

**From:** [Tracy Rapanos](#)  
**To:** [Betty Lepps](#); [Cluny MacPherson](#)  
**Cc:** [Lin, Dan \[PH\]](#); [Darrell Burnham](#); [Ivan, Alison \[PH\]](#); [Lai, Sylvia \[PH\]](#); [Bruce Smith](#)  
**Subject:** Coast/Foundry concerns  
**Date:** September 1, 2021 2:03:57 PM  
**Attachments:** [image002.png](#)  
[APMI Letter .docx](#)

---

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](mailto: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 xʷməθkʷəy̅əm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and Səl̓ílwətaʔ/Seilwitulh (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.*

September 1, 2021

This letter is to raise and address concerns in the operation and partnerships at the Supportive Housing site, The St. Helens Hotel at 1161 Granville Street, Vancouver BC. The partnerships in operation at the St. Helens are Atira Property Management (APMI), Coast Mental Health (CMH), and Foundry Granville (Foundry).

These are concerns raised by both Coast Mental Health and Foundry Granville, in regards to the property management by APMI at the St. Helens Hotel.

There was recently an article published by the blog Vancouver is Awesome which highlighted building maintenance and fire system concerns by APMI, and named CMH and Foundry as existing services in the building. And now a second article recently in the Tyee.

We have been aware of these issues at St. Helens for a long time and have raised concerns for both maintenance issues and the fire system in scheduled partnership check ins between the three partners over the course of 2 years. It is important to note that these meetings are routinely attended by leadership representatives of CMH and Foundry, but sparsely attended by leadership from APMI, if at all.

These concerns are alarming as CMH and Foundry have no control over the maintenance of the property, apart from raising concern in these meetings and other interactions we have had with APMI.

Other questionable practices by APMI in their maintenance of the St. Helens Hotel and in regards to their role as the formal landlord of the program.

These include, but are not limited to:

- Promising Foundry, CMH, and a S.22 that APMI would not collect on debt accrued related to rent following APMI failing to properly submit paperwork to the Ministry for several months to secure payment. APMI reneged on this agreement despite acknowledging that this was a mistake on their part and threatened the S.22 Furthermore she arranged for S.22  
This was only stopped because the S.22 case manager was notified of this request and she recommended to S.22 the e transfer eviction of the client if they did not establish a payment plan. 2019/2020
- There has been at least 1 further adult bed with similar circumstance, in that APMI failed to notify the ministry of move in for many months for rent payment resulting in those clients having to agree to repayment plans to secure their housing status in 2020.
- Routinely failing to notify CMH of new clients in the building at or even after admission over the last 4 years, or share collateral information on new admissions in a timely manner despite repeated requests for this information. This has resulted in at least 1 instance of avoidable violence against other tenants by a referral that CMH was not notified of in 2019.
- Issues with record keeping in regards to warning letters and eviction notices issued to tenants for violence, or otherwise breaches of their tenancy agreements. CMH has had to provide timelines to APMI to show proof of evictions and warnings when APMI was unable to locate

their own copies of same. Currently there is one eviction on the S.22 which has been in place for 2 months. APMI has yet to follow through with the eviction. S.22  
There have been instances of other evictions being rescinded due to this record keeping practice.

- Not acting on requests for maintenance in a timely manner. While recognizing that there have been constraints as a result of the pandemic for things like parts and labor to repair damages in the building, this issue has persisted for years prior to the pandemic. In some instances,
  - a. clients have had to reside in their suites with backed up sewage from plumbing issues not caused by the resident for 2 months.
  - b. Clients have had to go without functioning electrical outlets or lights in some cases up to a year.
  - c. Clients door locks which have failed due to system issues have been forced to secure their own living space or find shelter elsewhere due to safety concerns.
  - d. general poor sanitary conditions in the common areas including garbage not being removed, debris in the hallway, sharps containers left in the hallways
- Safety rounds in the building. Since as early as 2018, CMH staff have not observed regular rounds of the building by APMI staff where checks are completed of all common areas, washrooms, and blind spots on camera. This has resulted in CMH staff discovering overdoses and medical emergencies in their own day to day work supporting and connecting with clients in common areas throughout the building. CMH has long understood these rounds to be a commitment that APMI was to uphold for safety and security.
- Maintenance of washrooms. Since 2017 there have been plumbing issues with most of the single unisex washrooms often resulting in flooding of CMH spaces, and the long shutdowns of these washrooms forcing clients with histories of trauma in gendered washrooms having to use those or washrooms off site. These washrooms are often reported as fixed, and then the plumbing issues resurface.
- Building security. The rear fire exits have been a routine access point for barred and otherwise dangerous individuals since 2018. Repeated requests for the alarm system on these doors to be repaired to prevent access while still providing emergency egress have been met with assurances for repair but no visible action taken to date.
- Building security. There have been multiple documented requests for formal guest policy from APMI by the partners since 2018, as well as request for enforcement of agreed upon measures. Neither request has been met, and CMH has had to take on the role of reminding APMI of unwanted guests or dangerous individuals in the building and calling for police when APMI did not act. This includes underaged youth in the building. MCFD has specifically asked not to allow these youth into the building due to safety concerns. It is our understanding that APMI's own policy is that guests are to be signed in with valid ID and to be with only their assigned client that they are visiting. It is often when CMH staff comes in the morning that CMH find several barred parties that have been either let in through the front desk by S.22 or gained access through the broken fire escape.
- Suite inspections. Since 2017 monthly inspections have been lacking. Repair issues are raised by CMH at the sporadic inspections that do occur, with limited response, while damage that may

have been mitigated by a stronger maintenance worker presence have only gotten worse, such as holes in walls in suite, over loaded suites with limited provided supports cited by APMI as cost, plumbing, and electrical.

The general response from APMI is that they have logged these building maintenance requests but there is often no timeline available for when they will be fixed. These include when batteries need to be replaced for door swipes for residents, sharps bins that need to be installed in bathrooms. Prior to May 2021, suite inspections were occurring, at best, every 4-6 months despite multiple requests from the partners to do so. Significant repairs to the 3<sup>rd</sup> floor occurred in 2019 after a fire which included dry wall being torn down and removed which created significant dust /debris. There was no communication with partnered agencies (Foundry) about these repairs. Our staff entered the building without proper protective equipment. There was no proper abatement for dust and asbestos, construction workers did not appear to have any proper protective equipment (N95 masks either). Foundry ended up contacting Worksafe BC to report.

- Fire alarm. The building has been written up by the fire department many times and evacuations from the building for false alarms stemming from a faulty fire alarm panel have become a routine occurrence for the last 2 years. This has created the potential for a real threat to life and safety of the residents and staff as the frequency of full building alarms has resulted in clients not evacuating even when a real fire occurs.

- Building security: S.22

There is inconsistent application of any building guest policy. There are residents who have permanent guests in their rooms which creates significant safety issues for our youth and staff as we are unable to screen who is living on the floor

- Client confidentiality: S.22

without consent or the client's knowledge.

# S.22

Repeated reporting of these concerns to APMI gone unaddressed. S.22

# S.22

This is not an exhaustive list, but it is our intention to provide information on the status of the property management and strains in this working partnership.

Since publication of the article, it has been observed that APMI has produced a show of force in regards to having more contractors on site to address longstanding building needs but there is concern that this would not have occurred without publication of some of the issues the building faces.

S.22 has been an example of a strong property S.22 since their arrival S.22 But it is of our opinion that the site that they inherited as a program manager already had a long list of issues needing addressing, and calls for attention to this over the years have gone unanswered and unaddressed despite ample time to do so.

Thank you for your concern in this matter, and please do not hesitate to reach out for further clarification or details for the issues raised above.

Regards

Coast Mental Health & Foundry Granville.

**Alison Ivan** , RD, EMBA

Patient Care Manager, Mental Health/Urban Health

**Bruce Smith** COO Coast Mental Health

**Dr. Dan Lin** Psychiatry, PHC Medical Lead, Intercity Youth Program

**Darrell Burnham** CEO Coast Mental Health

**Sylvia Lai**, BScN, MSW, RSW

Clinical Coordinator, Inner City Youth Program

Foundry Vancouver Granville

**From:** [Tracy Rapanos](#)  
**To:** [Cluny MacPherson](#)  
**Cc:** [Bruce Smith](#); [Deborah Maynard](#); [Jacob Kadziola](#)  
**Subject:** FW: St Helen Safety Concerns  
**Date:** October 27, 2021 10:43:22 AM  
**Attachments:** [St Helen Safety Concerns.docx](#)  
**Importance:** High

---

Hello Cluny. There has been a growing sense of unease with our staff at St Helens. The ongoing unaddressed safety issues has been taking quite a toll on our staff (and I think Atira staff as well) There is almost no security in the building with the front doors being propped open and the back doors as well. There are so many unknown folks coming and going, S.22

and increased gang activity.

The staff have put together a list of concerns which they presented to Jacob yesterday (fyi they are unaware of the letter of concerns we sent)

Would it be possible to convene a meeting with you, Jacob and myself today?

At the very least staff say they might feel a bit more comfortable with a security guard stationed at front desk?

I am not sure where things are at with the letter we sent back in September but feel this is moving into worksafe issues if it wasn't already

**Tracy Rapanos,MSW,**

*Director of Community Services*

*St Helens Hotel, Pacific Coast Apartments,*

*205 Kingsway, Coast Resources Centre, Dunbar Apartments,*

*Doug Story*

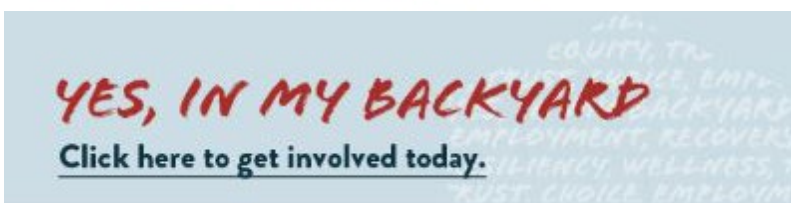
*Peer Support Program, Culinary Training Program,*

*Trust*

[COAST MENTAL HEALTH](#)

293 E. 11<sup>th</sup> Avenue, Vancouver, BC V5T 2C4

MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363



**From:** Jacob Kadziola

**Sent:** October 26, 2021 3:55 PM

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

**Subject:** St Helen Safety Concerns

Hi Tracy,

Attached is a list of safety concerns put forth by the St. Helens staff Gisele, Devin, Ernest, and Tess. We met to discuss these, Devin has notes from that meeting, but they requested that we put this forth in writing to highlight safety concerns in the program, as well as a few solutions.

I think the two largest issues, which summarize most of the problems, are building security or lack thereof, as well as lack of followup to on site incidents that involve violence and eviction. They've even listed some of the incidents, and from reviewing that list I don't even think it's exhaustive.

Cheers,

**Jacob Kadziola** (pronouns: he/him)

**Program Manager, Community Services Division**

**COAST MENTAL HEALTH**

MOBILE: 604.561.9653

**St. Helens Hotel** | 2<sup>nd</sup> floor, 1161 Granville Street, Vancouver, BC, V6Z 0B4

OFFICE: 604.682.2418 & 604.418.2673 | FAX: 604.682.2494

**Easter Seals** | 2<sup>nd</sup> 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 x<sup>w</sup>məθkwəyəm (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.*

## St Helen's General Safety concerns:

- On-going gang activity/presence in building. S.22
- Violent S.22 still living here (including acts of violence with weapons)
- S.22 who are still in building that have violent past
  - o Those who have S.22 here still living here creating further incidents in building and adding to increase of violence in general.
- Violent non-tenants (regular guests)
- Building security
  - o Front door sometimes watched (most likely not at all effective overnight)
  - o Back door regularly broken into
- Properly functioning front door screening process
  - o Atira staff tell us buzzer and camera often don't work so front door is usually wedged to stay open
- Times where 911 have been called to report banned (violent) guests and there has been no response from VPD.
- Large aggressive dog living in hallway S.22

## Recommendations for increased building safety:

Until Atira can provide increased security Coast staff and St Helen's residents are in an unsafe work/living environment. The following are immediate steps that could help to increase site safety:

- Dedicated security for front and back doors.
- Coast second floor office to have access to building security cameras
  - o Not only can this help Coast staff to increase safety for ourselves but also for tenants as well as our Atira partners when walking through the building or responding to events.

## Underlying / Macro Contributing to Problems

- Knowing how or where to voice operational or site safety issues. (ie: Aggressive dog in building – known issue yet presents an almost constant safety threat to staff while on site).

## Events (spanning approx. last 6 months) of Increasing Risk and Violence at STH:



# S.19 & S.22

**From:** [Tracy Rapanos](#)  
**To:** [Cluny MacPherson](#)  
**Cc:** [Bruce Smith](#); [Deborah Maynard](#); [Jacob Kadziola](#)  
**Subject:** RE: [EXTERNAL]RE: St Helen Safety Concerns  
**Date:** October 28, 2021 10:48:00 AM

---

Thanks Cluny, I think Bruce would have confirmed with you we are stationing the staff at our Resource Centre a block away.

The plan is to provide in reach services for twice daily medications and the meal program.

The 2 way radios we have reach to the RC and front desk Atira staff know they can radio if they need any emergent assistance

With Foundry pulling services we have a large number of very vulnerable youth who are being d/c at a rapid rate who still require some significant support.

I am hoping that whatever way things go we can make a solid plan for supporting these youth and the rest of the tenants.

**Tracy Rapanos,MSW,**

*Director of Communtty Services*

*St Helens Hotel, Pacific Coast Apartments,*

*205 Kingsway, Coast Rescources Centre, Dunbar Apartments,*

*Doug Story*

*Peer Support Program, Culinary Training Program,*

*Trust*

[COAST MENTAL HEALTH](#)

293 E. 11<sup>th</sup> Avenue, Vancouver, BC V5T 2C4

MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363



---

**From:** Cluny MacPherson <cmacpher@bchousing.org>

**Sent:** October 27, 2021 2:38 PM

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

**Cc:** Bruce Smith <bruce.smith@coastmentalhealth.com>; Deborah Maynard <Deborah.Maynard@coastmentalhealth.com>; Jacob Kadziola <jacob.kadziola@coastmentalhealth.com>

**Subject:** [EXTERNAL]RE: St Helen Safety Concerns

Hi Tracy,

Thank you for this information.

I have spoken with Atira and asked them to implement 24/7 security presence effective immediately. I will let you know when this is confirmed.

Our Regional Director **S.22**  
support this site asap.

will be discussing next steps to

More to come..  
Cluny

---

**From:** Tracy Rapanos <[Tracy.Rapanos@coastmentalhealth.com](mailto:Tracy.Rapanos@coastmentalhealth.com)>  
**Sent:** October 27, 2021 10:43 AM  
**To:** Cluny MacPherson <[cmacpher@bchousing.org](mailto:cmacpher@bchousing.org)>  
**Cc:** Bruce Smith <[bruce.smith@coastmentalhealth.com](mailto:bruce.smith@coastmentalhealth.com)>; Deborah Maynard <[Deborah.Maynard@coastmentalhealth.com](mailto:Deborah.Maynard@coastmentalhealth.com)>; Jacob Kadziola <[jacob.kadziola@coastmentalhealth.com](mailto:jacob.kadziola@coastmentalhealth.com)>  
**Subject:** FW: St Helen Safety Concerns  
**Importance:** High

Hello Cluny. There has been a growing sense of unease with our staff at St Helens. The ongoing unaddressed safety issues has been taking quite a toll on our staff (and I think Atira staff as well) There is almost no security in the building with the front doors being propped open and the back doors as well. There are so many unknown folks coming and going, S.22 and increased gang activity.

The staff have put together a list of concerns which they presented to Jacob yesterday (fyi they are unaware of the letter of concerns we sent)

Would it be possible to convene a meeting with you, Jacob and myself today?

At the very least staff say they might feel a bit more comfortable with a security guard stationed at front desk?

I am not sure where things are at with the letter we sent back in September but feel this is moving into worksafe issues if it wasn't already

**Tracy Rapanos,MSW,**  
*Director of Community Services  
St Helens Hotel, Pacific Coast Apartments,  
205 Kingsway, Coast Resources Centre, Dunbar Apartments,  
Doug Story  
Peer Support Program, Culinary Training Program,  
Trust*

[COAST MENTAL HEALTH](#)

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



---

**From:** Jacob Kadziola  
**Sent:** October 26, 2021 3:55 PM  
**To:** Tracy Rapanos <[Tracy.Rapanos@coastmentalhealth.com](mailto:Tracy.Rapanos@coastmentalhealth.com)>  
**Subject:** St Helen Safety Concerns

Hi Tracy,

Attached is a list of safety concerns put forth by the St. Helens staff Gisele, Devin, Ernest, and Tess. We met to discuss these, Devin has notes from that meeting, but they requested that we put this forth in writing to highlight safety concerns in the program, as well as a few solutions.

I think the two largest issues, which summarize most of the problems, are building security or lack thereof, as well as lack of followup to on site incidents that involve violence and eviction. They've even listed some of the incidents, and from reviewing that list I don't even think it's exhaustive.

Cheers,

**Jacob Kadziola** (pronouns: he/him)

**Program Manager, Community Services Division**

**COAST MENTAL HEALTH**

MOBILE: 604.561.9653

**St. Helens Hotel** | 2<sup>nd</sup> floor, 1161 Granville Street, Vancouver, BC, V6Z 0B4

OFFICE: 604.682.2418 & 604.418.2673 | FAX: 604.682.2494

**Easter Seals** | 2<sup>nd</sup> 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 x<sup>w</sup>məθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/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.*

**From:** [Tracy Rapanos](#)  
**To:** [Cluny MacPherson](#)  
**Cc:** [Bruce Smith](#)  
**Subject:** Re: St Helens  
**Date:** November 10, 2021 2:19:22 PM

---

Thanks Cluny. I learned today the WEMHT are concerned about I reach due to the number of weapons S.19 & S.22 reported.  
I guess I will wait to hear from Darrell

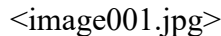
Tracy Rapanos (she,her)  
Director of Community Services.

On Nov 10, 2021, at 9:38 AM, Tracy Rapanos  
<[Tracy.Rapanos@coastmentalhealth.com](mailto:Tracy.Rapanos@coastmentalhealth.com)> wrote:

Hello Cluny, as Jacob is looking to schedule the team and the in reach for this next week I am wondering if you were able to connect with Maria on the proposal to increase security at ST Helens.

Is there any more updates from your conversations with Betty et al?

**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. 11<sup>th</sup> Avenue, Vancouver, BC V5T 2C4  
MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363  
< >

[<image002.jpg>](#)

---

*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:** [Bruce Smith](#)  
**Subject:** Re: [EXTERNAL]RE: St Helens  
**Date:** November 15, 2021 2:22:50 PM

---

Hello Cluny. While it would be ideal to bring our staff back in the building these safety measures don't exactly address the concerns raised in our letter, Namely that often S.22 are struggling to adhere to safety protocols. No matter how many of them there are.

The dog issue is a concern as it has bitten S.22 and staff are quite concerned about it.

We had requested at the very least since S.22

This has not happened yet.

I am curious to know how "pet outreach" could resolve this very serious situation.

And to be honest how would that person be qualified to deal with an aggressive dog and S.22

I feel for that person for sure!

We are aware of the conversation with Betty but of course so much more needs to be done, not the least of which is communication to the community partners and services, tenants and staff.

The board meets this week and we have some ideas on next steps, not sure if this is also something you folks are working through?

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

On Nov 10, 2021, at 12:30 PM, Cluny MacPherson <[cmacpher@bchousing.org](mailto:cmacpher@bchousing.org)> wrote:

Hi Tracy,

Maria has shared a few updates:

- Regarding the aggressive dog – Atira has been working with CoV and SPCA and they are having challenges with the whole process. They have now hired a new position in their outreach team called "Pet Outreach". The staff person worked with BCSPCA extensively and is working with the S.22
- Issues with the front buzzer are addressed as they happen, and we understand this has been rectified.
- Atira has addressed an understaffing issue and has their team fully scheduled – we don't expect any shift vacancies at this time.

I also understand that Betty was going to be reaching out to Darrell (if she hasn't already) to discuss the larger topic here.

Feel free to give me a call if you need further info.

Thanks,

Cluny

---

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

**Sent:** November 10, 2021 9:38 AM

**To:** Cluny MacPherson <cmacpher@bchousing.org>

**Cc:** Bruce Smith <bruce.smith@coastmentalhealth.com>

**Subject:** St Helens

**Importance:** High

Hello Cluny, as Jacob is looking to schedule the team and the in reach for this next week I am wondering if you were able to connect with Maria on the proposal to increase security at ST Helens.

Is there any more updates from your conversations with Betty et al?

**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. 11<sup>th</sup> Avenue, Vancouver, BC V5T 2C4

MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363

<image002.jpg>

[<image004.jpg>](#)

---

*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:** [Darrell Burnham](#); [Bruce Smith](#)  
**Subject:** FW: [EXTERNALS.22]  
**Date:** November 18, 2021 8:55:21 AM

---

Good morning Cluny, see below from Atira building manager. The issue with the dog has been going on its second month now. Huge work safe issue. Staff are doing their best to inreach but anyone in distress on those floors will not be able to be attended to due to the dog running rampant and unleashed/muzzled

**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. 11<sup>th</sup> Avenue, Vancouver, BC V5T 2C4  
MAIN: 604.872.3502 | CELL: 604.512.2430 | FAX: 604.879.2363



---

**From:** Jacob Kadziola  
**Sent:** November 17, 2021 12:40 PM  
**To:** St. Helens Email <[St.Helens@coastmentalhealth.com](mailto:St.Helens@coastmentalhealth.com)>  
**Subject:** FW: [EXTERNALS.22]

Hey Hellions,  
Please see below.

I know we've already been doing this, but to be clear, when coming in for inreach check in with front desk about the location of the dog. If off leash or otherwise out of S.22, do not go the floors where they are and instead remain in the office unless the situation changes.

Be sure to be openly communicating with APMI's front desk.

Thank you,  
Jacob Kadziola

---

**From:** Jamie Sinclair <[jamie\\_sinclair@atira.ca](mailto:jamie_sinclair@atira.ca)>  
**Sent:** Wednesday, November 17, 2021 12:25 PM  
**To:** Jacob Kadziola <[jacob.kadziola@coastmentalhealth.com](mailto:jacob.kadziola@coastmentalhealth.com)>  
**Subject:** [EXTERNAL]Bishop

***Has been running around the building for a better part of the morning, totally out of control. I have put another call into Animal Control.***



**IMPORTANT - CONFIDENTIAL INFORMATION**

This message is intended for the designated recipient only and may contain privileged or confidential information. If you have received it in error, please notify the sender immediately and delete the original. Any disclosure, reproduction, distribution or other use of this message by an individual or entity other than the intended recipient is prohibited. For Atira's Privacy Policy, visit [atira.ca](http://atira.ca)

---

*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](#)  
**Cc:** [Bruce Smith](#); [Tracy Rapanos](#)  
**Subject:** St. Helen's Hotel  
**Date:** November 19, 2021 9:35:17 AM  
**Attachments:** [Betty Lepps St. Helens.pdf](#)

---

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](http://www.coastmentalhealth.com)

[www.couragetocomeback.ca](http://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: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.*



November 19, 2021

Betty Lepps, MAL,  
Regional Director of Orange Hall  
Orange Hall Office 297 E. Hastings St.  
Vancouver BC  
V6A 1P2

Dear Betty:

**Re: Termination of contract, St. Helen's Hotel**

During our November 16, 2021 Board of Directors meeting for the Coast Foundation Society (Coast Mental Health), we approved a 90-day notice to end our affiliation with St. Helen's Hotel located at 1161 Granville Street, Vancouver, which is operated by Atira Property Management Inc.

The Society did not arrive at this decision without considerable debate and consternation as we have had a long history with this site since it was purchased. Initially Coast was named as the operator in 2007 (<https://www.bchousing.org/news?newsId=1479147723768>). However, BC Housing decided to contract with Atira Property Management Inc. as the property management company, Coast then agreed to provide tenant support.

Over the history of the operations at St. Helen's, Atira Property Management Inc. has consistently demonstrated its inability to keep St. Helen's safe, clean and in operational condition. This situation culminated in August of 2021, when Coast Mental Health heard through Foundry Vancouver, as well as various news media, that Atira had 80 outstanding orders regarding St. Helen's, including 48 deemed Life & Safety violations (<https://www.vancouverisawesome.com/local-news/bc-government-owned-hotel-hit-with-80-orders-related-mainly-to-fire-health-safety-standards-4221713>). This meant that Coast Mental Health staff (indeed all staff, tenants and community partners) were working in an unsafe situation for many months. The lack of communications compounded the situation, as there have been no opportunities for Coast Mental Health to proactively develop a risk mitigation plan as required under Work Safe BC legislation.

When we met with you on August 24<sup>th</sup>, you asked for more details, which we supplied a letter from Coast and the Foundry on September 1<sup>st</sup>. This letter outlined years of serious concerns with Atira's staffing, property management practices and lack of security in the building. I asked at the meeting that you consider bringing in a 3<sup>rd</sup> party investigator to review the situation and bring back a recommendation. This isn't the first time I've voiced this suggestion to representatives of BC Housing, but I also recognize the sensitivities that exist between the operator and its funder.



Sadly, though we have heard through BC Housing that the Life and Safety violations have been resolved in October 2021, all the other issues identified have continued. We are still aware of other serious safety issues emerging and not being addressed by Atira.

We were also advised by Foundry Vancouver (October 2021) that they are pulling supports from St. Helen's. This will include moving approximately <sup>s.22</sup> youth who reside at this location. Foundry Vancouver has decided that it is unethical to refer any more vulnerable youth to this SRO building, which has the potential to subject them to even more risks.

We have strong affiliation in the neighborhood with other clinical services such as West End Mental Health Team, 3 Bridges and St Paul's Hospital. WEMHT has stated their increasing discomfort of being in the building when our staff are not present and suspect it may become too unsafe to have their staff in the building providing much needed in reach to their clients. As well The tenants themselves have recently voiced great concerns around safety when our staff are not there. We will have to consider the needs of these very vulnerable individuals who have developed strong relationships with our staff over these 12 or so years.

We would also like BC Housing to understand that many of the tenants living at St. Helen's have indicated that they do not feel comfortable moving around the building, unless Coast Mental Health staff are on site.

With all this information, we have no choice but to end our contract with BC Housing.

As per your request, we have provided a list of programming that will end in 90 days:

- a) Philanthropic contributions to tenants at St. Helen's will end. These funds have exceeded \$500,000 in the last five years. The funds have been used to provide an array of clinical and program supports for these tenants.
- b) All medication and harm reduction support for these tenants will end, including access to Opioid Agonist Treatments that have been extremely successful in reducing overdoses and stabilizing tenant's lives.
- c) Our Peer Worker Support Training Program for tenants and peer support within the building will end.
- d) All meals and incidental support for tenants living at St. Helen's will end.
- e) Between Coast Mental Health and Foundry Vancouver, all in-reach supports for vulnerable youth in the building will no longer be available.
- f) All social programming will end.
- g) All supplemental meals provided to tenants will end. This includes holiday meals prepared and delivered to tenants living at St. Helen's.
- h) The Community Kitchens available to tenants will no longer be available them.
- i) We will also disband a committed, highly skilled team of mental health frontline workers.



In order to somewhat mitigate these losses and impacts on tenants, we would like to meet with BC Housing to develop a strategy to identify current tenants who will be at severe risk at this facility once our services have been removed.

We are interested in looking at a potential rehousing approach that may end up with these tenants being offered alternative housing and supports by Coast Mental Health or some other competent supported housing provider.

Our last request is for BC Housing to reflect on the situation and take this opportunity to review this housing project for vulnerable populations. These tenants, many of them young adults living with complex health issues, deserve good support.

Sincerely,  
**Coast Mental Health**



---

**Darrell J. Burnham**  
Chief Executive Officer

cc. Dale McMann, Vice President Operations  
Cluny MacPherson, Supportive Housing Advisor

