



AGENDA FOR THE SPECIAL REGULAR MEETING OF COUNCIL HELD IN THE COUNCIL CHAMBER AND ELECTRONICALLY (HYBRID) FROM CITY HALL, 141 WEST 14TH STREET, NORTH VANCOUVER, BC, ON WEDNESDAY, FEBRUARY 8, 2023 AT 9:30 AM

CALL TO ORDER

APPROVAL OF AGENDA

1. Special Regular Council Meeting Agenda, February 8, 2023

REPORT

2. Emergency Support Program Grant Allocation – File: 10-4710-01-0001/2023

Report: Manager, Long Range and Community Planning, February 7, 2023

RECOMMENDATION:




PURSUANT to the report of the Manager, Long Range and Community Planning, dated February 7, 2023, entitled “Emergency Support Program Grant Allocation”:

THAT Council endorse an Emergency Support Program grant of up to \$360,000 to Hollyburn Community Services Society for the provision of services support to eligible individuals displaced by recent fire events.

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 Department Manager	 Director	 CAO
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The Corporation of **THE CITY OF NORTH VANCOUVER**
PLANNING & DEVELOPMENT DEPARTMENT

REPORT

To: Mayor Linda Buchanan and Members of Council

From: Renee de St. Croix, Manager, Long Range and Community Planning

Subject: EMERGENCY SUPPORT PROGRAM GRANT ALLOCATION

Date: February 7, 2023 File No: 10-4710-01-0001/2023

The following is a suggested recommendation only. Refer to Council Minutes for adopted resolution.

RECOMMENDATION

PURSUANT to the report of the Manager, Long Range and Community Planning, dated February 7, 2023, entitled "Emergency Support Program Grant Allocation":

THAT Council endorse the an Emergency Support Program grant of up to \$360,000 to Hollyburn Community Services Society for the provision of services support to eligible individuals displaced by recent fire events.

ATTACHMENT

1. Hollyburn Community Services Society 2022 Annual Report (CityDocs #2328480)

SUMMARY

The purpose of this report is to seek Council endorsement to provide a \$360,000 grant to Hollyburn Community Services Society to offer supports for eligible displaced residents from the emergency events that occurred in the City during the month of December 2022.

BACKGROUND

In December 2022, North Shore Emergency Management (NSEM) responded to four Emergency Support Services (ESS) events on the North Shore, two of which were in the City, and resulted in the displacement of 152 City residents.

ESS is a provincially funded program under the Ministry of Emergency Management and Climate Readiness (EMCR) that is delivered through municipal services. The traditional ESS response includes 72 hours of lodging, food and a small amount for incidental items. Due to the proximity to the holidays and the scale of displaced residents, the ESS supports have been extended through to February 15, 2023.

DISCUSSION

To support community recovery from the ESS events, the City is proposing to allocate the new Emergency Support Program grant of up to \$360,000 to Hollyburn Community Services Society (Hollyburn) to administer the program for approximately one year.

Since 2004, Hollyburn has been supporting individuals and families who face social vulnerabilities across the North Shore through a continuum of supportive services, housing and counselling. Services are provided through a lens of equality, justice and kindness. Hollyburn has a collaborative and compassionate staff team who work to break down barriers and find solutions to challenging social issues. (For more information about Hollyburn, see Attachment #1)

The Emergency Support Program will include supporting eligible displaced individuals with access to counselling, referrals and connections to other resources and service providers. Hollyburn will work in partnership with NSEM staff to facilitate the transition from emergency to longer term recovery. The goal of this program is to enable displaced residents to re-establish their lives and their routines (attend school, return to work, engage with their community supports, etc.), jump starting their recovery.

Next Steps

Subject to Council’s approval, the City will provide the grant to Hollyburn Community Services Society to deliver the Emergency Support Program for approximately one year.

FINANCIAL IMPLICATIONS

The City has the financial capability to fund a grant of up to \$360,000 from its Special Contingency Non-Statutory Reserve. At the conclusion of the program, any unused funds will be returned to the reserve.

INTER-DEPARTMENTAL IMPLICATIONS

This work could have future EOC and emergency management implications related to any new policies or operational shifts that may stem from this work.

STRATEGIC PLAN, OCP OR POLICY IMPLICATIONS

This work is supported by the Official Community Plan, Goal 3.3: Support community resiliency and increase the capacity to recover from emergencies and disasters, as well as the 2018-2022 Council Strategic Plan and the priority of a "City for People".

RESPECTFULLY SUBMITTED:



Renee de St. Croix
Manager, Long Range and Community Planning



HOLLYBURN
Community Services Society
Nurturing a Community of Caring

Annual Report
2021-22

Message from the Executive Director

As we close off another year with COVID 19 barking at our heels, we continue to respond to housing needs, increased mental health issues, food instability and growing poverty. These have been interesting times as we meet the challenges of a pandemic, its on-going effects, rising costs of living and global instability. The impacts are layered and complex, most particularly on our collective mental health and well-being.

However, every challenge, every sad story has the potential to become a story of success and resiliency. A homeless senior moved into affordable housing. A once former homeless youth just graduated from university. A family is now safe from violence. A runaway is successfully reunited with his family. It starts with just one person moving to stability, and in no time those numbers grow to helping hundreds, and we can look back and say yes, we made a difference. And we made a difference because of you.

“ Nurturing a caring community ”

We continue to move forward on developing affordable housing. We received Federal funding for our Youth Education Navigator program that supports youth to enroll in and graduate from post-secondary and advanced training programs. We housed 23 low income seniors in the Lynn Woods Manor as a result of our partnership with Kiwanis,

and we are seeing reduced numbers of homeless youth. We provided 569 sessions of free counselling to 83 unique clients and we are involved in three research projects that will result in positive outcomes for vulnerable people in our community.

A very notable change was in our name to “*Hollyburn Community Services Society*” to reflect our mission and vision more accurately. Along with that came a renewed sense of who we are and what we do. And in comparison to the beginning of the past fiscal year to the end, we see renewed hope, re-energized effort, and rejuvenated service delivery.

We are over this little anomaly we have experienced in our world as we know it, but like the journeys of the people we serve, we too see success and resiliency.

Respectfully,
Nanette Taylor



Board of Directors



Alan Kwinter
Chair

Nancy Farran
Co-Vice Chair

David Ayriss
Co-Vice Chair



Robert Tanaka
Treasurer

Paul Tutsch
Director-at-Large

Michael Thorne
Director-at-Large



Lynn Green
Director-at-Large

Kevin Evans
Director-at-Large

Deborah Baker
Director-at-Large

Jason Wexler
Director-at-Large

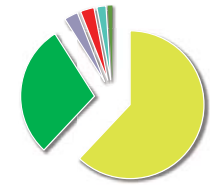
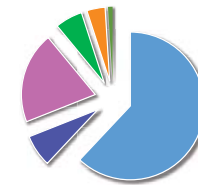
Financials

REVENUES \$2,954,814

EXPENSES \$2,956,554

- Government Contracts
- Gaming
- Program Fees
- Grants & Foundations
- Donations & Fundraising
- Other Income

- Wages & Benefits
- Administration Costs
- Rent
- Contract Fees
- Program Costs
- Insurance



Who We Are

Our Focus:

At Hollyburn Community Services Society we have a robust mission to provide a continuum of supportive services to youth, individuals and families with social vulnerabilities on the North Shore. We are persistent in our efforts to secure sustainable and safe housing, offer shelter from the streets, assist in securing employment and provide support for youth to access and excel in post-secondary programs.

We are diligent in our efforts to achieve justice for survivors of violence, and we provide free counselling to assist those in our community who have faced trauma.

Through our organization's commitment to incorporate the values of Truth and Reconciliation and combat racism, our cohesive and collective efforts ensure our mission of service delivery is provided through a lens of equality, justice and kindness.

Our People:

Hollyburn boasts a progressive staff team of 30 individuals who use their compassion, energy and creativity to find solutions to the challenging social issues that create barriers to individuals and families in our community.



Our Work in the Community:

Many members in our community face housing instability, struggle to put food on the table, experience paralyzing anxiety, depression and feel unsafe.

Working through a housing crisis, unprecedented food and living costs, barriers to medical support and increased violence, Hollyburn breaks down these barriers to help those most vulnerable in our community.

We work with youth, seniors and families to flee homelessness and housing instability. Through our safe houses, transitional housing programs, and outreach services we support them to secure sustainable housing.

We work with marginalized youth in our employment and our Youth Education Navigator programs to ensure a future of lifelong success. We offer free counselling to support our community members to recover from the trauma they have experienced.

We support any individual or family who has experienced relationship violence, family violence, sexualized assault or criminal harassment.

Over 800 youth, seniors, individuals and families reach out to us for help annually. And we respond!

2021-22 Highlights

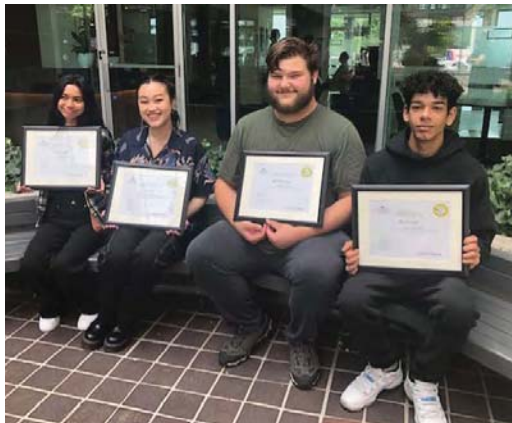
- ▶ Name changed from Family to Community to better reflect our work
- ▶ We said good bye to Christine Alsop and Chelsea Dill and thanked them for their terms on our Board of Directors,
- ▶ Welcomed Deborah Baker for joining HCSS Board
- ▶ Embarked on three research projects to address barriers to services for victims of violence and housing for seniors
- ▶ Youth Education Navigator received Federal Funding with expansion dollars
- ▶ Created Hollyburn Community Services Society to focus on the BC Housing Community Housing Fund for development of 86 affordable units
- ▶ Marked the fifteenth year of operation for the North Shore Youth Safe House
- ▶ Provided 569 sessions of free counselling to 83 unique clients.
- ▶ Continued our work with Indigenous Elders to provide cultural supports
- ▶ Victim Services hired a full time Farsi-speaking Victim Support worker for clients whose English makes it difficult to fully engage with services otherwise.
- ▶ Queenie, an Accredited Facility dog, has been busy supporting survivors of violence
- ▶ 80% of our Youth Transitional Housing clients moved into independent living
- ▶ 100% of clients worked to stabilize and improve their mental health while at LSP.
- ▶ The Hockey Heroes program was profiled on Sportsnet across Canada during a telecast of Hockey Night In Canada
- ▶ Hockey Heroes welcomed girls and non-binary students to the program
- ▶ 183 rent subsidies provided
- ▶ 175 people received grocery assistance



Youth Services

Youth Safe House – Life Success Program – Wired 4 Success – Orwell House – Hollyburn Hockey Heroes – Youth Education Navigator – Life and Social Skill Development

Our Youth Services offers a range of programs designed to support youth from homelessness through a continuum of practical resources and services up to and including employment and Post-Secondary education.



56

boys, girls and non-binary high school students participated in our Hollyburn Hockey Heroes Program



43

youth accessed our Wired 4 Success for work experience and employability skill development.

58

youth actively working toward post-secondary success through our Youth Education Navigator program



72

youth came in for shelter from the streets in our Youth Safe House

14

former homeless youth resided in our three Transitional Housing Programs



92%

of homeless youth secured housing with 8% transitioning to addiction treatment

Seniors Services

Housing First for Seniors – Supporting Seniors to Remain Housed – Seniors at Housing Risk Outreach – Seniors Safe House – Transitional Housing

Services include eviction prevention, one-on-one assistance to secure housing, pensions, rental subsidies and financial assistance

Seniors are facing challenging times. This program provides age appropriate housing outreach support to North Shore seniors and families who are homeless or in danger of imminent housing loss. Services include eviction prevention, one-on-one assistance to find appropriate housing and assistance filling out application forms (e.g. BC Housing, SAFER, PP/GIS/OAS). We also strive to connect our clients to community resources, health services and social inclusion opportunities. We provide education around life skills, social skills and community resources in individual and group settings. The program manages the five bedroom Seniors Safe House, four apartments in the Marlborough building and six apartments in the Kimpton building. We also have priority referral arrangements with BC Housing, Kiwanis, Brightside, Cedar Springs PARC and other seniors housing providers.



252

seniors and families received housing outreach services



194

seniors received housing loss prevention

10

seniors accessed the Seniors Safe House



21

seniors accessed our supported housing programs

40

seniors housed permanently



23

low income seniors placed in Kiwanis Lynn Woods Manor, a new seniors housing development

Individual and Family Services

Specialized Victim Support – North Shore Integrated Domestic Violence Unit – Trauma Counselling – Aboriginal Mental Health Court Support Workers – Family Housing Support

Through our Specialized Victim Support Services, Domestic Violence Unit, Family Housing Support and Counselling, we strive to close gaps for people facing social issues in our communities.



42 Indigenous individuals were served through our Indigenous Outreach Program

183 individuals received rental subsidies

569 free counselling sessions provided to 83 unique clients.

233 new referrals to Specialized Victim Services and the Domestic Violence Unit

176 individuals supported with grocery assistance

46 homeless families received support

Thank You to our Donors, Partners, Funders, and Ambassadors

Federal Government

Government of Canada's Employment and Social Development Canada; Service Canada
Government of Canada's Reaching Home: Homelessness Partnership Strategy
Canadian Housing and Mortgage Corporation
New Horizons for Seniors
Canada Summer Jobs

Provincial Government

Vancouver Coastal Health
BC Housing
Ministry of Public Safety and Solicitor General

Local Government

District of North Vancouver
District of West Vancouver

We gratefully acknowledge the support of the City of North Vancouver, the District of North Vancouver and the District of West Vancouver through the Community Grant Program

Foundations

Ames Family Foundation
Aqueduct Foundation
Benefaction Foundation
The Benevity Community Impact Fund

Canadian Women's Foundation
Canadian Tire Jumpstart Charities
Chimp Charitable Impact Foundation
The Co-operators Community Fund Charity
Djavad Mowafaghian Foundation
Face the World Foundation
Hamber Foundation
The Home Depot Canada Foundation
North Shore Community Foundation
Pacific Blue Cross
Recreation Foundation of BC
RBC Foundation
Seedlings Foundation
Vancity Foundation
VANTEL Safeway
Westminster Foundation
West Vancouver Foundation
The Wickerson Foundation
The Zacks Family Charitable Family Foundation

Corporations

British Pacific Properties
Hollyburn Properties Limited
Joyce Investments LTD
Kait Holdings Inc.

Linda-Joy Lee Physiotherapist Corp.
Lonsdale Capital Corporation
Neptune Bulk Terminals (Canada) Ltd.
The North Shore Waterfront Gala
Paper Label Apparel
PARC Retirement Living
Park Royal SC Holdings Ltd.
RBC
Vocational Pacific Ltd.

Service Clubs – Churches – Schools

St Andrew's United Church Women
St Timothy's Church
Cove Cliff Elementary School
Ecole Windsor Secondary School
Mulgrave School
Deep Cove Lions Club
Kiwanis Club of West Vancouver
West Vancouver Police Association

Individuals and Families

We have a special place in our hearts for those who honour us with their generous spirit. To each of you, we thank you for your continued support and respect your commitment to assisting those in need of help.



HOLLYBURN

Community Services Society

Nurturing a Community of Caring

104 – 267 West Esplanade, North Vancouver, BC V7M 1A5

Phone: 604-987-8211 | Fax: 604-987-8122

Charitable Tax Number 86378 5770 RR0001

Society Number S-48197

OUR VISION

A safe, caring and resilient community.

OUR MISSION

We provide a continuum of supportive services to youth, individuals and families with social vulnerabilities on the North Shore.

CORE VALUES

Serve with integrity

Honour diverse perspectives

Nurture a community of caring

Lead the way



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www.hollyburn-society.ca

