

NEWCASTLE PLACE SUPPORTIVE HOUSING (NSH)

Community Advisory Committee
Terms of Reference
March 2019

1. Overview

A parcel of land on the 250 Terminal Avenue North development site has been identified as a site for Newcastle Place Supportive Housing (NSH). The site will contain modular buildings. The building is 1 story, and contains 78 single studio units, common amenity space, and 24 hour staffed office area.

NSH is intending to operate for a 2-5-year term and after that the tenants will be moved and the building will be relocated. Support Housing is an important option in providing homeless residents with access to safe, secure homes.

The buildings will be managed by Island Crisis Care Society (ICCS), a very experienced, nonprofit housing operator that will staff_ and manage the building 24 hours/day and provide tenants with supports to help them lead healthy and safe lives.

To support the successful integration of the building and tenants into the surrounding community, BC Housing and ICCS will establish the Newcastle Place Supportive Housing (NSH) Community Advisory Committee (CAC).

2. Purpose

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

- Build and maintain positive relationships amongst the community, the building operators
- and the program partners
- Facilitate information sharing and dialogue
- Identify and resolve any issues, opportunities and concerns related to building operations
- Support the success of the supportive housing project

The purpose of this Terms of Reference is to ensure members of the NSH CAC are aware of expectations, commitments and their advisory role.³ Committee Membership

A. REPRESENTATION

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

5 x community members (local resident and community organizations, businesses, neighbouring residents, etc.)

2 x ICCS representative

2 x Island Health representatives

2 x RCMP representative

2 x City of Nanaimo representative

1 x BC Housing representative

1 x NSH Resident

1 x Security Company representative

B. SELECTION PROCESS

Community member representation (5 seats) will be filled through an application process with preference given to a person who:

- is willing to abide by the Committee Terms of Reference and required time commitment
- is currently affiliated with multiple community organizations
- has experience representing their community on other committees/boards, etc.
- lives and/or works within a five-block radius of the housing site.

BC Housing and ICCS will designate community members and representative alternates from the list of applicants who meet the membership criteria.

The program partners and the schools will designate their own Committee members and one alternate.

4. Time commitment

Leading up to the building opening and during the first six months, the NSH CAC will meet on a monthly basis. The meetings may then shift to a less frequent basis 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 90 minutes and adhere to the meeting agenda.

5. Participation

The Committee serves as an advisory group, not a decision-making body.

To ensure NSH CAC meetings have the full spectrum of community perspectives, attendance at all regular meetings is required by all community representatives or their alternate. Should more than two regular meeting be missed, the member will be contacted by the facilitator to determine whether he or she still wishes to continue as a NSH CAC member or to discuss whether a new representative and/or alternate is appropriate.

NSH CAC members may on occasion wish to invite a guest to observe the NSH CAC meeting; such requests must be submitted in writing/by email to the NSH CAC facilitator at least one day prior to the day of the meeting; approval will depend on space considerations. Any guests that attend will be asked to observe and not participate in the discussions.

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

Review of the NSH CAC will occur after in operation for 1 year. At the end of this term, the Committee's utility and the relevance of the Terms of Reference will be reviewed. Should the Committee members agree that it should continue, this review and consideration of continuance, adjustment or cessation will be conducted annually.

7. Meeting Structure and Committee Resources

On occasion, the meetings may be facilitated using a neutral process facilitator who will serve as an impartial individual to 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. In general, though, the meeting will be chaired by ICCS. If ICCS is not able to chair, another member of the group will be chosen to chair. The Chair is responsible for keeping the advisory committee on time and on task and working with the meeting Secretary to prepare advisory Committee agendas and unbiased and accurate meeting summaries.

The Chair will develop and follow a structured agenda, including:

- ICCS building update and discussion
- Building tenant update and discussion
- Program partners update and discussion
- Community members update and discussion
- Review of action items and follow up

ICCS will provide a meeting Secretary to assist with scheduling and liaising with Committee members, provide notetaking, including tracking key discussion points, responses, action items and follow up details, and oversee the distribution of the meeting agendas and summaries. The Secretary is not a representative on the Committee and will solely support meeting logistics and record proceedings.

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

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

Recording of the meetings (audio or visual) by members other than the note-taker is not permitted unless agreed to by all present. The meetings will be 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. ICCS commits to seriously considering the NSH CAC's comments, as relevant, in making decisions or taking actions.

8. Rules of Conduct

In order to ensure that the NSH CAC is maintained as a forum for the Newcastle Place supportive housing project; ICCS, BC Housing and the site's neighbours will freely exchange information, discuss issues and work towards constructive outcomes, members and alternates must:

- agree to operate in accordance to the Terms of Reference;
- participate regularly or arrange alternate representation at scheduled NSH CAC meetings;
- be respectful of the expression of diverse opinions which may be similar or different than those of other NSH CAC members;
- respect that ICCS and the housing partners reserve the right to protect the privacy of individual tenants and staff- personal information will not be shared with the NSH CAC;
- be prepared to work constructively and collaboratively with members of NSH CAC and ICCS to address areas of mutual concern;
- listen actively to others. 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;
- bring any concerns regarding the operation of the Newcastle Place Support Housing buildings to the attention of the ICCS Building Manager according to the contact protocol as soon as possible; the concerns may then be brought to the attention of the NSH CAC; and not act as a spokesperson for NSH CAC. This is not meant to fetter the ability of any NSH 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, ICCS reserves the right to rescind the membership of that person and seek a new member to replace the role.

9. Terms of Reference Revision

From time to time, it may be necessary to amend the NSH CAC Terms of Reference. This will be agreed upon, with active involvement of NSH CAC members, BC Housing ICCS 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: _____