

STRATHCONA BUSINESS IMPROVEMENT ASSOCIATION

open
for business

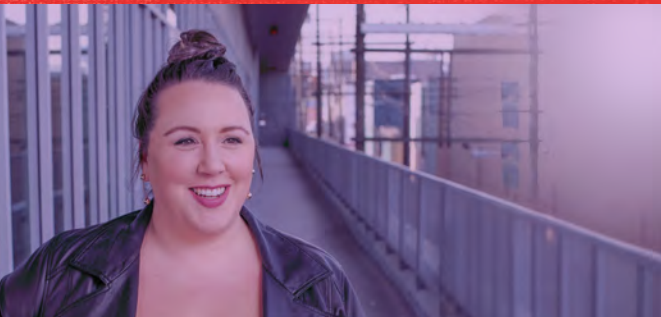


**Strathcona BIA
Member Guide
2020-2021**

strathconabia.com

STRATHCONA
Business Improvement Association

Welcome and Welcome Back



My name is Emma Carscadden and I am the president of the Strathcona Business Improvement Association. If you're new to the business community in Strathcona, welcome! If you've been here a while, thank you for continuing to choose Strathcona as a place to do business. We're delighted you're here!

The Strathcona BIA operates on the unceded territories of the x̱m̱əθḵəy̱əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and sə́líḻwətaʔí (Tsleil-Waututh) Nations. Their cultures and economies have shaped the district since time immemorial and remain an integral part of the Strathcona community.

We are one of 22 business improvement areas serving across the City of Vancouver. Each business, organization, or property owner of a class 5 or 6 property within the SBIA catchment area is automatically a member.

The SBIA, like all BIA's, is funded through a special tax levy applied to each property. If a property is worth 1% of the total value of the area then that property pays 1% of the BIA levy.

How we spend the levy is directed by members and our elected Board of Directors. Our Board is made up of local business and property owners. We work to shape the strategic direction and manage the budget for the organization ensuring it directly serves our members and community.

This year has been extraordinarily challenging, personally and professionally, for us all. In this unprecedented time, we have worked to shift advocacy efforts and programming to support our members affected by COVID-19, including transitioning quickly to a 24-hour security patrol and investing further into graffiti removal and sanitation services.

The Strathcona business community continues to demonstrate remarkable resiliency, but we also know we're not through the pandemic yet. We hope this guide will either introduce you to or refamiliarize you with the resources available to you as a Strathcona BIA member, including our newly launched COVID-19 Recovery Grant program.

We do our best work when we collaborate with and hear from you, our members. Should you ever want to reach out to myself and the Board of Directors, you can email us directly at board@strathconabia.com.

In kindness, calmness, and safety,

Emma Carscadden.

Emma Carscadden | Property Owner,
President, SBIA Board | 715 E Hastings

Contact: info@strathconabia.com
Office: 604-258-2727

Board of Directors

Emma Carscadden, President; David Greaves, Vice President; Anu Kainth, Treasurer; Kathy Tuulos, Secretary; Jason Gilron; Peter Joe; Monica Reyes; Tammy Tsang

Contact: board@strathconabia.com

→ Staff Team

Theo Lamb, Executive Director
Sam Hamilton, Manager, Member Services & Operations
Johanna Lauyanto, Manager, Communications & Sustainability

What We're About

Our Vision

Strathcona members thrive in a mixed-use, inclusive, resilient and prosperous local economy.

Our Mission

To promote a strong local economy through advocacy, cultivating relationships, supporting business participation in the community, delivering innovative programs and fostering community leaders.



2019 -2024 Strategic Goals



Safety & Security:

Transform our security patrol program into a community-based safety model that supports and strengthens the SBIA membership.



Member Engagement:

Create a culture of engagement and pride where members actively participate in SBIA programs, events and communications.



Member Advocacy:

Support members to respond to change by serving as an influential and respected voice for a prosperous Strathcona.



Placemaking & Programming:

Innovate through technology, sustainability, arts and culture programs so that businesses thrive in Strathcona.

Getting Around Strathcona.

PORT OF VANCOUVER

VANCOUVER JAPANESE LANGUAGE SCHOOL



néca?mat ct PUBLIC LIBRARY



STRATHCONA COMMUNITY POLICING CENTRE



STRATHCONA BIA OFFICE

1220 E Hastings St, Vancouver, BC, V6A 1S6



RAY-CAM CO-OPERATIVE CENTRE



- LEGEND**
- Strathcona BIA
 - Greenspace
 - No Time-Limit Metered Parking
 - Existing Cycling Routes
 - Mobi By Shaw Go Stations
 - Major Transit Routes
 - Burrard Spur Rail Line

Meters in effect
9am - 10pm
No time limit



GEORGIA VIADUCT

PRIOR ST

VENABLES ST



Business in Strathcona

THE STRATHCONA BIA HAS

857

MEMBERS INCLUDING:



435

BUSINESSES

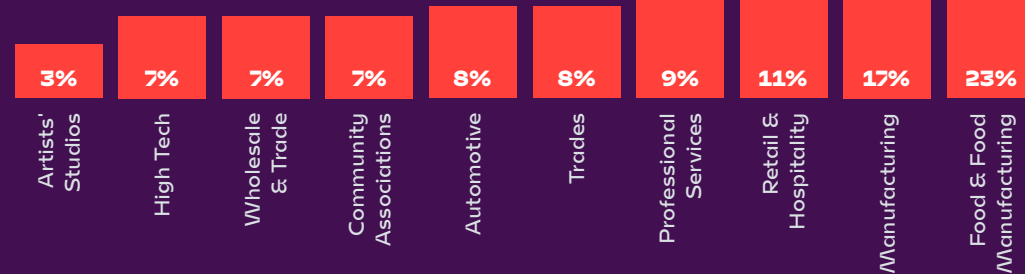


422

PROPERTIES

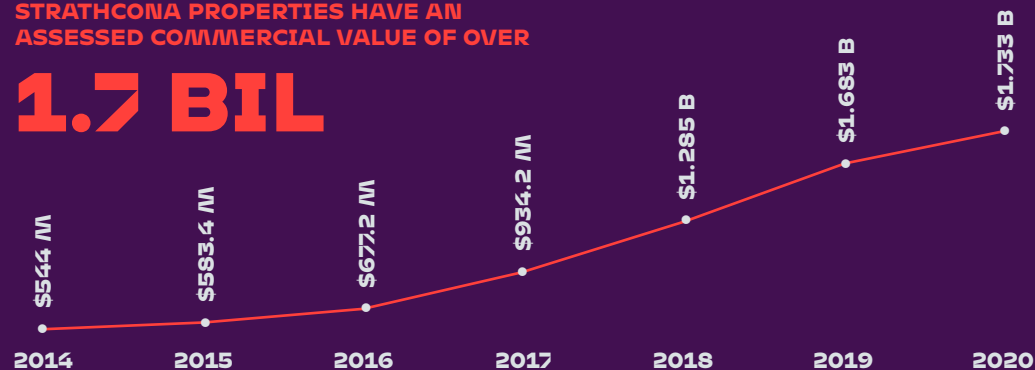
6500+

EMPLOYEES WORKING IN A VARIETY OF DIFFERENT INDUSTRIES:



STRATHCONA PROPERTIES HAVE AN ASSESSED COMMERCIAL VALUE OF OVER

1.7 BIL



Learn more about business in Strathcona at: www.bizmap.ca/neighbourhood/vancouver/strathcona/

COVID-19 Recovery Grant

We're launching a pilot COVID-19 Recovery Grant Program to help businesses that have been affected by the pandemic.

To help you navigate the challenges of COVID-19, we're offering grants in the following areas:



Recovery

- For social distancing and personal protection equipment (PPE) like hand sanitizer, plastic barriers, floor decals etc.



Placemaking

- For exterior building improvements like lighting or facade upgrades
- For infrastructure additions, such as sidewalk/street patios and benches



Safety & Sanitation

- For safety infrastructure like cameras or fencing
- For sanitation and cleanliness needs such as power-washing and scrub treatments



Diversity & Inclusion

- For diversity, equity, and inclusion training for staff
- For expert support on developing and implementing inclusive practices and policies

Members can apply for multiple grant streams up to a maximum of \$1000 per member across all grants.

The grant program will be open until Dec. 31, 2020, or until the funding pool of \$35,000 has been allocated to members.

Learn more about eligibility and apply at strathconabia.com/covid-19-recovery-grant-program/

Our Programs

WHO TO CONTACT

COMMUNITY SAFETY PROGRAM

Mobile safety team, supporting members 7 days a week

Speak to the safety team directly by calling **604-789-4143**

On-call service to address business concerns



Immediate response and support for businesses



Work to establish community relationships



450+ hours per month dedicated to community safety

STREET CLEANING PROGRAM

Weekday litter and needle removal on public property

Call the SBIA office at **604-258-2727** to report litter and needles on public property and sidewalks

Keeps sidewalks and business entrances clean



Pre-planned routes to maximize cleaning resources



Reinforces positive public perception of our neighbourhood



100s of bags of litter and needles removed each month

GRAFFITI REMOVAL

Graffiti removal on private property

Report graffiti to Goodbye Graffiti at **604-841-4639** or vancouver@goodbyegraffiti.com

Unlimited removals of all graffiti 12 feet and under



Prompt removal within 48-72 hours of reporting



Clean and graffiti-free buildings



Over 500 removals each month

PRIVATE PROPERTY DEBRIS

Debris removal on private property

Call the SBIA office at **604-258-2727** or fill out this form: strathconabia.com/debris

Debris removed at no cost



36-hour response time



Less impact on your bottom line



Improved property maintenance

RECYCLE IN STRATHCONA

Cost-effective recycling services in partnership with Recycling Alternative and Shift Delivery

Contact Recycling Alternative at **604-874-7283**

Exclusive pricing for your business



Flexible bin sizes and frequency to fit your needs



Efficient routes mean less truck traffic on our streets



Zero-emission trike pick-up for businesses with minimal recycling needs



Together, we make Strathcona different.

Get Involved

Sign-up for our e-newsletter at strathconabia.com

Keep in Touch

Join the private SBIA member Facebook group: [Strathcona BIA Members](#)
 Reach out to SBIA staff at info@strathconabia.com or call us at [604-258-2727](tel:604-258-2727)
 Speak to the SBIA board by emailing board@strathconabia.com

Follow Along

See how we #DoDifferent in Strathcona.

[f @StrathconaBIA](#) [@MadeInStrathcona](#)

Strathcona Emergency & Safety Resources



When to call 9-1-1

- Fire or medical emergency
- Someone is or appears to be overdosing
- Your safety or someone else's is at risk
- You witness a crime in progress



When to call the Vancouver Police non-emergency line 604-717-3321

- You require police support (but not immediately)
- Property damage or vandalism (after the crime has been committed)
- Vehicle break-in (after the crime has been committed)
- To report any other crime after the fact
- Report an encampment on private property



When to call the Strathcona Community Safety Team 604-789-4143

- Someone requires a wellness check (but doesn't need immediate medical attention)
- Needle pick-up request
- Report litter or debris
- Notify of an encampment on your property
- Require assistance in engaging with community members
- Provide additional safety presence
- You need to speak to someone who has knowledge of the community and Strathcona BIA resources



When to call the Strathcona Community Policing Centre 604-717-0622

- Learn about crime prevention through environmental design
- Volunteer in the community
- Report a crime that has already occurred



Strathcona Resources



Debris & garbage on private property

To schedule removal of large debris on private property, fill out the online form at strathconabia.com/debris.



Needles on public or private property

To request a needle pickup from the Portland Hotel Society, call **604-657-6561** or call the SBIA's Safety Team at **604-789-4143**.



Debris & garbage on public property

Report debris and garbage on public property—including alleyways, rail lines and sidewalks—to the City of Vancouver through **3-1-1** or the [VanConnect App](#).



Street cleaning

Litter, debris and needle removal on sidewalks and in front of businesses is provided by Coast Mental Health, United We Can and Mission Possible Maintenance. To report litter and debris, call the SBIA office **604-258-2727**.



Graffiti removal on private property

Report graffiti by calling Goodbye Graffiti at **604-841-4639**, or email vancouver@goodbyegraffiti.com.

City of Vancouver Vanconnect App

Download the **3-1-1 VanConnect App** at vancouver.ca/vanconnect to report:

- Debris on public property
- Graffiti on public property (street poles, bus stops, sidewalks, etc.)
- Encampments on public property
- Maintenance and unsafe public infrastructure (missing sewer covers, damaged signs and sidewalks, etc.)

For all other inquiries, email the SBIA office at info@strathconabia.com.

Additional resources

The following outreach teams can connect people experiencing homelessness to available services:

- Carnegie Outreach **604-665-3318**
- Atira Women's Resource Society **604-331-1407**
- The Watari Research Association **604-254-6995**
- Visit bc211.ca or call **2-1-1** for information on available community, social and government services
- For up-to-date information on COVID-19 visit healthlinkbc.ca or call **8-1-1**