

From: [Betty Lepps](#)
To: [Carolyn Hampton](#)
Cc: [Julie Smith](#)
Subject: RE: [EXTERNAL]RE: Meeting with Coast Mental Health
Date: August 16, 2021 2:06:00 PM

Thank you Carolyn



Betty Lepps, MAL, Regional Director of Orange Hall
Office: 604-648-4273 | Mobile: 236-688-8644 | blepps@bchousing.org | www.bchousing.org
Traditional Coast Salish Territory of the Musqueam, Tsleil-Waututh and Squamish First Nations
Orange Hall Office 297 E. Hastings St. Vancouver BC V6A 1P2 Canada

From: Carolyn Hampton <Carolyn.Hampton@coastmentalhealth.com>
Sent: Monday, August 16, 2021 2:05 PM
To: Betty Lepps <blepps@bchousing.org>
Cc: Julie Smith <jsmith@bchousing.org>
Subject: RE: [EXTERNAL]RE: Meeting with Coast Mental Health

Hi Betty,

Yes, certainly Cluny and Maria are welcome to attend as well.

I look forward to hearing back from Julie on your availability.

Thank you.
Carolyn

From: Betty Lepps <blepps@bchousing.org>
Sent: August 16, 2021 1:41 PM
To: Carolyn Hampton <Carolyn.Hampton@coastmentalhealth.com>
Cc: Julie Smith <jsmith@bchousing.org>
Subject: [EXTERNAL]RE: Meeting with Coast Mental Health

Hi Carolyn, I have included Julie in this email to be able to coordinate the times.

A few questions, are you just requesting myself? As I would like Cluny and Maria in this conversation as they are the SHA's with the non profits.

Thank you
Betty



Betty Lepps, MAL, Regional Director of Orange Hall
Office: 604-648-4273 | Mobile: 236-688-8644 | blepps@bchousing.org | www.bchousing.org
Traditional Coast Salish Territory of the Musqueam, Tsleil-Waututh and Squamish First Nations
Orange Hall Office 297 E. Hastings St. Vancouver BC V6A 1P2 Canada

From: Carolyn Hampton <Carolyn.Hampton@coastmentalhealth.com>
Sent: Monday, August 16, 2021 12:21 PM
To: Betty Lepps <blepps@bchousing.org>
Subject: Meeting with Coast Mental Health

Good morning,

I've been asked to see if you are available to meet with Coast Mental Health to discuss some serious safety issues involving Atira and St. Helen's hotel.

Here is a link to an article which outlines the concerns for both residents and staff at the building:
<https://apple.news/A-d-Ya5AqTv2mP3W46skUrw>

The Little Mountain modular transition would also be another item for discussion.

Attendees from Coast would include:

Darrell Burnham, CEO
Bruce Smith, COO
Tracy Rapanos, Director of Community Services

Our staff are available for the following dates:

Wednesday, August 18th, 11:00 am – Noon
Thursday, August 19th, 1:00 – 2:00 pm
Tuesday, August 24th, 3:00-4:00 pm

Please let me know if one of the above times works for you and I'll send a Zoom meeting invitation. If not, I'll find some additional dates to propose.

Thank you very much.
Carolyn

Carolyn Hampton (she/her)

Coordinator, Executive and Governance Services

Mobile: 604-314-7139

carolyn.hampton@coastmentalhealth.com

Website: www.coastmentalhealth.com



I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the sc̓əwəθənaʔ təməxʷ (tsa-wahsen), Stó:lō (staw-lo), Kwantlen, Stz'uminus (sha-main-us), Musqueam (mus-kwee-um), as well as the territories of the Tseil-Waututh (sail-wha-tooth) and Skwxwú7mesh-ulh Temíxw (Squamish) Nations.

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Darrell Burnham](#)
To: [Cluny MacPherson](#)
Cc: [Bruce Smith](#); [Tracy Rapanos](#)
Subject: St. Helen's
Date: August 30, 2021 4:49:32 PM

<https://thetyee.ca/News/2021/08/30/Housing-Owned-By-Province-Working-Conditions-Terrible/>

Cluny as a follow-up to our meeting last week, Coast had a brief Board meeting today to discuss 205 Kingsway, which was approved, but they asked about the St. Helen's situation. One issue they asked about is if our staff were still "at risk" in the building through any delay to the required Life and Safety repairs?

Could you advise if they have been addressed?

Many thanks.

Cheers,

Darrell

Darrell Burnham, MBA, CEO

(Pronoun he/him)

604 675-2324

Coast Mental Health

www.coastmentalhealth.com

www.couragetocomeback.ca

I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the Tseil-Waututh (sail-wah-tooth), Skwxwú7mesh-ulh Temíxw (Squamish), Stó:lō (staw-lo), Stz'uminus (sha-main-us), and the Musqueam (mus-kwee-um) Nations.



This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Betty Lepps](#)
To: [Tracy Rapanos](#); [Cluny MacPherson](#)
Cc: [Lin, Dan \[PH\]](#); [Darrell Burnham](#); [Ivan, Alison \[PH\]](#); [Lai, Sylvia \[PH\]](#); [Bruce Smith](#)
Subject: RE: Coast/Foundry concerns
Date: September 1, 2021 2:55:56 PM
Attachments: [image004.png](#)

Thank you Tracy, we will have a read and touch base next week with you. Dale S.22
so I have not touched base with him as yet
Betty



Betty Lepps, MAL, Regional Director of Orange Hall
Office: 604-648-4273 | Mobile: 236-688-8644 | blepps@bchousing.org | www.bchousing.org
Traditional Coast Salish Territory of the Musqueam, Tsleil-Waututh and Squamish First Nations
Orange Hall Office 297 E. Hastings St. Vancouver BC V6A 1P2 Canada

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: Wednesday, September 1, 2021 2:04 PM
To: Betty Lepps <blepps@bchousing.org>; Cluny MacPherson <cmacpher@bchousing.org>
Cc: Lin, Dan [PH] <DLin@providencehealth.bc.ca>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Ivan, Alison [PH] <aivan@providencehealth.bc.ca>; Lai, Sylvia [PH] <SLai@providencehealth.bc.ca>; Bruce Smith <bruce.smith@coastmentalhealth.com>
Subject: Coast/Foundry concerns

Hello Betty and Cluny, attached is the collaborative letter of concerns regarding APMI.
Please let us know if there is anything else you are needing.

Tracy Rapanos, MSW (pronouns she, her)
Director of Community Services Coast Mental Health
Housing: St Helen's , Pacific Coast Apartments,
Doug Story, te cecew Modular Housing, Dunbar Apartments
Training: Peer Support Training Program, YouthCulinary
Training Program, Social Crust Café
Community: Resource Centre, Coast Trust Program
c.604 512 2430

tracy.rapanos@coastmentalhealth.com

Notice Regarding Confidentiality of Transmission - This message is intended only for the person to whom it is addressed and may contain information that is privileged and confidential. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this communication is prohibited. If you have received this email in error, please delete this email from your computer system. Thank you.
In my continuing efforts to decolonize my work and life, honouring the land on which I live, work and play is one way in which I can ground my awareness that I am an uninvited visitor on the unceded shared territory of the Coast Salish peoples, including the territories of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and Seŋilwətaʔ/Selilwitlh (Tsleil-Waututh) Nations.



This electronic transmission (including any and all attachments) is intended solely for the use of the

individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Betty Lepps](#)
To: [Darrell Burnham](#); [Cluny MacPherson](#); [Maria Rodrigo](#)
Cc: [Tracy Rapanos](#); [Bruce Smith](#)
Subject: RE: [EXTERNAL]RE: St. Helen's
Date: September 13, 2021 12:52:00 PM

For sure, and have a great day

S.22



Betty Lepps, MAL, Regional Director of Orange Hall
Office: 604-648-4273 | Mobile: 236-688-8644 | blepps@bchousing.org | www.bchousing.org
Traditional Coast Salish Territory of the Musqueam, Tsleil-Waututh and Squamish First Nations
Orange Hall Office 297 E. Hastings St. Vancouver BC V6A 1P2 Canada

From: Darrell Burnham <darrell.burnham@coastmentalhealth.com>
Sent: Monday, September 13, 2021 12:46 PM
To: Betty Lepps <blepps@bchousing.org>; Cluny MacPherson <cmacpher@bchousing.org>; Maria Rodrigo <mrodrigo@bchousing.org>
Cc: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>; Bruce Smith <bruce.smith@coastmentalhealth.com>
Subject: RE: [EXTERNAL]RE: St. Helen's

Thank you for your quick response Betty please keep us informed if you need any further information or if you come to a decision.

Best regards,

Darrell

Darrell Burnham, MBA, CEO

(Pronoun he/him)

604 675-2324

Coast Mental Health

www.coastmentalhealth.com

www.couragetocomeback.ca

I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the Tsleil-Waututh (sail-wha-tooth), Skwxwú7mesh-ulh Temíxw (Squamish), Stó:lō (staw-lo), Stz'uminus (sha-main-us), and the Musqueam (mus-kwee-um) Nations.



From: Betty Lepps <blepps@bchousing.org>
Sent: September 13, 2021 12:35 PM
To: Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Cluny MacPherson <cmacpher@bchousing.org>; Maria Rodrigo <mrodrigo@bchousing.org>
Cc: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>; Bruce Smith <bruce.smith@coastmentalhealth.com>
Subject: [EXTERNAL]RE: St. Helen's

Hi Darrell, I have not received any information from Dale S.22 . We are also having some internal conversations about this model and hearing as well from Atira.

We would not want this process to impede on your decision. Therefore, if you are planning to move to exit the program, please let Cluny know and we will ensure Atira has support, if you are willing to wait and see the outcome that option is available as well.

We are taking your words seriously and want to ensure that we are doing a well rounded look as we just found out about the situation. But totally understand if you and your board want to make further decisions. Please inform us if you have time to wait (maybe a few weeks?) as we explore other options or next steps.

Thank you

S.22



Betty Lepps, MAL, Regional Director of Orange Hall
Office: 604-648-4273 | Mobile: 236-688-8644 | blepps@bchousing.org | www.bchousing.org
Traditional Coast Salish Territory of the Musqueam, Tsleil-Waututh and Squamish First Nations
Orange Hall Office 297 E. Hastings St. Vancouver BC V6A 1P2 Canada

From: Darrell Burnham <darrell.burnham@coastmentalhealth.com>
Sent: Monday, September 13, 2021 12:21 PM
To: Betty Lepps <blepps@bchousing.org>; Cluny MacPherson <cmacpher@bchousing.org>

Cc: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>; Bruce Smith <bruce.smith@coastmentalhealth.com>

Subject: St. Helen's

Betty my Board meeting is next week and I'm beginning to prepare my reports for the directors. Just wondering where you are at in your review of the operations at St. Helen's.

Best regards,

Darrell

Darrell Burnham, MBA, CEO

(Pronoun he/him)

604 675-2324

Coast Mental Health

www.coastmentalhealth.com

www.couragetocomeback.ca

I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the Tseil-Waututh (sail-wha-tooth), Skwxwú7mesh-ulh Temíxw (Squamish), Stó:lo (staw-lo), Stz'uminus (sha-main-us), and the Musqueam (mus-kwee-um) Nations.



This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Darrell Burnham](#)
To: [Betty Lepps](#)
Cc: [Cluny MacPherson](#); [Bruce Smith](#); [Maria Rodrigo](#); [Tracy Rapanos](#)
Subject: St. Helen's update
Date: October 7, 2021 8:11:49 AM

Good Morning Betty, just checking in on the status of the review of the St. Helen's.

I can confirm we had our Board meeting in late September and the Coast Board finds the current property management situation unacceptable and unsustainable. However they are sensitive to your need for enough time to determine a course of action. To that end they have given me until the November Board meeting to confirm our commitment to St. Helen's. This is, of course, contingent on a change in property manager.

We were pleased to finally here this week that the health and safety issues identified by the Fire department have been addressed. Unfortunately, as you can see from the photos below that the Foundry sent to us **last week**, the attention to the site initiated by the fire department has done nothing to change the quality of the property management services. If Foundry, as we expect, ends their affiliation with St. Helen's due to many issues identified with Atira's management of the properties, this will make the situation for many of the former Foundry clients perilous.

Please advise if you need anything further from Coast in your deliberations.







Best regards,

Darrell

Darrell Burnham, MBA, CEO

(Pronoun he/him)

604 675-2324

Coast Mental Health

www.coastmentalhealth.com

www.couragetocomeback.ca



I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the Tsleil-Waututh (sail-wha-tooth), Skwxwú7mesh-ulh Temíxw (Squamish), Stó:ló (staw-lo), Stz'uminus (sha-main-us), and the Musqueam (mus-kwee-um) Nations



This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged

and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Cluny MacPherson](#)
To: [Ayla Duncan](#); [Will Valenciano](#); [Julie Smith](#)
Subject: FW: Covid Numbers
Date: October 28, 2021 8:57:00 AM

Fyi.
Thx!

From: Bruce Smith <bruce.smith@coastmentalhealth.com>
Sent: October 28, 2021 8:57 AM
To: Cluny MacPherson <cmacpher@bchousing.org>
Subject: RE: Covid Numbers

Hi Cluny this week's numbers:
Garibaldi – ^{S.22} client positives
Alouette Heights- ^{S.22} clients, ^{S.2} staff
Royal Crescent – ^{S.22} clients and ^{S.2} staff.
St Helens – ^{S.2} staff
Bruce

From: Bruce Smith
Sent: October 21, 2021 8:33 AM
To: Cluny MacPherson <cmacpher@bchousing.org>
Subject: Covid Numbers

Good morning Cluny, here are the Covid numbers this week:
Garibaldi – ^{S.2} client positive, ^{S.22} treated as positive (awaiting test results)
Alouette Heights- ^{S.2} clients, ^{S.2} treated as positive and ^{S.22} staff
Royal Crescent – ^{S.2} clients and ^{S.2} staff.
Bruce

Bruce Smith MSW, RSW (he, him)

Chief Operating Officer

[COAST MENTAL HEALTH](#)

293 E. 11th Ave., Vancouver, BC V5T 2C4

MOBILE: 604.880.1525 | OFFICE: 604.675.2353



This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge

this electronic transmission and all copies thereof from your computer system.

From: [Betty Lepps](#)
To: [Darrell Burnham](#)
Cc: [Ayla Duncan](#)
Subject: RE: [EXTERNAL]RE: Touchbase
Date: November 10, 2021 1:58:00 PM

Thank you for the quick response Darrell. We will set that up

Have a great rest of the day

Betty

From: Darrell Burnham <darrell.burnham@coastmentalhealth.com>
Sent: Wednesday, November 10, 2021 1:57 PM
To: Betty Lepps <blepps@bchousing.org>
Cc: Ayla Duncan <aduncan@bchousing.org>
Subject: RE: [EXTERNAL]RE: Touchbase

On Friday between 11:00 and 1:15 or after 3:00 works best Betty.

Best regards,

Darrell

Darrell Burnham, MBA, CEO

(Pronoun he/him)

604 675-2324

Coast Mental Health

www.coastmentalhealth.com

www.couragetocomeback.ca



I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the Tseil-Waututh (sail-wha-tooth), Skwxwú7mesh-ulh Temíxw (Squamish), Stó:lo (staw-lo), Stz'uminus (sha-main-us), and the Musqueam (mus-kwee-um) Nations.



From: Betty Lepps <blepps@bchousing.org>
Sent: November 10, 2021 1:40 PM
To: Darrell Burnham <darrell.burnham@coastmentalhealth.com>
Cc: Ayla Duncan <aduncan@bchousing.org>
Subject: [EXTERNAL]RE: Touchbase
Importance: High

Hi Darrell, hope this finds you well. I have included Ayla in this email as she is supporting me this week in booking some times.

I wanted to set a half-hour time for us to touch base about St. Helen's. At this point I would like it to be just you and I. I am looking at this Friday, will this work?

Please send some times to Ayla, and we will put this time in our calendars for this Friday. As, I know this is a pressing issue.

Thank you
Betty

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Darrell Burnham](#)
To: [Betty Lepps](#); [Cluny MacPherson](#); [Maria Rodrigo](#); [Dale McMann](#); [Julie Smith](#)
Cc: [Bruce Smith](#); [Tracy Rapanos](#)
Subject: RE: [EXTERNAL]RE: St. Helen's Hotel
Date: November 19, 2021 10:20:32 AM

Thank you Betty.

Best regards,

Darrell

Darrell Burnham, MBA, CEO

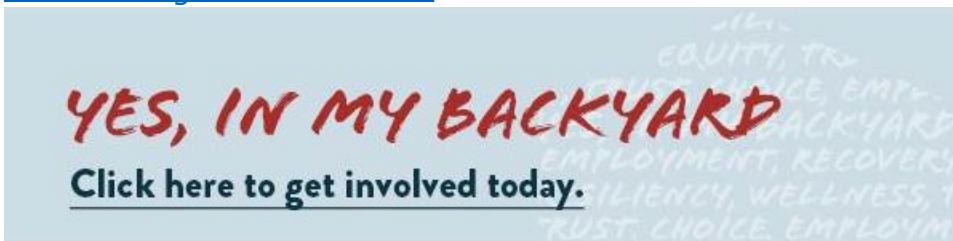
(Pronoun he/him)

604 675-2324

Coast Mental Health

www.coastmentalhealth.com

www.couragetocomeback.ca



I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the Tseil-Waututh (sail-wha-tooth), Skwxwú7mesh-ulh Temíxw (Squamish), Stó:lō (staw-lo), Stz'uminus (sha-main-us), and the Musqueam (mus-kwee-um) Nations.



From: Betty Lepps <blepps@bchousing.org>

Sent: November 19, 2021 9:47 AM

To: Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Cluny MacPherson <cmacpher@bchousing.org>; Maria Rodrigo <mrodrigo@bchousing.org>; Dale McMann <dmcman@bchousing.org>; Julie Smith <jsmith@bchousing.org>

Cc: Bruce Smith <bruce.smith@coastmentalhealth.com>; Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>

Subject: [EXTERNAL]RE: St. Helen's Hotel

Morning Darrell, thank you for the email and I recognize the difficult decision for your organization. I hoped that the outcome would be different, but support your organizations direction.

Thank you for working with us to ensure a good transition and best supports for residents and staff.

I would like to set up a meeting in the next week with everyone to embark on supporting a plan moving forward.

[@Julie Smith](#) please set an hour of time for everyone in this email and Dale is optional for next week.

Thank you

Betty

From: Darrell Burnham <darrell.burnham@coastmentalhealth.com>

Sent: Friday, November 19, 2021 9:35 AM

To: Betty Lepps <blepps@bchousing.org>; Cluny MacPherson <cmacpher@bchousing.org>; Maria Rodrigo <mrodrigo@bchousing.org>; Dale McMann <dmcmmann@bchousing.org>

Cc: Bruce Smith <bruce.smith@coastmentalhealth.com>; Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>

Subject: St. Helen's Hotel

Betty, attached is our formal notice to end our contract with BC Housing for the St. Helen's hotel. This is a disappointing decision for us to come to, but we do not see the situation improving and we cannot afford to place our staff in any more risk.

Our goal now is to work with you and your staff to mitigate the immediate impact of this change, particularly to identify and plan to support those current tenants who may be severely adversely affected by Coast's decision.

Best regards,

Darrell

Darrell Burnham, MBA, CEO

(Pronoun he/him)

604 675-2324

Coast Mental Health

www.coastmentalhealth.com

www.couragetocomeback.ca



I gratefully acknowledge that the land on which I live, work and play is on the unceded territory of the Coast Salish peoples, including the territories of the Tseil-Waututh (sail-wha-tooth), Skwxwú7mesh-ulh Temíxw (Squamish), Stó:lō (staw-lo), Stz'uminus (sha-main-us), and the Musqueam (mus-kwee-um) Nations.



This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Emma Talbott](#)
To: [Bruce Smith](#)
Cc: [Tracy Rapanos](#); [Darrell Burnham](#); [Betty Lepps](#); [Henry Glazebrook](#); [Cluny MacPherson](#); [Leah Orr](#)
Subject: RE: Confirming Coast advising staff
Date: November 23, 2021 6:49:35 PM

Hi Bruce,

It's a pleasure to meet you and thank you for the introduction Cluny.

Please let me know how we can help. We appreciate the desire to communicate with staff sooner rather than later, so please let me know how we can assist with any staff messaging and communications during the transition.

Thanks Bruce and team and look forward to speaking with you soon.

Kind regards,
Emma

From: Cluny MacPherson <cmacpher@bchousing.org>
Sent: November 23, 2021 5:02 PM
To: Bruce Smith <bruce.smith@coastmentalhealth.com>
Cc: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>; Henry Glazebrook <hglazebrook@bchousing.org>
Subject: RE: Confirming Coast advising staff

Hi Bruce,

Many thanks for the conversations on this topic. I am cc'ing Emma and Henry, from our communications branch, as discussed. We recognize the need to let staff know promptly what is happening and also want to make sure that considerations of impact on residents are at the forefront of this process.

Please let me know if there are further ways that we can support here.

Kind regards,

Cluny

From: Bruce Smith <bruce.smith@coastmentalhealth.com>
Sent: November 22, 2021 3:56 PM
To: Cluny MacPherson <cmacpher@bchousing.org>
Cc: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>
Subject: Confirming Coast advising staff

Hi Cluny I just want to keep you in the loop that we'll be advising St Helens staff of our providing notice, at 1030 tomorrow morning. We plan to follow up with a letter for each of the clients tomorrow as well.

Please let me know if you need any further info. Thanks!

Bruce

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

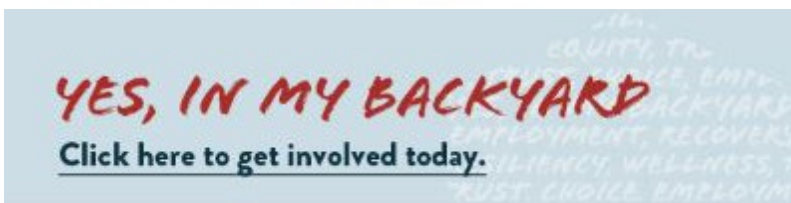
From: [Emma Talbott](#)
To: [Tracy Rapanos](#); [Cluny MacPherson](#)
Cc: [Bruce Smith](#)
Subject: RE: [EXTERNAL]RE: St Helens Staff
Date: November 25, 2021 5:05:14 PM

Hi Tracy and no problem at all – I can appreciate how busy today has been.
Absolutely and I really appreciate your comments on this.
I hope you are able to have a restful evening and thanks for your help today.
Kind regards,
Emma

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: November 25, 2021 3:24 PM
To: Emma Talbott <etalbott@bchousing.org>; Cluny MacPherson <cmacpher@bchousing.org>
Cc: Bruce Smith <bruce.smith@coastmentalhealth.com>
Subject: RE: [EXTERNAL]RE: St Helens Staff
Hello Emma, apologies just seeing this now. We recognize this is a tricky situation and I am sure not an easy letter to communicate given the issues. Tenant focused is very important, the only thing I can suggest is to be careful of language that implies folks will be safe. The tenants, are very savvy and I very aware of the situation at the building.

Tracy Rapanos,MSW,

Director of Community Services
St Helens Hotel, Pacific Coast Apartments,
205 Kingsway, Coast Resource Centre, Dunbar Apartments,
Doug Story
Peer Support Program, Culinary Training Program,
Trust
[COAST MENTAL HEALTH](#)
293 E. 11th Avenue, Vancouver, BC V5T 2C4
MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363



From: Emma Talbott <etalbott@bchousing.org>
Sent: November 25, 2021 1:37 PM
To: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>; Cluny MacPherson <cmacpher@bchousing.org>
Cc: Bruce Smith <bruce.smith@coastmentalhealth.com>
Subject: RE: [EXTERNAL]RE: St Helens Staff

Hi Tracy,
Thanks for confirming. I heard back from Susan 20 min ago confirming I may send this but I was

holding off as I heard the team was reviewing it so was expecting some feedback.
We certainly didn't write this with the intention of Coast being "the bad guy" so please give me a call if you would like to chat about it - I can hold off until 2pm. We did want it to be tenant focussed.
Thanks,
Emma

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: November 25, 2021 1:19 PM
To: Cluny MacPherson <cmacpher@bchousing.org>
Cc: Bruce Smith <bruce.smith@coastmentalhealth.com>; Emma Talbott <etalbott@bchousing.org>
Subject: Re: [EXTERNAL]RE: St Helens Staff

Hi Cluny. We met with staff this morning.

I believe Susan has let Emma know to go ahead and send the letter?

Our concerns (likely not editable) are that there is little mention of the reasons we are pulling our services after 10 plus years of working with our tenants.

I am not sure what we want to promise to tenants in terms of support and safety services, but it is not something we (coast) can speak to or endorse.

Leaving this in your hands.

We will work on some communication to our tenants. It certainly over all looks like we are "the bad guy" which is quite unfortunate.

Tracy Rapanos (she,her)

Director of Community Services.

On Nov 25, 2021, at 1:01 PM, Cluny MacPherson <cmacpher@bchousing.org> wrote:

Hi Bruce,

Thanks for keeping me updated. How did this go?

Also, I understand that the resident letter is with your team for review. As you can imagine, we want to get this out asap to dovetail with your staff announcement. Can you please see where this is at and whether Coast might have any edits/concerns to share? Emma cc'd as she is working on this piece.

Kind regards,

Cluny

From: Bruce Smith <bruce.smith@coastmentalhealth.com>
Sent: November 24, 2021 1:40 PM
To: Cluny MacPherson <cmacpher@bchousing.org>
Subject: St Helens Staff

Hi Cluny just a quick note to confirm the timing of our staff notification – we are arranging it for 1030 tomorrow morning. Let me know if you need anything. Thanks!
Bruce

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or

distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Bruce Smith](#)
To: [Cluny MacPherson](#)
Cc: [Tracy Rapanos](#)
Subject: St Helens Incident Report
Date: November 26, 2021 8:12:04 AM

Good morning Cluny. I'm copying you on the progress note S.19 and S.22 at St Helens we discussed yesterday afternoon, for your information. I'll forward any other follow up material I receive. Thanks!

St Helen-Active

S.19 and S.22

Bruce

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Bruce Smith](#)
To: [Cluny MacPherson](#)
Subject: FW: St. Helens UO - S.19 and S.22
Date: November 26, 2021 9:04:21 AM

Hi Cluny here is further information on the S.19 and S.22 at St Helens from yesterday.
Bruce

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: November 26, 2021 8:32 AM
To: Bruce Smith <bruce.smith@coastmentalhealth.com>
Subject: Fwd: St. Helens UO - S.19 and S.22
FYI

Tracy Rapanos (she,her)
Director of Community Services.

Begin forwarded message:

From: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>
Date: November 25, 2021 at 5:51:07 PM PST
To: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Subject: **FW: St. Helens UO - S.19 and S.22**

Hello,
Further to this today, S.19 & S.22

And finally, I understand that the aggressive dog S.22 was to be surrendered to the SPCA today, Jamie told me that the SPCA would be putting the dog down for its aggressive history. However the dog was not surrendered, I do not know the circumstances around that so staff will continue to exercise caution in the building in response to the dog.

Thanks,
Jacob

From: Jacob Kadziola
Sent: Thursday, November 25, 2021 5:46 PM

To: St. Helens Email <St.Helens@coastmentalhealth.com>

Subject: St. Helens UO - S.19 and S.22

S.19 and S.22

Jacob Kadziola (pronouns: he/him)
Program Manager, Community Services Division
[COAST MENTAL HEALTH](#)
MOBILE: 604.561.9653

St. Helens Hotel | 2nd floor, 1161 Granville Street, Vancouver, BC, V6Z 0B4
OFFICE: 604.682.2418 & 604.418.2673 | FAX: 604.682.2494

Easter Seals | 2nd floor, 3981 Oak Street, Vancouver, BC, V6H 4H5
OFFICE: 604.317.0571 & 604.657.3928 | FAX: 604.736.3495



I acknowledge that the land on which I live and work is the unceded Coast Salish territories of the

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Bruce Smith](#)
To: [Cluny MacPherson](#)
Subject: CONFIDENTIAL: St Helens
Date: November 26, 2021 11:58:15 AM

Hi Cluny another note from me this morning regarding St Helens. Please keep this information highly confidential as it contains information that S.22

I do think its important information for you to have though given the conversation we had yesterday on the importance for BC Housing to have information critical to the operation of its sites. Previously we would not have thought to share information such as this, but as we are ending our time there I want you to see what we are seeing. I also recognize that this is a third hand quote so we are just reporting what was said to us.

I received an email from Tracy this morning on St Helens and within it was the following paragraph:

S.22

I certainly hope that a decision to not provide security at St Helens wasn't made in vengeance against a partner organization, but if true it is obviously inappropriate and certainly damaging to clients and staff alike. These are the types of interactions that have caused us such concern and led to Coast giving notice on our contract, as I'm sure you'll agree that this is untenable for any organization.

I will forward any other information I receive in our time remaining there to better prepare BC Housing to manage the transition and to be alert to the issues that affect client care and safety.

Regards,

Bruce

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Tracy Rapanos](#)
To: [Cluny MacPherson](#)
Cc: [Jacob Kadziola](#); [Susan Hancock](#); [Darrell Burnham](#)
Subject: Community Partner Ltr_Dec72021V2.docx
Date: December 14, 2021 2:30:56 PM
Attachments: [Community Partner Ltr_Dec72021V2.docx](#)

Hello Cluny, attached is a draft run at the letter we would like to send out to our partners. We are hoping to send it around this week or early next if possible.

Tracy

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

S.13

From: [Jacob Kadziola](#)
To: [Cluny MacPherson](#); [Tracy Rapanos](#)
Cc: [Susan Hancock](#); [Darrell Burnham](#); [Betty Lepps](#); [Emma Talbott](#)
Subject: RE: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx
Date: December 17, 2021 11:31:55 AM

- Assertive Community Treatment (ACT) Teams (3 pods)
- Overdose Outreach Team (OOT)
- STOP HIV
- Three Bridges
- West End Mental Health Clinic
- Pender Clinic
- Assertive Outreach Team (AOT)
- VPD (car87/Yankee 20)
- Directions Youth
- Strathcona Mental Health
- Local Probation Offices
- Foundry (already aware)
- Gathering Place
- Yale Pharmacy
- Carnegie Outreach

From: Cluny MacPherson <cmacpher@bchousing.org>
Sent: December 17, 2021 11:25 AM
To: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>
Subject: RE: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx

Thanks Tracy,

Can you also confirm the timing of issue? Will wait for Jacob's response re: partners.

C

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: December 17, 2021 9:43 AM
To: Cluny MacPherson <cmacpher@bchousing.org>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>
Subject: RE: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx

Thanks so much Cluny, these changes are reasonable
Jacob can provide you with the list of partners

Tracy Rapanos,MSW,

Director of Community Services
St Helens Hotel, Pacific Coast Apartments,
205 Kingsway, Coast Resource Centre, Dunbar Apartments,
Doug Story
Peer Support Program, Culinary Training Program,
Trust

[COAST MENTAL HEALTH](#)

293 E. 11th Avenue, Vancouver, BC V5T 2C4
MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363



From: Cluny MacPherson <cmacpher@bchousing.org>
Sent: December 15, 2021 4:17 PM
To: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>
Subject: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx

Hi Tracy,

Thanks once again for providing this draft. We have two recommendations:

1. S.13
2. S.13

Can you also share the list of partners that you are planning on sending to?

Kind regards,

Cluny

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: December 14, 2021 2:29 PM
To: Cluny MacPherson <cmacpher@bchousing.org>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>
Subject: Community Partner Ltr_Dec72021V2.docx

Hello Cluny, attached is a draft run at the letter we would like to send out to our partners. We are hoping to send it around this week or early next if possible.

Tracy

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Cluny MacPherson](#)
To: [Tracy Rapanos](#)
Cc: [Jacob Kadziola](#); [Susan Hancock](#); [Darrell Burnham](#); [Betty Lepps](#); [Emma Talbott](#)
Subject: RE: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx
Date: December 20, 2021 8:43:00 AM

Hi Tracy,

The building manager (I believe Jacob has this person's contact info?) and Jose Valazquez are the points for St Helens.

Thanks,
Cluny

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: December 17, 2021 8:33 PM
To: Cluny MacPherson <cmacpher@bchousing.org>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>
Subject: Re: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx
Thanks Cluny we can include Atira on list of recipients. Can you advise to whom in Atira you are recommending we would send a copy in advance?
Tracy

On Dec 17, 2021, at 1:27 PM, Cluny MacPherson <cmacpher@bchousing.org> wrote:

Thanks Tracy and Jacob for the info,
We would request adding Atira to the list of recipients, as they will also be collaborating with many of these service providers on tenant support issues. Further, we would recommend that you consider providing Atira with an advance copy.
Please let us know your views on the above when possible.
Kind regards,
Cluny

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: December 17, 2021 12:06 PM
To: Cluny MacPherson <cmacpher@bchousing.org>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>

Subject: RE: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx
We were hoping to get it out Monday next week just as things often ramp up for tenants over the holidays and want to make sure partners know they can contact us and also what limitations to support their might be

Tracy Rapanos,MSW,
Director of Community Services

St Helens Hotel, Pacific Coast Apartments,
205 Kingsway, Coast Resource Centre, Dunbar Apartments,
Doug Story
Peer Support Program, Culinary Training Program,
Trust

[COAST MENTAL HEALTH](#)

293 E. 11th Avenue, Vancouver, BC V5T 2C4
MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363



From: Cluny MacPherson <cmacpher@bchousing.org>

Sent: December 17, 2021 11:25 AM

To: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>

Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>

Subject: RE: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx

Thanks Tracy,

Can you also confirm the timing of issue? Will wait for Jacob's response re: partners.

C

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>

Sent: December 17, 2021 9:43 AM

To: Cluny MacPherson <cmacpher@bchousing.org>

Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>

Subject: RE: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx

Thanks so much Cluny, these changes are reasonable

Jacob can provide you with the list of partners

Tracy Rapanos,MSW,

Director of Community Services
St Helens Hotel, Pacific Coast Apartments,
205 Kingsway, Coast Resource Centre, Dunbar Apartments,
Doug Story
Peer Support Program, Culinary Training Program,
Trust

[COAST MENTAL HEALTH](#)

293 E. 11th Avenue, Vancouver, BC V5T 2C4



From: Cluny MacPherson <cmacpher@bchousing.org>
Sent: December 15, 2021 4:17 PM
To: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>; Betty Lepps <blepps@bchousing.org>; Emma Talbott <etalbott@bchousing.org>
Subject: [EXTERNAL]RE: Community Partner Ltr_Dec72021V2.docx

Hi Tracy,

Thanks once again for providing this draft. We have two recommendations:

1. S.13

2. S.13

Can you also share the list of partners that you are planning on sending to?

Kind regards,

Cluny

From: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>
Sent: December 14, 2021 2:29 PM
To: Cluny MacPherson <cmacpher@bchousing.org>
Cc: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Susan Hancock <Susan.Hancock@coastmentalhealth.com>; Darrell Burnham <darrell.burnham@coastmentalhealth.com>
Subject: Community Partner Ltr_Dec72021V2.docx

Hello Cluny, attached is a draft run at the letter we would like to send out to our partners. We are hoping to send it around this week or early next if possible.

Tracy

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

From: [Jacob Kadziola](#)
To: [Jose Velazquez](#); [Jamie Sinclair](#)
Cc: [Tracy Rapanos](#); [Grant Barton](#); [Darrell Burnham](#); [Susan Hancock](#); [Bruce Smith](#); [Cluny MacPherson](#)
Subject: RE: [EXTERNAL]RE: Advanced Copy - CMH letter to partners re: St. Helens
Date: December 23, 2021 1:49:39 PM
Attachments: [Community Partner Letter - Coast Mental Health.docx](#)

Hi Jose,

Thank you for your feedback, please see the modified letter attached here.

As mentioned previously, we'll start sending this out tomorrow.

Sincerely,

Jacob Kadziola (pronouns: he/him)

Program Manager, Community Services Division

COAST MENTAL HEALTH

MOBILE: 604.561.9653

St. Helens Hotel | 2nd floor, 1161 Granville Street, Vancouver, BC, V6Z 0B4

OFFICE: 604.682.2418 & 604.418.2673 | FAX: 604.682.2494

Easter Seals | 2nd floor, 3981 Oak Street, Vancouver, BC, V6H 4H5

OFFICE: 604.317.0571 & 604.657.3928 | FAX: 604.736.3495



I acknowledge that the land on which I live and work is the unceded Coast Salish territories of the xʷməθkʷəy̍əm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations

From: Jose Velazquez <jose_velazquez@atira.ca>

Sent: December 23, 2021 11:37 AM

To: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>; Jamie Sinclair <jamie_sinclair@atira.ca>

Cc: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>; Grant Barton <grant_barton@atira.ca>

Subject: [EXTERNAL]RE: Advanced Copy - CMH letter to partners re: St. Helens

Hi Jacob,

Thank you for sharing the letter prior to release it to community partners. We feel that the letter has a negative undertone directed towards Atira Property Management Inc and would appreciate if you can modify it. You mention "safety concerns" twice in the letter which will leave the reader with hesitation in entering the St. Helens Hotel. We have safety policies in place along with VRAs that are completed with worksafe to ensure our staff and service providers who attend our buildings are safe. Thanks for understanding and I look forward to the modified document. If you need anything please don't hesitate to reach out.

Thank you

From: Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>

Sent: December 22, 2021 5:31 PM

To: Jamie Sinclair <jamie_sinclair@atira.ca>; Jose Velazquez <jose_velazquez@atira.ca>

Cc: Tracy Rapanos <Tracy.Rapanos@coastmentalhealth.com>

Subject: Advanced Copy - CMH letter to partners re: St. Helens

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you

recognize the sender and know the content is safe.

Hello,

Attached is an advanced copy of a letter we will be sending to our community partners most involved directly in client care at the St. Helens Hotel. This letter will be going out by the end of the week, I'm writing to notify you of its contents and list of recipients:

- Three Bridges
- West End Mental Health Clinic
- Pender Clinic
- Assertive Outreach Team
- VPD (car87/Yankee 20)
- Directions Youth
- Strathcona Mental Health
- Dr. Peters Centre
- Vancouver Aboriginal Health Society
- Downtown Community Court (DCC)
- VCH Vulnerable Populations Unit (Covid-19 response)
- Vancouver Intensive Supervision Unit (VISU)
- Heatley Clinic
- Covenant House
- Rapid Access and Assessment Clinic (RAAC)
- SPCA
- Local Probation Offices
- Foundry
- Gathering Place
- Yale Pharmacy
- Carnegie Outreach
- Access & Assessment Center (AAC)
- Kettle Friendship Society

Thank you,

Jacob Kadziola (pronouns: he/him)

Program Manager, Community Services Division

COAST MENTAL HEALTH

MOBILE: 604.561.9653

St. Helens Hotel | 2nd floor, 1161 Granville Street, Vancouver, BC, V6Z 0B4

OFFICE: 604.682.2418 & 604.418.2673 | FAX: 604.682.2494

Easter Seals | 2nd floor, 3981 Oak Street, Vancouver, BC, V6H 4H5

OFFICE: 604.317.0571 & 604.657.3928 | FAX: 604.736.3495



I acknowledge that the land on which I live and work is the unceded Coast Salish territories of the x̱məθkwəy̱əm (Musqueam), Skwxwú7mesh (Squamish), and Səl̓ilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby

notified that any disclosure, copying or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

Friday, December 24, 2021

Dear [REDACTED],

We are writing to inform you that Coast Mental Health will be leaving St. Helen's Hotel effective February 16th 2022. At this time, Atira Property Management Inc. will provide supports and continue to assist community partners that need to access this site.

After 12 years of working with the St. Helen's community it has been a difficult decision to leave this facility.

Residents of St. Helen's Hotel have been informed of our 90-days' notice, so tenants may be reaching out to you individually with their questions. If we can be of any assistance, please contact us:

Jacob: 604-561-9653 Jacob.kadziola@coastmentalhealth.com
Tracy: 604-512-2430; Tracy.rapanos@coastmentalhealth.com .

Coast Mental Health's in-reach team services will continue during this transition. During this time, in-reach services have been organized by our program staff to visit clients in a group to provide medications, appointment reminders, and generally check in with each tenant. During these visits, we also follow up with any incidents that have occurred the following evening, which includes creating safety plans to support our tenants, many of them young adults.

Coast Mental Health's In-reach services:

Monday to Friday: 9:30 a.m.-10:30 a.m. & 3:00 p.m. to 4:00 p.m.

Weekends: 10:30 a.m.-11:30 a.m. & 3:00 p.m. to 4:00 p.m.

Contact Us: 604-418-2673

We can also accommodate visits with clients outside of these hours. Please contact us to schedule.

To support a smooth transition and the best possible outcomes for tenants at St. Helen's, we are encouraging people who are interested in continuing to work with our staff to connect via our in-reach services at Coast Mental Health's Resources Centre located at 1225 Seymour Street (only a block from St. Helen's).

We would like to thank you for the collaborative spirit we've enjoyed over the years, and for granting us the privilege to be a part of the work that your teams have accomplished with the clients of whom we all serve together.

Kindest regards,

Tracy Rapanos
Director, Community Services