



Engagement For Everyone

Exploring Community Formation in Southeast False Creek



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EXECUTIVE SUMMARY

Southeast False Creek in Vancouver, British Columbia was designed as a model sustainable neighbourhood. The lands which SEFC are built upon are part of the traditional and unceded territory of the Musqueam, Squamish and Tsleil-Waututh people. Indigenous communities were removed from their land all around Vancouver to make way for industrial development which began in the late 1800s.

SEFC is now known as the leading example of a sustainable, mixed-income, and mixed-tenure neighbourhood featuring innovative urban design principles. After a decade since the neighbourhood was established in 2010, this study aims to evaluate the community formation in Southeast False Creek. This project is intended to understand how the community is working for the residents who have been systematically excluded from civic participation and to create and test an inclusive engagement process.

From September 2019 to March 2020, our team conducted interviews with non-market housing operators, and designed and executed a pilot study

using our inclusive engagement process that was refined with the help of an advisory committee. Lessons from interviews include the importance of honouring the community members with compensation during the engagement, building capacity for a long time commitment, and being compassionate and non-judgemental of those who have experienced homeless or chronic health conditions. The pilot study was conducted at a semi-supportive building in the SEFC neighbourhood. The pilot study provided insight into how the building's residents felt about the neighbourhood. Participants responded with feelings of high regard for the natural setting and location of SEFC within the city. However, they also expressed how the neighbourhood lacks affordable retail options, requires better economic opportunities to live sustainably, and how they felt stigmatized by the neighbourhood. The pilot study was centred on learning, listening, and acknowledging the community members' participation. The findings generated aim to inform the City of Vancouver's future effort in engaging with vulnerable community members to help them thrive in the city.





CONTEXT



PROJECT VISION

Southeast False Creek is a bustling community in the heart of Vancouver that has been internationally recognized as a residential neighbourhood with innovative design and high walkability. The current resident population is estimated to be between 11,000 and 13,000 people and the community is home to a diversity of housing tenures from market condos to co-operative housing to temporary modular housing (City of Vancouver, 2019). Since SEFC has such a diversity of residents and housing, the City of Vancouver is seeking to understand and evaluate how the SEFC neighbourhood is supporting community formation. Our project will therefore explore the SEFC community and identify how the neighbourhood supports the needs of its users.



PROJECT OBJECTIVES

1. Develop an Inclusive Engagement Process

To envision and develop a post-occupancy evaluation process that is meaningful and participatory, and can be used in future neighbourhood evaluations.

2. Understand Community Challenges

To understand the issues and challenges of the community in order to better serve and adequately address the diverse needs of the residents, business owners and transient populations in SEFC.

3. Enhance Public & Resident Participation

To help guide the development of future neighbourhoods in the City of Vancouver; provide a basis for the forthcoming city-wide plan.

4. Guide Future Development

To develop a holistic approach to sustainability by engaging with people who are systematically excluded in the society and honouring their local knowledge, value and wisdom.

GUIDING QUESTIONS

The guiding questions found below came from initial conversations with the City as to how to expand on the conventional post-occupancy evaluation (POE) process and create an engagement strategy that is more inclusive, equitable and centers the voices of those who have been systematically excluded from the planning process.

What are the challenges to community formation?

What are the shortcomings of the traditional POE?

How can we design a POE that responds to the residents of SEFC?

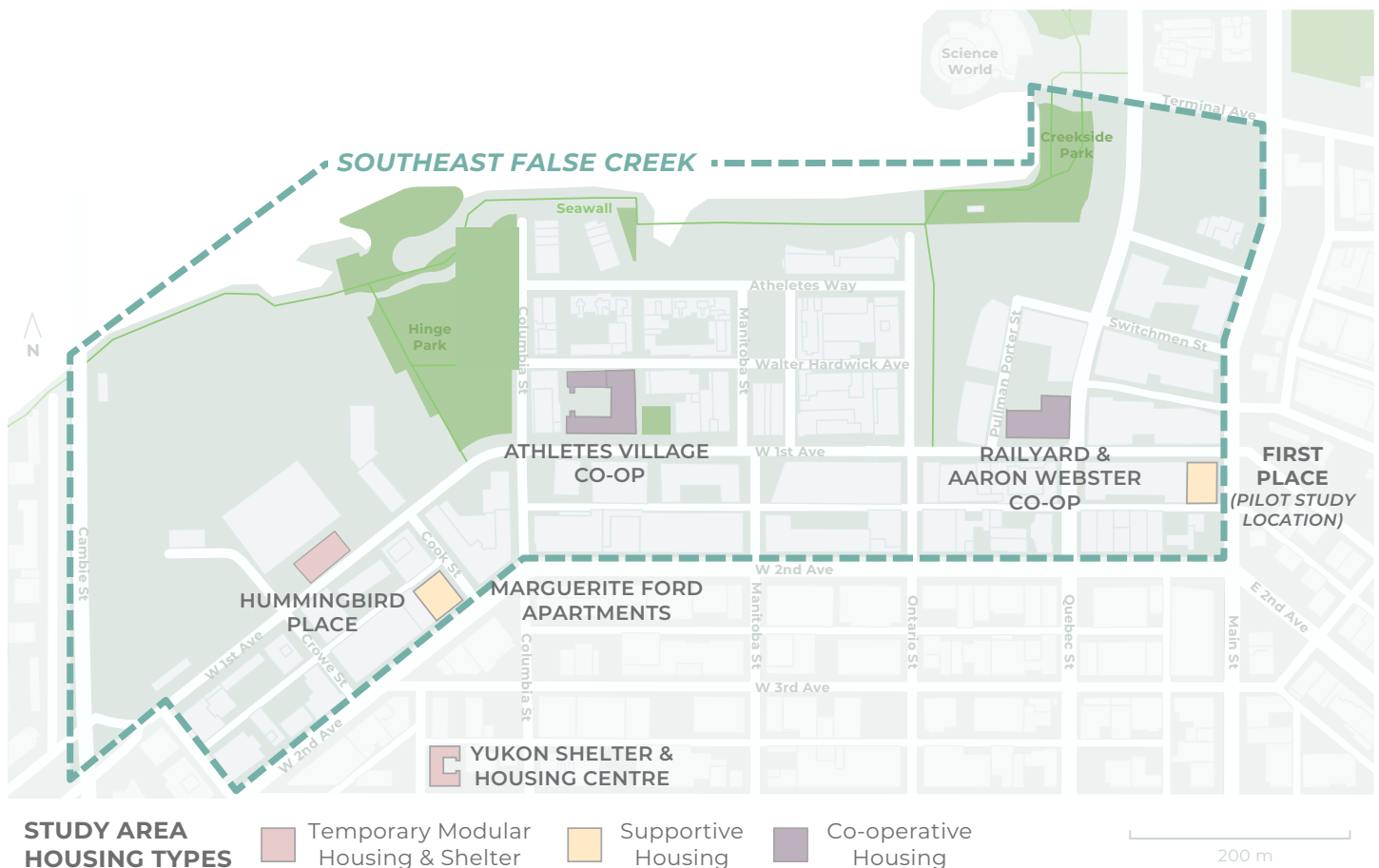
PROJECT SCOPE - NON-MARKET HOUSING IN SEFC

Engaging with residents of housing cooperatives, supportive housing, and temporary modular housing

The POE seeks to engage with the SEFC Community with a specific focus on individuals who are living in housing cooperatives, below-market rentals, supportive housing, and temporary modular housing. The proportion of the SEFC population that lives in the non-market housing is unknown; however, the SEFC Official Development Plan set a target for 20%

by stating that “affordable housing is to comprise at least 20%” (SEFC ODP, 2007). Our work will centre the voices of those living in non-market forms of housing and will explore how neighbourhood planning, design and community service provision are contributing to the community’s experience of the neighbourhood, including community formation and cohesion. The purpose of our work is to ensure that the voices of those living in non-market housing are heard and to ensure that planners understand how all users are experiencing the area.

MAP OF STUDY AREA



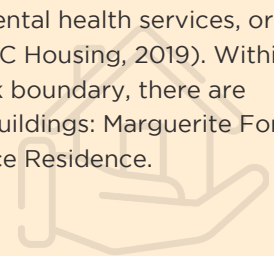
TEMPORARY MODULAR HOUSING

Temporary modular housing (TMH) is a form of housing that can be constructed faster than traditional permanent housing and provides immediate shelter to those experiencing homelessness. Like supportive housing, TMH provides residents with support services that include life skills training, health services and social services. In addition, residents are given two meals a day and opportunities to connect with community groups, volunteer work, and social events. (TMH, City of Vancouver, 2019). There is one TMH, Hummingbird Place, located within the SEFC boundary.



SUPPORTIVE HOUSING

Supportive housing is operated by non-profit housing providers and is a form of subsidized housing. It offers a mix of single-room-occupancy (SRO) hotels and self-contained units, as well as providing on-site support services. Supportive housing is successful in providing homes to individuals who face multiple barriers in securing shelter. Supportive housing provides a range of on-site support services that may include, but are not limited to, life-skills training, connections to primary health care, mental health services, or substance use services (BC Housing, 2019). Within the Southeast False Creek boundary, there are two supportive housing buildings: Marguerite Ford Apartments and First Place Residence.



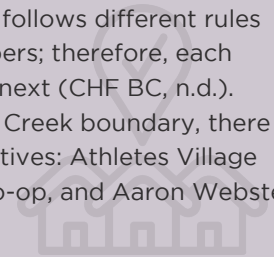
BELOW-MARKET RENTAL HOUSING

Below-market rental housing is housing with rents equal to, or lower than, average rates in private-market rental housing (BC Housing, 2019). It is also known as affordable housing or lower-end of market housing. They may also use information from local communities to set a limit for a specific location. Three buildings with mixed tenure that include non-market rentals have been identified within the neighbourhood boundary. They are the Brook, Compass, and The Village buildings.



CO-OPERATIVE HOUSING

Housing co-operatives (co-ops) are focused on building healthy communities through social connection and seek to create opportunities for people of all ages, incomes, and backgrounds to live together (CHF BC, n.d.). Housing co-operatives are independent organizations whereby the co-op members control the housing and operate at-cost, therefore maintaining affordability. Residents of housing co-ops have the security of tenure and are part of a unique community within their building. Each housing co-operative follows different rules set out by the co-op members; therefore, each co-op is different from the next (CHF BC, n.d.). Within the Southeast False Creek boundary, there are three housing co-operatives: Athletes Village Housing Co-op, Railyard Co-op, and Aaron Webster Co-op.



BACKGROUND

History of Southeast False Creek

The Southeast False Creek neighbourhood has a long history in the urban and industrial past of Vancouver. The land beneath has deep ties to the Indigenous people who have been stewards of it since time immemorial. Often this is overlooked, but it is important to recognize the settler history and how the planning and development of SEFC have taken place within a colonial context. The recent history of the area has seen the major redevelopment of this waterfront neighbourhood.

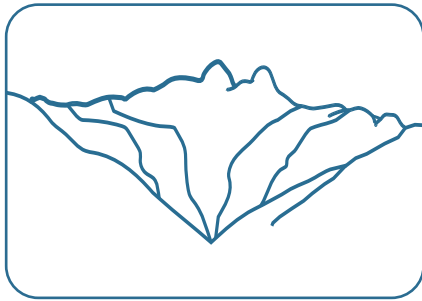
Planning of SEFC started in 1999 with the SEFC Policy Statement and then the Official Development Plan (ODP) in 2005. The site was central to housing athletes for the 2010 Vancouver Winter Olympic Games. The SEFC Policy Statement and ODP respond to the challenge of creating a sustainable neighbourhood by combining new and existing city policies that address the goals of the SEFC neighbourhood. The suggested practices include innovative urban design principles that emphasize pedestrian mobility, convivial public spaces, watershed stewardship, and active transportation. The overall approach to development in SEFC represented a holistic way to plan for social, environmental and economic sustainability.

It is important to recognize that both the 1999 Policy Statement and the 2005 Official Development Plan were created during a time when there was no resident population living in the SEFC neighbourhood. Those consulted and informed included a variety of neighbouring community groups and organizations

who lived outside the SEFC neighbourhood boundaries. Today, the SEFC neighbourhood is alive with activity and has community members living in it across the socio-economic spectrum. The neighbourhood in many ways appears to be thriving but, in order to realize the ambition of past planning efforts, there will have to be open communication and cooperation from all residents who call the neighbourhood home. Our work, which is showcased below, is focused on creating space for more communication and cooperation between SEFC community members.

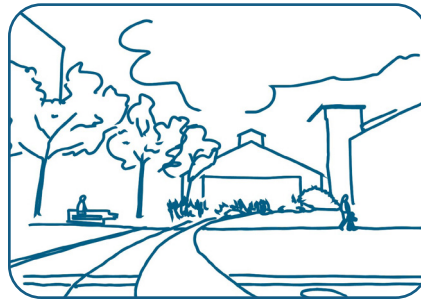


NEIGHBOURHOOD TIMELINE



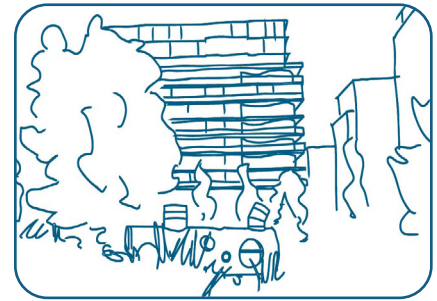
PRECOLONIAL

- Southeast False Creek (SEFC) is part of the False Creek watershed which has been a significant site for the Indigenous people in Vancouver for navigating, hunting, fishing, and gathering (Brauer, 2007).
- There were village sites (Señákw) at the mouth of False Creek where present-day Vanier Park is situated.



INDUSTRIAL

- Post-colonial contact, SEFC was used as an industrial site. Industries such as sawmills, metal foundries, saltworks, shipbuilding, etc. were located in this area (City of Vancouver, 2019).
- The industrial legacy of SEFC is reflected by the retention of select buildings that nod to past land-uses.
- The neighbourhood was subdivided by Israel Powell, a chief proponent of British Columbia's entry into Canada.



RESIDENTIAL

- SEFC represented one of the last major sites for waterfront redevelopment in the City core.
- The SEFC Policy Statement was approved by the City Council in 1999.
- The Official Development Plan, which established a foundation for urban design and sustainability principles, was approved by the Council in 2005.
- Construction of the central part of the neighbourhood began in 2007 and completed in 2009 to host the Vancouver 2010 Olympic Games.
- The permanent occupancy of the SEFC began in the summer of 2010.

By 2020, the project is aimed to accommodate a total of 12,000-16,000 residents on the development site of over six million square feet (City of Vancouver, 2019).

ENGAGEMENT FRAMEWORK



GUIDING PRINCIPLES OF RESEARCH & ENGAGEMENT

Our team's community engagement in SEFC focuses on social inclusion. It aims to highlight the voices of individuals with lived experience through authentic engagement.

What is authentic community engagement?

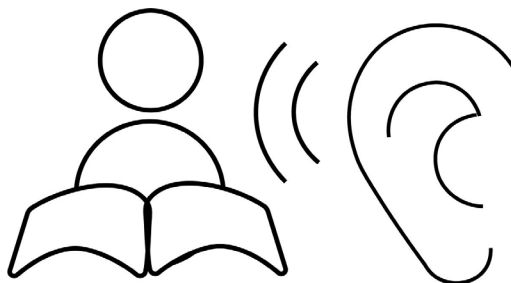
Authentic community engagement is grounded in building relationships based on mutual respect (Attygale, 2017). It is an intentional process of actively engaging and listening with the community to learn about their ideas for solving community issues or identifying opportunities for improvement (Attygale, 2017).

How have we integrated authenticity into our engagement strategy?

To design an authentic engagement strategy as outsiders of the community, we have reflected on our personal experiences to better understand how it has shaped our perspectives and how it may influence our community-engaged research. Furthermore, to provide a basis for authentic and meaningful engagement, we developed eight guiding principles based on the Tamarack Institute's *Engaging People with Lived/Living Experience: A guide for Including People in Poverty Reduction* in addition to our knowledge gained from the UBC's School of Community and Regional Planning courses. These guiding principles are outlined on the right and will continuously be reflected on as we engage with all groups and individuals with lived experiences in SEFC. The principles fit into the three areas of learn, listen, and acknowledge.

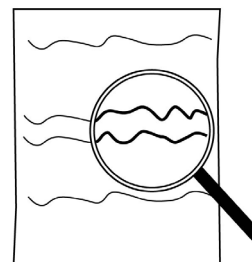
EIGHT GUIDING PRINCIPLES

1. Learn and understand whose land we are living upon and recognize planning's role in Canada's colonial past.
2. Actively listen and be present.
3. Be aware of any sensitivities and leave personal assumptions at the door.
4. Understand that we are not the experts and that people know what is needed to heal themselves and their communities.
5. Ensure safe and comfortable spaces to discuss community issues for people with lived experience.
6. Allow participants to conduct the listening session in their own ways and record using their own words, notes and ways of community.
7. Acknowledge the inter-relationships between poverty, gendered and racial violence, racism and discrimination.
8. Offer opportunities for capacity building and fairly compensate people with lived experiences of poverty for their time and contributions to the process.



Learn

Listen



Acknowledge

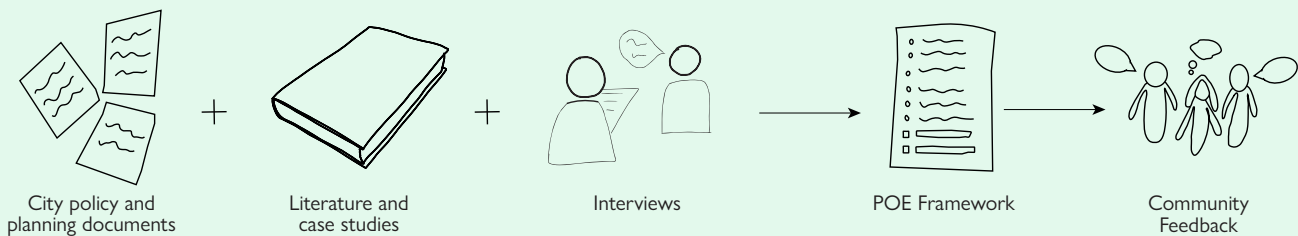
CREATING AN INCLUSIVE POE

In order to develop an authentic engagement strategy, our team examined conventional POE methods then researched what it means to conduct a meaningful engagement. We identified the shortcomings of a conventional POE and created a framework for an inclusive engagement strategy within the large POE

framework. Stakeholder engagement and community input are key resources in providing expert context for the neighbourhood POE (Attygalle, 2017). Our team's engagement strategy is an iterative process that integrates feedback from the community.

SHORTCOMINGS OF CONVENTIONAL POE

Conventional Post-Occupancy Evaluation



Conventional post-occupancy evaluations assess the performance of a neighbourhood after it has been occupied for a period of time. They are often used to evaluate building performance and have been adapted to the neighbourhood scale, however, there are shortcomings to this approach. POEs are delivered in a top-down manner to evaluate the outcomes of a finished development. This makes community ownership

over the process difficult as they did not initiate the process. We want to create a better process that reflects community input and acknowledges the time and effort that community members contribute to a POE. In recognizing the importance of gaining information on a neighbourhood or building, our team has explored equitable ways that this process can be designed.

Lacks Meaningful Engagement

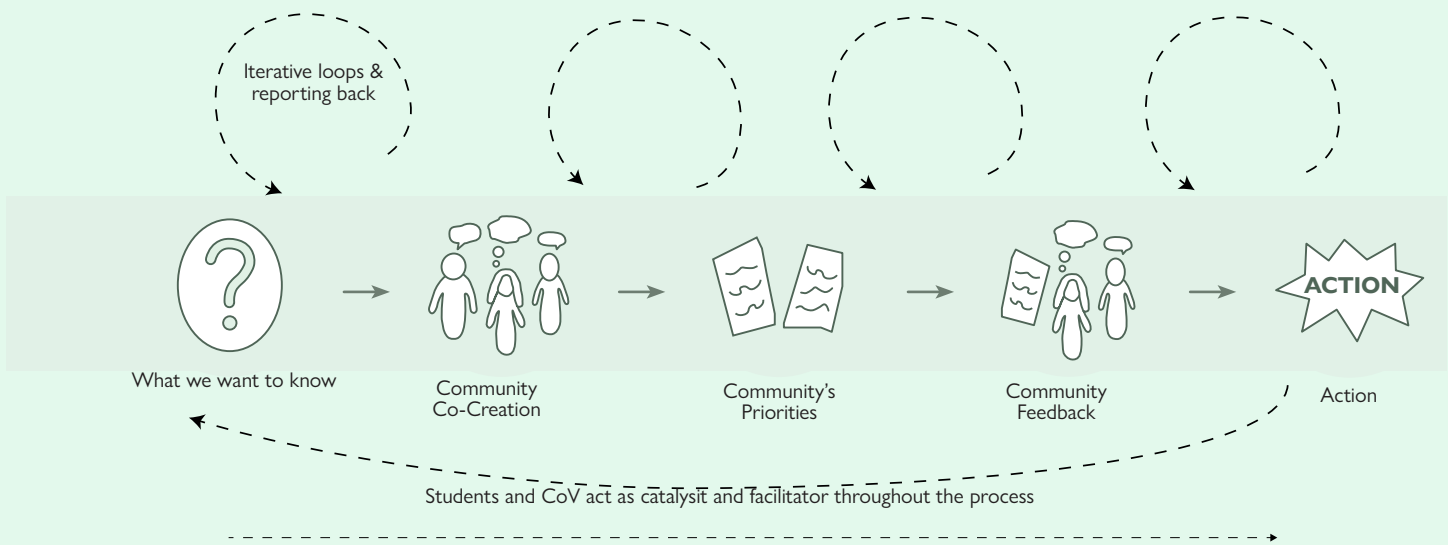
Information for a POE is gathered through a performance indicator framework to assess neighbourhood performance. The data collected is usually quantitative but mixed-methods evaluations have been conducted in the past. Even with the incorporation of qualitative information, POEs have often lacked “meaningful engagement” (Nesbitt, 2019). Providing meaningful engagement to groups who have been systematically excluded will require a higher degree of intentional relationship building than has occurred in the past. This also is an opportunity to rethink how engagement is carried out and how the information is used.

Connection Between City Policy and POE is Not a Given

Furthermore, conventional POEs assume an inherent connection between city policy and the evaluation process, often refer to city policy to identify the performance indicators. In the case of SEFC, reference to the Policy Statement and Official Development Plan for performance indicators should not be assumed since these were documents that were developed prior to anyone living in the neighbourhood. Therefore, the objectives and goals outlined in these documents may not adequately reflect the perspectives of the community members in SEFC. This project represents an opportunity to broaden the understanding of SEFC and raise up the voices of those who are living in the neighbourhood.

INCLUSIVE ENGAGEMENT

A Comprehensive Approach to Community Evaluation



Inclusive engagement in SEFC prioritizes the systematically excluded and under-engaged segments of the population. Nesbitt (2019) draws attention to the Homevoter hypothesis in their framework for a SEFC POE. Homeowners' large influence in shaping neighbourhood attitudes and opinions is known as the Homevoter Hypothesis established by William Fischel (Fischel, 2001). Our team hopes to disrupt this trend by centering our inclusive engagement process on individuals living in non-market housing. This contributes to a better understanding of neighbourhood needs and can address gaps that exist between the original policy goals and priorities.

Creating a meaningful process for participants requires their input on the acquired information during engagement. A pathway forward would use a method of co-creation where participants have a say in how the POE is designed. The goals of the intended engagement also need to be clear, with the participants providing input on what the outcomes of the engagement will look like and how it will benefit their lives. Patricia Wilson (2019) advocates that practitioners of engagement should strive for self-awareness which can lead to ensemble awareness, which acknowledges the complex nature of social relationships. Moving away from traditional methods of knowledge gathering, practitioners must be present and committed to engaging with the community letting the participants own the results (Wilson, P. 2019).

“THE PRAGMATIST POSITION SUGGESTS THAT KNOWLEDGE IS ACQUIRED THROUGH RESPONDING TO REAL NEED IN LIFE.”

- Wicks, P. et al. 2008

Meaningful engagement has several challenges. Firstly, there are power dynamics that exist between facilitators and participants. Facilitators may also lack the lived experience of the populations they want to engage with and this could impact the feelings of comfort the participants have.

Comprehensive Community Plans (CCPs) are an example of a meaningful engagement as it emphasizes a community-driven approach that adapts the engagement process to the cultures and traditions of the community. In participatory action research, a self-reflective researcher might ask how change can be made while studying a particular area of interest (Wicks, P. et al. 2008). Lily Attygale (2017) describes authentic engagement as moving away from “doing for” to “doing with” the community. This process includes working with people with lived experience, the context experts, who understand their needs through their experience. The role of planners and city are to support the community in the production of work that results from engagement activities. We must ensure that engagement techniques are appropriate to build relationships and add value to the participants.



STEP 1. APPROACHING THE UNKNOWN

The first step in conducting an inclusive post-occupancy evaluation is identifying the purpose of the comprehensive engagement strategy and determining community stakeholders. The engagement process aims to develop key questions identified by the stakeholders. Below is a list of stakeholders that we have identified as living or operating within the boundary of SEFC as it relates to our target population.



STEP 2. COMMUNITY CO-CREATION

Community co-creation focuses on raising the voices of those with lived experiences in the community. This step requires engaging with broad members of the community regardless of age, gender, race, tenure, and disability.

- The community co-creation stage requires the development of community outreach and engagement strategies.
- Community members (context experts) with diverse backgrounds and lived experiences were contacted and engaged by our team (content experts) for the purpose of providing guidance and creating community connections.



STEP 3. COMMUNITY PRIORITIES

The emerging themes from the community co-creation stage are analyzed here. Students expand on what was heard and put data into formats that are used for wider community engagement.

- SCARP students and the City take ideas that are generated from the context experts group and compile them in an engagement format that is appropriate to what we heard in the community co-creation stage. For example, the information gathered from the community is used to develop key indicators for evaluation.
- Content experts (students in this project) help articulate ideas, analyze key emerging themes and generate the documents needed for further engagement.
- Community's priorities identified in this process will be reviewed by the context experts to validate the findings and ideas.

LIST OF STAKEHOLDERS

Non-Market Housing Residents

- Co-operative Housing (Railyard; Aaron Webster; Athletes Village)
- Non-Market Rental Housing (Brooks; Compass; Sail)
- Supportive Housing (First Place; Marguerite Ford)
- Temporary Modular Housing (Hummingbird Place)

Building & Property Managers

City of Vancouver

Housing Providers

- Lookout Emergency Aid Society
- Raincity
- Portland Housing Society (PHS)

Non-Profit Organizations in the Community

- Spikes on Bikes
- Sole Food Farms
- Hives for Humanity



STEP 4. COMMUNITY FEEDBACK

Information that has been gathered from initial stakeholder engagement is refined and presented to a wider audience in order to receive feedback. This will also be the point where an array of community engagement strategies and outreach techniques are used and population specific engagement is conducted as well.

- Information gathered in the community co-creation stage is further refined and delivered to a wider audience for their input.
- Information gathered will provide insight into how the neighbourhood is working and where improvements can be made.



STEP 5. ACTION

Action can take many forms, it can change how City processes are done or it can respond directly to a need the community has identified. It is important to consider what resources are available to avoid false promises and remain realistic.

- Addressing residents' comments and concerns could be done through policy, council or grass-roots initiatives that have support from the city.
- The community engagement process results in collective ownership of the information
- that was generated and informs how any future change will be achieved.
- The community can determine what forms are appropriate to disseminate information
- Identified problems and solutions generated throughout the process can be put into action.

CONTENT VS. CONTEXT EXPERTS

Content Experts

SCARP students, City staff, planners, and researchers, people who have experience analysing information and converging different parties together around common objectives. (Attygale, 2017)

Context Experts

Neighbourhood residents, community service providers, business operators in the community, and housing operators), people who have lived experience.

Your Neighbourhood

4. Imagine a Vancouver of the **FUTURE** where all people are thriving, what does that look like? What **CHANGES** would the City need to make?

ENGAGEMENT PROCESS



INCLUSIVE ENGAGEMENT ICONS



Step 1
Approaching
the Unknowns



Step 2
Community
Co-Creation



Step 3
Community
Priorities



Step 4
Community
Feedback



Step 5
Action

Our team will use the icons above from the inclusive engagement process in subsequent sections of the report to illustrate how each step of our research and engagement relates to the process. As you read, look for an icon on the upper right corner of the page to identify how the section corresponds with the steps in the engagement process.

ADVISORY COMMITTEE

Who did we hear from?

The team formed an informal advisory committee ("committee") to address project limitations and seek guidance. The committee consisted of four residents who live in SEFC's co-op housing and strata residences. The team had meetings with the committee in November 2019 and February 2020 to

What were our findings?

- Community Setting** - Southeast False Creek has great urban design features that foster community interactions and sustainability; however, they are not maintained well.
- Community Identity** - There is a strong sense of community in SEFC, where many events are self-organized and community-driven; however, some amenities are open to everyone and some facilities are open to their building residents only.
- Inclusive Engagement** - Use the existing relationships in the neighbourhood instead of directly approaching residents to conduct interviews.

obtain the contact information of the neighbourhood's key stakeholders and receive guidance and feedback on the team's process. The committee members' comments were shared anonymously over tabletop discussions.

- Accessible Engagement** - Engagement questions are often bureaucratic and designed in a top-down approach. In order to make the process more inclusive, the engagement settings should be more accessible to people by using less jargons and providing honoraria at the beginning of the process to show appreciation for their contribution.
- Welcoming Environment** - Make the engagement more rewarding, fun, and engaging by diversifying interactive activities and keeping questions simple.
- Process Design** - Ensure the City's continued commitment in future and find community members who could champion the process.

1. Approaching the Unknowns 2. Community Co-Creation

LIMITATIONS

Limitations that we may face throughout our engagement process are as follows:

- We are not the members of the community
- We do not possess relationships with the community
- The study's focus on community evaluation may not reflect community's interest
- No team member represents Indigenous communities, people without a home, people with disabilities, or other vulnerable groups that are not described
- Time constraint of the project inhibit us from building meaningful relationships that give ownership to the residents of SEFC

This is an example page that shows where the icons are positioned.

ADVISORY COMMITTEE



1. Approaching the Unknowns



2. Community Co-Creation

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KEY INFORMANT INTERVIEWS



1. Approaching the Unknowns

We held key informant interviews over three-months from January to March in which we spoke to individuals working on the frontlines in non-market housing, from temporary modular housing to supportive housing. During our interviews we gained insights into the opportunities and challenges that housing providers and residents face in their buildings and with the broader community.

There was an impression that any “sense of community” was localized within the building and did not extend to the broader neighbourhood. However, community members may have specific attachments or fond feelings to one or more locations around SEFC. Our team will explore these themes further in the pilot study section. Interviewees consistently returned to the theme of dogs and users of Hinge Park, which lies on the Western portion of the neighbourhood. This illustrates that even if community life is largely contained within its own building there are still the common spaces and shared experiences that connect us, even if it is in a small way.

We heard varying levels of interest and willingness of housing providers to participate in community engagement. It is important to recognize that each building has its own priorities and residents also vary where they are on the housing continuum from building to building. This can influence the capacity of building staff to support engagement. Many residents are already facing multiple chronic health issues, barriers to housing and economic stress. Planners must then consider ways to add value to participants and honour their time accordingly. It is important to recognize

that building staff are busy and run many programs, so identifying opportunities where engagement can be included with existing programming could help reduce the strain on residents and staff. Careful attention should be made to assess the buildings that have the capacity and community culture that would lead to meaningful engagement.

A unique aspect of the SEFC neighbourhood has been the integration of below-market housing into the neighbourhood since the initial construction. From speaking to housing providers our team has heard of the successes and some of the challenges with this model. Lots of effort has been made by the non-profit community to educate their neighbours and create space for open dialogue to hear about community concerns. Listening and responding to community needs is an on-going process and being actively pursued through the monthly Olympic Village Service Providers meeting. These meetings allow for a diverse array of stakeholders to address problems in a collaborative fashion and to keep each other informed as to what is going on in their respective buildings and institutions.



designed by freepik

Who did we hear from?

- PHS Community Services Society
- Marguerite Ford Apartments
- First Place (Lookout Housing Society)
- The Village
- Yukon Shelter (Lookout Housing Society)

What were our findings?

1. Resident Engagement is Welcomed

Most housing managers expressed a general willingness to have some sort of engagement in their building, there was a sense that residents would be willing to participate.

2. Elevate Non-Market Resident Voices

It is important to have residents' voices heard in their own words. Even though building staff have an idea of what the common issues are, first-hand information of what residents are experiencing could provide good insight to how they are doing in their transition out of homelessness.

3. Residents Are Community Members

Residents come into this neighbourhood from many walks of life and are proud to be living in a place of their own. They also value living in their neighbourhood contrary to what some media has represented or disgruntled neighbours have suggested.

4. Require Trained Building Staff

It is important to have trained building staff to help with the engagement and residents who have chronic health conditions.

5. Be Compassionate To Those Who Are Experiencing Homelessness

Understand the chronic health conditions, housing, and economic challenges these Vancouver residents face and ensure each person is treated with dignity and respect.

6. Develop a Line of Communication

When introducing a non-market residence into a community, it is important to establish open communication among residents, housing providers, and other community members/organizations (eg. strata councils). Communicating with different people in the community helps to advocate for housing and reduce stigmas against non-market housing residents.

PILOT STUDY



2. Community Co-Creation



3. Community Priorities

Pilot Study Event

Pancake Brunch & Conversations with First Place Residents

March 5, 2020 from 12:00 to 14:00



Poster designed by Aryelle Weeks

A pilot study was conducted to provide a prototype example of our inclusive engagement process. The pilot study offered an opportunity to address our limitations and identify any challenges or limitations that we may have missed. It also allowed us to gain a better understanding of the time and resources necessary to conduct meaningful engagement that is inclusive and interactive. Furthermore, the pilot study allowed us to identify how to better integrate equitable engagement practices within a larger scale POE process.

The process we used to approach the pilot study involved using the feedback received from key informant interviews with housing providers and discussions with our advisory committee. This gave our team a chance to determine community readiness and craft an empowering engagement process. Careful consideration was given as to what building we would choose for the pilot study. The key informant interview process demonstrated the diversity of each building and, more specifically, where each supportive housing building and its residents were on the housing continuum.

THE HOUSING CONTINUUM Source: CMHC



FIRST PLACE RESIDENCE

Housing Type: Supportive Housing

Established: 2012

Number of Units: 129 Units

Housing operator: Lookout Emergency Aid Society

First Place Residence is a semi-supportive housing located in the neighbourhood of SEFC. The housing offers 129 studio units and provides on-site life skills programs, which include rooftop gardening, a walking club, health clinics and social activities such as movie

nights (Terra Housing, n.d.). The building gives priority to those who live in the Mount Pleasant or Downtown Eastside areas, as well as those who live with chronic health conditions, such as mental illness and/or addictions. First Place has residents of all genders and their ages range from youth to seniors. In conversations with residents there, we have heard that many of them use mobility devices for their daily transportation.

Why First Place?

First Place was identified as a strong candidate for our pilot study and was selected for the following reasons:

1. First Place housing staff had expressed interest in participating in opportunities that allowed for collaboration and dialog that could benefit the community.
2. Through our interviews, it was identified that residents of supportive housing are often left out of engagement processes and First Place offered an opportunity where we could begin to fill this gap.
3. First Place is a semi-supportive building and is high on the housing continuum for supportive housing. We were told that residents are ready to move to market housing after living in First Place.



Source: Terra Housing Consultant

Purpose of the Pilot Study

The purpose of our pilot study with First Place was to gain an understanding of how residents feel about the sense of community in their neighbourhood of Southeast False Creek. The pilot study also gives us an opportunity to test the socially inclusive engagement process. Instead of rolling out a full-scale neighbourhood engagement, we started with a smaller study size and have been in dialogue with building staff to form initial relationships and gauge community readiness. So this allows us to try engagement techniques and hear from the community about their neighbourhood. We were seeking input on the following questions:

1. What do you enjoy most about the Southeast False Creek community?

2. Are there key problems or concerns about SEFC? If so, what are these problems or concerns?

The goal of our engagement was to provide a comfortable environment where participants felt happy to share their experiences of the neighbourhood with us. We avoided the typical survey method, and instead asked interactive questions to have more participation between residents and ourselves.

First Place & Lookout Housing Society supported our engagement efforts by:

- Reviewing our engagement plan
- Developing activities that residents may enjoy
- Advertising our engagement to First Place residents
- Helping set-up and take down the event
- Providing assistance during the engagement

PILOT STUDY EVENT

Event Logistics

During our initial conversations and interviews, we were able to collaborate on an engagement process with input from the Advisory Committee and housing staff at First Place to create an event that was enjoyable and interactive for residents. We wanted to use this as an opportunity to hear from residents and share food in a friendly environment. The program manager at the residence assisted our event by promoting the event in the building and preparing food.

By the time the event started, there were already residents present in the room. We started the event by introducing ourselves and a short project overview. Then, we walked through each engagement board in one-on-one conversation with every participant. We provided honoraria of \$10.00 London Drugs gift cards to any resident who participated in our event. This helped generate interest in the event and was a way to honour each person for their time and contribution.



Amenity Room Setting in First Place



Engagement Boards in the Amenity Room

Engagement Questions

Range Questions (used jars and marbles)

1. How long have you lived in SEFC?
2. How would you rate the sense of community in SEFC?

Map Questions (used stickers and pens to illustrate)

3. Where do you spend most of your time in ...SEFC? / ...the City?
4. Where do you access the things that you need?

Bristol Board Questions (used sticky notes)

5. What do you like the best about your neighbourhood?
6. What can be improved in your neighbourhood?
7. Imagine a Vancouver of the future where all people are thriving, what does that look like? What changes would the City need to make to see that as a reality?
8. How would you describe the feeling of your neighbourhood (SEFC) in 3 words?

Event Feedback from Participants

After we conducted the survey with participants, we asked for their feedback on the engagement to people who stayed afterwards. We asked their opinions on the survey questions and the event's format. Most participants agreed that the content of the questions was appropriate and they were satisfied with the number of questions. However, one participant mentioned that board question #1 and #2 are too similar and a number of participants did not know the meaning of "thriving" in reference to the question #8.

Participants noted that they liked how the map questions allowed them to see how far they moved around the city. However, other participants had difficulties with the map questions since they do not know how to read a map. This speaks to the need for facilitators to be present when participants are answering questions.

Planners also need to ensure a physically accessible room layout for engagement. The space we had to work with quickly felt crowded and made it difficult for individuals with mobility issues to get an up-close view of the questions.

RESULTS: WHAT WE HEARD

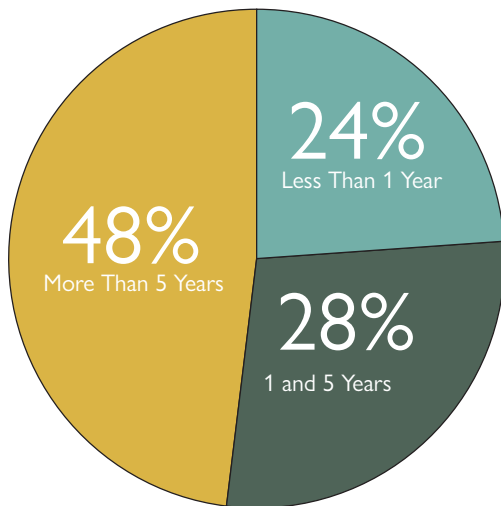


4. Community Feedback

Range Questions

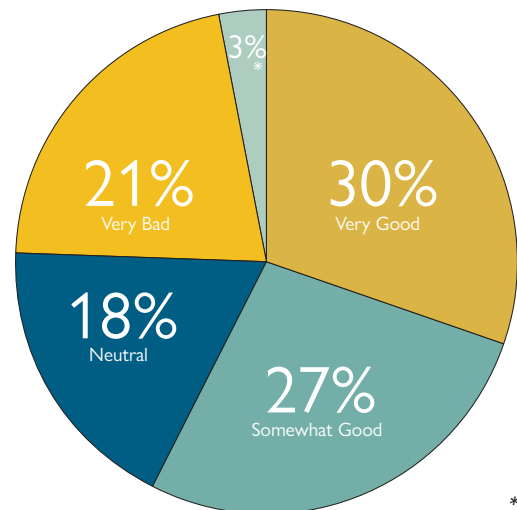
The first two questions were asked using jars that corresponded with answers in which participants could then drop a marker into that jar that closest fit their answer.

#1: How long have you lived in Southeast False Creek?



We observed that the participants from First Place have lived in the SEFC neighbourhood for a considerable length of time. 28% indicated they have lived in SEFC from 1 to 5 years and 48% have for more than 5 years. Only 24% have lived in SEFC for less than one year.

#2: How would you rate the sense of community in Southeast False Creek?



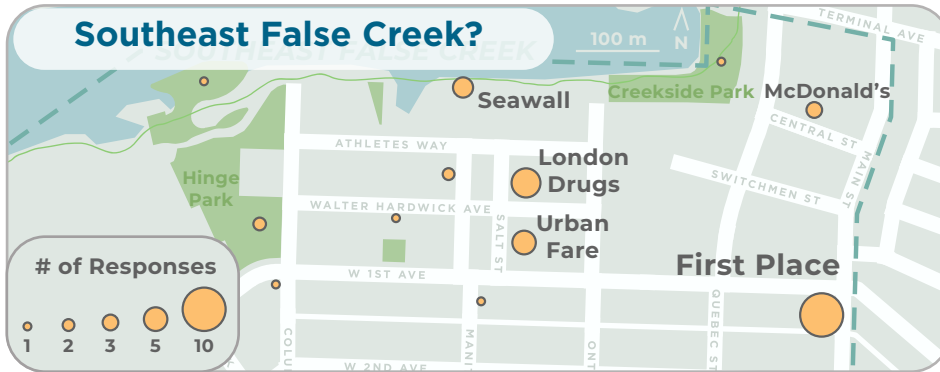
* = Other

(Numbers have been rounded)

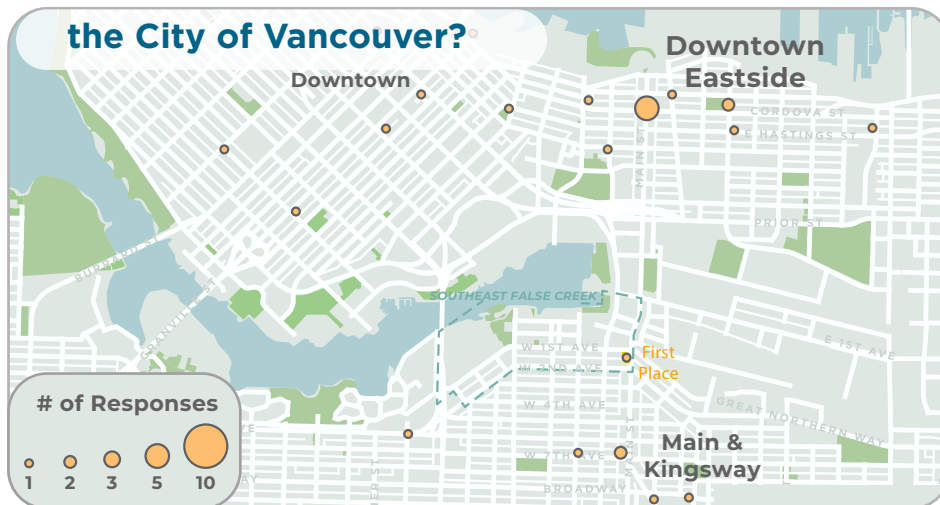
We asked participants about how they would rate the sense of community in SEFC and we participants had positive feedback. 30% of responses said the sense of community was very good and 27% said it was somewhat good. However, 18% responded neutral and 21% said they would rate the sense of community as very bad.

Map Questions

#3: Where do you spend most of your time in...

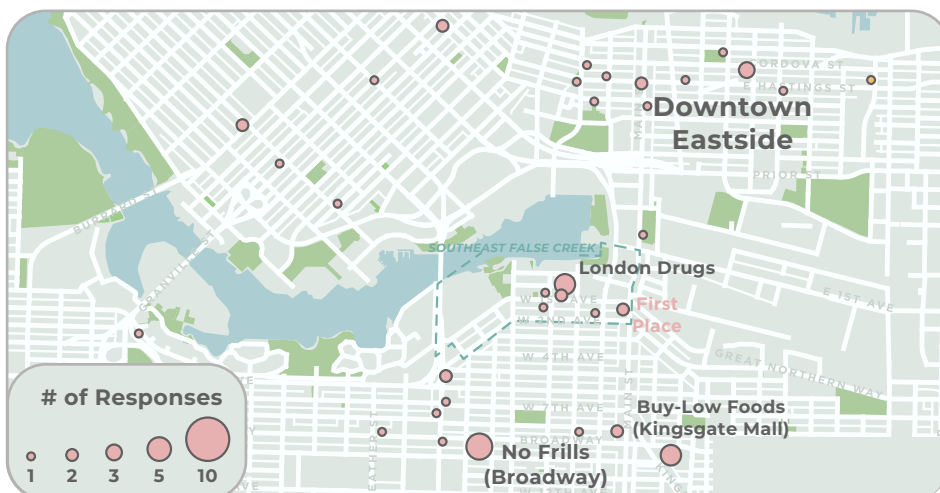


This map indicated that many participants spend most of their time in their building. Within SEFC, Urban Fare and London Drugs are identified as the most popular places. In addition, some participants enjoy spending time at Hinge Park, McDonald's on Main Street, and the pedestrian trail along Seawall.



In the City, many participants spend their time in the Downtown Eastside, but others also spend time along Granville Street and Main Street. Overall, participants like to spend their time in their home, public parks, retail stores, and public libraries.

#4: Where do you access the things that you need (Ex. groceries, pharmacy)?



About half of the participants responded that their local stores (London Drugs, Urban Fare, and Legacy liquor store) are where they access their main needs. The other half of the participants identified retail stores in the neighbourhoods around Southeast False Creek as their main access points. For instance, No Frills on Broadway, Whole Foods on Cambie, and Hastings area were identified as the main access points for their needs outside of Southeast False Creek.

Board (Survey) Questions

#5: What do you like the best about about your neighbourhood?

Participants continuously identified their appreciation of SEFC for its central location and how they were able to access with ease everything for their daily activities and needs. The neighbourhood was also celebrated for being clean, quiet and beautiful. There was a sense of pride for a place where participants were able to access the Seawall and walk along the water. Furthermore, some participants who have lived experience being homeless or in an SRO on the Downtown Eastside expressed their appreciation for being able to live in affordable, supportive housing that was located in a different neighbourhood.

#6: What can be improved in your neighbourhood?

Many of the participants identified that affordable retail, particularly grocery stores, as well as social and health services were missing from the neighbourhood. The businesses located within SEFC are geared towards high-end retail, such as Urban Fare. Many are unable to afford their basic needs here and have to travel outside the neighbourhood. Furthermore, some of the residents living in First Place require social and health services that they are unable to access from within the neighbourhood.

#7: Imagine a Vancouver of the future where all people are thriving. What does that look like? What changes would the City need to make to see that as a reality?

When participants were asked this question many answered the need for more inclusive and affordable housing. Their vision for an equitable future placed more emphasis on initiatives that reduce homelessness and create denser communities and provide affordable housing for all. Participants also want to see increased

investment in harm reduction and rehabilitation to ensure that Vancouver is a place for all to thrive. To do this, participants identified the need for a cooperative and compassionate society in which people stop judging and take time to understand that every person has their own life experiences.



#8: How would you describe the feeling of your neighbourhood (SEFC) in 3 words?

Participants responded to this question with words that evoked positive association with SEFC. Positive responses related feelings of affability, high regard for the natural setting and location of SEFC within the city, and a sense of peace and quiet. However, some participants when asked this question had negative feelings about their neighbourhood. Responses included feelings that the neighbourhood was fake, don't like [it], or that it felt stigmatized.

These responses give us a snapshot into how the participants feel about their neighbourhood. Further study would be needed to get in depth knowledge on the meaning of responses, especially the negative responses. We think to accurately address issues in the neighbourhood, planners need to be able to understand what exactly a participant means by the neighbourhood feels fake or stigmatized. This type of information would be better understood through a focus group or interview.

Word Cloud of the Responses for Question #8



Word Cloud Generated From Participant Responses

REFLECTION



LESSONS LEARNED & RECOMMENDATIONS



5. Action

After completing the pilot study and testing key components of our inclusive engagement process we have noted that there are two distinct categories of lessons learned:

- **Lessons learned for planners who are doing engagement.**
- **Lessons learned from the community.**

Separating these two categories is important as it flags what planners need to know about doing engagement with vulnerable communities and an idea of what they can expect to learn from the community.

Conducting Inclusive Public Engagement

Authentic community engagement requires time to develop the relationships necessary to have genuine engagement. We learned that lots of time and coordination was required, especially for us as student researchers, to establish ourselves within the Southeast False Creek community. We had to use our social networks and connections along with cold-calls to establish relationships with the community. The ability to report back with the Advisory Committee, having conversations with the City, UBC Studio Instructors, and First Place Residences staff also provided valuable opportunities for feedback and sharing of ideas and techniques for engagement.

Our team reflected after the pilot study on the importance of the human connection that we experienced by giving individual attention to each participant as they answered each question. We felt that the success of our engagement had to do with being able to give our complete attention to each participant,

we were then able to listen and reflect back or expand upon what they said, creating a dialogue. Planners should ensure that there is enough capacity to have undivided attention with each participant also to aid in interpreting questions and any visual aids that may be part of engagement (maps, diagrams, etc.). Paying close attention to participants allowed for us to hear thoughts and feelings that were not captured by the engagement questions. This is another layer of information that is useful when considering hosting events with residents living in supportive housing. The following is a list of lessons learned and recommendations from the perspective of planning students facilitating engagement.

Lessons Learned from the Engagement

1. Community-based approach requires community readiness

Housing providers have limited capacity to take on extra work and have other urgent concerns that need addressing before external interests. Furthermore, communities within the building need time to become aware and willing to participate in a community engaged process.

- **Recommendation:** If you are not a member of the community, you must spend time in the community getting to know people by participating in conversations and activities.

2. Budget and resources are required to provide honouraria for all participants.

- **Recommendation:** Allocate enough budget in advance for fair and appropriate compensation.

3. Reliance on stakeholders and participants

This kind of work relies a lot on existing community connections and cooperation from willing stakeholders. Their participation is extremely valuable and therefore their time and capacity need to be respected so as not to over burden them with additional work.

- **Recommendation:** This work can also be effectively promoted by a community champion. Someone from within the community who believes in the process and helps generate interest to other community members.

4. Time commitment (arranging interviews, follow-up, etc.)

It is important to set aside time to build relationships and create connections in the community. It takes time to organize meetings and to do work in a collaborative manner.

- **Recommendation:** Be flexible in order plan interviews and follow-ups with stakeholders who are working in busy environments.

5. Be open and realistic regarding outcomes

Good planning should lead to change in some capacity. There are many different types of change that can occur, it could be a change in the way that the city does a process or respond directly to what the community has identified.

- **Recommendation:** Think about how the engagement will fit into either being the beginning of relationship building or how it will work towards changing the broader neighbourhood.



Lessons Learned from the SEFC Community

Our team learned through our conversation with residents at First Place how much pride residents took in their neighbourhood, as well as their willingness to share details about their lives and how they use the city. There was a clear sense of positivity concerning their neighbourhood was seen even with accounting for individual differences of opinion. It is also important to allow participants to express how they feel regardless of whether it is positive or negative. One participant said “you’re not going to like what I have to say” before

1. Advocate for housing

Advocacy for affordable housing is critical, we have heard this both from Portland Hotel Society and Raincity Housing. Housing providers are working to reach out to the broader community to help educate and advocate for housing, but face limitations and require more efforts from other parties (ie. City of Vancouver).

- **Recommendation:** Engagement should not be limited to one population and effort should be directed to properly engaging homeowners on ‘housing as a right’. This can lead to better understanding of the different communities living in the same neighbourhood.

2. Information sharing

Community meetings with housing providers create an excellent opportunity for information sharing and for addressing challenges that arise for non-market housing providers.

- **Recommendation:** Create opportunities for conversation and collaboration among different housing and service providers. City should act as a convener as they can help providers address challenges that they may face.

they started to answer the questions. This is a good opportunity to listen and let participants express how they feel and thank them for their time afterwards. Through the pilot study the community shared how they liked to use the neighbourhood and allowed us to document their answers adding a level of validity to their experience. Participants were interested to see their daily routines and important places visualized on the maps we provided. Below are the lessons learned about the neighbourhood and recommendations for action.

3. Building landscaping

Marguerite Ford Apartments and First Place Residence have both discussed issues related to landscaping (bushes, gardens, grass) out front of buildings as it becomes a place for needle dropping and trash.

- **Recommendation:** Do not place greenery out front of non-market buildings- it may look nice, but is often removed due to issues that arise.

4. Non-Market Housing Resident Community Relationships

Residents in different non-market housing know each other and speak to one another, they are part of a distinct community that exists in the neighbourhood.

- **Recommendation:** Ensure that honouraria and compensation when doing engagement is fair between all non-market housing.

5. Places for Gathering

Libraries are a preferred place for spending time over community centres as they have wifi and computers. Community centres have wifi, but they often lack computers.

- **Recommendation:** Libraries should be integrated into more communities to ensure equitable access to the internet and print media.

CONCLUSION

Over the last six months, our team has explored how the SEFC community is working for residents who have been systematically excluded from civic participation. We developed an inclusive engagement process that focuses on building relationships with the community to understand how they want to be engaged with. It is an iterative process that allows community members to provide feedback and contribute to solving community problems.

In moving forward with our engagement process, we spent time in the neighbourhood and developed relationships with those living and working in non-market housing in SEFC. We assembled an advisory committee, conducted key informant interviews and held a pilot study for our engagement process. The information gathered from the advisory committee, key informants, and First Place residents has resulted in key lessons learned and recommendations. These lessons and recommendations can help inform future action as it relates to engagement processes in the City of Vancouver, as well as neighbourhood improvements that can help foster a greater sense of community for all.

Future action in the engagement process requires the necessary time and resources to build relationships and engage with members of the community who are systematically excluded from public processes. We have learned that these individuals are interested in participating and contributing to the improvement of their community. Furthermore, in order to foster a greater sense of community, opportunities for collaboration and information sharing can develop relationships and help address challenges that arise between people living in different housing types.

Overall, the work outlined in this report plays an important role in advancing equity in public processes. It is our hope that the lessons learned and recommendations can be applied to current planning initiatives to help create change in the SEFC community and, more broadly, throughout the City of Vancouver.



OUR TEAM



Wonjun Cho is a cisgender male, person of colour, 1.5 generation immigrant from South Korea. He was born and raised in South Korea until he moved to Canada with his family when he was 14 years old. He now calls Burnaby his home, but he also lived in Montreal for five years. He studied Earth System Science and GIS for his undergraduate degree and his current degree at SCARP focuses on the relationship between the built environment and the quality of life. As a non-Indigenous settler, he is aware that he is living on this land with a privilege of having support from his family, friends, and society. Furthermore, he also endeavors to better understand how he can better respect, understand, and listen to the Southeast False Creek community in Vancouver.



Ian Flock is a cisgender, male, settler born in British Columbia of European and Lebanese ancestry. He has lived in BC for his entire life and feels close ties with the environment and people he has met in this province. He studied human geography with a focus on urban studies and sustainability at the University of Victoria for his undergraduate degree. He has also been embedded in community through past work including his frontline work on reducing food insecurity in the Fernwood neighbourhood in Victoria. Ian's past experience in working with community and educational background in geography motivated his decision to enter planning at SCARP. Ian is passionate about making cities better spaces for everyone, especially those who face the biggest barriers to participation.



Andrea Witoszkin is a white, cisgender female born in Ontario and is of Northern and Eastern European ancestry. She completed her undergraduate degree in international development where she learned extensively about the impacts of colonization and marginalization of people in Canada and internationally. Andrea has taken this knowledge with her as she has lived in different cities around the world and has worked with diverse backgrounds and cultures. In particular, Andrea has previously worked in Kathmandu, Nepal where she actively engaged with marginalized individuals to develop a stronger understanding of how the principles of fair trade have impacted their lives. Andrea's experience living and working internationally inspired her to pursue a career in community and regional planning where she is eager to contribute to sustainable community development.

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APPENDIX



POLICY DOCUMENTS

POLICY STATEMENT, 1999

The Southeast False Creek Policy Statement is the original planning document that was used to inform how future development would take place in SEFC shortly after the lands were released from the industrial landbase.

The policy statement provides guiding principles for future development and specifies goals and targets for the planning process. Created before a residential population was present in the neighbourhood, the vision for the SEFC neighbourhood was to create a model environmental, social, and economically sustainable development. These goals were to be achieved through excellence in urban design and creative policy implementation. The policy that is within the document responds to the challenge of creating a sustainable neighbourhood by combining new and existing city policy that address the goals for the SEFC neighbourhood. Innovative urban design principles that emphasize pedestrian mobility, convivial public spaces, watershed stewardship, and active transportation are among some of the practices suggested. The overall approach to planning in SEFC is representative of a holistic way to plan for social, environmental and economic sustainability.

OFFICIAL DEVELOPMENT PLAN, 2005

The SEFC official development plan bylaw was approved by the City of Vancouver's Council on March 1st, 2005. The plan illustrates a vision of creating a "model sustainable neighbourhood" in SEFC.

The SEFC official development plan bylaw was approved by the City of Vancouver's Council on March 1st, 2005. The plan illustrates a vision of creating a "model sustainable neighbourhood" in SEFC. Based on the foundation of urban design principles, sustainability principles, and environmental, social, and economic sustainability strategies, the plan aims to develop a complete community over an area of 50 acres. The SEFC neighbourhood is the first LEED platinum community in North America. Its mixed-use neighbourhood plan focuses on a diversity of residential uses which accommodates all incomes with a priority in family housing. The neighbourhood is designed to maintain

and balance the highest possible levels of social equity, liveability, ecological health, and economic prosperity that support residents' choices to live in a sustainable manner. The ODP provides a framework for the creation of policies, zoning and other by-laws, housing programs, public facilities agreements, subdivision plans, servicing agreements, design guidelines, development conditions and restrictive covenants to regulate development in SEFC.

POLICY CRITIQUE

It is important to recognize that both the 1999 Policy Statement and 2005 Official Develop Plan were created without consultation from a resident population in the neighbourhood. This is a result of the transition from industrial land-use to residential, where the planning stages has few residents to consult. There is now an opportunity close fill that gap and hear from the now flourishing resident population. So, instead of looking to city policy that was created without community input for evaluation criteria for SEFC, we should be looking to hear from the residents on how the neighbourhood is working for them. They can provide guidance for us as to what they think the important areas of inquiry are for an engagement process. Below is an engagement strategy that seeks to just that, center the community's voice as the objective of engagement.



NON-MARKET HOUSING IN SEFC

This section defines each of the housing types that we will be focusing on and identifies the different buildings within SEFC that fall under each of these categories. For our engagement in SEFC, we will be focusing on:



Co-Operative Housing



Below-Market Rentals



Supportive Housing



Temporary Modular Housing (TMH)



Housing Map of Southeast False Creek

1. CO-OPERATIVE HOUSING

Housing co-operatives (co-ops) are focused on building healthy communities through social connection and seek to create opportunities for people of all ages, incomes, and backgrounds to live together (CHF BC, n.d.).

Housing co-operatives are independent organizations whereby the co-op members control the housing and operate at-cost, therefore maintaining affordability. Residents of housing co-ops have security of tenure and

are part of a unique community within their building. Each housing co-operative follows different rules set out by the co-op members; therefore, each co-op is different from the next (CHF BC, n.d.). Within the Southeast False Creek boundary, there are three housing co-operatives: Athletes Village Housing Co-op, Railyard Co-op, and Aaron Webster Co-op.



Source: Community Land Trust



Source: Athletes Village Co-op Housing

RAILYARD & AARON WEBSTER CO-OP

Housing Type: Co-op Housing

Established: 2017

Number of Units: 135 units

Property Manager: Community Land Trust

Railyard & Aaron Webster housing cooperatives are two distinct co-ops with separate boards located within the same building. The Aaron Webster Co-op was originally opened in 1987 in East Vancouver; however, due to building damage, the members were relocated to 95 East 1st Avenue when the building was opened in 2017 in Southeast False Creek. The Railyard Co-op was established in 2017 with the opening of the building (Community Land Trust, 2019).

In total, the building has 135 units with 105 units designated to the Railyard Co-op members while the other 30 units are designated to members of the Aaron Webster Co-op. The building provides two in-home childcare units, as well as some units that have been designed for complete accessibility. The housing co-op has dedicated more than half of the units to be affordable for households with annual incomes between \$25,000 and \$55,000 (CHF BC, 2019).

FIRST AVENUE ATHLETES VILLAGE CO-OP

Housing Type: Co-op Housing

Established: 2011

Number of Units: 84 units

Property Manager: Co-op Residents & CHF BC

Athletes Village Housing Co-op was the first housing co-op opened in the Province of BC since the 1980s. The building includes shared common spaces, a children's playground, a community garden, a rooftop patio, bicycle parking, shared on-site laundry and limited automobile parking (Athletes Village Co-op, n.d.). The residents of the Athletes Village are diverse mix of incomes and age groups. The co-op offers below-market rent rates to 25% of its residents while the remaining 75% pay market rental rates (Advisory Committee). It has been noted that a large majority of the residents living in this co-op are young families.

2. BELOW-MARKET RENTAL HOUSING

Below-market rental is a form of housing that is targeted to low and moderate income households and ensures that tenants do not pay more than 30% of their household income on rent. Three buildings with mixed tenure that include non-market rentals have been identified within the neighbourhood boundary. The buildings are as follows: Brook, Compass, and The Village

3. SUPPORTIVE HOUSING

Supportive housing is operated by non-profit housing providers and is a form of subsidized housing. It offers a mix of single-room-occupancy (SRO) hotels and self-contained units, as well as providing on-site support services. Supportive housing is successful in providing homes to individuals who face multiple barriers in securing shelter. Supportive housing provides a range of on-site support services that may include, but are not limited to, life-skills training, connections to primary health care, mental health services, or substance use services (BC Housing, 2019). Within the Southeast False Creek boundary, there are two supportive housing buildings: Marguerite Ford Apartments and First Place.



Source: Terra Housing Consultant



Source: Terra Housing Consultant

MARGUERITE FORD APARTMENTS

Housing Type: Supportive Housing

Established: 2013

Number of Units: 147 units

Housing operator: Raincity & Stanford Housing

Marguerite Ford offers residents a mix of studio and one-bedroom units, and each unit has its own kitchen and bathroom. In addition to providing on-site support services, the building offers community activities that include beekeeping in partnership with Hives for Humanity, neighbourhood activities such as laneway clean-ups and gardening, and bannock making with other tenants (Raincity Housing, n.d.).

FIRST PLACE RESIDENCE

Housing Type: Supportive Housing

Established: 2012

Number of Units: 129 Units

Housing operator: Lookout Emergency Aid Society

First Place offers 129 studio units and provides on-site life skills programs, which include rooftop gardening, a walking club, health clinics and social activities such as movie nights. The building gives priority to those who live in the Mount Pleasant or Downtown Eastside areas, as well as those who live with chronic health conditions, such as mental illness and/or addictions. The ground floor of the building is a commercial rental space managed by the City of Vancouver.

4. TEMPORARY MODULAR HOUSING

Temporary modular housing (TMH) is a form of housing that can be constructed faster than traditional permanent housing and provides immediate shelter to those facing homelessness. Like supportive housing, TMH provides residents with support services that include life skills training, health services and social services. In addition, residents are given two meals a day and opportunities to connect with community groups, volunteer work, and social events. (TMH, City of Vancouver, 2019). There is one TMH, Hummingbird Place, located within the SEFC boundary.



Source: Vancouver Affordable Housing Association

HUMMINGBIRD PLACE

Housing Type: Temporary Modular Housing

Established: 2019

Number of Units: 52 units

Housing operator: Portland Housing Society (PHS)

Hummingbird Place provides studio units to residents for a predetermined term while seeking out more suitable housing for their needs and goals. Hummingbird Place is double staffed with PHS mental health workers, an on-site housing manager, and a home support worker (PHS, 2019). The partnership with Sole Food Street Farms integrates sustainable agriculture on-site and provide residents with an opportunity to participate in gardening/farming (PHS, 2019).

ADVISORY COMMITTEE: TERMS OF REFERENCE



Terms of Reference

Informal Advisory Committee of Southeast False Creek

Overview

Nearly a decade after the first phase of development commenced on the site, Southeast False Creek (SEFC) is now a bustling community in the heart of Vancouver. To meet the Council mandate, City of Vancouver staff are creating a Resilient Neighbourhood Design Framework and a Post-Occupancy Evaluation tool, which together form a holistic approach to understanding and evaluating how the design of our built environment can support community development.

A group of SCARP students (Wonjun Cho, Ian Flock and Andrea Witoszkin) are working with the City staff (Chani Joseph, Jason Hsieh, Nadia Carvalho and Dianna Hurford) on a post-occupancy evaluation of Southeast False Creek. The work of the POE will centre the voices of those living in housing cooperatives, temporary modular housing and non-market housing. The project aims to explore how the various elements of neighbourhood planning, design and community service provision are contributing to the community's experience of the neighbourhood, including community formation and cohesion. This POE will be guided by key informants and a small advisory committee made up of residents living in the neighbourhood who bring community leadership, lived experience, and/or diverse perspectives.

Purpose

The purpose of the Advisory Committee is to:

- provide guidance on the trajectory of the project;
- act as a local connection to the community;
- provide local perspectives on SEFC which otherwise would be difficult to ascertain; and,
- facilitate information sharing.

Advisory Committee Structure

The informal Advisory Committee will be composed of up to six residents who live in SEFC in addition to the three SCARP students. Participants will have anonymity in quotes used in subsequent reports unless otherwise noted. The format will be an informal table discussion and the meetings will be held in the Southeast False Creek neighbourhood. The following key themes will be explored in the Advisory Committee to inform future POE efforts: community connection and belonging, awareness of community identity, satisfaction with the neighbourhood. We anticipate that the Advisory Committee will have two meetings of one hour each in November 2019 and February 2020.

We sincerely appreciate your consideration for joining the Committee. If you have further questions, please contact us at:

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KEY POINTS FROM THE ADVISORY COMMITTEE MEETINGS

The urban design of the Southeast False Creek neighbourhood encourages social gatherings and community activities.

Many self-organized, community-driven events have been occurring in the neighbourhood.

The residents often get blamed by other residents for thefts and other crimes in the neighbourhood.

Even the co-op housing board members do not know who is paying below-market rents; only housing managers know.

Not all amenities are open to everyone. Some facilities are open to the residents in the same building only.

Use the existing relationships in the neighbourhood (i.e. housing operators) instead of directly approaching residents to conduct interviews.

COMMUNITY OUTREACH








The following section outlines potential options for approaching and engaging with resident populations, specific emphasis is placed on engaging with vulnerable and marginalized households.

During an initial engagement with our advisory committee, it was mentioned that identifying individuals living in below-market housing may be challenging due to how the co-operative housing operates. Athletes Village Co-op Housing provides 25% of its residents with below-market rates and those who are paying these rates are granted anonymity. Anonymity is provided to these residents so that no other resident knows who is paying below-market rent versus market rent. One of the challenges that we face is identifying and engaging with residents who are paying below-market rates in Athletes Village as they may not feel comfortable 'outing' themselves. Furthermore, with regards to the other buildings that fall within our scope, we need to identify an appropriate form of community engagement for those residents.

In following our engagement strategy, to identify the correct community engagement methods, we need to start a relationship with the community and understand how they want to be engaged with. Initial contact could be made via email with building managers, staff and building boards, as well as subsequent key informant interviews with contacts who have lived experience.

Identified below are the community outreach methods that we have brainstormed. These methods will be explored further and the use of each method will be dependent on the feedback from building managers, staff and building boards.

EVALUATION OF OUTREACH METHODS

	Intercept Survey 1.0 	Intercept Survey 2.0 	Household Survey 	Online Survey 	Key Informant 1:1 Interview 	Exploratory Walks 	Community Meal 
Comprehensiveness (Breadth)	Medium	Medium	Low	Medium	Low	Low	Medium
Validity (Depth)	Medium	Medium	Low	Low	Very High	High	High
Resident Privacy	Low	Medium	High	High	High	Medium	Low
Time Efficiency	High	Medium	Low	Low	High	Medium	Low

The team evaluated the cost, effectiveness, and deliverability of seven possible outreach methods. A full explanation on their benefits and challenges are described in the following sections. However, these evaluation criteria are subject to change.

OUTREACH METHOD ANALYSIS

1. INTERCEPT SURVEY 1.0



Students would set up a table in the building lobby of Athletes Village Co-op where tea, coffee and snacks are provided to residents as they walk by. Interested residents would be handed a survey to fill-out on their own and can submit the survey into a box.

Benefits

- Filling out survey on their own and submitting into a covered box allows residents to maintain some anonymity.
- Allows for interpersonal connection with residents, helping students to witness and experience the level of community formation that exists.

Challenges

- People with disabilities may not be able to fill out the survey independently.
- May not reach the intended target population as people who often engage may be the only participants.
- Permission to conduct an intercept survey in the building lobby would need to be granted by building manager or co-op board.

2. INTERCEPT SURVEY 2.0



Students would set up a table in the building lobby of Athletes Village Co-op where tea, coffee and snacks are provided to residents as they walk by. Interested residents would be asked questions and the students would write the responses down for them (clipboard interview style).

Benefits

- People with disabilities would be able to participate since the 'interviewer' would be scribing for them.
- Allows for interpersonal connection with residents, helping students to witness and experience the level of community formation that exists.

Challenges

- People may not feel comfortable verbally identifying themselves as below-market in fear that someone walking by may hear.
- May not reach the intended target population as people who often engage may be the only participants.
- Permission to conduct an intercept survey in the building lobby would need to be granted by building manager or co-op board.

3. HOUSEHOLD SURVEY



A household survey would be developed by students and, in collaboration with the building manager, would be distributed to all residents of the building. The survey would include a question about whether the household/individual would be interested in participating in a focus group or key informant interview.

Benefits

- Access to technology is not required.
- Maintains anonymity.

Challenges

- People with disabilities may not be able to fill out the survey independently, thus compromising anonymity.

4. ONLINE SURVEY



Students would reach out to the building manager or resident board (ie. Co-op Board) to ask for permission to distribute an online survey through email and building newsletters. The survey would include a question about whether the household/individual would be interested in participating in a focus group or key informant interview.

Benefits

- Ability to distribute via e-mail and online newsletter
- Can automate survey to deliver questions specific to responses (for example, if the participant identifies as below-market tenure, online survey can direct questions to this)
- Maintains anonymity

Challenges

- Not all individuals have access to a computer or internet.
- May be challenging for people with disabilities to fill out form.
- An appropriate survey platform, not associated with the City or UBC, needs to be identified.
- Need to identify a way to add value to the participants (ie. opportunity to be submitted into a draw to win a giftcard)

5. KEY INFORMANT INTERVIEW



Through initial engagement, such as a survey, we would identify residents who would be interested in participating in an interview. The interview would be held in-person or by telephone with the household or individual and ask questions related to their community experience.

Benefits

- Telephone interview allows for the household/individual to be more anonymous as we would not be face-to-face.

Challenges

- Those that respond to initial engagement as interested in participating in an interview may not be part of the target audience. Furthermore, they may also be individuals who frequently participate in engagement events.
- Lack of participation due to breach of anonymity

6. EXPLORATORY WALKS



Engagement would be facilitated by students and staff with residents providing their perspectives on their neighbourhood as they walk through. Facilitators record notes and take photographs as they explore the neighbourhood on foot with the residents.

Benefits

- Residents share their perspectives to the geography of the neighbourhood.
- Spatial aspects of community are clearly identified.

Challenges

- Potentially time consuming.
- Ensure the walk is accessible to all.

7. COMMUNITY MEAL



Engagement session that is oriented around food to bring people together. Participants would be able to have something to eat and share their perspectives. Thoughts would be recorded by a note keeper and larger engagement boards could be used if there is interest.








Benefits

- Comfortable setting that would be conducive to sharing.
- Group setting allows individual information to be cross checked by the rest of the group.

Challenges

- Logistics of hosting a meal for a group of people.
- Creating a welcoming environment.

OUTREACH COST ESTIMATION

	Intercept Survey 1.0 	Intercept Survey 2.0 	Household Survey 	Online Survey 	Key Informant 1:1 Interview 	Exploratory Walks 	Community Meal 
Minimum target number of participants	50	25	20	50	10	15	20
Preparation Time (Contact & Set up)	6 Hours	3 Hours	6 Hours	8 Hours	6 Hours	6 Hours	4 Hours
Physical Engagement Time	15 Hours	15 Hours	-	-	10 Hours	6 Hours	4 Hours
Cost (engagement material, food, room booking)	\$ 30	\$ 30	\$ 50	\$ 100	0 - \$ 250	\$ 375	\$ 600
Participation compensation	Snacks	Snacks	-	Draw	0 or Gift card	Gift card	Food

This table illustrates the estimated costs of different initial outreach methods in Southeast False Creek.

