

CITY OF BURNABY  
SOCIAL ISSUES COMMITTEE

*HIS WORSHIP, THE MAYOR  
AND COUNCILLORS*

**RE: ALLOCATION OF SPACE-BURNABY HEIGHTS AND EDMONDS  
RESOURCE CENTRES**

**RECOMMENDATIONS:**

1. **THAT** Council approve allocation of Room 206 at the Edmonds Neighbourhood Resource Centre and Room 28 at the Burnaby Heights Resource Centre to the selected applicants, as outlined in section 4.0 of this report.
2. **THAT**, in the event either of the selected applicants is unable to occupy the designated rooms, Council approve allocation of Room 206 at Edmonds Neighbourhood Resource Centre to the Arrows to Freedom Cultural Healing Society and Room 28 at the Burnaby Heights Resource Centre to Mosaic Settlement Services.
3. **THAT** Council authorize staff to undertake the necessary lease arrangements between the City and the selected applicants.
4. **THAT** a copy of this report be sent to the following applicants: Ms. Diana Giardullo, 4290 Venables Street, Burnaby, B.C. V5C 2Z9; Volunteer Burnaby, 14-250 Willingdon Avenue, Burnaby, B.C. V5C 5E9; Arrows to Freedom Cultural Healing Society, 7355 Canada Way, Burnaby, B.C. V3N 4Z6; Pacific Post Partum Support Society, 104-1416 Commercial Drive, Vancouver, B.C. V5L 3X9; Mosaic Settlement Services, 1720 Grant Street, Vancouver, B.C. V5L 2Y7; and Burnaby Firefighters Charitable Society, 205-6515 Bonsor Avenue, Burnaby, B.C. V5H 3E8.

**REPORT**

The Social Issues Committee, at its Open meeting held on 2003 September 16, received and adopted the *attached* report presenting a proposal for the allocation of office/program space at the Burnaby Heights and Edmonds Neighbourhood Resource Centres. The Committee proposed that Room 206 at the Edmonds Neighbourhood Resource Centre be awarded to the Burnaby Firefighters Charitable Society. This is a Burnaby-based organization whose services are primarily intended for Burnaby residents.

COPY - CITY MANAGER  
- DIRECTOR ENGINEERING  
- DIRECTOR PLANNING & BUILDING  
- DIRECTOR PARKS, RECREATION & CULTURAL SERVICES  
- DIRECTOR FINANCE  
- CITY SOLICITOR  
- CHIEF LICENSE INSPECTOR  
- CITY CLERK

Arising, from discussion, the Committee also proposed that if the Burnaby Firefighters Charitable Society is unable to occupy Room 206 then this space be allocated to Arrows to Freedom Cultural Healing Society as the second choice.

The Committee further proposed that Room 28 at the Burnaby Heights Resource Centre be awarded to Volunteer Burnaby. This organization plays a unique role in Burnaby through its recruitment of volunteers for Burnaby organizations and the support services it offers these organizations. Arising from discussion, the Committee also proposed that if Volunteer Burnaby is unable to occupy Room 28 then this space be allocated to Mosaic Settlement Services as the second choice.

The purpose for identifying second choice allocations was to avoid the need to seek Committee and Council approval to re-advertise the space if the recommended applicant is unable to pursue the allocation, a situation that has occurred in the past and has sometimes resulted in lengthy vacancies at the resource centres.

Respectfully submitted,

Councillor D. Johnston,  
Chair

Councillor L. Rankin,  
Vice Chair

Councillor S. Dhaliwal,  
Member

**TO:** CHAIR AND MEMBERS  
SOCIAL ISSUES COMMITTEE

2003 September 10

**FROM:** DIRECTOR PLANNING AND BUILDING

OUR FILE: 12000-10

**SUBJECT:** ALLOCATION OF SPACE - BURNABY HEIGHTS AND EDMONDS  
RESOURCE CENTRES

**PURPOSE:** To present a proposal for the allocation of office/program space at the Burnaby Heights and Edmonds Neighbourhood Resource Centres.

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**RECOMMENDATIONS:**

1. **THAT** Rooms 206 at the Edmonds Neighbourhood Resource Centre and Room 28 at the Burnaby Heights Resource Centre be allocated to the selected applicants, as outlined in section 4.0 of this report.
2. **THAT** staff be authorized to undertake the necessary lease arrangements between the City and the selected applicants.
3. **THAT** a copy of this report be sent to the following applicants: Ms. Diana Giardullo, 4290 Venables Street, Burnaby, B.C. V5C 2Z9; Volunteer Burnaby, 14-250 Willingdon Avenue, Burnaby, B.C. V5C 5E9; Arrows to Freedom Cultural Healing Society, 7355 Canada Way, Burnaby, B.C. V3N 4Z6; Pacific Post Partum Support Society, 104-1416 Commercial Drive, Vancouver, B.C. V5L 3X9; Mosaic Settlement Services, 1720 Grant Street, Vancouver, B.C. V5L 2Y7; and Burnaby Firefighters Charitable Society, 205-6515 Bonsor Avenue, Burnaby, B.C. V5H 3E8

**REPORT**

**1.0 BACKGROUND**

At its meeting on 2003 July 21, Council was advised that two organizations that had recently been allocated space at the Edmonds Neighbourhood and Burnaby Heights Resource Centres would not be pursuing their allocations and that staff, with the endorsement of Council, would seek new tenants for the space. The information was provided directly to Council, as the Social Issues Committee had adjourned for the summer.

To solicit applications for new tenants at both the Edmonds and Burnaby Heights Resource Centres, the available space was advertised in the two local newspapers and in a mail distribution to a broad base of community organizations, community schools and City facilities. Interested applicants were asked to submit a letter of application to the Planning Department by 2003 August 22. This report presents proposals for the allocation of the available space.

## 2.0 AVAILABLE SPACE

Rooms 206 at the Edmonds Neighbourhood Resource Centre and Room 28 at the Burnaby Heights Resource Centre were advertised for lease. The established 2003 lease rate for office/program space at the two centres is set at \$9.98 per square foot per year.

## 3.0 APPLICANTS

### 3.1 Room 206 (864 sq. ft) - Edmonds Neighbourhood Resource Centre

#### *Arrows to Freedom Cultural Healing Society*

The Arrows to Freedom Cultural Healing Society was allocated Room 207 at the Edmonds Resource Centre in 2003 June. It is interested in leasing Room 206 to have more space for the programs it offers. The Society is a Burnaby-based registered non-profit organization committed to assisting urban aboriginal youth, families and people of all ages and cultural backgrounds reclaim their traditional history, culture and visions through the provision of culturally appropriate programming and services. It offers a range of programs geared to children, youth and young adults.

#### *Burnaby Firefighters Charitable Society*

The Burnaby Firefighters Charitable Society is a Burnaby-based registered non-profit society. It raises and donates money to charitable and community organizations throughout the Lower Mainland and B.C., with a primary focus on Burnaby-based groups. In its letter of application, the Society states that it provides donations to more than sixty diverse groups in a given year. It currently shares a small office (approximately 250 square feet) with the Firefighters Association in south Burnaby, which creates operational challenges for the organization. The Society requires a larger office to run its expanding program and to be able to hold meetings.

*Pacific Post Partum Support Society*

The Pacific Post Partum Support Society (PPSS) is a registered non-profit society that serves the Lower Mainland. It offers a support program to women experiencing postpartum depression and anxiety. Its services include: counselling and referrals, weekly support groups, partners' information sessions and printed information. The Society also provides educational workshops and on-site training for community support workers. It currently rents a 600 square foot office in Vancouver. It is looking for a larger space at minimal cost to more effectively deliver its services, particularly those offered by telephone. It is interested in leasing space at either the Edmonds or Burnaby Heights Resource Centres.

**3.2 Room 28 (800 sq. ft) - Burnaby Heights Resource Centre**

*Burnaby Heights Daycare Society*

The Burnaby Heights Daycare Society is a recently incorporated non-profit society. It was created by two north Burnaby residents who wish to establish a group child care centre in north Burnaby. One of the applicants currently runs a family day care and would prefer to operate a child care centre outside of her home. The applicants applied for Room 28 when it was advertised for lease in February and April this year, and continue to be interested in the space.

The applicants have indicated that they intend to offer child care to children aged 30 months to 12 years old. Their primary client base would be Burnaby residents. If allocated the space, the applicants would need to meet the licensing requirements of the Fraser Health Authority (FHA) before operation could begin. In preliminary discussions with the FHA, the Authority stated that a maximum of 20 children would be permitted in the space. The FHA also stated that before licensing can proceed, the applicants would need to submit a health and safety plan to indicate how children's safety would be ensured while using the washroom located down the hallway from Room 28, and accessing the outdoor play area (located in Confederation Park).

*Volunteer Burnaby*

Volunteer Burnaby is a Burnaby-based non-profit society. It recruits, interviews and refers volunteers to community organizations and offers resource materials and consultation in the development and management of volunteer programs. It directly or indirectly manages more than 1,000 different volunteer opportunities in Burnaby.

Volunteer Burnaby currently occupies Room 14 at the Burnaby Heights Resource Centre. As a result of provincial policy changes and other funding agencies' requirements, the organization is interested in leasing additional space at the Centre to facilitate a new partnership with Community Volunteer Connections (CVC). CVC provides similar services as Volunteer Burnaby to residents in Maple Ridge, the Tri-Cities and New Westminster. If CVC were re-located to Burnaby Heights, Volunteer Burnaby states that the two organizations would be able to share their resources and expertise while reducing their combined operating costs. Through a partnership with CVC, Volunteer Burnaby states that it would have access to a larger pool of volunteers, increased eligibility for funding from provincial and federal sources and increased volunteer sector expertise on staff. It also states that a partnership with CVC would increase its capacity to respond to challenges, initiate projects and assist service providers who have been affected by cuts to funding. The two organizations have yet to determine if they would retain separate Boards of Directors or combine their two Boards.

#### *Mosaic Settlement Services*

Mosaic is a registered non-profit society based in Vancouver. It assists immigrants and refugees with settlement and integration. Its services include settlement and orientation services, information and referral, employment services, counselling, interpretation, translation and language instruction. In total, Mosaic employs a workforce of approximately 125 full and part time staff. It is interested in leasing Room 28 at Burnaby Heights to provide a base for the services it offers to Burnaby residents. It states that Burnaby and New Westminster comprise the second largest source region for clients that use its services.

#### *Pacific Post Partum Support Society*

As noted in section 3.1, PPPSS has expressed interest in leasing space at either the Edmonds or Burnaby Heights Resource Centres.

## 4.0 PROPOSED ALLOCATIONS

In 1990 July, Council adopted guidelines for the allocation of space at the Resource Centres. As indicated in the guidelines, the space is primarily targeted to non-profit groups that provide services of broad benefit to Burnaby residents. Staff used the guidelines in assessing the applications for the current Resource Centre vacancies, as discussed below.

#### **4.1 Rooms 206 - Edmonds Neighbourhood Resource Centre**

As stated in the guidelines for the allocation of space at the Resource Centres, Burnaby-based non-profit organizations should receive priority over organizations providing services at a regional, provincial or national level. Other guidelines include the objective of expanding the range of services available to the community from the Centres, and the availability of other options or venues to the applicant. While all three of applicants for Room 206 offer programs and services of benefit to Burnaby residents, the Burnaby Firefighters Charitable Society most closely meets the guidelines. It is a Burnaby-based organization which currently shares a very tight (250 square feet) office space with another organization elsewhere in Burnaby. Arrows to Freedom is also a Burnaby-based organization. It is not being recommended for the space allocation at present, however, because it was allocated Room 207 (1,167 square feet) at the Edmonds Resource Centre in June 2003. PPPSS, whose services are not primarily intended for Burnaby residents, is considered a lower priority for allocation of space. It is therefore proposed that the Burnaby Firefighters Charitable Society be allocated Room 206.

#### **4.2 Room 28 - Burnaby Heights Resource Centre**

There were four applicants for Room 28 at the Burnaby Heights Resource Centre: the Burnaby Heights Daycare Society, Volunteer Burnaby, Mosaic Settlement Services and PPPSS. As noted above, the Burnaby Heights Daycare Society has been recently incorporated as a non-profit society. In order to commence operations, it will still need to obtain a Community Care Facility License from the FHA. Therefore, even if it were to succeed in securing a space at Burnaby Heights, the potential exists that would not receive the necessary license to operate the child care centre. In addition, the location of the room (second floor of the building) and distance from washrooms and outside play areas are seen to be challenges for the operation of a child care centre. Given these considerations, the Society is not being recommended for a space allocation at this time.

The Pacific Post Partum Support Society, as noted in section 4.1, offers services that are not directly geared to Burnaby residents. While the allocation guidelines allow for space to be occupied by broader serving organizations, preference is given to Burnaby-based organizations. Given its regional focus, it is proposed that PPPSS not be given consideration for a space allocation at present.

The two remaining applicants, Volunteer Burnaby and Mosaic, are well established non-profit agencies that provide valuable community service. Volunteer Burnaby has requested space at the Resource Centre to facilitate a new partnership with CVC.

The intent of the new partnership would be to improve volunteer services in Burnaby, New Westminster and the Tri-Cities. In this regard, a partnership with CVC would result in an expansion of services beyond those offered to Burnaby residents and organizations. The partnership is being proposed, in part, to meet funding agencies' requirements that organizations offering similar services find ways to pool resources and reduce operating costs. Volunteer Burnaby notes that, by combining resources with CVC, it would be able to expand and improve the services it offers in Burnaby. Therefore, while broadening its focus, the organization would continue to offer services of benefit to Burnaby residents and organizations. Volunteer Burnaby has also indicated that if it is not able to find suitable space for the new partnership, it may need to look for space elsewhere.


Mosaic is interested in opening a branch office at Burnaby Heights in order to be closer to its Burnaby clients. The settlement services it would offer should be of direct benefit to Burnaby residents. If allocated the space, Mosaic has indicated that it would consult with the Burnaby Multicultural Society (BMS) to consider ways that it could complement BMS's services. If agreement could not be reached, however, the *potential* exists that Mosaic could duplicate or compete with services offered by BMS. Further, while settlement services are a key need in the community - especially in light of the growing percentage of our population being born outside of Canada - Burnaby Heights already has a number of services geared to the multicultural community (e.g. CASI, Burnaby School District ESL programs, Burnaby Family Life Institute multicultural programs).

Given the foregoing, while the submissions of Mosaic and Volunteer Burnaby both have merit, it is staff's view that the proposal submitted by Volunteer Burnaby should be given priority. Volunteer Burnaby plays a unique role in Burnaby through its recruitment of volunteers for Burnaby organizations and the support services it offers these organizations. It is well regarded in the community and recognized for the important role it plays in promoting volunteerism. In order to secure ongoing funding, it is seeking ways to reduce its operating costs. To accommodate a partnership with CVC, it requires additional space. If space is not available at Burnaby Heights, there is a risk that Volunteer Burnaby could re-locate, potentially outside of Burnaby. In staff's view, this could diminish an important presence in the promotion of volunteerism in the city. In light of the valuable role this existing Burnaby organization plays in the community, it is therefore recommended that Room 28 at Burnaby Heights be allocated to Volunteer Burnaby. If this recommendation is approved by the Committee and Council, Volunteer Burnaby would be requested to submit information on the organizational structure of the new partnership, once it has been determined, to allow staff to re-assess its eligibility for lease grant support.



5.0 NEXT STEPS

With Council approval of the Committee's recommendation for the allocation of available space at the Burnaby Heights and Edmonds Resource Centres, staff would undertake the necessary lease arrangements for the approved tenants. Consistent with Council direction, staff would also advise tenants of the expected five to ten year life span of the Burnaby Heights Resource Centre. Once space allocations have been finalized, as appropriate, the lease grant applications of the non-profit tenants allocated space would be forwarded to the Executive Committee - Grants for consideration.

  
for J.S. Belhouse, Director  
PLANNING AND BUILDING

MM/sa

- cc: City Manager  
Director Engineering  
Director Finance  
Director Parks, Recreation and Cultural Services  
City Solicitor  
Chief License Inspector  
City Clerk

