

## APPENDIX A

### PRINCIPLES OF INDEPENDENT LIVING BC

**Independence** — Supporting Tenants' capabilities, and encouraging and facilitating use of those abilities. Independence is supported through barrier-free structures and specially designed equipment and devices.

**Individuality** — Recognizing variability in the Tenants' needs and preferences and having the flexibility to organize services in response to such needs and preferences. Individuality is supported by a hospitality approach to personal support.

**Choice** — The creation by the Tenant of viable options within the boundaries that recognize general limits imposed by society and the Tenants' individual characteristics and circumstances which enable them to exercise greater control over their life. Choice is supported by the provision of private and common space that affords opportunities to select where and how the Tenant spends time and receives personal assistance.

**Dignity** — The provision of support in a way that the self-worth of the individual is validated. Dignity is supported by structural design that allows personal assistance to be provided in privacy, and by delivering services in a manner that shows courtesy and respect for the Tenants' right to make decisions.

**Privacy** — The specific area and time over which the Tenant maintains a large degree of control. Privacy is supported by the design of living space that is not shared with others, except by personal choice. Privacy is supported by services being delivered in a manner that respects the Tenants' rights.

**Home-like environment** — The creation of a living environment that supports the Tenant's preferred lifestyle. The residential building materials and furnishings also support a home-like environment. In addition, Tenants bring their own furnishings, decorations, linens and other important belongings so they are surrounded by possessions that have meaning to them and add to their spiritual-contentment. In further fostering a natural and home-like environment many Operators also encourage Tenants to bring their small pets to live with them.

**Autonomy, self-determination and self-governance** — The main underlying philosophy and ethical principle of *Independent Living BC* is one of autonomy of the individual or the right of self-determination and self-governance. This philosophy includes both the autonomy of decision-making and the autonomy of execution. This means that the individual not only has the capacity and freedom to make decisions about their life but also has the ability and freedom to carry them out.

## **APPENDIX B**

### **INFORMATION AND REQUIREMENTS FOR VANCOUVER COASTAL HEALTH AUTHORITY**

The Vancouver Coastal Health Authority (“VCHA”) is pleased to provide the following information to help non-profit societies respond fully and appropriately to this call for Expressions Of Interest.

Health authorities in British Columbia are embarking on a major redesign of their home and community care services. This redesign will focus on a shift from residential care to the community and will involve:

- the creation of new assisted living residences;
- more appropriate utilization of residential care facilities for clients with complex care needs;
- enhancement of home care services;
- expansion of palliative care services; and
- development of alternatives to acute care.

The redesign supports the government’s New Era Commitments to:

- develop an Intermediate and Long Term Care Facilities Plan that addresses the needs of our aging population and frees up existing acute care beds;
- build and operate an additional 5,000 new intermediate and long term care beds by 2006;
- provide expanded home care and palliative care services to assist chronically and terminally ill patients with supportive home environments, as an option to institutional care;
- ensure that patients living at home in palliative care or long term care are entitled to the same pharmaceutical benefits as they would have if they were in hospital; and
- provide better home support and home care services.

Redesign of home and community care services means that where residential care facilities are obsolete and do not meet modern requirements for care of clients with complex care needs, these care facilities will be upgraded, converted or closed.

#### ***Independent Living BC / Assisted Living Program***

##### **Philosophy**

To provide a continuum of housing options with 24-hour support and hospitality services that will assist people to live independently in a safe environment

##### **Mission**

To assist older adults and individuals with disabilities live with dignity and retain responsibility for making decisions related to their own care needs.

## Principles

The principles that will guide the implementation of the *Independent Living BC* Program are the following:

- Encourage and provide opportunities for individual choice and decision making.
- Provide a range of affordable housing options that have sufficient support services and care available to allow individuals to “age in place.”
- Individuals will be encouraged to become members of the community within the assisted living setting.
- Existing connections and/or linkages with family, friends, church groups will be encouraged and/or supported to maintain.
- Establish collaborative and supportive partnerships among VCHA, support service providers and housing providers to develop a network that will support individuals to live independently in the community.

## Description of Assisted Living Services

- Assisted living describes an individual living/housing arrangement.
- Assisted living housing options are affordable across the range of income levels.
- Hospitality, personal care, social recreation and emergency response services are available within an assisted living environment.
- Individuals are supported to ‘age in place’ in a safe community setting.
- People will continue to access community services and programs.
- Linkages with family, friends and informal supports in larger community.
- *Independent Living BC* program sites will promote development of sense of community.
- Community medical professionals will be available to provide services as required.
- Individuals who require 24-hour medical care will be referred to resource that can meet complex care needs.

## Service Delivery Objectives

The primary focus of the *Independent Living BC* program is to provide safe, affordable housing options for persons who are becoming physically frail due to aging or are at-risk if support services are not available on a 24-hour basis. *Independent Living BC* program framework includes three components: housing, hospitality services and personal care support services.

Housing services include: Rental of a suite, room, parking, etc

Hospitality services include: Meals, weekly laundry of linens, cleaning services

Personal Care / Support Services: Assistance with personal care, 24-hour emergency response, social and recreation opportunities

## Characteristics of an Assisted Living Setting

- Safe, home-like and “barrier-free” living environment
- Private lockable rooms furnished by the tenant
- Access to 24-hour support
- Two prepared meals daily
- Regular light housekeeping and linen services
- Assistance with personal care from regular community health care workers
- Enhanced opportunities for socialization and recreation activities
- Affordability based on income
- Opportunity for tenants to be involved in decision making within Assisted Living site

## Target Population

The individuals who will benefit from Assisted Living are persons who do not require 24-hour professional care. These individuals are usually living independently in a community setting, but could be somewhat at risk due to personal health issues or experiencing environmental vulnerability in the setting where they currently reside. In many situations, these individuals will be receiving a high number of home support hours in an effort to maintain the current living situation.

Individuals who will experience major benefits from an Assisted Living environment include:

- Individuals who require 24-hour support services, but do not require 24-hour medical services;
- Older adults who have become physically frail due to aging or declining physical health conditions;
- Older adults who are socially isolated;
- Older individuals who have inadequate nutrition and poor hygiene;
- Older individuals who have minimal or no social support systems;
- Older individuals who are living “at risk” in a poor living environments that do not meet their safety and security needs.

## Qualifications for Staffing

Assisted Living Workers will have a Home support/Residential Care Aid certification with additional enhancements certification for CPR, Food Safe, Super Host, PSR.

## Guidelines for Service to be available within Assisted Living Sites

Assisted Living sites will be expected to have:

- Coordinating position to serve as a resource for tenants and other service providers;
- Coordinator/person who will be responsible for problem solving/leadership with the ALP site;
- Coordinator/person who will arrange process to assist ALP tenants with appointments and/or coordinate care needs with community health professionals;
- Staff person to organize social and recreational opportunities for tenants and coordinate volunteer activities;
- Establish Tenants Council to participate in decision making/ provide feedback to service provider;
- Housekeeping/maintenance/security staff will expected to meet basic ALP competencies and participate in maintaining a supportive living environment;
- Staff providing hospitality services must demonstrate ability/willingness to respond to dietary needs of culturally diverse populations;
- Staff members who can communicate in languages represented among tenants of the Assisted Living site;
- Procedures for ALP tenants to be informed about use of emergency response system and process to report any concerns about safety or security within the ALP site; and
- Orientation and ongoing training for ALP staff to create and maintain a positive living environment.

## APPENDIX C EVALUATION CRITERIA

Submissions will be evaluated on a comparative basis with respect to the following:

- the capacity of each Society to plan, develop, and operate the housing base; and
- the capacity of each Society to develop a services delivery strategy, implement that strategy in a timely manner, and maintain quality in the provision of the required services to the Tenants in accordance with the philosophy and purpose of the Program.

Submissions which do not receive a “pass” on both the housing base and the services delivery components will not be considered any further. Submissions will be scored according to the following matrix.

Category	Value	Score
Society Capacity: <ul style="list-style-type: none"> <li>• Corporate experience</li> <li>• Governance</li> <li>• Community base</li> </ul>		
<b>Sub-total</b>	<b>30</b>	
Society Preparedness: <ul style="list-style-type: none"> <li>• Project team</li> <li>• Site strategy / rationale</li> <li>• Quality of preparation / due diligence</li> </ul>		
<b>Sub-total</b>	<b>30</b>	
Financials: <ul style="list-style-type: none"> <li>• Community equity</li> <li>• Operating economies</li> </ul>		
<b>Sub-total</b>	<b>15</b>	
Schedules: <ul style="list-style-type: none"> <li>• Schedule I</li> <li>• Schedule II</li> </ul>		
<b>Sub-total</b>	<b>10</b>	
Site: <sup>1</sup> <ul style="list-style-type: none"> <li>• Location re amenities / neighbourhood</li> <li>• Ease of development / cost-effectiveness</li> </ul>		
<b>Sub-total</b>	<b>15</b>	
<b>TOTAL</b>	<b>100</b>	

<sup>1</sup> All proponents opting to use the Moncton Street site will receive the same mark in this category. Those proposing to use a site they control will be rated in comparison with how the Moncton Street evaluates.

Philosophy: <ul style="list-style-type: none"> <li>• Integration into delivery strategy</li> <li>• Relationship to each required service</li> </ul>		
<b>Sub-total</b>	<b>20</b>	
Hospitality Services: <ul style="list-style-type: none"> <li>• Experience</li> <li>• Delivery strategy</li> <li>• Values-added in social / recreational</li> </ul>		
<b>Sub-total</b>	<b>25</b>	
Personal Care Services: <ul style="list-style-type: none"> <li>• Experience</li> <li>• Delivery strategy</li> </ul>		
<b>Sub-total</b>	<b>25</b>	
Operating Budget: <ul style="list-style-type: none"> <li>• Comprehensiveness</li> <li>• Efficiency</li> <li>• Credibility</li> </ul>		
<b>Sub-total</b>	<b>30</b>	
<b>TOTAL</b>	<b>100</b>	

**APPENDIX D**  
**SITE DESCRIPTION**  
**5411 MONCTON STREET, RICHMOND**

**TARGET UNITS:**                      **50**

**SITE DESCRIPTION:**

The property is located in the 5411 Moncton Street, City of Richmond. The property is referred to as the Austin Harris site for historical reasons. The VCH will lease the site to a qualifying society for a nominal rent for a forty (40) year term.

**Legal Description**

Lot 3, Section 12, Block 3, North Range 7, West Plan 2794 New Westminster Land District

The site comprises 2.031 acres (88,486.2 sq. ft.) and measures 198 ft. by 446.9 ft.

**Zoning**

The existing zoning is School and Public Use (SPU). The site must be rezoned to Comprehensive Development (CD) in order to develop 50 assisted living units.

## **APPENDIX E**

### **AUSTIN HARRIS SITE OPEN HOUSE RESULTS**

#### **1.0 Objectives of Open House**

The open house was targeted toward area residents, area businesses, and residents in Richmond interested in assisted living units provided through the ILBC Program and by Vancouver Coastal Health and BC Housing. The three key objectives were:

- Increase community awareness of the project, the ILBC Program and assisted living in general.
- Provide an opportunity for area residents, area businesses and interested Richmond residents to give input into the design decisions for the site at a very early stage;
- Provide two preliminary site development concepts that illustrated the difference between a two storey and a three storey project to help residents better visualize the possibilities;
- Help VCH and BC Housing understand the community perspective in order to better define the RFP to prospective non-profit societies

This report contains a summary of the process and contacts, notes from the public open house and responses to an open house feedback comment form.

#### **2.0 Contact with the General Public**

Area residents, businesses and the general public were notified of the open house by the following means:

- A Canada Post mail drop of over 2,200 leaflets to households and businesses in the area bounded approximately by Railway Avenue, Steveston Highway, No. 2 Road and the Fraser River.
- An advertisement was placed in the Richmond News, the Richmond Times, the Sing Tao and Ming Pao the week before the open house.
- Local neighbours to the site sent their own leaflet to residents within 2-3 blocks of the site encouraging them to attend the meeting.

#### **3.0 Contact with the City of Richmond**

Vancouver Coastal Health and their planning consultant have had several telephone conversations and meetings with City of Richmond planning staff from the end of February to May 2004. These discussions dealt with issues of zoning of the site and the steps toward rezoning the site to a Comprehensive Development (CD) zone to accommodate 50 assisted living apartment units.

A letter was sent to the Mayor and Council on May 31, 2004 informing them of the neighbourhood open house and VCH's intention to make an application to rezone the site from a School and Public Use (SPU) District to a CD zone for assisted living apartment units. Copies of the letter were also sent to senior Richmond staff.

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*Austin Harris Assisted Living Open House - June 10, 2004*  
*CitySpaces Consulting Ltd., June 21, 2004*

#### **4.0 The Open House**

A public open house was held on Thursday June 10, 2004 from 6pm to 9:00 pm in the Seiner Room at Steveston Community Centre, 4111 Moncton Street, Richmond.

Approximately 57 people attended the event and 33 of these filled in a comment form. Each person attending the open house was greeted, asked to sign in, given a comment form to fill out, given a quick orientation to the display material, and asked to 'pin' where they lived or worked onto an area plan.

Representatives from VCH, BC Housing and CitySpaces Consulting were available to answer any questions from attendees. A City of Richmond staff person attended part of the evening was also available to answer questions.

Those attending the open house:

- Approximately 62% came from the neighbourhood surrounding the Austin Harris site and
- Approximately 38% came from outside of the immediate neighbourhood

Fifteen (15) display boards/maps were prepared including a welcome board, a "Where I live/work" board, an "Assisted Living – What's it All About" board, a board highlighting design questions about the site, a board showing a typical suite in plan form and with photographs, three boards for each of the two concepts showing a plan schematic for ground level including circulation, parking and building functions, a second level plan schematic and a street elevation in comparison to existing houses, a Next Steps board and 3 boards on the ILBC Program.

#### **5.0 Open House Comments**

Each person attending the open house was given a feedback comment form that asked to "share your comments, concerns, or ideas about what you have seen this evening". Thirty three people responded. Below is a summary of those comments by subject.

##### **Building Height**

Twenty two (22) people provided comments on building height. Twelve (12) of those preferred a 2 storey building, six (6) preferred a 3 storey building and one preferred a 1 storey building.

Those supporting a 2 storey building wanted the building to have the same height as the single family homes in the area. Some were concerned about the loss of privacy from a 3 storey apartment building. Those supporting the 3 storeys liked having more open space at ground level.

##### **The Pathway**

Sixteen (16) people gave a comment on the path. Fifteen (15) people wanted a pathway through the site. Their preference was that all three access points be connected. Other comments about the path included separating it from adjoining properties, providing landscape buffering, lighting for safety and hard surfacing the path.

**Parking/traffic**

Eleven (11) people provided comments on parking. Eight (8) were concerned that enough spaces be provided to prevent possible overflow onto residential streets especially in the Osprey, Plover and Pintail areas. Other comments included that there be sufficient landscape buffering and space between parking and adjacent properties, the need to provide sufficient vehicular maneuverability on site and some concern of the potential for increased traffic in the area.

**The Assisted Living Concept**

Seven (7) people indicated that they supported the concept of assisted living and thought Steveston and this site were good locations for a project like this.

**Appropriateness of the Development**

Three (3) people indicated that they did not support this project on the site. They felt that it should remain as a park.

**Building Design**

Three people made comments on the design. They wrote about the need for the project to 'fit' or be in 'character' with the neighbourhood, that building materials be residential in texture, and one suggested a roof garden.

**Various comments**

Several individual comments were made. Two suggested that the site incorporate more uses than just housing and include a church with housing above. Several also commented on what a great place Steveston is to live in and were proud of their neighbourhood.

**6.0 Project Contact**

A representative from Vancouver Coastal Health including contact information was identified on all public information.

**APPENDIX F  
LETTER OF INTENT TO RESPOND TO THE RFQ**

**Societies which intend to respond to this RFQ but which do not have a representative register at the information meeting held August 5, 2004 are required to notify BC Housing by Thursday, August 12 of their intention to respond. This is a mandatory requirement.**

Date: \_\_\_\_\_

BC Housing  
601 – 4555 Kingsway  
Burnaby BC V5H 4V8

Sample

Attention: Co-ordinator, Program Implementation

**Re: Letter Of Intent**

I, (name) am the (position) of (Society’s full legal name). I have the authority to write on behalf of the Society and make representations on its behalf.

By this letter, I declare that the Society intends to respond to the Request For Qualifications to Non-Profit Societies for Richmond, issued July 17, 2004.

This letter of intent does not bind the Society nor does it give the Society any privileges other than the right to respond by the terms and conditions outlined in the RFQ document.

Society’s legal name: \_\_\_\_\_

Signature of Authorized Officer or Agent: \_\_\_\_\_

Print name of signatory: \_\_\_\_\_

Date: \_\_\_\_\_