



Notice is hereby given for the following meeting:

**COMMUNITY AND SOCIAL ISSUES  
COMMITTEE (CSI)**

**September 3, 2019 – 5:30 p.m.  
Committee Room 2, City Hall**

**AGENDA**

**1.0 ADDITIONS / DELETIONS TO AGENDA**

**2.0 ADOPTION OF MINUTES**

**2.1 Adoption of the Minutes of May 7, 2019**

**3.0 PRESENTATION**

**3.1 Opioid Epidemic  
– Dr. Aamir Bharmal, Medical Health Officer, Fraser Health Authority**

**4.0 UNFINISHED BUSINESS**

**4.1 Involving People with Lived/Living Experience in the City Engagement Processes – John Stark, Supervisor of Community Planning**

**4.2 Hey Neighbour Collective (see Item 6.1)  
– John Stark, Supervisor of Community Planning**

**4.3 Committee Recommendation to Council re New West Hospice Society Update  
– John Stark, Supervisor of Community Planning**

**5.0 NEW BUSINESS**

No items

**6.0 REPORTS AND INFORMATION**

**6.1 Hey Neighbour Collective Report to Council in Regular Meeting  
(see Item 4.2)**

**7.0 CORRESPONDENCE**

**No items**

**8.0 NEXT MEETING**

Tuesday, November 5, 2019 at 5:30 p.m. – Committee Room 2, City Hall

**9.0 ADJOURNMENT**



Corporation of the City of  
**NEW WESTMINSTER**

**COMMUNITY AND SOCIAL ISSUES  
COMMITTEE (CSI)**

**May 7, 2019 – 5:30 p.m.  
Committee Room 2, City Hall**

**MINUTES**

**VOTING MEMBERS PRESENT:**

Councillor Jaimie McEvoy	- Co-Chair, Council Member
Councillor Nadine Nakagawa	- Co-Chair, Council Member
Norah Andrew	- Community Member
Kevin Chan	- Community Member
Wesley Everaars	- Community Member
Quirina Gamblen	- SD40 Representative
Halim Habibi	- Community Member
Sukhdeep Jassar	- Fraser Health Representative
Sebastien Muncaster	- Community Member
Elaine Su	- Community Member
Delaney Sullivan	- Community Member
Vanessa Woznow	- Community Member

**VOTING MEMBERS REGRETS:**

Savannah Mak	- Community Member
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**GUESTS:**

Brock Nicholson	- Co-Founder & Director, New West Hospice Society
Ali Kenyon	- Architect, Associate, HCMA

**STAFF PRESENT:**

Claudia Freire	- Housing/Social Planner
Carilyn Cook	- Committee Clerk

The meeting was called to order at 5:33 p.m.

**1.0 ADDITIONS / DELETIONS TO AGENDA**

There were no additions or deletions to the Agenda.

## **2.0 ADOPTION OF MINUTES**

### **2.1 Adoption of the Minutes of April 2, 2019**

#### **MOVED AND SECONDED**

*THAT the April 2, 2019 Community and Social Issues Committee meeting minutes be adopted as circulated.*

**CARRIED.**

All members of the Committee present voted in favour of the motion.

## **3.0 PRESENTATION**

### **3.1 New West Hospice Society, Compassionate City Charter – Brock Nicholson, Co-Founder & Director, New Westminster Hospice Society**

Mr. Nicholson commenced with his presentation which outlined the Society's priorities including, amongst other things, building a hospice residence, normalizing dying, death, and grief, and promoting the Compassionate City Charter & Philosophy.

In response to questions from the Committee, Mr. Nicholson provided the following comments:

- The Society's mandate includes reaching out to vulnerable groups such as the Lookout Society, etc.;
- Other goals of the Society include getting community members to help each other in ways other than providing medical care and to have people sharing experiences about death and dying, as there is a lot to be learned from shared experiences; and,
- As the implementation of a compassionate citizen award would be new, the recipient's desired characteristics and the requisites for the award are yet to be determined and may include feedback from a variety of organizations.

A Committee member noted that there is much concern about the lack of hospice care facilities for the LGBTQ community.

#### **MOVED AND SECONDED**

*THAT the Community and Social Issues Committee recommend that Council receive, for information, the New West Hospice Society presentation as provided to the Committee on May 7, 2019 and that Council endorse the strategies included therein.*

**CARRIED.**

All members of the Committee present voted in favour of the motion.

### **3.2 New Westminster Aquatic Centre – Steve Kellock, Senior Manager of Recreation Services & Facilities and Ali Kenyon, Architect and Associate, HCMA**

Mr. Kellock introduced himself and Ms. Kenyon and commenced with the presentation, advising that this is the third round of community engagement for the project to ensure that feedback received is representative of the whole community.

In response to questions from the Committee, Mr. Kellock and Ms. Kenyon provided the following comments:

- Interior and exterior accessibility audits will be conducted throughout the process with the Rick Hansen Foundation;
- A member who expressed concern that the facility that may not accommodate women who do not want to expose their bodies (i.e. Muslim women) was reassured that inclusion and accessibility are project priorities and, as such, there is planning for some division of the pools for discretion, private swim time for women and the LGBTQ community, etc. It was also noted that the NWACC Advisory Panel is addressing these concerns and working to understand how people will be moving through the spaces and how they will feel doing so by consulting with Muslim women for feedback. Claudia Freire, Housing/Social Planner, will facilitate a meeting with the Committee member's wife and friends, Mr. Kellock, and the Advisory Panel;
- The facility needs to remain as flexible as possible for the coming years; and,
- The childcare area will have its own designated washroom and, alternately, the lobby washroom may be used.

With respect to outdoor activities, Committee members suggested outdoor fitness equipment, a wheelchair accessible playground, and elements for both youth and children, for example a larger basketball court for the youth and a smaller one for the children.

A brochure, which included a survey link, was handed out for those Committee members who wished to provide further comments on the development.

## **4.0 UNFINISHED BUSINESS**

There were no items.

## 5.0 NEW BUSINESS

### 5.1 Involving People with Lived/Living Experience in City Engagement Processes – Claudia Freire, Housing/Social Planner

Ms. Freire introduced the topic of lived/living experience to the Committee and shared that in mid-April the City's Community Poverty Reduction Committee received a presentation by the BC Poverty Reduction Coalition ("Coalition") on meaningfully engagement with those with lived/living experiences. She noted that Council has also been expressing the need to have meaningful lived/living experience input included in the City's policy and planning work and other City processes.

Ms. Freire announced that the Coalition will be providing a presentation at the July 8<sup>th</sup> Council meeting in conjunction with an accompanying a staff report. Staff will continue to work collaboratively with the Coalition to determine the City's next steps, ensuring they are in harmony with the Public Engagement Policy that the City adopted in December of 2016.

Discussion ensued, and the Committee provided the following comments:

- Many low income people are resilient and it may be helpful to find out what their coping mechanisms are;
- Once Senior's Services is aware of which resources are available for their clients, they can share information with them and possibly ease their worries;
- It takes time and money to do things in a meaningful way and while it is easy to write things down on paper, mistakes may be made on implementation which will need to be forgiven and learned from;
- It is important to recognize the burden of emotional labour involved which may make participation difficult for those dealing with emotional issues;
- Participants should be compensated for their time and input;
- An understanding of the sensitivities and nuances of all individuals coming forward must be made as some issues may still be fresh for some;
- As outreach workers understand the dynamics of the moment and know when to reach out or withdraw in certain situations with the vulnerable population, they could provide invaluable assistance in this process;
- Not everyone will act in a way that is expected of them and, if the City wants true diversity, that needs to be acknowledged so that engagement can occur in a way that is meaningful and respectful and not disenfranchise the participants even further;
- Hives for Humanity has a very empowering and informed consent sheet which is a great checklist geared towards those being asked to provide engagement and what can be expected in return;

- The International Association for Public Participation is a useful resource on public engagement and setting the stage to receive the type of engagement you are seeking without setting unrealistic expectations on participants;
- Speaking with people on their own turf would be more inclusive and successful as more of the population will be reached;
- A reciprocal dialogue would encourage openness and relationship growth; and,
- The engagement needs to matter and there must be follow up.

## **6.0 REPORTS AND INFORMATION**

- 6.1 Compassionate City Charter**
- 6.2 Compassionate City Fact Sheet**
- 6.3 New West Hospice Society website - <https://newwesthospice.ca/>**
- 6.4 Engaging People with Lived/Living Experience: A guide for including People in Poverty Reduction**
- 6.5 Nothing About Us Without Us: Seven Principles for Leadership & Inclusion of People with Lived Experience of Homelessness**

## **7.0 CORRESPONDENCE**

There were no items.

## **8.0 NEXT MEETING**

Tuesday, September 3, 2019 at 5:30 p.m. – Committee Room 2, City Hall

## **9.0 ADJOURNMENT**

**ON MOTION**, the meeting was adjourned at 6:43p.m.

Certified Correct,

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**Councillor Nadine Nakagawa**  
**Co-Chair**

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**Carilyn Cook**  
**Committee Clerk**



# REPORT

## *DEVELOPMENT SERVICES DEPARTMENT*

**To:** Mayor Coté and Members of Council in Regular Meeting      **Date:** February 25, 2019

**From:** Emilie K. Adin, Director of Development Services      **File:** 13.2630.01

**Subject:** **Hey Neighbour Collective**

### **RECOMMENDATION**

*THAT Council approve the City becoming a partner in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.*

*THAT Council approve an amount of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminster and that this amount come from the Development Services baseline operating budget.*

### **EXECUTIVE SUMMARY**

New Westminster, similar to other municipalities in Metro Vancouver, has low levels of social connectedness and public engagement, particularly amongst apartment dwellers and renters. The Hey Neighbour Collective is aimed at increasing social ability and resiliency in multi-unit residential buildings through design improvements and social programming. The City has an opportunity to join the Collective; benefit from the research conducted to date; and potentially realize two pilot project sites, with at least one being a purpose-built rental building.

### **PURPOSE**

The purpose of this report is twofold: (1) to inform Council about the Hey Neighbour Collective and how it can benefit New Westminster; and (2) to seek Council approval for an expenditure of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminster.

## **BACKGROUND**

At the December 4, 2018 meeting of the Community and Social Issues (CSI) Committee, Catalyst Community Development Society made a presentation. This presentation outlined the society's business model of partnering with municipal governments, community groups and non-profit organizations to create projects that leverage community assets and create vibrant, affordable and inspiring places for people to live.

This presentation introduced the Hey Neighbour Collective, which is a partnership with Simon Fraser University's Morris J. Wosk Centre for Dialogue. This initiative facilitates improved connections between residents of multi-unit residential buildings through design improvements and social programming, fostering friendly, socially-connected and resilient communities.

At this meeting, CSI Committee members endorsed the following two recommendations:

***THAT** the Community and Social Issues Committee recommends to Council that the City of New Westminster become a partnering municipality in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.*

***THAT** the Community and Social Issues Committee recommends to Council that the City of New Westminster contribute \$5,000 per year over the next three years to the Collective which would include Hey Neighbour initiatives in New Westminster.*

The CSI Committee recommendations support two work program areas related to the Planning Division of Development Services – i.e., Affordable Housing and Social Inclusion, and as such these expenditures can be supported within the baseline operating budget.

## **POLICY CONTEXT**

The *Official Community Plan* (2017) includes the following two policies under Community and Individual Wellbeing:

*Policy 1.4 Encourage social connectedness, neighbourliness and community building.*

*Policy 1.5: Facilitate and support civic engagement, including with at-risk, marginalized and vulnerable populations.*

The Mayor's Task Force on Public Engagement (2015/16) was established to review the City's engagement practices; gather input from community members; and create a vision for the future of public engagement in New Westminster. On December 5, 2016, City Council adopted a *Public Engagement Strategy*, which included the following principles:

- *Involves community members who reflect the diversity of interests and opinions in the community.*
- *Achieves accessibility for all community members, recognizes their right to participate and values the knowledge and experience they contribute.*

## **DISCUSSION**

### ***Concept***

Social connectedness refers to relationships that people have with others and the benefits that these relationships can bring to the individual and to the larger community. It includes relationships with family members, colleagues and neighbours, as well as connections made through paid and volunteer work or participation in civic affairs and community life.

### ***Need***

The Vancouver Foundation's *Connections and Engagement Report* (2012), which is based on a survey of 3,841 people in Metro Vancouver, found that 39% of renter respondents do not know the first names of at least two of their neighbours and 77% of highrise respondents had never done a simple favour for their neighbours like picking up the newspaper. This report also found that 74% of respondents had not attended a community or neighbourhood meeting and 87% of respondents had not participated in a Council or School Board meeting.

The *New Westminster Child and Youth Friendly Community Strategy* (2016) reported that 58% of the 320 parents surveyed felt only somewhat or not connected to their neighbours. Additionally, 73% parents surveyed felt only somewhat or not involved in their city. The strategy also reported that 48% of the 228 youth surveyed did not feel connected to other youth in their neighbourhood and a similar percentage did not feel involved in their city.

### ***Initiative***

The Hey Neighbour initiative works to identify ways of increasing social connectedness, resilience and public engagement in multi-unit residential buildings. This will include social programming and other targeted interventions in existing multi-unit residential buildings that were not well-designed for social connectedness; and rethinking how the City works with developers on new buildings so that they are integrating well-researched best practices with regard to design, policies and programming.

## **ANALYSIS**

The Hey Neighbour initiative was implemented by the City of Vancouver in 2017. In total, 16 multi-unit residential buildings were studied as to contributing factors to social connectedness. Common design features included amenity rooms, communal kitchens, courtyards, garden beds, playgrounds, and rooftop patios. Common programming features included book clubs, bulletin boards, Facebook pages, monthly newsletters, orientation sessions, resident champions, satisfaction surveys, sharing programs, social events, and work parties. For more information, please see the below link:

<https://vancouver.ca/files/cov/hey-neighbour-case-study-booklet.pdf>

Given that 40,320 or 57.7% of residents live in apartment buildings, both owned and rented, in New Westminster, the Hey Neighbour initiative, through design improvements and social programming, could have a significant impact on social connectedness and public engagement. The City would not only benefit from the research conducted to date and as referenced above but would be able to apply some of these best practices. More specifically, two existing buildings could be selected as pilots in New Westminster, with at least one being rental. While the City would be required to contribute up to \$5,000 per year over the next three years, these funds would be more than matched through the funding partners comprising the Hey Neighbour Collective.

## **FINANCIAL IMPLICATIONS**

Funding to partner on the Hey Neighbour Collective for 2019, 2020 and 2021 would be derived from the Development Services baseline operating budget.

## **OPTIONS**

The following options are presented for Council's consideration:

1. That Council approve the City becoming a partner in the Hey Neighbour Collective which is aimed at increasing social ability and resiliency in multi-unit residential buildings.
2. That Council approve an amount of \$5,000 per year over the next three years for the Collective and related initiatives in New Westminster and that this amount come from the Development Services baseline operating budget.
3. That Council provide staff with other direction.

Staff recommends options 1 and 2.

Author:

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John Stark,  
Senior Social Planner

Approved for Presentation to Council

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Emilie K. Adin,  
Director of Development Services

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Lisa Spitale,  
Chief Administrative Officer