This permit expires on May 30, 2023.

The City of Duncan

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**Corporate Officer**

**I HEREBY CERTIFY that I have read the terms and conditions of the Development Permit contained herein. I understand and agree that the City of Duncan has made no representations, covenants, warranties, guarantees, promises, or agreements (verbal or otherwise) with the registered property owner, other than those contained in this Permit.**

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**Owner/Agent (signature)**

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**Witness (signature)**

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**Print Name**

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**Print Name**

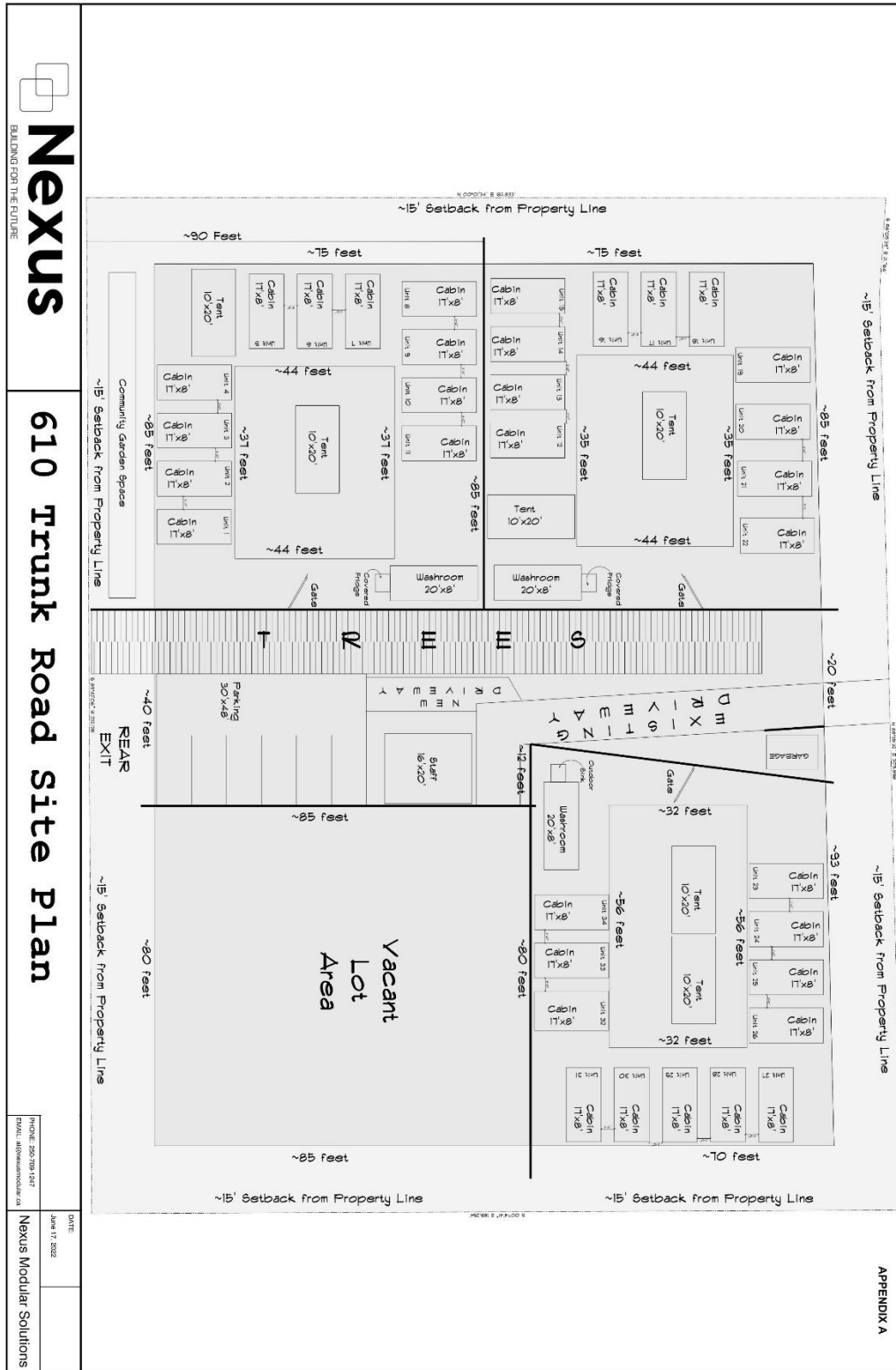
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**Date**

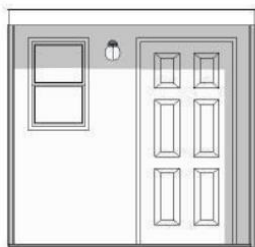
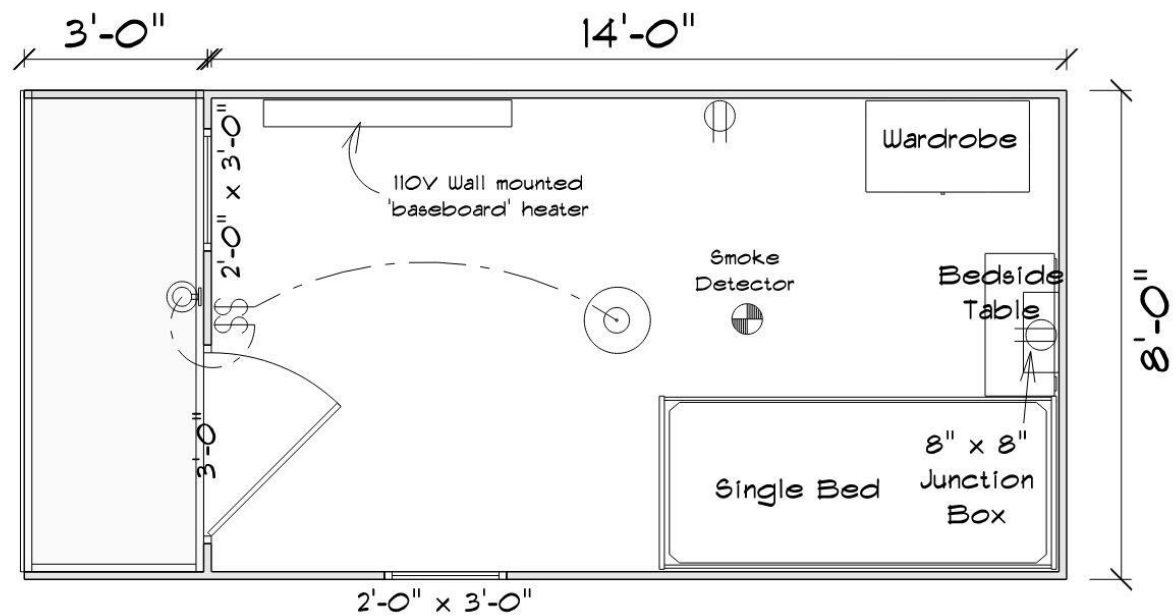
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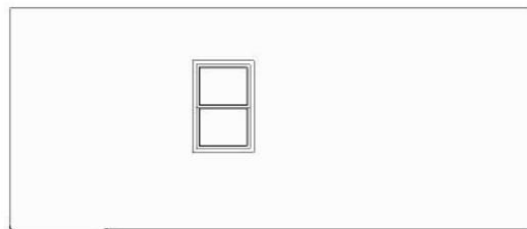
Schedule 1  
Site Plan



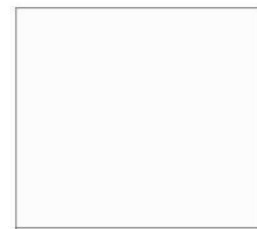
**Schedule 2**  
**Modular Sleeping Unit Layouts**



Entrance



Profile



Rear

**Schedule 3**  
Temporary Use Permit Application Package



## It Takes a Village: Housing the Unsheltered Population of the Cowichan Valley

### Temporary Use Permit Application Extension – City of Duncan

Transitional Housing Operator Information		
<b>Applicant:</b> Cowichan Housing Association	<b>Phone:</b> 250-597-1938	
<b>Operator Address:</b> 102-225 Canada Ave.	Duncan, BC	V9L 1T6

Property Owner Information (Authorization Attached)		
<b>Property Owner:</b> BC Housing	<b>Phone:</b> 778.542.6399	
<b>Address:</b> Suite 1701-4555 Kingsway	Burnaby, BC	V5H 4V8

Transitional Housing Information		
Name of Transitional Housing: The Village - It Takes a Village Project (UBCM)		
Name of Operator: Lookout Housing and Health Society	Phone: 604-866-3487	
Shelter Address: 610 Trunk Rd.	Duncan, BC	V9L 2R4
Number of Beds Proposed: 34 beds		
Total Number of Staff: Between 11-15 individual staff members per 24-hour period, minimum of 2 staff members at any one time.		
Hours of Operation: 24 hours; 7 days/week		
Days of Operation: Monday through Sunday		
Maximum length of stay: September 15, 2022 to May 30, 2023		
Will clients be allowed to keep pets on site? No		
Will new construction or on-site improvements be required? No new construction is required.		
Number of Parking Spaces: 6		

## Permit Applicant

Cowichan Housing Association  
#102 – 225 Canada Ave.  
Duncan, BC, V9L 1T6

## Project Location

610 Trunk Rd., Duncan, BC, V9L 2R4  
Lot A Plan VIP58624 Section 16 Range 7 Land District 45  
PID: 018-828-515

## Project Operator

Lookout Housing and Health Society  
Lee F. King, Director of Operations Vancouver Island  
c/o 544 Columbia Street,  
New Westminster, BC, V3L 1B1

## Purpose of the Permit Extension

The Cowichan Housing Association (CHA), representing the Cowichan Covid-19 Task Force for Vulnerable Populations, is seeking an **8-month extension to the existing Temporary Use Permit** to continue to provide 24-hour shelter and support services for up to 34 individuals from **September 15<sup>th</sup>, 2022, to May 30<sup>th</sup>, 2023**, at the Village site, 610 Trunk Road in Duncan.

## Site Specifics (see Appendix A)

The Existing Village Project includes:

- Temporary emergency shelter for 34 individuals
- 3 fully fenced and enclosed pods of 11-12 individuals for privacy and safety
- 34 modular 8'x17' sleeping units (cabins)
- 1 staff/security unit 16'x20'
- 3 shower and bathroom units 8'x20'
- 24/7 staffing/on-site security 8pm to 8am
- Support services:
  - 7 days/week outreach and support staff
  - Sanitation, garbage, and clean team
  - Overnight security
  - 3 meals/day
  - Peer outreach, coordination, and incident response

- Neighbourhood Support:
  - Urban Street Cleanup Program and quick response team
  - Community Advisory Committee
  - Good Neighbour Agreements with program participants
  - 24/7 Open Communication Line for feedback and concerns

## Project Overview (see Appendix B)

The existing project provides temporary housing in the form of 34 sleeping units (cabins) with individualized support services for unsheltered people in the Cowichan Valley through which their underlying health and social needs can be addressed. Project activities are part of a comprehensive, multi-faceted, and holistic response to homelessness and related issues across the region. In this way, the project is an essential part of the continuum of services for unsheltered people in the Cowichan Valley and represents an important first step in helping those who are street entrenched.

Individuals residing at the site will have continued access to multiple on-site services including but not limited to food security programs, case planning, health and safety programming, and community referrals. Site amenities will include c-can washrooms/shower units, an outdoor eating area in each pod, and a secure area for the distribution of medication and for people to meet with outside support services.

## Commitment to Community

As an integral part of the neighborhood the project is committed to:

- Cleaning and regular maintenance of the grounds and immediate surroundings, provided by staff, PEERS and volunteers.
- Being responsive to community needs and concerns (**Appendix E, F**)
- Operating a Community Advisory Committee including local business, neighbors, BC Housing, Island Health, City of Duncan, and local RCMP (**Appendix D**)
- Working with residents to understand and sign Good Neighbour Agreements (**Appendix C**)

## Local Context

The Cowichan Valley, with a population of 90,380, has an unsheltered homeless population exceeding 200 individuals. The most recent Point in Time (PIT) count indicated that there were 129 people who were unhoused on March 11, 2020. Based on the 270 applications for the newly completed 54-unit supportive housing complex on Paddle Road, our estimate is that the population has doubled. This housing is designed for people with multiple barriers to accessing housing, so the number of applications is reflective of the homeless population that is connected with services in some way.

## Village Partnerships:

Cowichan Housing Association oversees the activities of the Village, with the continued support of many community organizations and in partnership with the following:

City of Duncan	Municipality of North Cowichan
Union of BC Municipalities (UBCM)	BC Housing
Lookout Housing and Health Society	United Way BC
Cowichan Tribes	Canadian Mental Health Association
Our Communities Health Network	Cowichan Green Community
Hiiye'yu Lelum House of Friendship Society	Cowichan Women Against Violence
Community Action Team (CAT)	
Ministry of Social Development and Poverty Reduction	Island Health, Mental Health and Substance Use and Public Health Departments (SUIT / ACT Teams)

## Contact

Cowichan Housing Association Ph: 250 597 1938

Shelley Cook, Executive Director, Cowichan Housing Association  
[shelley.cook@cowichanhousing.com](mailto:shelley.cook@cowichanhousing.com)

Lee F. King, Director of Operations Vancouver Island, Lookout Housing and Health Society  
[Lee.King@lookoutsociety.ca](mailto:Lee.King@lookoutsociety.ca)

Project information can be found at [www.cowichanhousing.com/village](http://www.cowichanhousing.com/village)

**The following appendices form part of this application:**

**APPENDIX A – SITE PLAN**

**APPENDIX B – PROJECT DESCRIPTION**

**APPENDIX C – GOOD NEIGHBOUR AND PROGRAM PARTICIPATION AGREEMENTS**

**APPENDIX D – COMMUNITY ADVISORY COMMITTEE (terms of reference)**

**APPENDIX E – SAFETY AND SECURITY PLANNING (internal)**

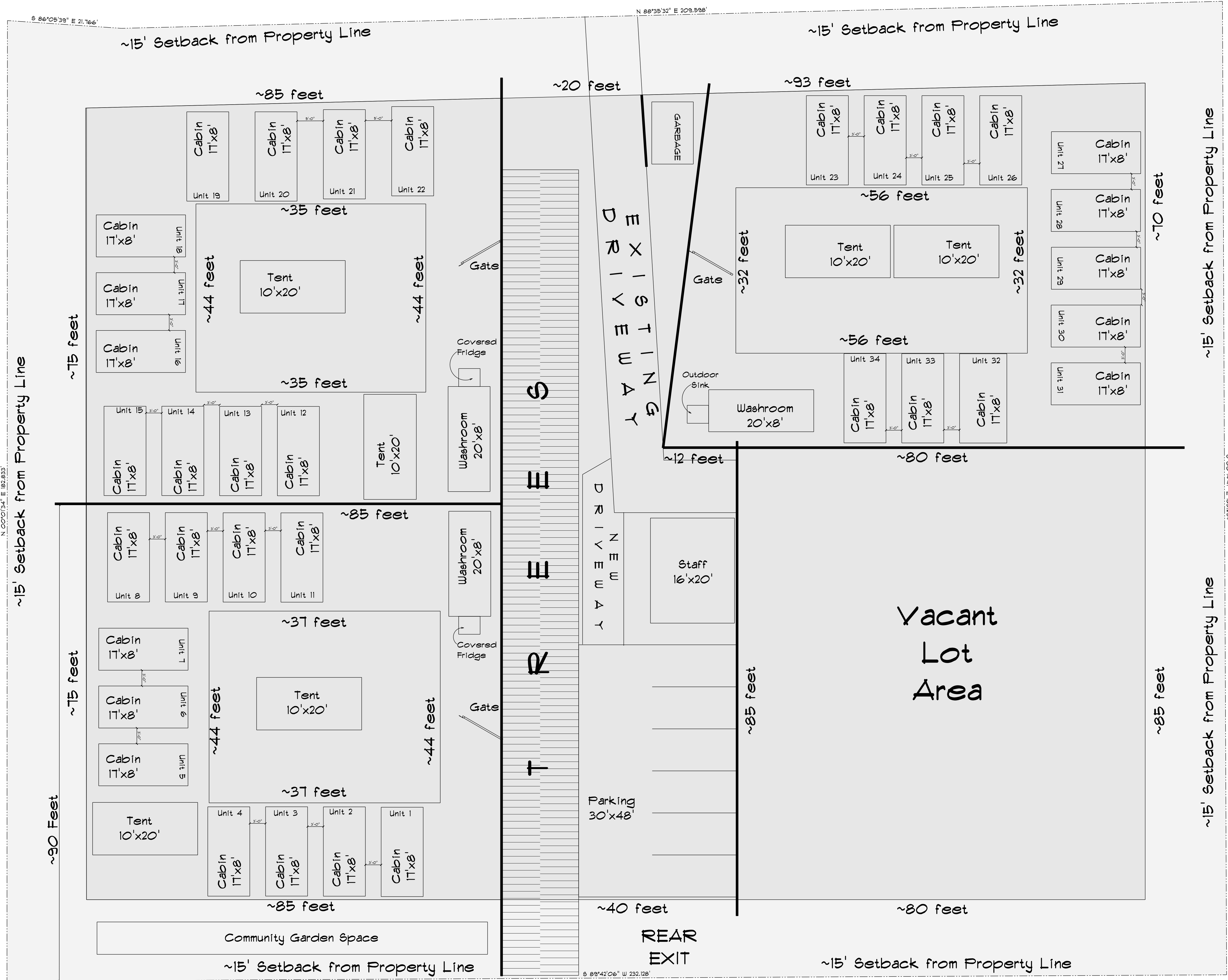
**APPENDIX F – SAFETY AND SECURITY PLANNING (external)**

**APPENDIX G – ENGAGEMENT STRATEGY AND MATERIALS**

- **Community Advisory Committee Meeting Minutes**
- **CAT Meeting Minutes**
- **Village Engagement Session Invitation**

**APPENDIX H – LETTER OF SUPPORT – LOOKOUT**





### Lookout Housing and Health Society Overview - A Proud 50 Year Partner

Lookout has a 50-year history of serving BC communities with housing and healthcare needs in the most vulnerable sector of the housing/ health spectrum. Lookout provides low barrier healthcare for those at highest risk and works closely with community partners including non-profits, Island Health and BC Housing to provide care for those with mental health and substance abuse challenges.

Lookout, founded in 1971 to meet the needs of a growing population of homeless adults in Vancouver's Downtown Eastside. Through innovative foresight and determination, Lookout services have grown to include shelters, supportive housing, affordable social housing, outreach, community supports and health services. Currently we operate approximately 50 facilities in 15 communities across Metro Vancouver, the Fraser Valley and Vancouver Island, offering a broad range of health and housing solutions that serve almost 3000 vulnerable adults daily.

#### *Lookout Philosophy*

Lookout's mandate is to support the most vulnerable individuals living in our society who have nowhere else to turn. This has not changed in our over 50-year history. Lookout's Mission is "We respectfully provide caring non-judgmental, non-sectarian, flexible services. Through advocacy, support and minimal-barriers we reduce harm to people who have a diversity of challenges. We assist them to regain and maintain stability and achieve a greater quality of life." This is achieved through strong values and principles practiced at all levels of the organization.

#### *Lookout Values Lookout Principles*

- |  |   |
|--|---|
| • Being client-centred and non-judgmental                              | • Foster respect amongst all  |
| • Serving with compassion  | • Lead with concern and consideration   |
| • Acting respectfully  | • Act with honesty and integrity  |
| • Ensuring all persons are treated with dignity, honesty and integrity | • Demonstrate fairness  |
| • Practicing strong communication and teamwork skills                  | • Pursue inclusivity  |
| • Demonstrating flexibility, creativity and an open mind               | • Cultivate responsibility and accountability   |
| • Practice quality communication                                       | • Promote harm reduction Lookout serves many individuals who cope with multiple barriers to housing that include mental health and substance use challenges |

Lookout provides non-judgmental, trauma-informed services to assist individuals who cope with complex challenges that include extreme poverty, mental health, substance use, chronic illness (including HIV / Aids, Hep C), mobility challenges and trauma. Lookout has developed strong partnerships with funders, municipalities, local businesses, service providers and agencies to provide innovative services that meet the needs of the vulnerable population living within each community.

During the COVID-19 pandemic, Lookout was selected to operate Emergency Response Centres (ERC) to offer safe physical distancing beds and supports for 159 homeless individuals living in Metro Vancouver and the Fraser Valley. Lookout is a registered charity in good standing, accredited by the Council on Accreditation (COA), an international body that ensures best practices in service delivery, governance, and program development. Lookout Foundation, an independent registered non-profit organization, supports Lookout Society's mission and mandate by funding innovative programs, housing developments and acquisitions.

#### *Quarterly Performance*

Quality Improvement (PQ I) reports are used by the Board to make informed decisions on how best to monitor quality, build organizational capacity, allocate resources, make strategic and budgetary decisions and assess the Society's impact on the community and on the people we serve. Lookout is a collaborative agency that focuses on the needs of the people we serve, including the Indigenous, immigrant and LGBTQ2S+ communities.

We cooperate and coordinate with numerous partner agencies and community service providers to facilitate connections that foster improved wellness and independence among our guests. Currently, Lookout provides services in partnership with Island Health, Fraser Health Authority, Vancouver Coastal Health Authority, BC Housing, federal government, municipalities, non-profit organizations, foundations, the private sector, and government agencies throughout our service areas.

Lookout was a founding member of many regional homelessness action and task groups, and continues to work collaboratively to determine the specific needs and solutions of each community. By working with numerous community partners, Lookout is able to provide collaborative service delivery that best meet specific needs of our guests. Lookout's large cohort of more than 1200+ trained staff include full-time, part-time and casuals which allows for flexible and continuous service delivery. Lookout staff are representative of diverse cultural, religious and gender backgrounds, including LGBTQ2S+ and Indigenous peoples, helping to ensure that guests and tenants feel well represented. Staff receive training in cultural sensitivity.

We collaborate with Indigenous, multicultural, women's and senior's organizations so that all people receive support regardless of culture, language, or gender identity.

Our services engage with individuals respectfully, offering flexible, trauma-informed services that help build trust with staff. Working with our funders, local municipalities and community partners, Lookout seeks to provide a broad range of housing options and support services that help guests and tenants address their health, financial and social needs as they begin their journey towards greater independence and improved wellness.

For Further Information:

Lee F. King

Vancouver Island Operations Director, Lookout Housing and Health Society

[Lee.king@lookoutsociety.ca](mailto:Lee.king@lookoutsociety.ca)

### **Lookout Mission, Vision and Values**

We respectfully provide caring non-judgmental, non-sectarian, flexible services. Through advocacy, support and minimal-barriers, we reduce harm to individuals who have a diversity of challenges. We assist them to regain and maintain stability and achieve a greater quality of life.

To help transform the lives of people with few, if any, housing options. To go beyond traditional solutions to homelessness by fostering growth and change, providing innovative services and building collaborative partnerships.

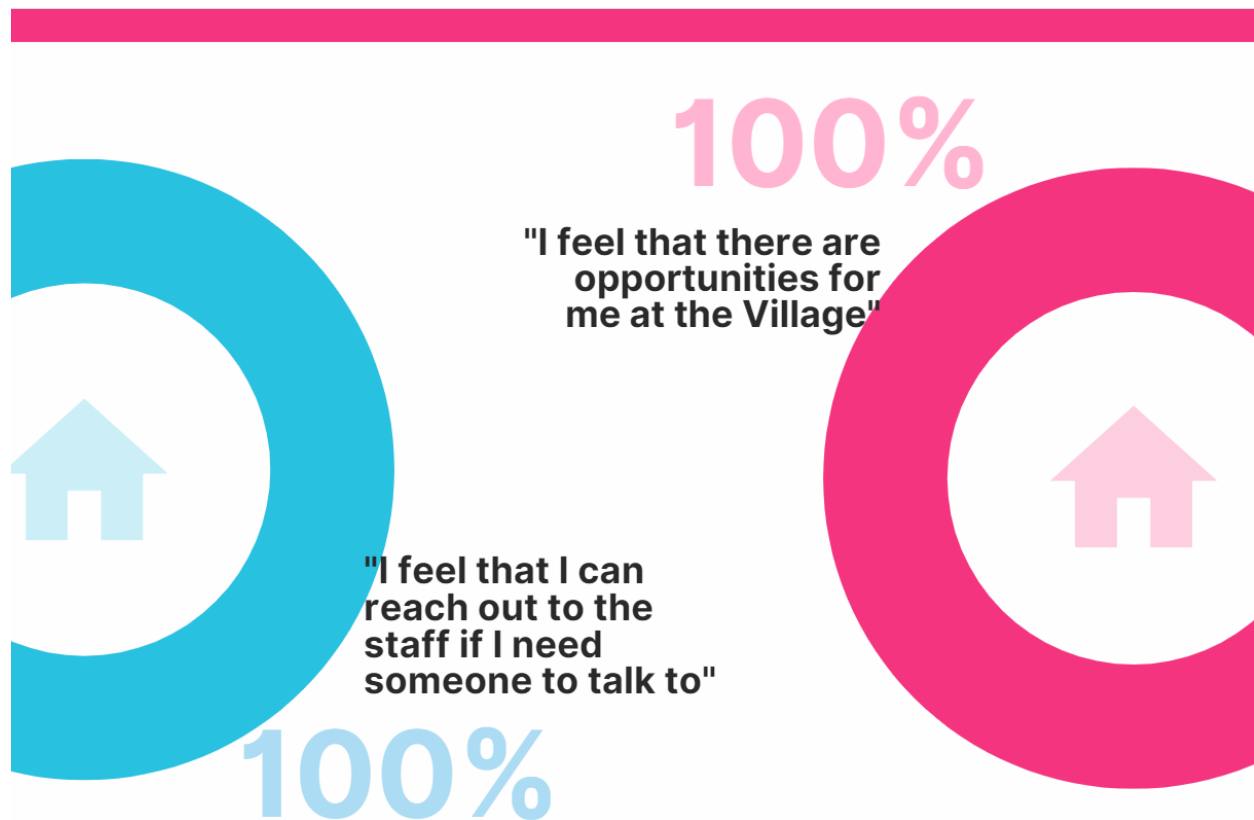
We are a “social safety-net” that provides housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Because they have challenges in meeting needs and goals, we place minimal barriers between them and our services.



### **Housing in Duncan**

Operations at the Village site include provision of emergency shelter for 34 residents, including 2 meals per day and access to 2 Shelter Resource Workers 16 hours per day, 7 days a week. Lookout Peer Workers are scheduled 4 hours per day, 7 days a week who assist in daily duties on-site, interacting with

peers in the community, and fellow residents on-site. This staffing model and site layout enables community service provider's meeting with residents on a consistent, daily basis. Blackbird Security provides overnight security from 12 midnight to 8 am daily.



Demographics								
	March		April		May		June	
	Total	%	Total	%	Total	%	Total	%
Men	19	56%	19	55%	18	55%	19	56%
Woman	15	44%	15	45%	15	45%	15	44%
Other	0	0%	0	0%	0	0%	0	0%
Indigenous	20	59%	21	67%	22	67%	22	65%
Non-Indigenous	14	41%	13	33%	11	33%	12	35%
Total	34		34		33		34	

The shelter portion of the site consists of 3 enclosed fenced sections, 2 sections containing 11 and 1 containing 12 sleeping units. Each self-contained sleeping unit provides a home for 1 individual, complete with 1 bed, 1 wardrobe, 1 end table, 1 foldable table, and 2 stools. The units are 17 feet long,



6 feet wide with a 14 feet interior and a 3-foot covered porch. Each unit has an electric baseboard heater, as well as an adjustable vent for cooling and fresh air.



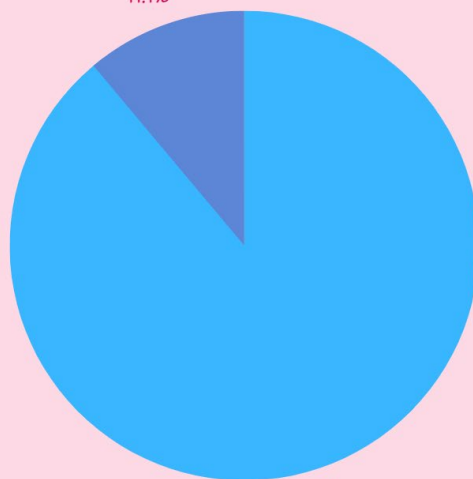
Each of the enclosed sections contains a large common amenity space, containing a bathroom unit each with 3 toilet stalls and 2 showers. These common areas are also equipped with 2 picnic tables, and 1, 10'x20' tent covering the seated areas. Each section is located floor level, providing full access to individuals with limited mobility. A shared refrigerator/freezer in each section is available for food and drink storage. These resources also benefit residents in the event of extreme summer weather conditions, as the tents are outfitted with sprinkler hoses to be utilized as cooling stations and the fridges keeping plenty of cold water on hand.



Has your mental health improved since moving in?

No (OR STAYED THE SAME)

11.1%



Yes

88.9%



In the centre of the property, a 20'x20' staff unit provides space for the staff to meet with residents for case planning, referrals, system navigation, collection of statistics, and the distribution of meals, harm reduction supplies and educational opportunities. It also serves as a safe and easy check-in centre for external service providers and family members as they arrive on-site to meet with residents. Providing the opportunity for staff to direct and monitor the site entrance, limiting the entry of unauthorized guests. This staff unit also contains one fridge for the meals delivered daily. Shelving in the unit provides storage for Harm Reduction and site supplies, First Aid equipment, and donations.

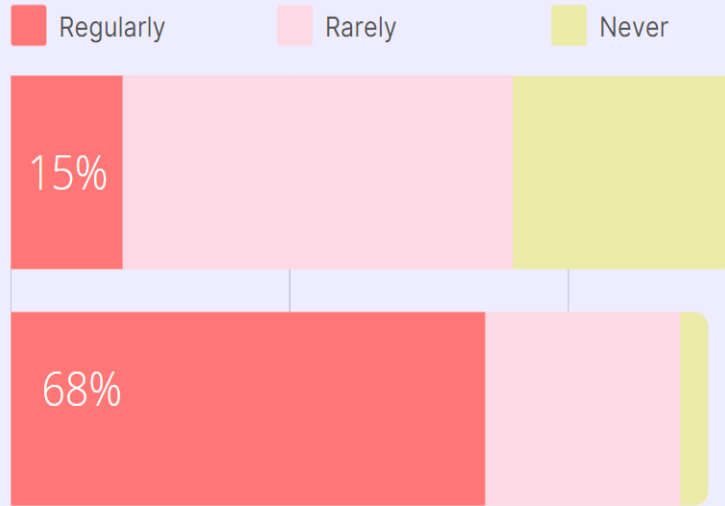
The site averages 24 health and wellness visits each day from external community service providers/partners, enabling wrap-around services for residents who experience great difficulty in accessing essential services in the community. This has proven itself as one of the most valuable service provisions to the site, demonstrating how the site assists in the continuum of care for the site residents. Evidenced by the improvements in resident's medical conditions.

Daily health and wellness services at the site include visits from:

- Island Health's Public Health Outreach team, Substance Use Integrated Team, Assertive Community Treatment team;
- Ministry of Children and Family Development;
- Cowichan Tribe's Community Treatment Coordinators, Community Health Representatives, Youth Outreach, Counsellors, and Elders;
- Local Pharmacists;
- Nurse Practitioners/Healthcare Professionals;
- House of Friendship representatives.
- Cowichan Valley Community Action Team Coordinators and Outreach Staff;



# Accessing Healthcare

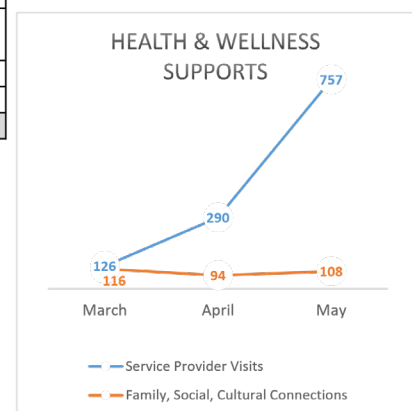


"Research shows that people who are homeless have high rates of health care utilization. They often obtain care from emergency departments (Kushel et al., 2002; Kushel et al., 2001), and are hospitalized up to five times more often than the general public (Martell et al., 1992), typically for much longer stays. [...] Homeless people do not suffer different illnesses compared to those who are properly housed, but they experience a higher rate of a wide range of physical and mental health issues. Many homeless people also face significant barriers to accessing health services" (Gaetz, 2012).

**Getting health under control reduces the burden on emergency rooms, avoids larger healthcare costs down the line, reduces mortality, and improves quality of life.**

Housing Flow 2022							
In Flow				Out Flow			
	March	April	May		March	April	May
SRO	0	0	0	Evicted	N/A	1	0
Shelter	28	0	0	Hospitalized	N/A	0	0
				Permanent Housing	N/A	0	2
Street	6	1	2	Treatment	N/A	0	0
Hospital	0	0	0	Other	N/A	0	1
Other	0	0	0	Total Outs	N/A	2	1
Total In	34	1	2				

Health & Wellness Supports						
	March		April		May	
	Total	Daily Avg	Total	Daily Avg	Total	Daily Avg
Service Provider Visits	126	9.8	290	9.7	757	24.4
Family, Social, Cultural Connections	116	6.8	94	3.1	108	3.5
Meals	1836	102.0	2754	91.8	2890	93.2



## Programs at the Village

The Village hosts a variety of social and recreational programs that focus on healing, trauma and harm reduction, cultural connections, work experience, and building life skills and practices. These programs include education, arts and crafts (such as therapeutic rock painting, carving, writing in traditional languages, drawing), gardening, carpentry, and site beautification.



Lookout employs peer workers who are residents at the site. They provide an extensive array of work experience, responsibilities, and opportunities to give back to the community, which assists in building self-esteem and worth. The peer workers also assist Lookout staff with daily tasks, including harm reduction distribution and education, site cleanup (internal & external), as well as perimeter walks/community engagement. As well as in addition to providing valuable assistance to their peers in a way that trained staff cannot replicate. Lookout partners with the Cowichan Community Action Team (CAT) as well, offering the opportunity for residents to participate in Outreach work, provide harm reduction (HR) supplies, and educate people in the use of HR supplies (including naloxone administration training/Overdose response). The CAT Streetsmart Outreach Team also helps cleaning up garbage in the broader community of Duncan. Of all Village residents, 67% are actively involved in peer work programs.





"Since moving into the site I've managed to maintain full time employment, I've put on weight, I've come a long ways. My family looks at me in a completely different light now."

The Village site continues to serve the same population with no plans to change our service model. We are committed to serving the marginalized, unhoused and underserved in our community. Providing emergency shelter to 34 individuals in the Cowichan Valley.



**Program Participation and Good Neighbour Agreement, Crime-Free Addendum****PROGRAM PARTICIPANT AGREEMENT****The Village – 610 Trunk Rd Duncan, BC V9L 2R4**

This Agreement is dated for reference \_\_\_\_\_ and is between the Provider and the Program Participant, as defined below.

“Provider” means:

Lookout Housing and Health Society

“Program Participant” means:

Full Legal Name	Birth Date

1. This Agreement provides for the Program Participant’s participation in Support Services provided by the Provider (as defined in this Agreement).
2. The Support Services are intended to assist the Program Participant in addressing and enhancing life skills, restoring the ability to maintain healthy, independent lives and eventually maintain a productive independent tenancy.
3. The Provider will provide the Program Participant with Program Accommodation in recognition of the need for stable accommodation while the Program Participant receives the Support Services.
4. This housing at unit \_\_\_\_\_ - 610 Trunk Rd, Duncan, BC, V9L 2R4
5. (The ‘Program Accommodation’) will be provided only while the Program Participant complies with the terms of this Agreement. (For the purposes of this Agreement, “Building” includes any land or other premises associated with the Program Accommodation and the building(s) in which it is located.)

## **A. DURATION OF AGREEMENT**

This Agreement commences on \_\_\_\_\_

This Agreement ends on the date on which:

1. The Provider terminates the Agreement; or
2. The Program Participant terminates this Agreement.

## **B. RIGHT TO OCCUPY**

1. The Provider grants the Program Participant the right to occupy the Program Accommodation subject always to the terms of this Agreement and the Program Participant's compliance with this Agreement and the terms of the Support Services.
2. The *Residential Tenancy Act* (or successor legislation) does not apply to this Agreement. The Program Accommodation is exempt from the *Residential Tenancy Act* (or successor legislation) as the Program Accommodation is only made available in the course of providing the Program Participant with the Support Services.
3. The Program Participant will use the Program Accommodation only for residential occupancy while receiving Support Services and will not conduct any trade or business from the Program Accommodation or act in any way that is inconsistent with or that interferes with the provision of Support Services to the Program Participant or any other occupant at the Building.
4. If this Agreement is terminated for any reason, the Program Participant must vacate the Program Accommodation.

## **C. RESPONSIBILITIES OF THE PROGRAM PARTICIPANT**

1. The Program Participant acknowledges that the Program Accommodation is provided for the purpose of receiving Support Services and will be available only while the Program Participant complies with the terms of this Agreement. The Program Participant will:
  - a. comply with the terms as set out in this Agreement;
  - b. accept and cooperate with the provision of Support Services provided by the Provider in the site specific attachment (see attachment) which may include:
    - i. support for Program Participants to maintain their occupancy, including but not limited to:
      - a. directly assisting with room de-cluttering and/or normal cleaning and maintenance;
      - b. repayment plans for outstanding Program Accommodation Payments or other debts;
    - ii. individual or group support services such as life skills, community information, social and recreational programs;

- iii. connecting the Program Participant to community supports and services such as education, employment, health and life skills and independent residential tenancy opportunities when appropriate;
    - iv. case planning and Program Participant needs assessment;
    - v. assistance with Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account as appropriate;
    - vi. wellness checks,
    - vii. such other support services as may be determined by the Provider in enhancing the Program Participant's ability to maintain a healthy, independent life and eventually maintain a productive independent tenancy (Together, the "Support Services");
  - c. provide and adhere to the Declaration of Income and Assets ("DIA") and additional terms or modifications as may be required by the Provider;
  - d. Be responsible for the conduct of all guests and will ensure guests adhere to the Provider's rules, directions, notices and standards of conduct.
2. The Program Participant agrees to cooperate with the provision of such Support Services and not to interfere with or hinder the provision of such Support Services by the Provider to the Program Participant or any other occupant of the Building.
3. The specific Support Services provided will be determined in consultation with the Program Participant. The Provider may develop an individual service plan for the Program Participant, which will be adhered to by the Program Participant. The Program Participant will meet with the Provider at intervals determined by the Provider to review and evaluate the individual service plan and consider which Support Services will best provide rehabilitative and other assistance to the Program Participant.

#### **D. PROGRAM ACCOMMODATION PAYMENT**

1. The amount of Program Accommodation Payment payable will either be determined on the basis of 30% of the Program Participant's gross monthly household income or will be a fixed rent structure as determined by the Provider (such determination to be informed by and in accordance with any operator agreement between the Provider and one or more third parties). The Provider will give the Program Participant notice of the amount of such Program Accommodation Payment prior to the date this Agreement starts. The Shelter portion from the ministry will be used to cover the cost of this program.
2. The Program Participant agrees to pay: **\$375**
- a. Payable on the first day of each month.
  - b. This rental amount is for unit: \_\_\_\_\_

- c. The amount of the Program Accommodation Payment may be revised by the Provider from time to time on notice from the Provider, based on the most recently completed DIA where appropriate.
- 3. The Program Participant agrees:
- 4. to complete and sign a DIA, at least once in every twelve (12) month period, and to do so again from time to time as required by the Provider;
- 5. to provide proof of income and assets with the DIA as required by and to the satisfaction of the Provider; and
- 6. That the truth of the DIA and proof of income and assets is material and fundamental to this Agreement, and that misleading or untrue information in either can result in termination of this Agreement.
- 7. Where the Program Participant's source of income is from the Ministry of Social Development and Poverty Reduction (or successor Ministry), the Program Participant will have the Program Accommodation Payment paid directly to the Provider.
- 8. The Program Participant will pay the Program Accommodation Payment on or before the first day of each calendar month to be paid either:
  - a. directly from the Ministry of Social Development and Poverty Reduction; or
  - b. by pre-authorized payment.
- 9. The Program Participant will pay the Program Accommodation Payment as determined by the Provider.
- 10. The Program Participant must pay the Program Accommodation Payment on time. If the Program Accommodation Payment is late, it will be a breach of this Agreement and could result in a termination of this Agreement.
- 11. The program accommodation includes:
  - a. Wardrobe
  - b. Bed frame & Mattress
  - c. Bed side table
  - d. Folding table
  - e. 2 stools

## **E. GUEST MANAGEMENT**

- 1. The Program Accommodation is only for the designated Program Participants, and only Program Participants may live in the Program Accommodation. If the Provider believes that a guest or other unauthorized person is living in or occupying a Program Accommodation unit, the Provider reserves the right to ask the person to leave. Furthermore, if the Provider deems that a person who is not the Program Participant is co-residing in a unit, it will be a breach of this Agreement and could result in a termination of this Agreement.



2. The Program Participant may not permit guests in the Program Accommodation.
3. No guests will be provided access to the site. For security purposes, this requirement applies to unregistered external service providers who wish to visit the Program Participant.
4. The Provider reserves the right to refuse access to the Building, the Program Accommodation or any other program accommodation units to any person if the Provider determines the safety or security of participants or staff to be at risk or if the person fails to or refuses to comply with all of the Provider's rules, notices, directions and standards of conduct.
5. Guests are not allowed in the common areas of the Building or allowed to participate in program activities or Support Services, unless explicitly approved by the Provider in writing.
6. Guests are subject to all Provider's rules, notices, directions and standards of conduct. Program Participants are responsible for their guests' behavior and issues with guests' behavior will be considered a breach of this Agreement and could result in a termination of this Agreement.
7. The Provider reserves the right to limit the amount of guests per unit in accordance with maintaining fire safety standards throughout the Building or for other reasons as determined by the Provider.
8. The Program Participant agrees to notify the Provider promptly of any change or anticipated change in the occupants of the Program Accommodation. Any change in the number of persons occupying the Program Accommodation is material and of great importance to the Provider and must be authorized in advance and in writing. Changes in the number of occupants not authorized by the Provider is a breach of this Agreement and may result in a termination of this Agreement.
9. The Program Participant is responsible for their guest and must accompany them at all times when in the Program Accommodation.
10. Program Participant is not permitted to give access fobs/keys/codes to their guest.

#### **F. HEALTH AND CLEANLINESS STANDARDS**

1. The Program Participant must maintain ordinary health, cleanliness and sanitary standards throughout the Program Accommodation and the Building as required or requested by the Provider, including (without limitation):
  - a. cleaning the Program Accommodation and reporting maintenance problems to the Provider to ensure that all environmental health and safety standards are met; and

- b. Allowing staff and repair and maintenance workers timely access to the Program Accommodation to ensure all concerns are resolved and repairs and maintenance are completed as required or requested by the Provider from time to time.

#### **G. LOCKS AND KEYS/KEY CARDS**

1. Program Participants will be issued a key and/or key card to access the entrance to the Building, the floor on which they reside, and their unit. The card remains the property of the Provider and is non-transferable. The Program Participant may not copy, destroy, damage or tamper with the key card in any way.
2. The Program Participant may not change or add a lock or security device (e.g. a door chain) to the Program Accommodation without prior written approval from the Provider.
3. In an emergency, the Provider may change the lock on the main door of the Building and promptly provide the Program Participant with a copy of the new key or key card.
4. The Program Participant agrees not to make extra keys or key cards for any lock in the Program Accommodation or Building.
5. If the Program Participant is locked out of the Program Accommodation or Building and the Program Accommodation or any part of the Building is damaged in regaining access, the Program Participant must pay any costs of repairing such damages. The Program Participant must pay any other costs incurred in regaining access.

#### **H. ENTRY OF PROGRAM ACCOMMODATION**

1. The Provider may enter the Program Accommodation if one of the following applies:
  - a. the Provider gives the Program Participant a written notice which states why the Provider wishes to enter the Program Accommodation including, but not limited to, a general inspection or the need to conduct repairs, replacement, upgrade or renovations to the Program Accommodation and/or Building and specifies a reasonable time not sooner than twenty-four (24) hours and not later than seventy-two (72) hours from the time of giving notice;
  - b. as part of the wellness checks procedure established by the Provider which may warrant room checking when a Program Participant has not been seen or heard from for an extended period;
  - c. at any time without notice if the Provider determines that there is an emergency;
  - d. the Program Participant gives the Provider permission to enter at the time of entry or not more than one month before the time of entry for a specific purpose;
  - e. the Program Participant has abandoned the Program Accommodation or if the Provider reasonably believes that the Program Participant has abandoned the Program Accommodation; or
  - f. at any time without notice if this Agreement has ended, regardless of whether the Program Participant has moved out.

#### **I. PET**

1. If the site allows, the Program Participant may keep a pet in the Program Accommodation and Building, but only in accordance with the pet ownership rules and regulations established or amended by the Provider from time to time.
2. The Program Participant must sign a Lookout Pet agreement and provide a \$100.00 pet deposit prior to bring a pet into Program Accommodation.

#### **J. ALTERATIONS OF PROGRAM ACCOMMODATION**

1. The Program Participants must obtain the prior written consent of the Provider to do any of the following:
  - a. place any notice or sign on the Program Accommodation or the Building;
  - b. place on or affix any radio, satellite or television equipment or any other object whatsoever to the outside of the Program Accommodation or the Building;
  - c. make any structural alterations to the Program Accommodation or the Building;
  - d. paint, paper, or carpet the Program Accommodation or the Building;
  - e. install or store heavy appliances or equipment in the Program Accommodation or on the Building; and
  - f. where the Provider supplies drapes, curtains and curtains rods, use of any other drapes, curtains and/or curtains rods not approved by the Provider.

#### **K. HAZARDS**

1. The Program Participant must take all steps reasonably necessary to prevent the creation of any hazard and must immediately report any hazards or safety concerns to the Provider without delay.

#### **L. COMMON AREA**

1. The Program Participant must take all reasonable steps to ensure that the use of the common areas of the Building, including any laundry room, recreation room and facilities, or storage area, by the Program Participant or guest will:
  - a. be prudent, safe and equitable; and
  - b. Comply with all notices, rules or regulations posted on or about the Building or communicated by the Provider concerning the use of such common areas.
2. The Program Participant agrees that the use of common areas by a Program Participant, and any guests is at the sole risk of the Program Participant.

#### **M. STORAGE**

1. The Program Participant must not store any major appliance, bicycle, wheelchair, scooter or power scooter in hallways and must not store any property except in designated storage areas. The Program Participant agrees that use of the storage areas is at the sole risk of the Program Participant.

## **N. RULES AND REGULATIONS**

1. The Program Participant agrees to observe the rules and regulations for the Program Accommodation and the Building delivered with this Agreement and such amendments, variations, modifications and additions made by the Provider to such rules and regulations from time to time.
2. The rules and regulations and any amendments, variations, modifications or additions thereto may be posted on the Building or delivered to each unit addressed to “residents”.

## **O. MOVING**

1. The Program Participant must move possessions and furniture in or out of the Program Accommodation and the Building in a competent manner and if any damage is caused in the course of moving in or out of the Program Accommodation or the residential property, the Program Participant must pay to repair such damage.

## **P. LIABILITY WAIVER**

1. The Program Participant, on the Program Participant’s own behalf and on behalf of all occupants and guests of the Program Accommodation, waives and releases the Provider and its officers, directors, employees and volunteers from any claims, expenses, actions, proceedings, causes of action and liabilities whatsoever, whether caused by the wrongful or negligence act or omission of any of them, in connection with, related to or arising from:
  - a. this Agreement, including the Support Services and/or other services to be provided pursuant to, connected with or related to it;
  - b. the use or occupation of the Program Accommodation or the Building or the use of any services, furnishings, accommodations, equipment and facilities existing or supplied in connection with the Program Accommodation or the Building; and
  - c. any damage to or loss of any personal property of a Program Participant, occupant or guest.

## **Q. ENDING THIS AGREEMENT – PROGRAM PARTICIPANT**

1. The Program Participant may end this Agreement by providing a written notice to the Provider. This notice must be in writing and must:
  - a. include the address of the Program Accommodation;
  - b. include the date this Agreement is to end; and
  - c. be signed by the Program Participant.

## **R. ENDING THIS AGREEMENT – THE PROVIDER**

1. The Provider may choose to terminate this Agreement at any time by giving the Program Participant less than twenty-four (24) hours written notice if the Program

Participant has committed a serious act of violence towards or has seriously jeopardized the health or safety of any staff, guests, or other occupants of the Building or members of the community.

2. The Provider may end this Agreement at any time by giving the Program Participant not less than forty-eight (48) hours written notice if:
  - a. the Program Participant or their guests engage or behave in a manner that is abusive and/or a threat to the mental or physical health or safety of any staff, guests, other occupants of the Building or members of the community;
  - b. the Program Participant or their guests engage in vandalism or wilfully cause damage to the Program Accommodation or any aspect of the Building;
3. The Provider may end this Agreement by giving the Program Participant a thirty (30) day written notice if:
  - a. the Program Participant breaches any other requirement or provision of this Agreement and fails to correct that breach to the satisfaction of the Provider;
  - b. the Program Participant is absent from the Program Accommodation unit for one (1) month or longer without the prior written consent of the Provider even if the Program Accommodation Payment has been paid for that period;
  - c. number of occupants or physical makeup of the Program Accommodation changes without the Provider's prior written approval; or
  - d. the Program Participant has failed to pay the program fee to the Provider or is chronically late in paying their fee.
4. The Provider's notice will:
  - a. include the address of the Program Accommodation;
  - b. include the date this Agreement and therefore the right to occupy the Program Accommodation will end;
  - c. include the reason for ending this Agreement; and
  - d. be signed by the Provider.

## **S. PROVISIONS RELATING TO ALL TERMINATIONS**

1. The Provider and the Program Participant may mutually agree in writing to end this Agreement at any time.
2. Once a notice to end this Agreement is given by either party or made by agreement, the Program Accommodation may be shown to other prospective occupant at any reasonable time by giving the Program Participant twenty-four (24) hours' notice. The Program Participant agrees to allow access to the Program Accommodation to facilitate this requirement.
3. At the end of any notice period for termination of this Agreement, the Program Participant must remove all personal property and belongings from the Program Accommodation and the Building.

4. All appliances, furniture and fixtures provided by the Provider remain the property of the Provider and must be left in good working order (reasonable wear and tear excepted) in the Program Accommodation.
5. If the Program Participant fails to move out of the Program Accommodation upon termination of this Agreement or fails to remove all belongings and personal property from the Program Accommodation:
  - a. the Provider may change the locks;
  - b. the Provider may remove private property or belongings from the Program Accommodation and in that event, the property will be stored in a safe place and manner for a period of not less than sixty (60) days following the date of removal;
  - c. Any personal property or belongings of the Program Participant not retrieved by the Program Participant by the end of the sixty (60) day period will be considered to have been abandoned by the Program Participant and may be disposed of by the Provider, in its sole discretion;
  - d. notwithstanding the foregoing, the Provider may dispose of the property in a commercially reasonable manner if reasonably concludes that:
    - i. the property has a total market value of less than \$500;
    - ii. the cost of removing, storing and selling the property would be more than the proceeds of its sale; or the storage of the property would be unsanitary or unsafe.

#### **T. NOTICE**

1. All notices that are required or permitted under this Agreement are to be in writing and may be served on a person in any one of the following ways:
  - a. by ordinary or registered mail, or posting in the mailbox or mail slot, served to the Program Participant at the Program Accommodation or the Provider at the addresses below:  
610 Trunk Rd, Duncan, BC, V9L 2R4  
OR
  - b. by the Provider by posting on the door or other conspicuous place adjacent to the Program Accommodation  
OR
  - c. by personal service by leaving a copy with the Provider or the Program Participant.
2. Service of the notice is deemed complete:
  - a. if made by mail, or registered mail, seventy-two (72) hours after the time of mailing, except where there is a postal service disruption during that period;
  - b. if posted in the mailbox or mail slot, or posted on the door or other conspicuous place, 48 hours after time of the posting; or
  - c. if made by personal service, immediately upon that personal service being effected.

### **BINDING AGREEMENT**

**By signing this Agreement below the parties are bound by its terms and acknowledge receiving a copy of this Agreement.**

---

**Program Participant Signature**

---

**Date Signed**

---

**Print Name**

---

**Provider or Authorized Agent Signature**

---

**Date Signed**

---

**Print Name and Title**

## **GOOD NEIGHBOUR AGREEMENT**

By signing this agreement, the Provider agrees to:

- Be accountable while showing leadership and commitment to supportive housing existing in all communities
- Have a complaints process in place for Program Participants and community members
- Hold regular meetings where we can hear feedback about community concerns
- Work with Program Participants, neighbors, and community members to address any concerns

By signing this agreement, the Program Participant agrees to:

- Treat your neighbours and the community with consideration and respect
- Not make excessive noise at any time or cause unnecessary disturbances
- Understand that vulnerable persons share this address; and the Program Participant will not to participate in any activities that put the community of [Building] at risk
- Not to engage in activities that can affect the personal or emotional well-being of other Program Participants or any other persons
- Make sure that the security doors are closed properly and that you do not let people through the communal entry system that you do not know
- Put your garbage in the bins as provided – please do not throw anything from your windows
- Clean up after your animals as you are walking them around the neighborhood
- Ensure you leave community spaces, including playgrounds and parks, clean.
- Comply with all rules, standards of conduct, directions and notices of the Provider.
- Not smoke cigarettes inside the accommodation, including but not limited to the lobby, elevator, hallways and front entrance of the building as per the city by-laws.



Good Neighbour Agreement Declaration:

I, \_\_\_\_\_, the Program Participant of the Village Project,  
have read the information contained in this agreement, the terms of which have been  
explained to me by:

Provider staff member print name: \_\_\_\_\_

Provider staff signature: \_\_\_\_\_

By signing below, I agree to follow the good neighbour guidelines.

Program Participant print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Lookout Housing and Health Society  
Shelter Program Agreement Addendum for Crime Free Participation**

In consideration of the execution or renewal of a Participation Agreement of the Program Participation Agreement, Program provider and participant agree as follows:

The participant shall not engage in any criminal activity on the premises or property including, but not limited to:

1. any drug-related criminal activity
2. solicitation (pimps, prostitution activity)
3. street gang activity
4. discriminatory behaviour
5. violence or threatened violence
6. unlawful use of a firearm
7. any criminal activity that threatens the health, safety or welfare of the landlord, other tenants or persons on the residential property or residential premises.

**VIOLATION OF THE ABOVE PROVISIONS, WHICH IS A REASONABLE AND MATERIAL TERM OF THE PROGRAM AGREEMENT, SHALL BE GOOD CAUSE FOR A NOTICE TO END PROGRAM AGREEMENT.**

A single violation of any of the provisions of this added addendum shall be deemed a serious violation and material non-compliance with Program Agreement. It is understood and agreed that a single violation shall be good cause for a notice to end a Program Agreement. Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be predominant of the evidence.

In case of conflict between the provisions of this addendum and any other provisions of the Program Agreement, the provisions of this addendum shall govern.

Should incidents occur resulting in police involvement, I agree to allow the investigating police agency to release information to the Program provider, in accordance with the Freedom of Information and Protection of Privacy Act and/or Personal Information and Privacy Act (PIPA).

This program Agreement is incorporated into the Program Agreement executed or renewed this day between the Program Provider and Participant.

Participant signature: \_\_\_\_\_ Date: \_\_\_\_\_

Site Name:      The Village Project      Date: \_\_\_\_\_

**The Village**  
**Community Advisory Committee**  
Terms of Reference

January 2022

**A. 1. Overview**

The Village at 610 Trunk Road offers temporary accommodation under a housing first approach to mental health and substance use through shelter and access to prevention, treatment, primary care and recovery services. The Village Project is administered by Cowichan Housing Association (CHA) in partnership with Lookout Housing and Health Society (Lookout) as the operator. These organizations work together to provide vital services to care for the property and the surrounding neighbourhood.

To support the successful integration of the Village into the surrounding community, CHA and Lookout have established the Village Community Advisory Committee (CAC).

**B. 2. Purpose**

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

- Build and maintain positive relationships amongst the neighbours, community, CHA and Lookout Health and Housing Society
- Facilitate information sharing and dialogue
- Identify early opportunities to resolve any issues and concerns related to Village operations

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

### **C. 3. Committee Membership**

#### **a. Representation**

In order for the CAC to be effective, it is important to maintain a balance of voices at the table while limiting overall committee size. Therefore, CAC membership is comprised of approximately 12 individuals representing the following groups:

4 Community members (local resident and community organizations, businesses, neighbouring residents, etc.)

1 CHA representative

1 lookout representative

1 Island Health representatives

1 Cowichan Tribes representative

1 Peer Coordinator Cowichan CAT

1 RCMP representative

1 City of Duncan staff representative

1 Business Organization (DBIA or Chamber of Commerce)

#### **b. Selection process**

Over and above the required areas of representation (as outlined above), members have been selected based on the following:

- are willing to abide by the Committee Terms of Reference and required time commitment.
- have experience representing their community on other committees/boards, etc.
- live and/or work within a 5-block radius of the Village project site.

### **D. 4. Time Commitment**

During the first month, the CAC met every 2 weeks. The meetings have then shifted to a less frequent basis, (monthly) 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 60 minutes and adhere to the meeting agenda.

The schedule of meetings is as follows:

**July 5<sup>th</sup>, August 2<sup>nd</sup>, and Sept. 6<sup>th</sup>, scheduled monthly thereafter.**

## **E. 5. Participation**

The CAC 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. Should more than two regular meeting be missed, the member will be contacted by CHA to determine whether he or she still wishes to continue as a CAC member or to discuss whether a new representative is needed.

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 CAC will operate for the duration of the project (February 2022 – June 23, 2022)

## **F. 7. Meeting Structure and Committee Resources**

The meetings will be facilitated by an independent facilitator, who will 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. The facilitator is responsible for keeping the advisory committee on time and on task, working with the meeting Co Chairs to prepare advisory Committee agendas and unbiased and accurate meeting summaries.

The facilitator has developed and follows a consistent, standing agenda, including:

- Update on current conditions: CHA and Lookout
- Roundtable Discussion
- Review of action items and follow up required

CHA provides a meeting Secretary to assist with scheduling and liaising with CAC members, provide a notetaking, including tracking key discussion points, responses, action items and follow up details, and oversees the distribution of the meeting agendas and summaries. The

Secretary is not a representative on the CAC and will solely support meeting logistics and record proceedings.

The meeting summaries are not verbatim recording but attempt to capture the essence of comments and responses. The summaries attribute comments to CHA and Lookout, and the other agencies. However, attribution of community input is generic (i.e. *Community Comment*) and will not identify the individual or organization they represent. As the facilitator, CHA and Lookout ensure that privacy standards are maintained as there are occasions where sensitive matters need to be discussed. When such matters are part of the discussion, there is also an open CAC discussion as to how to appropriately present the essence of the matter in the minutes while respecting any sensitivity.

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

***To ensure privacy for all, there are NO Recordings of the meetings (audio or visual) by members or organizers.***

The meetings are 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. CHA and Lookout commits to seriously considering the CAC's comments, as relevant, in making decisions or taking actions.

**Meetings are held virtually (via Zoom).** Zoom links for each meeting are sent out the week prior to the date of the meeting.

## **G. 8. Rules of Conduct**

To ensure that the CAC is maintained as a forum for CHA and Lookout, program partners and area residents/businesses to freely exchange information, discuss issues and work towards constructive outcomes, members must:

- agree to operate in accordance with the Terms of Reference;
- participate regularly;
- be respectful of the expression of diverse opinions which may be similar or different than those of other members;
- respect that CHA and Lookout and their partners reserve the right to protect the privacy of individual guests, clients and staff – personal information will not be shared with the CAC;

- be prepared to work constructively and collaboratively with members of CAC and to address areas of mutual concern;
- listen actively to others and 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;
- 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, CHA and Lookout reserve the right to rescind their membership and seek a new member to replace the role.

#### **H. 9. Terms of Reference Revision**

From time to time, it may be necessary to amend the Village CAC Terms of Reference. This will be agreed upon with active involvement of CAC members, CHA and Lookout to ensure that the changes are supported and that any partner organizations understand and continue to commit their membership under the changed conditions.

I have read and agree to abide by these Terms of Reference:

Name: \_\_\_\_\_

Committee Role: \_\_\_\_\_

Signature: \_\_\_\_\_

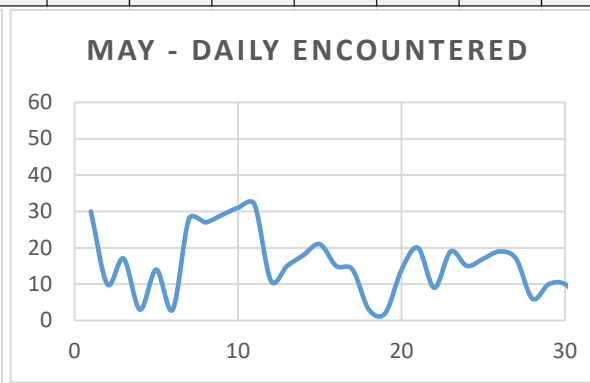
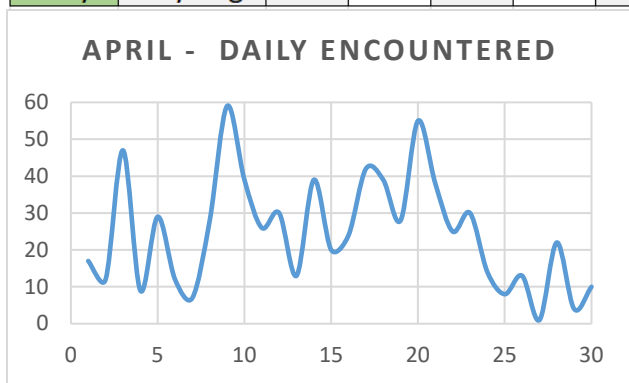
Date: \_\_\_\_\_



### Site and Community Security

Lookout staff has been actively monitoring the 150-meter radius of the site since opening, engaging with individuals who may be trespassing, loitering, littering, or openly using substances in the area. In response to feedback and requests from local residents and businesses, we have since increased the number and focus of our walks to include intensive garbage collection. This increase has helped to improve our relationships with community members with increasingly positive support from the neighbouring community.

Security & Community Walks		Total Walks	Loitering/Trespass - Total	Total Encountered	Disturbance	Open Fires	Bylaw	Non-Emerg Police	911-RCMP	911-EMS	Sharps	Garbage	Clear
March	Total	238	205	N/A	15	1	6	7	1	3	N/A	198	143
	Daily Avg	17.0	12.8	N/A	0.8	0.1	0.3	0.4	0.1	0.2	N/A	14.1	10.2
April	Total	541	740	740	19	0	8	8	2	5	10	279	236
	Daily Avg	18.0	24.7	24.7	0.6	0.0	0.3	0.3	0.1	0.2	0.3	9.3	7.9
May	Total	561	484	494	8	0	10	3	1	2	7	153	282
	Daily Avg	18.1	15.6	15.9	0.3	0.0	0.3	0.1	0.0	0.1	0.2	4.9	9.1



**All participants of Lookout Housing:**

- Are required to keep their sleeping units in good condition, with monthly safety inspections to ensure sleeping units meet the hygiene and safety standards as required by the Program Participation Agreement;
- Agree to the Good Neighbour and Crime-Free Addendum that they have read and signed upon entry to the site. These agreements are essential in maintaining the standards required by the existing TUP, and carry to potential risk of discharge if the resident is found to be in violation of the agreement;
- The agreement includes being mindful of loitering, littering, trespassing, openly using substances, mischief, theft and disturbances (including violence). Lookout employs a zero violence policy, which can result in a 24 or 48-hour service restriction from the site.

**Monitoring and Accountability**

- Garbage collection is prioritized in the local area, leading to a reduced need for residents and businesses to collect in and around their properties. Lookout tracks our garbage collection and statistics showing that it is reduced in the affected areas;
- Engaging with individuals found in the monitored areas, asking people to move along, and offering available options to the services and spots within the city where they can legally gather;
- Site security meetings are held monthly with RCMP, Duncan Bylaw, Blackbird Security and Lookout management to discuss, strategize and create solutions to challenges that arise affecting the site and area. Effectively increasing visibility in the area has resulted in positive feedback from residential and business neighbours;
- Community advisory committee meetings are held monthly with various members of the City in order to discuss successes, concerns and topics related specifically to the Village;
- The contact information for the site has been distributed to the neighbourhood business and residents, with any complaints or concerns related to the site and surrounding area being forwarded to the site staff for resolution.

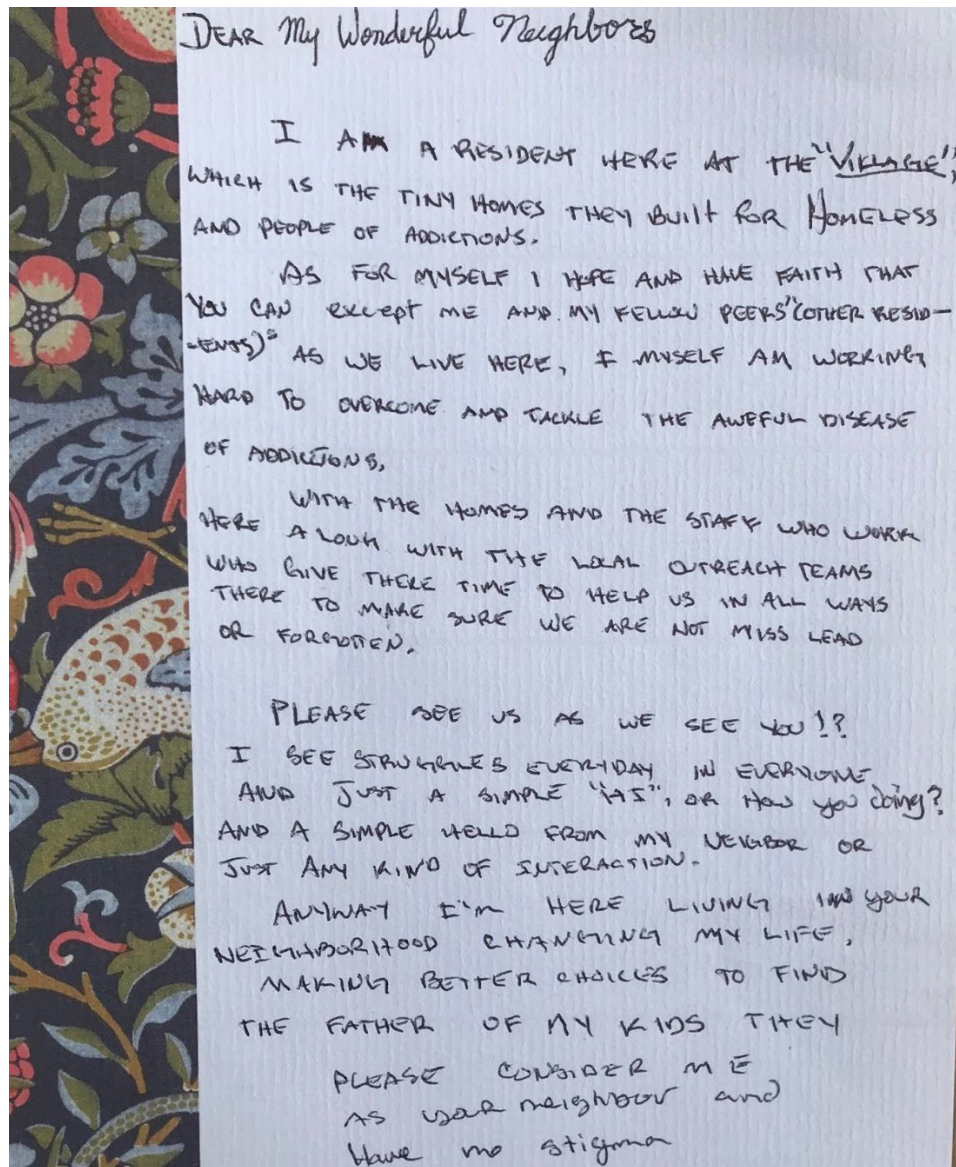
**Clean up**

- Daily cleaning and maintenance of the interior and exterior of the site is included in the responsibilities of staff and site residents. Anything reported, or found on regular walks is promptly cleaned;
- Ongoing beautification of the site is shared between staff and residents, helped by contributions coming from community donations;
- A new gardening program is keeping site residents and staff engaged. 4 large garden boxes containing flowers, vegetables, herbs and traditional plants. The gardening program creates a safe place for people to enjoy productive hobbies, while providing continual beautification of the site.



### Noise

- In accordance to the Good Neighbour Agreement, all site residents abide by the set quiet hours from 11:00pm to 7:00am daily;
- When and if reported, complaints will be addressed immediately by Lookout staff, or Blackbird Security.



### Benefits of Good Neighbour Practice

- Lookout's goal is to be an integral and valuable member in the community. As such, we are committed to promote understanding, support community events, offer volunteer opportunities, provide community clean up programs and contribute to the health and vitality of the overall community.

## APPENDIX F

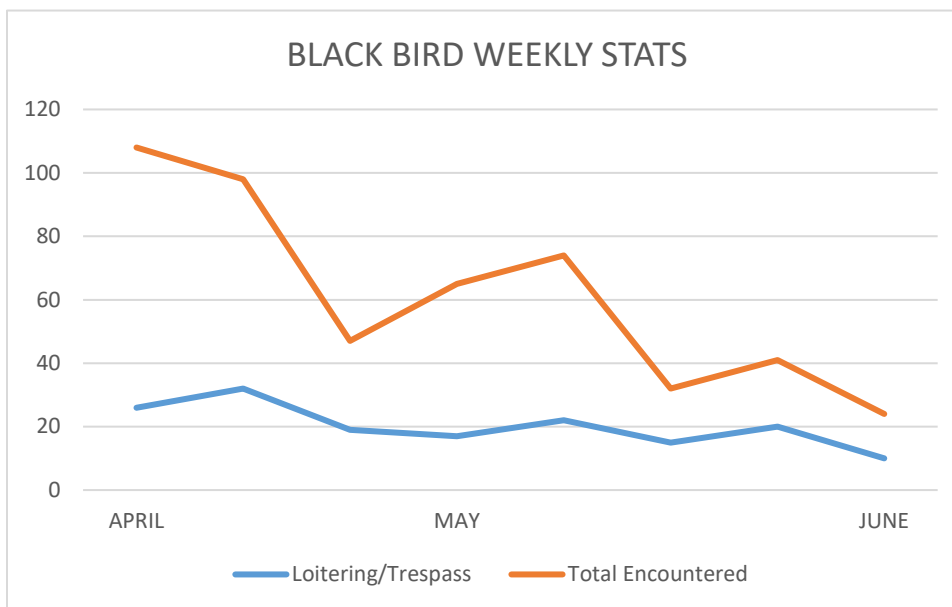
### RCMP, Duncan Bylaw, Blackbird Security Statistics

#### Blackbird and Bylaw Statistics

Blackbird Security and Duncan Bylaw Statistics reflect the combined efforts of the security team responding to community needs and feedback in the residential and business vicinity of the Village site.

As increased monitoring was required and placed into effect, the number of people encountered in the area has reduced significantly. The number of incidents follow this trend, displaying the effectiveness of the site security team's efforts in the community.

BLACKBIRD	April	May	JUNE
Loitering/Trespass	77	68	10
Total Encountered	253	210	24
Disturbance	0	0	0
Open Fires	0	0	1
Non-Emerg Police	3	6	2
Emerg-Police	0	0	0
Emerg-EMS	0	0	0



#### RCMP Statistics

RCMP statistics are compiled and shared quarterly. The latest statistics (Apr-Jun) will more accurately capture the timeframe that the Village site has been open. These will be available at the end of June 2022, and we will add to the document as they become available.

## APPENDIX G – Engagement Strategy and Materials

To support our application for an extension of our Temporary Use Permit at 610 Trunk Road, the engagement strategy enacted by Cowichan Housing Association and Lookout consists of the following:

- On June 23<sup>rd</sup>, 2022, Cowichan Housing Association, Lookout, and other service providers who provide support services at the Village, presented to the Community Action Team. During this presentation, it was made clear that we were in the process of applying for an extension to the Temporary Use Permit at the site, and as such, were required to make the community aware of our intention. **The minutes from the CAT meeting are inserted below.**
- On July 27<sup>th</sup>, 2022 (3-7 pm at the Ramada Hotel – Conference Rooms), we're hosting a large public engagement event showcasing the Village and the many partnerships that have helped make the project a success. At the event, members of the public will have the opportunity to meet with representatives from CHA, Lookout, as well as other groups/organizations who support the Village (Bylaw, RCMP, Health, Cowichan Tribes – Health Department, etc.), to learn about the work that happens on site and the positive impact it's having. We will have a mock-up of one of the cabins to give people a sense of their livability and the community that is developing there. In addition, we will have some residents present to show their support and as able, to talk about the impact of the project on their health and wellbeing, employment skills and employability, social connections, and general sense of connectedness within the community.
- **The ad for the event is inserted below.**
- Advertising for the event will happen through a variety of channels:
  - Notified the Community Advisory Committee membership of the event during our July 5<sup>th</sup> meeting and the ad will be emailed to all the members of the committee. **The minutes from the Community Advisory Committee are inserted below.**
  - Ad in Cowichan Valley Citizen
  - Facebook (CHA posts)
  - CHA website
  - Invitations will be emailed to representatives of all local governments
  - Invitations will be hand delivered to the surrounding neighbours (businesses and residents) with a 200-meter radius of the site
  - Invitations will be sent out through CAT Team and the Our Cowichan Health Network
  - Duncan Chamber of Commerce – E-blast
- The Summary Report for the engagement session will be provided in advance of the August 15<sup>th</sup> Council meeting.



## Community Advisory Committee – The Village

### Standing Agenda

July 5<sup>th</sup>, 2022 – 12:30 pm – 1:00 pm

#### Welcome and Territory Acknowledgement by Shelley Cook

#### Welcomes/Introductions (any new members or guests) – no new members

- Shelley (CHA)
- Corelli (Lookout / The Village)
- Dean (Lookout / The Village)
- Cpl. Bush (RCMP)
- Erin Kapela (Cowichan Tribes)
- Travis (Local Business)
- Rachel (City of Duncan)
- Cailey (CAT and Peer coordinator)

#### Follow-up from Action Items (previous meeting)

#### Project Updates

- CHA
  - TUP extension
  - Event July 27, 2022 from 3 to 7 at The Ramada
  - Invites will be sent out
- Lookout
  - Street Assaults
    - RCMP response was quick and appreciated
    - Stigma related
  - Operational Updates
    - Extreme Heat response
      - Well managed and assistance from community partners
    - Case planning, goal setting, and support
    - Site security
      - Trends of down ward interactions continue
        - 90% decrease in disturbances
        - 50% decrease in total encountered
        - Accountability with residents and other community members creating positive change.



- Exhibition

### Roundtable Discussion

1. City of Duncan Bylaw - Rachel
  - a. No issues with Village
2. RCMP - Cpl. Bush
  - a. No reported issues
3. Local Business - Travis
  - a. Last month not good, many issues
  - b. This month some improvement, still on the fence about support.
  - c. Expressed an issue with someone identified at 'Disco'
4. Cowichan Tribes - Erin Kapela
  - a. Village Resident to treatment
  - b. Treatment program starting back up.
  - c. Expanding outreach team
5. CAT and Peer coordinator – Cailey
  - a. Positive interaction with community
  - b. Surveys residents (3/4 responded)
    - i. Very positive

**Actions Items** (arising from Discussion Item/Roundtable Discussion with responsible individual identified)

- **Follow up regarding the Event on July 27<sup>th</sup>, 2022**

**Next Meeting:** Available although attendance is expected to be low.

## June 2022 Cowichan CAT Meeting Minutes

June Meeting Date: Thursday June 23, 2022

### Agenda:

1. Welcome, Territory Acknowledgement, Overview of Agenda
2. Presentation on the Village
3. Overview: Island Health's Mental Health and Substance Use New Recovery House
4. Coordinator Updates
5. Roundtable Updates

### In Attendance:

Cindy Lise, Cowichan Community Action Team Facilitator, Our Cowichan Community Health Network Facilitator  
Cailey Foster, Cowichan Community Action Team Peer Coordinator and team of peers  
Corelli Mattice, Lookout Housing Coordinator of the Village Trunk Road Site  
Mayor Michelle Staples, Mayor of the City of Duncan  
Shelley Cook, Cowichan Housing Association Executive Director  
Edward Joe, Cowichan Tribes Outreach Coordinator  
Erin Kapela, Mental Health Manager at Kwun'atsustul Counselling  
Frank Daniel Nguyen, Team Lead role for the SUIT team with Duncan Community Mental Health Substance Use  
Jessica Huston, Manager of Duncan MHSU Community/Underserved and Residential Services  
Sgt Ken Beard, North Cowichan/Duncan RCMP Sergeant  
Jesse Hunt, Duncan Ambulance Crew Station Lead  
Micaela Hurst, Project Manager, Mental Health and Substance Use Services  
Melanee Szafron, Mental Health and Substance Use Services Operations Manager  
Eliott Kennedy, Manager for Lookout Housing Society Paddle Road Site  
Carmen Brooks, Cowichan Valley Outreach Society (CVOS) founder and coordinator, VIU Social Work Student and Practicum Student with CHA  
Madelaine MacLeod, Executive Director of Cowichan Family Life Association  
Rosalie Sawrie Social Planning Cowichan and Cowichan Council  
Nick Mravunac, Cowichan CAT Street Smart Outreach Team Coordinator  
Henry Wikkerink, Manager of Cowichan Valley Food Basket Society  
Dean Bergstrom, Lookout Society Housing Temporary Coordinator  
Marlene Stevens, Indigenous Harm Reduction Coordinator at First Nations Health Authority  
Robyn Gray, School District 79 Trustee  
Norma Winsper, Manager, Community Services Mental Health and Substance Use  
Theresa Darling, Cowichan Housing Association Housing Loss Prevention Coordinator  
Sarah Cabbage, Social Determinants of Health Worker with Cowichan Tribes, Slhexun sun'ts'a' Primary Care Clinic, Ts'ewulhtun Health Centre

Jewelz, Lindsay and Ben, Oceanside CAT coordinators and peers  
 Lise Haddock, Executive Director of Canadian Mental Health Association- Cowichan Valley Branch  
 Leah Vance, Cowichan CAT Coordinator

#	Agenda Item	Details/Discussion	Decisions/Actions
1	Welcome, Territory Acknowledgement, Overview of Agenda	No additional agenda items submitted.	No additional agenda items added.
2	Presentation on the Village	<p>Mayor Michelle Staples chaired the presentation by multiple community partners on the history of the Village, its development, and successes. Speakers: Mayor Michelle Staples, Shelley Cook, Corelli Mattice, Edward Joe, Erin Kapella, Jessica Huston, Daniel Nguyen, Sgt Ken Beard, Cailey Foster and her team of peers.</p> <p>Village successes: Increase in request for counselling and detox and treatment services from residents. Residents are reporting improvement in their mental health due to safety of the site, supports available, and stability. More Cowichan Tribes residents are connecting with Elders and cultural supports. Peer feedback emphasized the importance of housing first.</p> <p>Cowichan CAT survey of Village residents reported:          100% feel a sense of belonging in the Village          100% feel a desire to take care of their new neighbourhood          100% feel there are opportunities for them at the Village          100% say they feel they can reach out to the staff if they need assistance</p>	<p>The presentation was recorded and will be shared on the Cowichan CAT Youtube account:  <a href="#">Community Action Team Peer Coordinator</a></p>

		<p>97% reported their physical health has improved since moving into the Village. Before moving in, only 15% of residents were regularly seeing a doctor or nurse. Since moving in that number has grown to 68%. 97% of residents report their mental health has improved since moving into the site. Contact with Elders has increased by 66%. 100% reported the Village feels culturally safe.</p> <p>Temporary Use Permit Extension for the Village will be filed at the beginning of July 2022. The project will come before council August 15, 2022.</p> <p>Community open house being planned to share the successes of the Village on July 27, 2022.</p> <p>Invitations being sent to different ministers to come view the site.</p>	
3	Overview: Island Health's Mental Health and Substance Use New Recovery House	<p>Micaela and Melanee with Mental Health and Substance Use Services provided a brief overview of a new recovery house that's being set up for folks with marginalized experiences of gender ie. Women (trans and cis), and nonbinary folks. The recovery house will be culturally safe and will be located by the Royal Jubilee Hospital, however it will service the Cowichan Valley as well.</p>	<p>Micaela and Melanee will provide more information at the next Cowichan CAT meeting as this project develops. Inquiries can be sent to Micaela at: <a href="mailto:Micaela.Hurst@islandhealth.ca">Micaela.Hurst@islandhealth.ca</a></p>
4	Coordinator Updates	<p>Cailey:- created and conducted survey on the Village residents for the presentation</p> <ul style="list-style-type: none"> <li>-grief and loss group with Cowichan Tribes continuing next (second) session tomorrow</li> <li>-supporting peers who have lost someone close to them (there were multiple deaths in the peer community in the month of June)</li> </ul> <p>Leah: -Attended May 30 CAI conference in Vancouver: OERC, CAI and provincial CAT coordinators discussing what has worked well</p>	

		<p>in their communities. Services are going mobile; CAI is developing provincial CATs resource centre for feedback on projects</p> <ul style="list-style-type: none"> <li>-Spoke on discussion panel at the June 16 CAT Knowledge Exchange on developing partnerships</li> <li>-Preparing meeting in person for our CAT meeting next month (meeting in person every other month now)</li> <li>- developed a starting point of grief resource guide for the Cowichan Valley; this will be a working document</li> <li>-reviewing the feedback from May meeting; will take key notes to the Leadership Committee next month to develop our 2022 Priority Actions document based on May meeting feedback</li> <li>-In the Fall, after IOAD when can take on a new project, will be working with Existence media on reporting good news in the outreach world in Cowichan</li> <li>-Reminder that the outreach providers group now moved from the CAT to VIHA. Email <a href="mailto:leahlc Vance@gmail.com">leahlc Vance@gmail.com</a> for contact information</li> </ul>	
5	Roundtable Updates	<p>Theresa: Emergency assistance program for people with eviction and hydro disconnection notices available through CHA. Theresa also helps people find housing. If you have clients interested please reach out at <a href="mailto:HLP@cowichanhousing.com">HLP@cowichanhousing.com</a></p> <p>Shelley: Poverty Reduction grant submitted by CHA; this work will be integrated with work around coordinated access to create a more streamlined, easier access system of services for the people we serve and the outreach providers. Some new staff starting at CHA.</p> <p>Dean: Working with Shelley on the Temporary Use Permit extension application for the Village. Beginning the Health and Wellbeing grant application through VIHA for another</p>	

		<p>peer work group that will be able to address the problems in hotspots in Duncan (primarily York Road). This project would be a multi organizational approach. Dean is also doing some temporary weather preparation at the Village for heat.</p> <p>Marlene: Continuing workshops on culturally safe harm reduction including Not Just Naloxone; some trainings now in-person</p> <p>Correlli: Working on a murale project for the front of the Village</p> <p>Eliott: the Paddle Road supportive housing site has now been open for 2 months. Programming is currently being developed.</p> <p>Edward: Starting naloxone pop-ups again. Grief and loss sessions with Cailey at the Village</p> <p>Restarting peer work but short staffed (currently waiting on the new hires to be approved)</p> <p>Working with FNHA to prepare the Village for the coming heat.</p> <p>Carmen: CVOT team is growing. The hope is to have outreach worker volunteers out in the community every day. Currently working on funding.</p> <p>Henry: CVBS is changing their hamper schedule. Now Tuesday-Friday from 10:00am-12:30pm starting August 1. Pre-order is available for Saturday pick up for people who are working during Tues-Fri hours. Seeing lots of new people living on the street in the Valley: last month 40 new people were registered to the CVBS program.</p>	
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**END OF MEETING**

# AN ENGAGEMENT SESSION SHOWCASING **THE VILLAGE PROJECT**

**WEDNESDAY, JULY 27, 2022**

**3PM - 7PM**

**RAMADA HOTEL CONFERENCE ROOMS**

140 TRANS CANADA HWY, DUNCAN, BC

Cowichan Housing Association is applying to extend the Temporary Use Permit at The Village, 610 Trunk Road. We invite the public to an information session to learn about the daily operations of The Village and its successes over the past six months, and to meet with representatives from Cowichan Housing Association, Lookout Housing and Health Society, other Village service providers, and Trunk Road residents.



**FOR MORE INFORMATION:**

ADMIN@COWICHANHOUSING.COM

(250) 597-1938



June 30, 2022

**Re: The Village TUP Application**

To Whom It May Concern:


On behalf of Lookout Housing and Health Society (Lookout) I am pleased to offer this letter as support of the Cowichan Housing Association's submission to extend the temporary use permit for the Village, Tiny Homes project.

Lookout has had the privilege to provide the direct services to those living at the Village and seen the improvements to the quality of life and stability of those who reside at the site. The organization is eager to continue to provide the day-to-day operations of the site and support service to those who live at the Village. An extension of the project will allow for residents to build trust and relationships with program staff and visiting professionals providing support services, such as physical and mental health care teams. It will allow for residents to further move from remain housed until the region realizes more permanent housing solutions.

In the 3 ½ months since the project has been open, we have provided emergency shelter for 38 individuals. Two of these residents have obtained more permanent housing. All guests of the Village are working on individualized case plans as well as legal, family, education, cultural and health/wellness goals. Over 40% of residents are engaged in pre-employment programs offered through the project. Two residents of the Village, as well as 19 peers through the local Community Action Table, are employed through the program's peer employment program.

Given the successes of the Village residents' to date, Lookout is hopeful that Cowichan Housing Association's extension application is approved by Mayor and Council and we are confident in the team's ability to continue to provide quality support services to the people who live at the Village.

Sincerely,

  
Shayne Williams  
Chief Executive Officer