
From: St. Louis, Jackie <Jackie.StLouis@cityofvancouver.us>
Sent: Thursday, October 31, 2019 2:47:07 PM
To: St. Louis, Jackie <Jackie.StLouis@cityofvancouver.us>
Subject: Navigation Center Update

Dear Community Members,

I'd like to provide you with an update on upcoming changes at the Navigation Center.

Share has notified the City that, as of January 31, 2020, they will no longer serve as the Navigation Center operator. Share staff will continue working at the center through the end of January and the City is developing a plan for operations moving forward, including issuing an RFP for a new operator. We'd like to thank Share for their work over the past year at the day center and we will continue to work together in the future on our shared goal of helping to address the needs of our community.

We acknowledge that, when the day center closes at 5 p.m., we are still faced with the fact that day center participants do not have a place to go for the night and this continues to have an impact on the neighborhood—the lack of overnight shelters and housing is a serious issue that our community continues to face. But please know that we are committed to operating the Navigation Center in a way that respects you, as neighbors and business owners in the area, while also providing our homeless residents with vital assistance and access to the services they need.

The City is currently working on a number of projects and changes at the Navigation Center to take effect as of November 11:

- **ENCLOSED OUTDOOR AREA:** Fencing will be installed to enclose the outdoor area at the front of the building. This area will no longer be accessible from outside the building.
- **SINGLE POINT OF ENTRY:** The only entrance door will be the door on the main parking lot side of the building.
- **ID CARDS:** An ID card system was recently implemented by Share. This system will continue to be utilized and serve to control access in and out of the building. All day center participants are required to obtain an ID card to enter the facility.
- **REQUIRED CHECK-IN PROCEDURE:** The reception desk will be moved to face the entrance door. All day center participants will be required check-in at the reception desk before being allowed to enter the facility.
- **NEW CODE OF CONDUCT:** A new code of conduct for all day center participants will be enforced. A staff member will review the code of conduct with the participant, who must acknowledge and sign the document, during the check-in process and before an ID card is issued.
- **NO LOITERING OUTSIDE BUILDING OR IN PARKING LOT:** A no loitering rule will be enforced in the parking lot and outside the building.

- VEHICLE PARKING: If a day center participant wishes to park a vehicle in the parking lot while visiting the day center, they must register their license plate number during the check-in process. Any vehicles in the parking lot that are not registered will be towed.
- CLEANING: A complete cleaning of the building interior will be done November 8-10. Note: In order for the cleaning, fencing, and desk reconfiguration to occur, the Navigation Center will be closed from November 8-10
- NEW BUILDING & GROUNDS MANAGEMENT: City staff will assume oversight and management of the facility and grounds effective mid-November.
- VPD PRESENCE: From November 11-24, VPD will have a daily presence at the Navigation Center to help with security and code of conduct rules.

I will be available to discuss these changes and answer questions at the Dec. 10 community meeting at the Navigation Center. I look forward to seeing you there.

Thank you.

Sincerely,

Jackie K. St. Louis, MSC, LMHC, MHP
Homeless Resource Manager



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