



## MEETING MINUTES

Minutes of the meeting held at City Hall in Conference Room A,  
141 West 14<sup>th</sup> Street, North Vancouver, BC on Wednesday, January 22, 2025

*The City of North Vancouver respectfully acknowledges that this meeting is held on the traditional and unceded territories of the Skwxwú7mesh Úxwumixw (Squamish Nation) and sə́ilwətaʔ (Tsleil-Waututh Nation).*

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### **Members Present**

Anna Boltenko (Chair)  
Farnoosh Fallah  
Liza Feris  
Olga Kens  
Kathy McGrenera  
Anahita Naeini  
Charles Pan  
Zeyus Spenta

Councillor Tony Valente

### **Absent**

Tim Page

### **Guests Present**

Joy Hayden, Director of Innovation and Engagement, Hollyburn  
Community Services Society  
Louise Aronsson, Program Manager, Wired 4 Success,  
Hollyburn Community Services Society

### **Staff Present**

Heather Evans, Community Planner  
Coreen Mara, Planner 2  
Zahra Asgarizadeh, Planning Assistant  
Eleanor Parrott, Committee Clerk – Secretary

The meeting was called to order at 6:07 pm.

## **1. ADOPTION OF AGENDA**

1.1 The Agenda for January 22, 2025 was adopted as circulated.

## **2. ADOPTION OF MINUTES**

2.1 Minutes of the meeting held on November 27, 2024 were approved as circulated.

## **3. UPDATES**

### *Councillor*

3.1 Council has held one closed meeting and one workshop so far this year. Council will hold one workshop in place of a regular meeting every month going forwards. Workshops are open to public observers but there is no public input period.

3.2 The workshop focused on housing and Council provided direction to staff on meeting the City's housing needs. There are a number of significant housing related projects underway such as the Capilano Mall and TransLink Bus Depot proposals. The TransLink Bus Depot is an Official Community Plan (OCP) amendment application that will include the

development of two sixteen storey towers built above a small commercial amenity. There will be 408 units and 10% will be more affordable, priced below the Canada Mortgage and Housing Corporation (CMHC) rates.

### 3.3 Members presented the following notable questions and comments:

- There is a significant amount of rhetoric circulating on social media regarding the impact of the TransLink Bus Depot on traffic. **A:** The City currently has the Rapid Bus but is working towards implementing Bus Rapid Transit (BRT) which would involve contained stations and fewer stops.
- Does the TransLink Bus Depot fall under existing Transit Oriented Area zoning regulations? **A:** No.
- The Capilano Mall developer website states that the public input period has closed. **A:** There is some misconception regarding the public input period for this application. Whilst the first phase facilitated by the developer has closed, there will be other opportunities for public input during later project phases. The key opportunity for public input will take place at Council's Public Hearing.
- The Capilano Mall application is for 3,000 units priced at the market mid-level and there is no option for affordable housing. It is disappointing that the developer did not partner with an affordable housing provider.
- How will the Capilano Mall project impact traffic on Marine Drive? **A:** Staff have not yet provided related reports to Council but transport and the possibility of a BRT station at Capilano Mall are being considered. Staff and TransLink would plan for the upcoming changes.

#### *Staff*

- 3.4 The Planning Assistant will be the support staff on the Community Grant applications going forwards. The Round 2 Community Grants funding agreed at the previous meeting will be provided to Council on January 27, 2025. Staff will circulate an update to members following the Council meeting and the minutes will also be available to view on the City's website. The next Community Grants Round 1 application deadline is on February 28, 2025. The committee will review these applications in March 2025.
- 3.5 A report regarding housing needs and alignment with Provincial legislation was provided to Council on January 20, 2025 and is available to view on the City's website. There is also a dedicated housing report needs webpage where the public can view the latest housing needs report.
- 3.6 Housing Services Association of BC coordinates a homeless count in communities across the Province every few years. On the North Shore, this count will be coordinated by the North Shore Homelessness Taskforce. The count will take place over a 24-hour period on March 11, 2025 and will count those experiencing homelessness who wish to be included.
- 3.7 The Community Wellbeing Strategy is focused on Equity, Diversity and Inclusion and in line with this, some staff are piloting a software that provides suggestions on how to use more inclusive language in their emails. The City is using innovative ways to better Equity, Diversity and Inclusion across the organization.
- 3.8 This is the last meeting for three members, Anna Boltenko, Olga Kens and Tim Page whose terms end on January 31, 2025. Staff would like to thank these members for their time and invaluable input to the committee.

## 4. COMPLETE COMMUNITIES

### 4.1 The Planner 2 provided an overview of the Complete Communities project and upcoming public engagement opportunities.

- The Complete Communities concept is that everyone in the City has access to amenities that meet their daily needs within a 15-20 minute walk or roll using a mobility device. Amenities used most frequently should be closest to home.
- Access to amenities influenced by City policies and bylaws is the focus of this project. Amenities are also influenced by other levels of government and in these cases the City can only advocate for change.
- The City had already been striving to achieve a Complete Community, as referenced in the OCP, Community Wellbeing Strategy, and Mobility Strategy. A Provincial grant program was initiated which aligned well with the City's plans. The Province provided a \$150k grant to the City's Complete Communities project and the City has hired a consultant to lead the project.
- The consultant will conduct a needs assessment for people who live or work in the City. A geospatial mapping exercise supported by public engagement will provide an overview of people's experience in the City and current needs, gaps and barriers.
- The Province-developed Complete Communities Guide references four lenses that can be used to evaluate the community; daily needs, housing, transportation and infrastructure. The main focus for the City is daily needs, with consideration also being given to how housing and transportation impact on access to amenities.
- The project will be delivered in three key phases. Phase 1 will involve the geospatial mapping exercise to gain an overview of the current walking and rolling network and existing amenities. The public engagement will support this understanding by outlining residents and workers' experiences and barriers. Phase 2 will assess the data collected to provide a baseline indicator assessment of the current amenities in the City. The consultants will then carry out two hypothetical scenarios to display the future situation if business-as-usual City policies continue, and a future land-use scenario that works towards building a complete community. Phase 3 will include reporting the findings and proposed future actions to Council, the funder and the public.
- The outputs will inform a number of other City plans and projects, such as the OCP updates required to align with Provincial legislation regarding housing.
- Public engagement will commence on January 27 and is open until February 17 with a survey and interactive map which will both be available online and at in-person pop-up events throughout the City. Members are encouraged to take the survey.
- In line with the Community Wellbeing Strategy, staff are aiming to engage with a broad demographic. Members are encouraged to provide suggestions on how to reach a wide range of City residents and workers.

### 4.2 Members presented the following notable questions and comments:

- Does the project aim to capture the current status of the community, or the probable future status? Is population growth being factored into any projected future status? **A:** The project will evaluate the current status first, taking into account the geospatial analysis, evaluation of the comfort and completeness of the walking and rolling network, and the public's view. Then, the scenario modelling will be used to identify possible future situations taking into account both population growth and the continuation of business-as-usual policies compared to implementing more complete community focused approaches.
- The presence of amenities does not always equate to accessible amenities. For example, in Lower Lonsdale most childcare options are too expensive. There is one

affordable option but the waitlist is so long that most do not receive a place. Childcare facilities are usually located in family homes in less densely populated areas. Are these qualitative factors being taken into account? **A:** The survey asks respondents to provide feedback on whether their local amenities serve their needs adequately, so this data will be captured in the project. Health services are also a key consideration and mapping is being contemplated since both public and private amenities exist but the City has limited control over their availability and accessibility.

- Are schools also being considered? Many parents choose schools outside of their catchment area due to better ratings, which causes traffic and parking congestion. Could the City consider enforcing attendance in catchment area schools? **A:** Schools are being considered but the ability to choose schools outside catchment areas is managed by the School District 44 rather than the City.
- Can staff reach out to youth for their survey responses? There is little for children and teens to do within the City and their input would be valuable. Many amenities are not within walking distance to family homes and recreation centre programs are limited and often full. Youth specific outreach could take place via social media, giving talks at social studies classes in schools, library presentations and community centres. **A:** The youth are an important demographic. Staff have previously worked with classes at Carson and Sutherland schools and will consider further engagement at schools.
- Seniors should also be engaged and could be reached via attending senior centres.
- The presence of a walking path does not necessarily correlate with accessibility. Some paths are poorly lit and don't feel safe, or they may be near unpleasant and busy roads. The level of incline also impacts accessibility. **A:** Staff are working to evaluate the comfort of the walking and rolling network, such as tree canopy cover to provide shade in summer, comfort, lighting, street classification, and crossing types are all being considered.
- How will feedback be gathered from those who don't speak English well? Can staff with foreign language skills attend pop-ups and could signage be available in other languages? **A:** The survey is being translated into three of the top five languages spoken in the City and there will be a link directing people to further translation services.
- Further outreach to the general public could be achieved via posting on Reddit and an in-person pop-up at Capilano Mall. **A:** Staff will liaise with the communications team regarding the use of the Reddit social media site and have already requested a pop-up at Capilano Mall.
- Locals will still have their own preferences and may choose to travel further to visit an amenity even if there is a suitable option within 15 minutes of their home.
- How does this project link to the ongoing Central Lonsdale survey? **A:** Approximately 2,000 responses have been received to the Central Lonsdale survey so far and though this is a broader survey, the learnings will be shared to help inform the Complete Communities project.
- Feedback should also be sought from those outside the Lonsdale area. **A:** A City-wide mail out will take place. A pop-up at Eastview Park is also being considered. The interactive map will be available in hardcopy at pop-ups and online and will help respondents to share ideas geographically.
- What is the intended outcome of this project? **A:** This project is mostly intended as a study and will provide an evidence base to inform future projects such as OCP updates and future land-use options. The future actions informed by this work will be separate projects.
- The notion of the '15 minute community' has been considered across North America previously. Is Complete Communities the same idea? **A:** Technically these concepts are the same but efforts have been taken to rebrand the idea as some misinformation about the 15-minute community has garnered criticism. The Complete Communities

idea focuses on the original intended nature of the concept; that everyone should be able to access amenities providing for their daily needs near their home.

- Some services can be accessed digitally. Will digital options form part of this study? **A:** Complete Communities focuses on in person amenities but future initiatives may consider the availability of digital amenities.

- 4.3 The Planner 2 encouraged members to provide any further feedback via the survey link and to send any additional questions to staff via the contact details available on the project webpage.

## 5. HOLLYBURN COMMUNITY SERVICES SOCIETY

*The Director of Innovation and Engagement and the Employment Programs Manager joined the meeting at 7:02pm.*

- 5.1 The Director of Innovation and Engagement presented an overview of the Hollyburn Community Services Society (the Society):

- The Society recently celebrated its twentieth anniversary.
- 38 years ago, Hollyburn Services Ltd. was set up as a company to support recent care system leavers and those with disabilities with referrals from a social worker. Hollyburn Services Ltd. identified the need for a North Shore charity to provide services to anyone, regardless of whether they have a referral. The Society was created to address this need and operates independently, although Hollyburn Services Ltd. provides mediation and administration services to the Society to help keep the charity's operating costs low. The Society only spends 17% of its budget on administration.
- The Society supports people facing a range of issues related to seniors' housing concerns, chronic homelessness, victims of intimate partner violence and abusive situations, attendance at court, and youth homelessness, unemployment and education.

### *Seniors support services*

- Five staff work with senior clients aged 55 and over who are vulnerable to housing issues or homelessness.
- Seniors' housing issues may arise from a variety of circumstances, such as homes destroyed by fires, moving into an average market price rental after numerous years paying low rent at one location due to displacement, age-related illnesses such as dementia giving rise to tenancy issues such as difficulty complying with policies and paying rent on time, or difficulty filing taxes and documents to receive pension payouts.
- The Society also houses a number of seniors leaving hospital care.
- The Canadian Pension Plan only provides up to \$1700 per month which is insufficient for many seniors.
- The Society also helps seniors to integrate and engage with their community.

### *Victim support services*

- The Society helps to provide safe housing for those who need to leave an abusive situation, or flee power-based violence.
- The justice dog provides support for victims attending court, including children who need to testify.

- The Society received funding from a Federal organisation to test research suggesting that the risk of substance abuse and PTSD becomes significantly lower the sooner counselling is provided to trauma victims.
- These services are provided to approximately 400 victims, most of whom are women, women of colour, indigenous women and transgender people.

#### *Youth services*

- The Society provides holistic support to youth. The Society operates a designated safe house for children aged 13-18 years old. Staff work with youth to create a service plan, identify causes and break the cycle of homelessness.
- The Society can provide mediation services to help reconcile families, or provide transitional housing if the youth is not able to return to living at home. In transitional housing, the youth will learn to live with roommates, cook for themselves and spend within a budget.
- Youth employment opportunities support both the service users and local businesses.
- Education programs help youth to discover their career path.
- Youth services centre on the “five R’s”; residences, resources, relationships, recreation and resilience.

#### *Hollyburn Community Housing Society*

- The Hollyburn Community Housing Society is a second society forming part of the Hollyburn Community Services Society non-profit organisation. The Housing Society provides affordable housing on the North Shore utilising the BC Community Housing Fund Program.
- Developments within the Program require 30% of rental units to be affordable, with 20% of these being deep subsidy units, and the remainder being priced below CMHC average pricing.
- The housing development project underway at the site of the former Delbrook Community Centre will include eight affordable housing units in partnership with the Society. This project enabled the Society to foster relationships with numerous developers and the Society is now providing a further 33 affordable units at Baden Park and 30 in Coquitlam.
- The Society has encountered nimbyism when working to develop further affordable housing.
- Safe housing gives people the opportunity to work toward living the life they deserve.

#### 5.2 The Employment Programs Manager provided an overview of the youth employment programs:

- The issues that youth on the North Shore are facing have changed over the past decade or so. Previously, the main challenges were centred on drug and alcohol abuse. Currently, anxiety and depression are more prominent challenges.
- The Society employs two staff to work with small groups of 8-10. The programs take place in a classroom setting with some 1:1 time for staff to carry out case management work. Masters students studying counselling at local universities, and volunteers from the Foundry and In the Woods non-profits sometimes provide extra staff support.
- The employment programs work with other programs, such as housing to provide a holistic approach.
- Staff work with youth who can almost make it on their own but need some extra support. A lot of basic professional skills training is provided, along with elements of Dialectical Behaviour Therapy.

- Employment programs have an 85% success rate. After four weeks of attending the course, participants are provided with a work experience opportunity in a local business. Staff support youth to set goals and grow in their role and sometimes they are offered a job at the end of the experience period. If a job offer is not made, staff work with youth to find a role elsewhere or to consider educational pathways.

5.3 The Director of Innovation and Engagement noted that the Society is dealing with the following key trends; high cost of living, lack of affordable housing, and mental health crisis. The Wired for Success employment program is not continuing due to a lack of grant funding, but the Province has provided funding for the Rewired program. This is a similar employment program but it only focuses on employment in the trades.

5.4 Members presented the following notable questions and comments:

- How are clients referred to the Society? **A:** Anyone can self-refer but clients are often directed to the Society by politicians, social workers, police, schools, Squamish Nation and other local non-profits such as Hope and the Foundry.
- Members are keen to ensure the grant funding awarded works to help a range of issues across the North Shore and so it is helpful to understand the key trends. **A:** Another key challenge on the North Shore is the misconception that North Shore residents can or should travel to downtown Vancouver to access services. This journey is difficult for anyone suffering from a mental health crisis. In addition, the downtown Eastside is a more challenging environment that could increase vulnerable service users' risk of issues such as substance abuse.
- Is the safe house operated by the District of North Vancouver? **A:** No the District provides the house but the Society operates it. The house can accommodate up to six people, but only four youth can be housed at a time due to the higher staffing and grocery costs. The seniors' safe house accommodates five people and will soon be relocating to a residence provided by BC Housing in the City of North Vancouver due to development taking place on the current site. The City provided the Kimpton site which provides rental units costing 30% of seniors' income and is conveniently located near the hospital.
- Does the seniors program teach self-reliance? **A:** The aim is always for participants to leave all programs but a case is never considered closed and returning service users are always welcome.
- Does the low income housing program aim to help service users progress to regular rental units? **A:** Yes and it is often easier to support those who only face affordability challenges, without any other issues that affect functioning. Those facing a wider variety of challenges and seniors in waiting lists for other housing options tend to stay in the program for longer. Approximately 80% of those in affordable housing program are self-sufficient. A tenant support worker is onsite to assist with any living issues, most of which are easily dealt with such as furniture replacements or provision of grocery store vouchers. The Society aims to represent the clients they work with in their staff in terms of age, gender, ethnicity and languages spoken but further progress is still to be made in this area.
- Does the Society face any North Shore specific challenges? **A:** The external assumption is that everyone on the North Shore is affluent but pockets of poverty and violence do exist. In addition, the community is not collaborative largely due to funding fears. This makes it difficult to identify the root cause of systemic issues and to fully avoid duplication. Municipalities are beginning to recognise that vulnerable people live on the North Shore and the community needs to be kind to offer dignity and respect to everyone.

- Does the Society help those displaced due to development? **A:** The City is a leader in requiring developers to rehouse those displaced but residents will seek the Society's support if the solution offered is not suitable. For example, moving a senior person from a walkable to a non-walkable area would have a significant impact on their standard of living if they do not have access to a vehicle. In addition, emergency services reach out to the Society in the event of fires destroying homes. The Society still needs to income test fire evacuees in order to provide the subsidy and rent supplement housing options.
- How does the Society decide which programs to request funding for in their grant applications to the City? **A:** The Society always submits an operating budget request because this is the most difficult to fundraise. Programs with funding gaps are the next priority. Every so often the Society seeks funding for a new program.
- It has been helpful to understand more specifically how the grant funding is spent, the areas which are most difficult to fund, and that the Society takes steps to keep administrative and staffing costs to a minimum in order to focus on supporting their service users.

5.5 The Director of Innovation and Engagement invited members to schedule a tour of the youth safe house to further understand the Society's work.

*The Director of Innovation and Engagement and the Employment Programs Manager left the meeting at 7:48pm.*

## **6. ROUNDTABLE**

6.1 No business was raised.

## **7. DATE OF NEXT MEETING**

7.1 The next regular meeting is scheduled for February 26, 2025.

## **8. ADJOURN**

8.1 The Chair adjourned the meeting at 7:49 pm.

"Certified Correct by the Chair"

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Liza Feris, Chair

February 26, 2025

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Date