



Media Release

THE CORPORATION OF THE CITY OF VERNON
3400 – 30th Street
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FOR IMMEDIATE RELEASE

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City receives summary report from Urban Matters on facilitated meeting with businesses in the BIA

The City of Vernon received a summary report of the February 6, 2019 session for the businesses and service providers within the Business Improvement Area (BIA) facilitated by Urban Matters. The report summarizes the meeting outcomes and makes recommendations to Council from the input received at the session.

“A total of sixty-eight businesses from within the BIA attended this session.” said Mayor Victor Cumming, “These businesses provided important feedback that helps the City to better understand and address their concerns. Council has directed Administration to review these suggestions and come up with recommendations on where the City might take action.”

City administration is reviewing the recommendations and reporting back to Council on options, budgets and timeframes for acting on the recommendations of the report.

Key recommendations in the report include expanding understanding and sharing resources on existing programming, expanding enforcement presence in the downtown, increasing clean up and washroom availability downtown and encouraging engagement with businesses when new programs are to be located downtown. The full report is available at www.vernon.ca.

The City has distributed the meeting summary report to the meeting attendees and is working with the Downtown Vernon Association (DVA) and the Chamber to distribute the report electronically to its membership. Hard copies are also available at the DVA office for pick up.



VERNON SOCIAL ISSUES BUSINESS ENGAGEMENT DIALOGUE What We Heard Summary and Recommendations



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ACKNOWLEDGMENT

We want to acknowledge the opportunity provided by the City of Vernon to support the community in diving deeper into the social issues surrounding homelessness and the willingness of the community to come together to have a conversation exploring new relationships and potential solutions. Also, to the table facilitators who contributed their time to support documenting and guiding the discussion in a neutral and respectful way.

INTRODUCTION

On January 7, 2019, Vernon City Council directed that a meeting with businesses and service providers in the Business Improvement Area (BIA) be held to address issues and concerns related to the impacts of homelessness. This was the result of a recommendation supported by City Council in September 2018 from the Activate Safety Task Force. At that time, Urban Matters was retained to provide facilitation support for a February 6, 2019 meeting and report back to the City of Vernon on the meeting outcomes and recommended next steps by February 28, 2019.

MEETING OVERVIEW

The meeting was designed to bring together City of Vernon representatives, businesses and the non-profit sector. In total, approximately 650 invitations were sent out to all the businesses operating in the BIA. There were a total of 68 businesses/service providers who attended plus additional attendees from the City of Vernon.

The meeting design was created to support the input and voices of everyone who attended through small group discussions. Some of the participants appreciated the opportunity to identify concerns related to the impacts of homelessness, build on what is working well, and brainstorm further solutions. For business owners who had traumatic experiences related to safety and security, the format of the meeting was frustrating and further angered some of the participants. These businesses require follow up from community safety and enforcement partners, as this type of community engagement with a broad range of stakeholders will not meet their needs.

The first small group discussions reviewed the Activate Safety Task Force issues to confirm and add any new issues that may have arisen from the April 2018 Activate Safety Report. The discussion notes are included on pages six and additional concerns/issues are highlighted below:

Health/Safety



Discarded needles
Violence / fights
Aggressive behaviour
Fire risks
Used condoms
Public urination/defecation
Staff safety

Crime/Policing



Open drug use
Drug dealing
Prostitution
Shoplifting / theft
Break and enter
Vandalism
Graffiti
Repeat criminal behaviour

Business/Financial Impacts



Panhandling
Loitering
Shopping carts
Sleeping in public
Garbage/litter
Dumpster diving
Employee retention

RECOMMENDATIONS

The following recommendations are built around topic themes, what participants requested for support, and options for the City to consider:

Topic: Safety and Security

Participation Feedback:

- More security, patrols and “boots on the ground” in the downtown
- More clarity/communication on the roles of the RCMP and Bylaw (who to call when)
- A quicker response time to incidents in the downtown
- More support so that staff feel safe, including “after hours”
- Separate the issue of homelessness from the issue of criminal and/or aggressive behaviours
- Financial support with CPTED (Crime Prevention Through Environmental Design) strategies for physical changes to buildings, landscaping etc.
- Support for businesses and staff who have experienced violent or aggressive behavior

Options for the City to Consider:

1. Some participants requested a stronger enforcement presence in the downtown. In terms of current resources, the RCMP has the Downtown Enforcement Unit in place, and the Bylaw Department has an additional seasonal staffing position. The City could work with the RCMP and Bylaw Department to shift staff resources in order to increase patrols in the downtown during certain time periods. In addition, the City could review lighting within the BIA from a CPTED approach. The request for the City to hire additional security (whether privately or with new positions for RCMP/Bylaw), provide grants for private business CPTED changes, or make changes to lighting within the BIA, would have budget implications that the City would have to take under consideration.
2. Participants identified a lack of understanding about the resources available to help address the safety concerns that they are experiencing. The Community Safety Office (CSO) has many resources and programs in place, including the seasonal Ambassador Program and ongoing free CPTED audits. The CSO can also assist with clarifying the roles of the RCMP and Bylaw and providing support with reporting incidents. In addition, RCMP Victims Assistance is available to staff who have experienced a traumatic incident. The City could partner with the Downtown Vernon Association and the Greater Vernon Chamber of Commerce to ensure that businesses are aware of the programs available to them and how to access these supports.
3. The City could also consider follow up meetings between appropriate City staff and small groups of businesses (or individual businesses) to discuss localized issues or needs that are not being met by current programs or services.

Topic: Garbage, Discarded Needles and Feces:

Participation Feedback:

- Assistance with cleaning up garbage, discarded needles and feces in and around their businesses
- More public washrooms downtown for people who are homeless as well as for residents and customers

Options for the City to Consider:

1. The City of Vernon is in the process of launching new programs that should assist with the garbage and discarded needles, including the weekly clean ups through the Street Clinic and the soon to be launched Folks on Spokes. It will be important to ensure a strong evaluation component and monitor the success of these programs.
2. The City of Vernon has recently approved upgrading the public washroom at the transit exchange and adding a new public washroom in the west end of downtown. The location of the new washroom is important and should be in a high traffic area that is accessible to all potential users including the homeless, residents and customers of the downtown.

Topic: Communication Regarding Programs and Services in the Community:

Participation Feedback:

- Lack of understanding/information about programs and services available to marginalized people
- Lack of communication and engagement with businesses about potential new programs, in particular shelters or overdose prevention sites

Options for the City to Consider:

1. Engage the Partners in Action Committee to provide businesses with more information on the current programs and services addressing homelessness and their results, outcomes, successes and challenges.
2. Work with senior levels of government to clarify the communication and engagement process for potential new programs such as shelters and overdose prevention sites.

Topic: Communication with/about the Homeless Population

Participation Feedback:

- Lack of good news stories or providing a “human face” to the homeless population
- Separate the issue of homelessness from the issue of criminal and/or aggressive behaviours
- Need to engage people who are homeless in the solutions

Options for the City to Consider:

1. Work with community partners to promote good news stories that show the complexities of homelessness and the variety of people who find themselves homeless

2. Continue to build on opportunities to engage people who are homeless in programs such as the weekly clean ups and Folks on Spokes.

Topic: Positive Promotion of the Downtown

Participation Feedback:

- Some participants indicated that they were concerned with the negative publicity around these issues and wanted more positive promotion of the downtown.

Options for the City to Consider:

1. Continue to work with the Downtown Vernon Association to highlight the positive aspects of the downtown. Promote new initiatives (such as the weekly clean ups, Folks on Spokes, and new public washrooms) to ensure that the community is aware that concerns are being addressed.

EVENT AGENDA

Date: February 6th, 2019 8:00-10:00am

Location: Emerald Room, Schubert Centre

Purpose: Facilitated discussion between downtown businesses and service providers to address issues and concerns related to the impacts of homelessness. This is the result of a recommendation supported by City Council in September 2018 from the Activate Safety Task Force.

Engagement outcomes:

- Review issues and concerns within the BIA
- Discuss new and upcoming programs and initiatives
- Brainstorm potential actions for moving forward

TIME	ACTIVITY	DESCRIPTION
8:00	Welcome, Introductions and Agenda	<ul style="list-style-type: none"> • Welcome and thank participants. • Introductions from Jen • Agenda for hour
8:20	Ground Rules	Review ground rules for a respectful meeting honoring all voices in the room
8:25	Group Discussion 1	Small group discussion confirming perspectives align with identified issues Are there any additional issues that need to be identified not included in the Activate Safety Task Force list?
8:35	Report back	Table participants or facilitator to share key highlights from discussion

8:40	Community Highlights	RCMP – Shawna Baher City of Vernon - Kim Flick Community Safety – Rachael Zubick Social Planning – Annette Sharkey
9:00	World Cafe	3 questions for participants 1. What do you love about operating a business and working in the downtown? What is working well in light of the community issues identified? 2. What are the ways the you could be better supported? What supports would help you? What supports would you like to see moving forward? 3. What are the ways you can contribute to addressing the issues to create positive community outcomes?
9:50	Reporting Out - Next Steps and Closing	Summary highlights from table scribes Identify next steps
10:00	Adjourn	

DISCUSSION RESPONSES

The following tables reflect the verbatim flip chart responses recorded from the series of table conversations held over the course of the meeting.

Are there any additional issues that need to be identified that are not included in the Activate Safety Task Force List?	
<ul style="list-style-type: none"> • People hanging out inside banks after hours; need for warm place; uncomfortable/concerning using bank machines • Large contribution of people downtown/concentration of services; disagreement in community about whether there are enough services; supporting housing will help • Homelessness more visible – being pushed out of areas where they were less visible • Overdose prevention needs to be close to where people are (within 200m) • Need for education and advocacy; awareness of impact of homelessness; death/harm because people are homeless • Perception of downtown core 	<ul style="list-style-type: none"> • Extending beyond downtown • Harassment of business owners when asking people in street to move away/loitering • Fear keeping consumers out of downtown core • Employees don't feel safe going to/from cars • Additional costs to businesses; hiring increased staff/security; can't be open with one person • Mechanism to hear/share success stories; measures that work • Employee retention/safety/trauma • Staff discomfort and trauma • More visibility/direct contact with enforcement • Seniors tenants feeling unsafe • Not feeling respected, need to double staff/increased security

- | | |
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| <ul style="list-style-type: none"> • Loss of time/business loss • Employee safety • Customer safety • List is comprehensive; still relevant • City image (umbrella factor) • Role clarification (Bylaw vs RCMP) re: various issues/violations • Opioid crisis and access to services; safe places, resource connection, plan • New people (homeless) are coming to Vernon • Housing affordability for regular folks • Judicial issues • Bylaw support • People getting more aggressive • One participant accosted by a homeless person – happens often • False issue – the issue is criminal issue not homelessness issue • Homeless people coming into Drs clinic asking for money • Tuck inside doorway • Impact on Literacy and Seniors. Lack of safety affects offerings/programming • Increase in drug dealing • Need more timely enforcement | <ul style="list-style-type: none"> • Sleeping on property/destroying property • Still relevant • Increasing • Customers feeling unsafe; afraid to enter/leave • Loss of customers/businesses • Increase in aggressive behavior • People spreading out stuff all over entrance • Name calling • Urinating in front of windows/clients • Criminals more a concern than homeless; criminally picky on homeless • No consequences for criminal behaviour • A lot of young people increasing in aggressive behavior • Free ride in Vernon, handouts, no harassing by people • Inadequate security patrols • No will to enforce the law • Can't get staff to come to work (lack of safety) – Fear impacts ability to do business |
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**World Café Q1 - What do you love about operating a business and working in the downtown?
What is working well in light of the community issues identified ?**

- | | |
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| <ul style="list-style-type: none"> • Convenient to where I live; walking distance • Choose own hours (not in a mall) • Rent is low (compared to mall) • Own your own business • Support other businesses • Lots of services available – diverse mix • Great business neighbours • Willing to work together • Unique businesses • Supports fundraising events • Street 'buzz'; energy/vibes • Everything is close by • Community support • Donate to local causes • Vibrant downtown • Wide variety of business/services • People support from neighbours • Tourism; increased traffic • Unique stores • Meet consumers from all over | <ul style="list-style-type: none"> • Sunshine Festival; parade; community events; business after 5 • Coming here to work together today is huge; sense of community • Cenotaph; playgrounds; art • Decreased issues since pot shops closed; busier, less issues with benches etc. • Efforts extended but not quite working well yet • Shared security • Easy to find; easy to walk to • Proximity to highway; easy to stop/shop • Transit service; location of terminal • Lots of history downtown; sense of community; family businesses • Downtown events; sunshine/carnival/trick or treat/light up • Decide own hours (vs mall); independence, good for employees • Pretty in all seasons • Broad variety/selection of businesses |
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World Café Q1 - What do you love about operating a business and working in the downtown?
 What is working well in light of the community issues identified ?

- Supportive of fellow businesses
- Sense of community; count on your neighbours
- Close to culture – library/museum
- Convenient for customers
- In heart of downtown core of Vernon
- Strong core of the City
- Part of the community
- Opportunity with Rail Trail; consumers and employees
- Aesthetics – sidewalks/trees/lights/benches
- Government services are close by
- Increased awareness of issues between neighbours
- Action committees; increased communication
- Can be property owner vs a tenant
- Vernon itself; lifestyle, recreation, weather
- Size - good amenities
- Not too big and disconnected
- Variety of restaurants and shops
- Access to other businesses
- Like shopping
- Walkability of city
- Knowledgeable owners
- Family centered community
- Quaint and appealing town
- Friendliness/ warmth/caring
- Accessibility for range of services
- Loves the importance of revitalization
- Vitality of jewel Polson Park. Downtown must embrace the park
- Can choose own hours/flexibility
- Raises self-esteem to host this conversation
- Appreciate leadership and communication efforts
- Stoked about the Folks on Spokes
- Restorative justice aspect of involving homeless in discussion is vital
- Police walk-byes
- Accessibility
- The vibe
- Love the diversity of cafes
- Like the festivals/parades
- Mom feels safe sending teen shopping downtown
- Music in the Park
- Love people standing in leadership in community
- Good involvement
- Ability to walk/bike
- Preservation of historical buildings
- Good sharing of resources

- Business owners can walk to do their own business
- Variety of ethnic restaurants
- Refer clients to other businesses in the area
- Vernon itself – an attraction as City is beautiful
- Polson Park is an asset; used to be a big focus
- Building landlords are present
- Increased business placement
- Live nearby/close; walking distance
- Convenient
- Unique variety of shops
- Safety with neighbours/known they are close by
- Willingness to come together around social issues
- Character/atmosphere
- Sense of community among business owners
- State of the art library
- Architecture (older buildings)
- Would like to see more urban living
- Proximity to park/green space
- One stop shop
- Dialogue in community is a good thing
- Appreciate beginning of trust
- Did see increase in policing near People Place
- Collaboration in community will attract funding
- Market rents are lower
- Tourists like the downtown
- Sensitivity and caring
- Situation causes anxiety when there is homelessness
- Very supportive community
- Homey feel
- Beautiful place
- Weekly cleanups are making a difference in amount of garbage
- Inviting ‘village’ environment and atmosphere
- Hustle and bustle of people
- Like seeing people sitting on benches
- Pedestrian friendly
- Excellent networking opportunities because densified
- Great culture: collaborative/community-centered
- Easy to get to know your neighbours
- Sharing business
- Love Main St. shopping
- The ‘buzz’
- Residential development
- Collaboration works
- Revitalization is great; widening of sidewalks

World Café Q1 - What do you love about operating a business and working in the downtown?
What is working well in light of the community issues identified ?

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| <ul style="list-style-type: none"> • “All hands-on deck” synergy between non-profit and for profit • Unique way of working | <ul style="list-style-type: none"> • Nice to see side shops expanding • Good planning on the city’s party re; revitalization |
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World Café Q2 - What are the ways the you could be better supported? What supports would help you? What supports would you like to see moving forward?

- What’s working? – landlords putting in simple gates, removing exterior plugs (people charging phones)
- Property owners installing security measures – but people don’t like what it does for community to install barriers/remove landscaping
- Need help cleaning up – added costs to business owner
- Want people who are homeless to be involved, take ownership, volunteer etc. ex. Folks on Spokes for cleaning up neighborhood
- Washrooms, especially at night to reduce public defecation; people don’t have access to washrooms at night, nowhere else to go
- Work with Mission to collaborate on solutions – Mission doesn’t have staff to keep washrooms open overnight
- RCMP non-emergency
- Street nurse
- Celebrating success of peers – sharing good news stories – DVA, there are many negative perceptions, need data on trends and what’s working
- Break down perceptions of Us & Them
- Preventing / addressing camping on properties because it’s cold and people don’t have anywhere to go and don’t follow rules at places they could go (don’t want to go the shelters)
- Need help with some issues of graffiti, waste
- Increased police presence – but usually waste and other issues are lower police priority
- Not homeless in general that are the issue it’s the behaviours
- Criminal behavior – feeling entitled/disregard of law/rules, aggressiveness
- People who are homeless are not all the same, not clumping everyone together
- People not able to find jobs because they don’t have an address
- Communication
- Support from landlord – response to issues, absentee landlords
- Cost of modifying properties (gates, CPTED) – need 24/7 security, foot patrols, coordination among businesses/city
- Agencies/services not accountable to community in terms of showing success of programs
- Lack of public awareness of what is happening with services like methadone treatment
- Need more transparency
- Need more investment in rehabilitation
- Want information on number of patients, success rate
- Services should monitor and show their effectiveness
- Concern that services in Vernon are attracting people from other communities
- Missing security/prevention – cameras, private security can’t intervene, bylaw not available all day
- Lack of people out and about after dark makes it feel less safe

World Café Q2 - What are the ways the you could be better supported? What supports would help you? What supports would you like to see moving forward?

- Private security presence helps people feel more comfortable, but they can't intervene
- Staff feel unsafe/scared – no reach out to staff post robberies and other violent situations (role of the DVA)
- Gap in security during off hours
- Feeling that city is not listening
- Quick response to issues ex. Safety for staff is a big issue
- Could we have increased support downtown when businesses close at 5:30pm and staff are returning to their cars? Currently, staff have spray etc.
- Would benefit potentially from increased day services so the marginalized have a safe place to go (not disturbing businesses) – have these services open before businesses open and stay open past the time when businesses close
- Security can help as a property representative and RCMP can assist them with trespassing issues etc.
- How do we fix the communication gap when there is an issue? Especially concerning those issues that aren't a priority for RCMP.
- More timely response from police
- Connecting with the right people – especially after hours
- Helpful response from dispatch and respectful – call Vernon detachment when you encounter issues with dispatch
- One stop shop for information for the community when difficult issues arise – if this...then that... (this data can be collected)
- Clarity around the revitalization plans – better communication among partners
- Peer clean up program is being implemented now on daily basis
- More garbage receptacles and clean them more often
- Have downtown RCMP officers introduce themselves to business owners (especially those not just on Main St.)
- Business owners could benefit from clarity around RCMP vs bylaw responsibility/roles ex. Needle receptacles
- Have city hold business/building owners more responsible ex. Those that don't live locally
- Ensuring voices are added to the work being done to address the systemic issues
- Can businesses be a part of tracking and more solution-based work
- Questions around the influx of people and ways to mitigate that
- Better support ensuring the downtown's reputation is preserved (creating a reg perception that is hurting business)
- Clarity roles (DVA/City, RCMP, etc.)
- Would like to hear from other businesses about how they have successfully dealt with issues
- A focus on the positive – what is working well and how businesses are supporting one another, how our community is collaborating to address these issues
- Stop separating business and non-profits. Those should not necessarily be separating. Non-profits have business licenses and operate as a business. "We are all in this together"
- Education for business owners who do not have experience dealing with social issues and marginalized people (not necessarily at business owners' expense)
- A positive story in the media on a regular basis so that the downtown reputation is upheld in a positive light – the more people who visit the downtown the better and the less likely marginalized people will congregate
- Need to accept that homelessness is a part of our social fabric right now
- Work on our responses to diversity – support dealing with diversity in general to help us get in touch with our compassionate side (doing work through a diversity lens)
- Education session for businesses on what the local non-profits do

World Café Q3 - What are the ways you can contribute to addressing the issues to create positive community outcomes?

- Positivity – replacing perception with reality – changing the narrative
- Encourage alternative letters to the editor
- Education – humanizing the issue
- “One of the greatest downtowns in North America”
- Issues happening across Canada
- Picking up DVA’s communication releases – come from business community
- Focus on behavior not individuals
- Promote relationship building
- Look out for each other businesses
- Business owners lobbying gov’t resources to address root causes
- Stop demonizing service providers
- 80/20 – focus also on the 80%
- Keep things in perspective – what you focus on is what you see
- Education – small things e.g. how to dispose of a needle
- Plan to address influx of people using services
- Better communication of services already provided
- Engaging/supporting program for vulnerable populations to contribute
- Day work programs – address barriers that prevent people from access - e.g. safe place to put stuff
- Training for RCMP staff – bike patrol – shift resources when able
- Working with security to de-escalate situations
- Keep an open mind
- Be more vocal/standing together
- Trained on naloxone kits
- Increased lighting/locked garbage bins
- Build relationships with peers
- Engage building owner/financial commitment
- Get owners engaged
- Debate about whether locking garbage bin works, can actually decrease theft
- There is a financial contribution to CPTED
- Bring provincial and federal government \$ for support services
- Create community within a community – location for social services
- Could Bylaw officers get their peace office designation for more power
- Download on non-profits, limited resources
- Addressing the issues head on
- Embrace/celebrate successes for people who address their addiction
- More collaboration/less silos
- Research what’s working in other countries/substance use
- Put resources back into our community
- More housing/local resources
- Treat everyone with respect
- Maintaining openness/working together
- Keep providing supports/listen/problem solve
- Downtown is the heart/culture
- Continue with more action
- Shelter is a hotspot/Epi center in the wrong spot – this is a commercial center
- New people always
- Stop giving money, if you want, give food, socks, mitts
- Commitment to continue regular talking, communication with business

World Café Q3 - What are the ways you can contribute to addressing the issues to create positive community outcomes?

- Put city resources on these issues instead of trails, arenas – however need to use a balance
- Need to know location of safe injection site
- Need to more about the difference
- What is the follow up
- How do people get support on an ongoing? – What mental health facilities
- Address the rumors
- What is ownership for the harm reduction
- How do people make choice, to lift them up?
- Move presence to help people feel safe
- Provides a service of relief
- Repeat people – over and over again
- How to have a longer resolution
- “crown” letting them out – rewarding bad behavior
- Can the police be more enabled – they know but can’t make long term
- Understand better why this happens
- What is the timeline on more offices?
- Concern for retired seniors
- Shift spending to focus on more policing
- Increasing prob s/= up enforcement
- People migrating – be less tolerant
- Share accomplishments
- Not just share the bad stuff
- Didn’t know about
- Some pawn shops have closed – things are better
- Better understanding of who are accessing services
- Know that some of the service providers are struggling too
- There is the work happening too
- Receive information that puts problem in perspective – don’t amplify and politized the problem
- Share the full picture
- Hard not to focus on the negative when you are being impacted
- To know who to call and when – not to get bounced around with which problem
- Quicker responses and more presence
- Business o/reach contact with community policy – more outreach
- Expand ambassador or program year around
- Move regular communication about what is being done
- Is there a business connection site that could share?
- Vernon connect – app – sharing info
- Not sure that things are success
- 30th Ave – traffic of people on 30th Ave
- Understand where people are coming from
- Depend on the voices of others
- Understand what we can do to take action
- Don’t want success story to be leave
- Worry about business values
- Survey of homeless – do this more to follow – dedicated case worker – check up on people regularly – professionals to provide
- Knowledge and understand of the kinds of action
- Housing affordability is pushing people out

World Café Q3 - What are the ways you can contribute to addressing the issues to create positive community outcomes?

- What is attracting here – more accountability
- Understand the local homelessness
- How does the whole system work – what happens in the shelter – what are the responsibilities
- Understand the process and system – why this happens – what helps is available – how do you go from homeless to a house and a job – hear about people that make it through – how does it work
- Start with small steps – where can I direct them?
- More presence
- A place to go? Shuffling people around
- Team patrolling – day / night
- Need “customers” to feel safe
- Know who is responsible for what Fed, Prov, Municipal, business ...
- Are they doing what they are supposed to?
- Have IH/MCA at the meeting
- Need to know more – who is responsible – information should be shared up front
- List of resources and phone numbers – who to call when – bounced around
- Numbers from homeless count
- Connection to vacancy rate
- Education to homelessness on “citizenship” e.g. clean neighbors – taking care of themselves
- How do we help people – where do we send them
- List of supports and number to call
- Community events, bringing people downtown – Friday evening market
- Showing that businesses are there for community, supporting each other example: McMillan Fundraiser
- People living downtown create community feel
- Needle disposal stations visible downtown and training with pilot program
- More opportunities for business and orgs to communicate in structured way
- CTD – leverage business owners’ perspective and convos
- 680 people invited only 80 seats
- Need more representation in community
- Community awareness of services
- Use peers / more visible example: folks on spokes to bring value and focus efforts
- No solution found, had to relocate
- More transparent documentation on what’s being done/if any of its successful
- Support business people who are trying to solve issues bigger than Vernon, BC, Canada
- Bring more people to table who can bring solutions
- Education of positive outcomes and stories
- Education on a variety of types of harm reduction and where services are
- Look to other communities for best practices and positive results
- More communication / transparency and give citizens right to give feedback
- Where does responsibility lie? Who should be dealing with this? Would like to see this model walking elsewhere – not confident it will work.
- Bringing people downtown
- More community events to bring awareness
- Do more local shopping downtown
- Support organization that are asking / seeking funding application
- More + media, focus on some positive examples
- Lighting/security – 33rd Coldstream area
- Seems to be based on geographic location – how can we solve that?
- Fill/lock vacant buildings

World Café Q3 - What are the ways you can contribute to addressing the issues to create positive community outcomes?

- More development – right now dev not coming
- Change perception
- More communication of outcomes – get more aware of committees
- Make it safe – How?
- Market good things going on in your business

PARTICIPANT LIST

Name	Position	Organization
Alysia Lor-Knill	Business Owner	Teassential
Angela Casavant	Manager of Client Advice	CIBC
Bernie Grages	Business Owner	Physician
Bob Sattler	Business Owner	Hiprosportswear
Bob Woodman	Business Owner	Dodds Auction and Appraisal
Brent Barker	Business Owner	Barker Wealth
Carolyn Laidman-Betts	Business Owner	KH Laidman-Betts Inc.
Catherine Christensen	Business Owner	Your Calm Oasis
Cera Brown	General Manager	Vernon Upper Room Mission
Charlene Cornwallis-Bate	Primary Care Clinic	Interior Health
Chris Hodgkinson	Associate Consultant	IG Wealth Management
Cindy Masters	Development Officer	Kindale Developmental Association
Darrin Taylor	Addiction Specialist	Axis Intervention Services Ltd.
Dave Ryll	Business Owner	Vern-View Holdings Ltd
David Scarlatescu	Business Owner	The Fig
Designate		Friendship Centre
Ed Kendall	Business Owner	Enlighten Hair & Tanning Salon
Elizabeth (Betty) Koop	Executive Assistant	Vernon & District Immigrant and Community Services Society
Emily Mark	Business Owner	Discovery of Optometry
Fareed Lor	Business Owner	Gold'N Time Jewellery
Geoff Gaucher	Manager Protective Services	City of Vernon
Gerry Sellars	Business Owner	The Vernon Towne Cinema
Helen Mussenden	Business Owner	Vernon Shoes
Inspector Stewart	RCMP	
Jayne McKillop		Greater Vernon Chamber of Commerce
Jodi McGrandle		NOYFSS
Juliette Cunningham	Business Owner	Carousel Consignments
Katherine Mortimer	Staff	People Place
Larry Fisher	Business Owner	Fisher's Hardware
Laura Hockman		Independent Living Vernon
Lesley Waughman	Manager	Vernon Pensioners Accommodation Society
Leslie Morris	Office Manager	Tidal Elements Healing Arts Studio
Lianne Marquis	Operations Manager	Monashee Health Collective
Lou Gunderson	Business Owner	Victoria Lane Brides

Name	Position	Organization
Lynella	Vernon Teach and Learn Ltd.	
Lynn Belsher	Executive Director	Nexus BC Community Resource Centre
Margaret Clark	Executive Director	Restorative Justice Society
Mark Forsyth	Branch Manager Okanagan	Kerr Wood Leidal Consulting Engineers
Mark Massar	General Manager	The Hamlets in Vernon
Mark McCauley	RCMP	
Maureen Sydney	Business Owner	Peacock and Lime Hair & Esthetics Studio
Megan DeSimone	Mental Health & Substance Use - North Okanagan Community Manger	Interior Health
Monica Chai	Business Owner	Cobblestone Clinic
Monica Kleyn	Office Administrator	Vernon Live Well Clinic
Nicole Ashley	Administrator	Okanagan Valley College of Massage Therapy
Quinn Bailey	Operations Manager	Zen Canna
Rachael Zubick	Coordinator	Community Safety
Randene Wejr	Co-Executive Director	Turning Points Collaborative
Richard Enns	Lawyer	Compass Law Corporation
Richard Pierson	Business Owner	JC Bradley Jewellers
Rick Lavin	Executive Director	Vernon MS Society
Rod Lee	Business Owner	WrapZone
Ryan Carey	RCMP	
Scott Manjak	Executive Director	Family Resource Centre
Shawna Baher	RCMP	
Shelley Shikaze	Business Owner	Chiropractor
Sherman Cherowka	Manager	Imperial Court Apartments
Stefan Reid	Lieutenant/Corps Officer/Executive Director	Salvation Army Vernon Community Church
Susan Lehman	Executive Director	Downtown Vernon Association
Tammy Dar	Proprietor	Sir Winston's Pub and Liquor Store
Tina Lutgen	Medical Office Assistant	Dr. J. Splawinski
Todd Smelser	Business Owner	Rosalinda's
Val Trevis	Officer Manager	Nixon Wenger Lawyers
Vicki Eide	Business Owner	Deans Tailor Shop
Wayne Armbrust	Business Owner	Corbett Office Plus
Wendy Aasen	Executive Director	Literacy Society of the North Okanagan