

1. How many VIHA facilities are located in the Rockland neighbourhood at this time excluding the potential for 1322 and what percentage is this of total VIHA facilities?

There are two facilities in the surrounding area:

- The Grove at 1729 Oak Bay Avenue that will house 10 men in long term addictions recovery (Supportive Recovery) that is owned by BC Housing and funded by VIHA.
- Shelmarie at 630 Foul Bay Road, a 21-bed facility for women that is privately owned and operated but funded by VIHA.

This totals approximately 4.5% for the total amount of VIHA mental health and addictions (MHA) beds in Greater Victoria.

2. What is the rationale for VIHA choosing this site at 1322 Rockland Ave?

It is important to note that VIHA has not made any commitment with respect to services to be delivered at 1322 Rockland Ave. VIHA was made aware of this property by the City of Victoria and the Capital Regional District (CRD) Housing Action Team to participate in a new residential and supportive housing facility for mental health and addictions clients. VIHA continues to work with the CRD and City of Victoria in further discussions. Our goal is to successfully integrate mental health and addictions services throughout the Greater Victoria area.

3. Does the Mayor and/or VIHA propose or envisage the proposal of more or similar facilities in the Rockland area in the next 3 years?

There are no other proposed sites in the area at this time, and these properties are found on a case-by-case basis with the City, the CRD, and other community partners. Again, it is important to note that VIHA has not made any commitment for services with respect to 1322 Rockland Ave.

4. The Mayor stated on March 2, 2009 that "it is Victoria's own unique neighbourhoods that make us all stay here", why has this heritage designated building, unique in it's own right been permitted to fall into such disrepair over the last few years considering that the RNP specifically discusses the conservation, maintenance and enhancement of heritage buildings?

The house at 1322 Rockland Avenue is protected by a heritage covenant, which was put into effect on August 26, 1985. The covenant states that the building cannot be demolished nor can the exterior façade be altered without permission from City Council. The interior is not protected. In practical terms, our heritage program believes the best way to maintain heritage property is to ensure there is viable, economic use for the property.

5. Will there be a good neighbour agreement between the community, Dawn Davies healthcare and any of the principals of the proposal?

VIHA has not made any commitment for the delivery of mental health and addictions services at 1322 Rockland Ave, however, should VIHA enter into an agreement with any operator for the delivery of services at this site, we would work with the operator to develop a good neighbourhood process to ensure all neighbourhood concerns are addressed as quickly as possible. Similar processes are in place in other MHA facilities that provide neighbours and/or clients with access to on-call staff, as well as 24/7 onsite staff where applicable, should any concerns arise. VIHA wants to ensure that neighbours are confident that any issues that may come up will be dealt with quickly and efficiently.

6. Will a copy of the facilities operational agreement be made available to the RNA and the community by the operator or principals and when?

It is important to note that this project is not finalized; therefore, no operator is in place and no lease has been signed. If this proposal is approved, we would share the service arrangements made with the operator, however as a matter of policy, we do not share operating agreements.

7. What form of client supervision will exist?

Should the proposal go ahead the site would be staffed 24/7. Alcohol and drug use would be prohibited on the premises and enforced by on site staff.

8. What is the smoking policy on site and off site?

Should the proposal go ahead the operator would need to ensure that smoking is done in a safe area and with little or no impact on neighbours. VIHA's Smoke-Free premises policy would not apply at this site, as VIHA would not own or lease the premises. However, there is no smoking in the building as set out in CRD bylaws.

9. What is the policy regarding alcohol or narcotic use?

Please see response to question #7.

10. What is the policy regarding visitation?

Just like any other residential care facility, the residents would be permitted to have visitors at appropriate times of the day and evening. No over-night guests will be allowed. The on-site staff would monitor this activity and may request all visitors sign in and out.

11. What parking facilities will be available for staff, visitor, supply service and clients?

We do not anticipate that there will be concerns regarding traffic, nor demand for more parking as a result of this project. The service access to this site is from Royal Street. There is ample parking for service vehicles and staff parking at the rear of the building. Guests will be asked to park in the front of the building that also has ample parking.

12. What security protocols will be in place, over what period of the day and by whom?

Please see response to question #5.

13. VIHA, please describe the client characteristics and client mix planned for the location?

Should this proposal go ahead, the profile of clients would be mixed as the care and support needs would vary. The proposal includes accommodation and care provided for up to 23 MHA clients in a Supportive Housing setting who require 24/7 on-site support services (such as independent living skills and meals). The proposal also includes 12 mental health residential care clients who need a higher level of support and additional supervised care including on site nursing service. The goal of these services would be to help clients rehabilitate, gain independence and re-integrate back into the community.

14. What credentials do the operators and staff possess and who validates and monitors these within government circles?

Any operators and staff at mental health and addictions facilities must operate in accordance with the provincial Community Care and Assisted Living Act. Staff would be trained as per their disciplines (ie nursing or social workers) also in accordance with provincial regulations and the professions' regulatory bodies.

15. Which federal, provincial and municipal act or acts govern the function of this and similar facilities?

As per the answer to question #14, both the licensed and supportive housing are regulated under the provincial Community Care and Assisted Living Act. The regulations are different for licensed care and assisted living. The 23 Supportive Housing beds would fit the criteria for registration with the Assisted Living Registrar.

16. After years of deliberation over this site, a sensitive and well operated facility is promising, what guarantees or assurances can VIHA, Mayor and Dawn Davies Health Care give that the neighbourhood and indeed the city will be enhanced by this proposal?

As discussed with the RNA's Land Use Committee, if this proposal is approved, a good neighbourhood process would be put in place to help address any possible questions or issues that may come up. VIHA wants to ensure that neighbours are confident that any issues that may come up will be dealt with quickly and efficiently.

17. Given that the property is apparently to be leased by VIHA, how much public funding is to be used and why is this a good return for services from the taxpayers' perspective?

As discussed with the RNA's Land Use Committee, this proposal has not been approved, and there is no lease in place. Further, VIHA would not be the operator. VIHA continues to work with the CRD and City of Victoria in further discussions.

18. Given that the city has a noise and a problem property bylaw how are these bylaws brought into play if such conditions evolve from this facility?

Investigations are initiated by complaints, and subsequent enforcement is based upon evidence of a contravention of the bylaw. This process would include the Noise Bylaw and the Nuisance Business Regulation Bylaw, as the facility will hold a business license. In short, any use of the property would be expected to meet our standards as set out in City bylaws.

19. A conclusive and reasonable usage for this property with no surprises later is desirable, how will the immediate grounds and attached lot be maintained and protected and by whom given that the RNP specifically mentions the desirability to maintain and protect such features?

It is important to note that this project is not finalized. If this proposal is approved, the operator would be responsible for grounds maintenance. Without exception, VIHA ensures that where we have clients/residents that the premises are well maintained for the well-being and safety of our clients.