COMMUNITY ENGAGEMENT REPORT

FOR PROPOSED SUPPORTIVE HOUSING
at 739-749 SCHOOL ROAD, GIBSONS BC

May 16, 2019

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Michael Mortensen MCIP, RPP
Liveable City Planning Ltd.
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1.0 Purpose

This report provides a record of public engagement that BC Housing organized, in partnership with the Town of Gibsons, Vancouver Coastal Health and RainCity Housing, to share the vision, operations and design for a proposed supportive housing development at 739-749 School Road with 40 self-contained studio homes. BC Housing held four Community Discussions meetings between April 3rd and 4th, 2019:

- **Wednesday, April 3** from 1:00-2:30pm
- **Wednesday, April 3** from 6:00-7:30pm
- **Thursday, April 4** from 9:30-11:00am
- **Thursday, April 4** from 5:30-7:00pm

In addition, on April 2nd, BC housing met separately with Gibsons Town Council and the Gibsons Elementary School PAC, delivering a presentation followed by discussions. The record includes:

- A summary of the Presentation and Meetings;
- An analysis of the comment sheets and emails received; and
- A discussion on how issues and concerns, identified at the meeting and through comments, are addressed in the project or will be addressed through changes to the proposal.

This report will be shared with the Town of Gibsons as part of the application to rezone the property. A redacted version of the report (without comment forms or emails to protect personal information) will be made available to the public. Input collected has been provided to the partners and will inform the direction of the proposal. All questions have been answered directly and/or through section 6.0 (Key Interests Emerging and How the Application Responds) of this report.
2.0 Background

BC Housing (funding partner), RainCity Housing (the proposed Operator) and Vancouver Coastal Health (tenant selection and support services) have widely shared information outlining the need for Supportive Housing in Gibsons BC and the design, operation and management of a proposed supportive housing development of 40 self-contained studio homes at 739-749 School Road in Gibsons BC (see BC Housing Presentation, Appendix A).

The need

The 2018 Homeless Count, conducted by the Sunshine Coast Homelessness Advisory Committee, found 57 people identifying as experiencing homelessness in Sechelt and Gibsons. Service providers believe this is an undercount, considering that the new supportive housing in Sechelt received over 60 applications and the Gibsons homelessness outreach team, an initiative of RainCity Housing, regularly interacts with approximately 35 people without homes or precariously housed. People without stable and secure homes aren’t always visibly homeless, living on the street or in a park. They may be living in their vehicle, or sleeping on a couch, or camping in the forest.

Existing affordable housing and support services are inadequate to meet these needs. People experiencing homelessness in Gibsons only have access to a 15-bed temporary shelter on Gower Point Road, which is only open certain hours in the evening and morning, November through March, and is consistently at or near capacity. RainCity Housing has built relationships with many of the people experiencing homelessness in Gibsons and who will likely apply for the new housing on School Road. The priority for the subject application is for people who live in Gibsons.

The Proposal / Opportunity

The Government of Canada has transferred the property at 739-749 School Road, a former RCMP site, to the Town of Gibsons on the condition that it be used for supportive housing. The federal government has directed that this property be used for 40 self-contained studio homes with on-site support for people experiencing or at risk of homelessness in the community. This will go some way towards meeting the demand for supportive housing in Gibsons.

BC Housing will provide funding to build and operate the new housing. RainCity Housing, which has been successfully operating a temporary winter shelter in Gibsons for the past two winters, will operate the supportive housing. Vancouver Coastal Health will provide support services.

This property requires amendments to the zoning bylaw and official community plan to move forward with development. The site at 739-749 School Road is currently zoned as Single-Family Residential Zone 2 (R-2) and is designated as in the OCP as Medium Density Residential and Detached Residential. BC Housing will be applying for a zoning bylaw amendment and official community plan amendment, followed by a development permit and building permit from the Town of Gibsons.
BC Housing conducted an extensive notification program for the proposed development, including traditional print media ads, direct mail and email, social media, and targeted outreach (Appendix B):

**Print Media**  
Half-page full colour ads ran in the two local newspapers ran in March in two community newspapers: *The Coast Reporter* (March 22 and March 29) and *The Local* (March 21 and March 28)

**Letters**  
Letters to neighbours were mailed to a 450m radius of the site on March 5th.

**Social Media**  
BC Housing purchased geotargeted advertisements between March 25 and April 4, reaching 2,141 people (11 shares; 37 likes; 17 link clicks).

**Online**  
Community Discussion Sessions were listed on the “Let’s Talk Housing” site for the subject property in Gibsons site: [https://letstalkhousingbc.ca/Gibsons](https://letstalkhousingbc.ca/Gibsons)  
The site attracted 194 visits in the period observed.

**Emails**  
Emails to key stakeholders were sent to two groups on March 7th

**Other Invitations**  
Meeting invitations were sent to key community groups, major employers and employee groups in Gibsons and the District:

- School District 46
- Gibsons Elementary PAC
- OShea / Oceanmount Community Association
- Ministry of Transportation & Infrastructure
- Canada Post
- Vancouver Coastal Health
- Squamish Nation
- Sunshine Coast Regional District
- Gibsons Volunteer Fire Dept.
- Sunshine Coast RCMP
- Gibsons & District Chamber of Commerce
- Sunshine Coast Community Services,
- Sunshine Coast Alternative School
- BC Hydro
4.0 Community Discussions

BC Housing and the project partners hosted a series of Community Discussions to provide opportunities for community members to learn more about the supportive housing proposal:

- **Wednesday, April 3** from 1:00-2:30pm
- **Wednesday, April 3** from 6:00-7:30pm
- **Thursday, April 4** from 9:30-11:00am
- **Thursday, April 4** from 5:30-7:00pm

Each of the meetings began with a presentation (Appendix A), followed by a facilitated discussion with other participants, including representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing. Participants were able to ask questions and provide feedback to inform the direction of the application to rezone the site. Appendix C1 provides a record of meeting questions and answers.

Participants reported that this type of public involvement and information sharing - in small groups at a variety of meeting times - was very successful. Participants were asked “Was this session helpful for learning more about supportive housing?”. More than three-quarters of respondents indicated that it was helpful to have this opportunity to learn about the project, meet the sponsors and operators, to ask questions and receive answers.

![Community Discussion Meetings Chart]

- **Helpful**: 77%
- **Not Helpful**: 12%
- **Undecided**: 11%
5.0  Summary of Comments Received & Stance

Appendix C presents the feedback received, summarized as follows:

Meetings
71 people attended Community Dialogue meetings hosted by BC Housing and RainCity. A summary of each meeting is provided in Appendix C-1.

<table>
<thead>
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<th>Meeting</th>
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<tr>
<td>Wednesday, April 3</td>
<td>22</td>
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<td>Thursday, April 4</td>
<td>10</td>
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<tr>
<td>Thursday, April 4</td>
<td>17</td>
</tr>
<tr>
<td>Total</td>
<td>71</td>
</tr>
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</table>

Comment Forms
44 comment forms from the Community Discussions were received by BC Housing (Appendix C-2).

Emails
7 emails were received by BC Housing to 14 April 2019 (Appendix C-3).

Website
10 people submitted comments and questions online conversations through “Let’s Talk Housing” website (Appendix C-4).

STANCE
The breakdown of stance by method of submission is noted, with the caveat that some individuals may have submitted feedback through more than one source.

- 15 comments (25%) expressed support of the proposal
- 17 comments (27%) expressed opposition to the proposal
- 29 comments (48%) expressed a neutral or undecided view of proposal

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<th>#</th>
<th>Pro</th>
<th>Con</th>
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<td>Comment Forms</td>
<td>44</td>
<td>8</td>
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<td>Emails</td>
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<td>1</td>
</tr>
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<td>Online Conversations</td>
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<tr>
<td>Total</td>
<td>61</td>
<td>15</td>
<td>17</td>
<td>29</td>
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6.0 Key Interests Emerging and How the Application Responds

Need for Housing
More than a quarter of respondents indicated support for the proposal and noted that housing was the most pressing need in their community. Two respondents suggested community needs also include affordable housing for families and daycare uses.

Need
There are currently upwards of 40 people experiencing or at risk of homelessness in Gibsons, so the plan for School Road is important to meet a need for housing with supports. People without stable and secure homes aren’t always visibly homeless, living on the street on in a park. They may be living in their vehicle, or sleeping on a couch, or camping in the forest. The 2017 Homeless Count found 57 people identifying as experiencing homelessness in Sechelt and Gibsons. Service providers believe this is an undercount, considering that the new supportive housing in Sechelt received over 60 applications and the Gibsons outreach team regularly interacts with approximately 35 people without homes or precariously housed.

Existing resources are inadequate to meet these needs. People experiencing homelessness in Gibsons only have access to a 15-bed temporary shelter on Gower Point Road, which is only open certain hours in the evening and morning, November through March, and is consistently at or near capacity. RainCity Housing has built relationships with many of the people experiencing homelessness in Gibsons and who will likely apply for the new housing on School Road. The priority for the subject application is for people who live in Gibsons.

Other Affordable Housing
Affordable rental housing is also needed throughout the community – there are two projects in the development application phase for Shaw Road and Franklin Road that will help increase access to affordable housing for the community.

Location
The Government of Canada is transferring the property at 739-749 School Road, a former RCMP site, to the Town of Gibsons to be used for supportive housing. The federal government has directed that this property be used for 40 self-contained studio homes with on-site support for people experiencing or at risk of homelessness in the community. For those who expressed opposition to the proposal, their primary objection is the location of the housing. Seventeen (27%) written responses suggested that the housing should be located elsewhere, away from schools. Some questioned the decision of the Federal Government that this land be used for Supportive Housing.
Proponents and those supporting the proposal indicated the location was fit for purpose, noting an interest in co-locating supportive housing with transit and local shops and services. When considering locations for supportive housing, BC Housing looks for proximity to community services (commercial and recreational activities); accessibility to transit; adequate lot size; connections to utilities; and compatible land use policies. 62% of BC Housing funded supportive housing sites are within 500 metres of schools. This makes sense because schools tend to be intentionally evenly distributed throughout residential areas, and affordable housing is a residential use. The goal is to successfully integrate this new housing into the community. People without homes are already living in the community - this housing will give people a home, and access to communal interior and exterior living space. They will no longer need to live on the streets, in parks, in cars, in shelters.

The meeting feedback and comment forms indicated a general desire for public order and safety including the safety of children in nearby schools. Concerns included the potential for residents to use/abuse drugs and alcohol, and neighbours were interested in the proponent’s plans for mitigating any negative impacts on the community.

Good Neighbours
BC Housing and RainCity are committed to be good neighbours. All supportive housing that we develop across the province provides a safe community both inside and outside. Supportive housing is staffed 24 hours a day, seven days a week, by an experienced non-profit operator. 62% of BC Housing funded supportive housing sites are within 500 metres of schools. The goal is to successfully integrate new housing into a community.

All residents sign a Resident Program Agreement in respect to expectations around behaviours. More details on the Resident Program Agreement are provided under the Resident Selection and Housing Management section below. For an example of supportive housing in a similar residential neighbourhood, read about Timber Grove in Surrey www.bchousing.org/research-centre/library/community-acceptance/bk-case-study-timber-grove

RainCity will develop a Community Advisory Committee to support the successful integration of the new building and residents into the community, with representation that may include BC Housing, Vancouver Coastal Health, the Town of Gibsons, local RCMP, local service providers, local supportive housing resident and a few selected community members at large. Committee members share a common desire to:

- Create a peaceful, safe, and beautiful neighborhood
- Work together on neighborhood revitalization initiatives;
• Support diversity and inclusion;
• Share respectful, open and honest communication; and
• Help each other address concerns.

The Gibsons Elementary School Parent Advisory Committee and Principal have confirmed that they would like a seat on the CAC should the project move ahead, to address any impacts on the operation of the local school and on student safety.

Substance Misuse
Those experiencing homelessness in Gibsons suffer a wide range of challenges that may include dependence on drugs and alcohol. It is important to acknowledge that dependence on drugs and alcohol can also be a result of experiencing homelessness.

RainCity housing does not exclude someone from housing opportunities if they live with a substance misuse issue. This is consistent with the rights of other property owners and tenants in the wider community, many of whom also live with substance misuse issues but not homelessness.

The key difference is that for the BC Housing homes there will be 24/7 staff on site who can help if a tenant’s behaviour becomes a problem to others. The Resident Program Agreement noted above also provides avenues for ending a residency agreement in cases where a satisfactory resolution cannot be found.

Supportive housing follows an evidence based and internationally demonstrated Housing First model\(^1\), which aims to end chronic homelessness by first providing stable housing, and then working with the resident to promote recovery and well being. Supportive housing works to lessen the impact issues have by providing a safe environment where medical intervention is readily available. Building staff and partners like Vancouver Coastal Health provide ongoing guidance, encouragement and support to individuals living in supportive housing.

No Safe Injection Site
For clarity, there will not be a safe injection site on this property. RainCity Housing takes a harm reduction approach, which means staff are available to support any residents who are in various phases of substance use. Statistics show that many people who die from overdoses do so when they are alone, and so the building will be set up with the ability to provide a safe consumption space for residents only, to ensure the safety of residents who are active substance users. As part of the program, residents make their own choices in regard to lifestyle and are supported in efforts to work on their health and well-being.

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\(^1\) [https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first](https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first)
Resident Selection & Housing Management

Related to the public order interest above, neighbours wanted to know details of resident selection, and how BC Housing and the operator RainCity Housing would manage the housing, support residents and deal with problems if/when they arise.

Resident Selection

BC Housing and RainCity would collaborate with local service providers on a thoughtful and thorough assessment process to ensure an appropriate mix of residents with the right supports live in the housing. Every potential resident will be considered on an individual basis to ensure that the housing and services provided by the program match the support services that they need, such as life skills training, employment assistance, and help with accessing a range of social and health care services.

Expectations

Like all Gibsons residents, supportive housing resident would be expected to treat neighbours with respect. Staff would work with residents and the neighbours to foster good neighbourhood relations.

Residents would sign a Program Agreement and will be expected to abide by it. A Program Agreement addresses expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others. Staff would work with residents and the neighbours to foster good neighbourhood relations. Residents would be expected to:

- Treat neighbours and community with consideration;
- Not make excessive noise or cause unnecessary disturbances;
- Ensuring security doors are closed properly and not letting any unknown persons into building;
- Put garbage in the appropriate bins;
- Clean up after pets;
- Not smoke in the common areas, including the front entrance.

RainCity may end an agreement and relocate a resident at any time if a resident is:

- Engaging or behaving in a manner which is abusive and/or a threat to the mental or physical health or safety of anyone in the building/community;
- Significantly disrupting the quiet enjoyment of other participants and/or neighbours; or
- Engaging in willful vandalism or damage to the building or property.

Ongoing Public Involvement & the Community Advisory Committee

Meeting feedback suggested there was community interest in taking part in the Community Advisory Committee to give informed feedback on the operation of the housing and to solve any problems as they arise.
RainCity will develop a Community Advisory Committee (CAC) to support the successful integration of the new building and residents into the community, with representation that may include BC Housing, Vancouver Coastal Health, the Town of Gibsons, local RCMP, local service providers, local supportive housing resident and a few selected community members at large. The Gibsons Elementary School Parent Advisory Committee and Principal have confirmed that they would like a seat on the CAC should the project move ahead. Committee members share a common desire to:

- Create a peaceful, safe, and beautiful neighborhood
- Work together on neighborhood revitalization initiatives;
- Support diversity and inclusion;
- Share respectful, open and honest communication; and
- Help each other address concerns.

The Gibsons Elementary School Parent Advisory Committee and Principal have confirmed that they would like a seat on the CAC should the project move ahead, to address any impacts on the operation of the local school and on student safety.

**Design**

Comments were received related to the design of the development:

- Provide landscaping for privacy and to mitigate impacts on neighbouring properties;
- Restrict Smoking, or Locate outdoor smoking area away from neighbouring properties;
- Add detail and character in keeping with the Gibsons OCP;
- Consider adding an elevator to promote accessibility;
- Consider indoor and outdoor amenity needs of residents;
- Consider more parking; and
- Consider Green Designs to reduce energy / material use.

Eight written responses (12.9% of written responses) suggested the development was too large and that:

- the three-storey building was too high;
- there are too many units; and
- development was not consistent with neighbourhood character

In response to feedback about the design of the housing development, BC Housing commits to the following measures:

- **Size / Height**: Based on the homelessness count in Gibsons and the experience of the shelter-operator in Gibsons, forty units is estimated to meet the need for homes by the homeless living in Gibsons. A 4 storey building with an elevator would be more typical of supportive housing building funded by BC Housing, and
allow for 52-55 units. This proposal limits the height of the building to 3 storeys, consistent with several other buildings along School Road, and in keeping with typical multi-family building form per the multi-family land use designation of the site in the Official Community Plan. BC Housing will review detail and character for the modular design through the design development process and strive to align with the Seaside Village form and character detailed by the Town;

- **Landscaping & Aesthetics:** BC Housing will review landscaping plans to consider neighbouring properties and impacts on privacy, aesthetics and overlook;

- **Smoking Area:** Landscape Plans will designate an outdoor smoking area away from neighbouring properties to limit impacts of smoke and noise;

- **Resident Amenity Space and Accessibility:** The plan includes indoor amenity and office space as well as outdoor amenity space. As Residents will be housed in private studio apartments, they will have personal space to store their belongings. The design includes common amenity space for bike storage. A minimum of 5% of units are required to be accessible based on BC Housing’s experience working with this type of housing population. More than this 5% minimum will be provided;

- **Parking:** The demographics of the anticipated resident population does not warrant additional parking;

- **Sustainability:** Modular construction has a high standard of energy efficiency (meeting BC “Step Code 3” standards, which is roughly equivalent to LEED standards).

<table>
<thead>
<tr>
<th>Considerate Construction Management</th>
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<tbody>
<tr>
<td>If the application to rezone the property is successful, we anticipate that site preparation work will begin Fall 2019, with occupancy in Spring 2020. Construction crews will respect local bylaws relating to hours of work and construction noise.</td>
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</tbody>
</table>
Community Discussion
Supportive Housing at 739-749 School Road
April 2019
Guidelines for Respectful Dialogue

• Listen actively to everyone
• Respect the views of others
• Refrain from negatively characterizing individuals or groups
• Please hold your questions until the end of the presentation
• Turn cell phones to silent
<table>
<thead>
<tr>
<th><strong>Project Partners</strong></th>
<th><strong>Lead application to rezone the property, would fund construction + operations and lead resident selection</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BC HOUSING</strong></td>
<td>Finalize the resident selection, provide support to residents, manage the building, serve as primary point of contact with community</td>
</tr>
<tr>
<td><strong>Raincity Housing</strong></td>
<td>Would participate in resident selection and work in partnership with RainCity to support resident health needs</td>
</tr>
<tr>
<td><strong>Vancouver Coastal Health</strong></td>
<td>Responsible for municipal approval process, including decisions on land use, development form + character, and building permit (within conditions of land transfer)</td>
</tr>
</tbody>
</table>
Why are People Experiencing Homelessness?

- Job loss or lack of income
- Lack of affordable housing
- Mental health or substance use
- Experiences of discrimination
- Disability or poor health

Why are people homeless?
Homelessness in Gibsons...

- **57 people*** experiencing homelessness in Sechelt and Gibsons
- Gibsons outreach team regularly interacts with **approximately 35 people** without homes or precariously housed.
- People experiencing homelessness in Gibsons currently have access to a **15-bed temporary shelter** on Gower Point Road, which is only open November through March and is **consistently at capacity**.

*2017 Homeless Count*
What is supportive housing?
A studio home with supports provided on site.
This would not be a shelter.
Supportive housing is a studio home....
With on-site supports:

- Daily meal services
- Individual case planning
- Individual & group services *(life skills, community kitchen)*
- Connection to community supports *(education & employment opportunities, health & wellness services)*
Who lives in supportive housing?

People who apply must be:

• A local resident over the age of 19
• Experiencing or at risk of homelessness
• In need additional support to maintain housing

Resident Selection Process

• The operator works with BC Housing and local service providers to match needs of resident to support services provided;
• People are be assessed using a thorough process to determine services need and create healthy resident mix;
• All residents pay rent and sign a program agreement around expectations and behaviours.
Housing First Approach

• **No one** can start a journey to a healthier life until they have a roof over their heads.
• **People will not be excluded** from housing if they live with substance misuse issues.
• People without homes are in **survival mode**, which makes it difficult to work on their goals and challenges.
• We follow Housing First approach (**evidence based + internationally demonstrated**):
  • **first** provide stable housing (own bed, own door, own washroom, meals)
  • **then** work with resident to promote recovery and well being (support services)
Example – Reiderman Residence

• 77 units for individuals experiencing or at risk of homelessness
• Operated by Community Builders group
• Many neighbours were initially opposed
• Since opening, the residents have successfully integrated into the neighbourhood
• Several neighbours have offered donations

Reiderman Residence, located at 7460 Heather Street in Vancouver, opened in March 2018 as the first modular housing funded under the Rapid Response to Homelessness program.
Research shows…

• Neighbours enjoy positive relationships with supportive housing residents.
• No evidence of increased crime rates (police calls decrease.)
• Property values do not decrease.
• Every dollar invested in supportive housing = 4-5 dollars of social and economic value created in community.
Overview of Land Transfer

Federal government transferred 739-749 School Road with following key conditions:

1. **Property Use/Client Group:** people with complex health needs experiencing or at risk of homelessness.

2. **Tenure:** permanent supportive housing for 40 individuals.

3. **Support Services:** wrap-around services, commercial kitchen, dining hall, programming space, counselling space, medical room. Resident screening. Priority to Gibsons residents.

4. **Housing Renovation, Maintenance & Operation:** Existing building demolished; land owned by Town of Gibsons; lease to PRHC; managed by non-profit operator.
### Preliminary Plan for School Road Supportive Housing

#### ELEMENTS PREDETERMINED

<table>
<thead>
<tr>
<th>Element</th>
<th>Details</th>
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<tr>
<td>Location, 40 units, target residents</td>
<td>(federal government conditions)</td>
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<tr>
<td>Building shape, placement; vehicle / pedestrian access; street lighting; setbacks; sidewalks; maximum height</td>
<td>(Town of Gibsons)</td>
</tr>
<tr>
<td>Operator: RainCity selected for experienced and local track record</td>
<td></td>
</tr>
<tr>
<td>Housing type: # parking spots needed</td>
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#### ELEMENTS OPEN FOR INPUT

<table>
<thead>
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<th>Element</th>
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<tr>
<td>Colour of building and siding materials</td>
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<tr>
<td>Landscaping</td>
<td></td>
</tr>
<tr>
<td>Fencing/screening options (perimeter + between sidewalk and streets)</td>
<td></td>
</tr>
<tr>
<td>Outdoor amenity space</td>
<td></td>
</tr>
<tr>
<td>Design of entrance way</td>
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BC HOUSING
Landscaping and Outdoor Amenity Options
Landscaping and Outdoor Amenity Options
Landscaping and Outdoor Amenity Ideas
Entry-way Ideas
Entry-way Ideas
Entry-way Ideas
Entry-way Ideas
Entry-way Ideas
Entry-way Ideas
Colour Ideas
Colour Ideas

[Image of a building with trees and a road in the foreground]
Colour Ideas
Material Options

1. Fibre cement board lap siding and shingles
2. Fibre cement board panels and metal siding
3. Fibre cement board panel siding
Preliminary Renderings

O' Shea Road Elevation
Preliminary Renderings
Consultation and Development Process

Pre-application public engagement

Community Discussions April 3, 4
Feedback collected
Rezoning application submitted

Town Council process

Intro to Town Council Spring 2019
Community Open House Spring TBD
Public Hearing Summer TBD
How can I provide feedback?*

• Attend a community discussion April 3 or 4
• Share feedback/questions at //letstalkhousingbc.ca/
or email communityrelations@bchousing.org
• Attend the community open house in May (date TBD)
• Participate in public hearing (summer TBD)

*All feedback received will be submitted as part of a summary report to the Town of Gibsons and will be made available publicly.
Facilitated Discussion
Appendix B - Notifications
Let’s Talk Supportive Housing in Gibsons

Please join us for a small group community discussion to learn more about the vision for supportive housing at 739-749 School Road, including operations and preliminary design considerations. There will be a presentation, followed by a facilitated discussion with other participants, including representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing. There will be an opportunity to provide input to inform the direction of the application to rezone the site.

Advance registration is required. Email communityrelations@bchousing.org with your first and second session choices by March 29 and we will confirm your registration and advise on the meeting location by April 1.

We welcome questions and input at https://letstalkhousingbc.ca/Gibsons

Everyone needs a home.
Let’s Talk Supportive Housing in Gibsons

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We welcome questions and input at https://letstalkhousingbc.ca/Gibsons

Everyone needs a home.
Dear neighbour,

As you may be aware, discussions around the future use of the property at 749 School Road (the former RCMP site) have been underway for some time. This letter is to let you know that the Ministry of Transportation & Infrastructure is transferring 739-749 School Road to the Town of Gibsons, with the condition that the land be used to develop 40 permanent homes with supports for people who are homeless or at risk of homelessness. The land will be owned by the Town and will be leased to BC Housing, who will provide funding to build and operate the housing, to be managed by RainCity Housing. This plan recognizes the increasing need for affordable housing and the increase in number of people without homes or precariously housed in our community.

RainCity Housing has been successfully operating a temporary winter shelter in Gibsons for the past two winters and has built relationships with the people who access the shelter and outreach services. RainCity provides innovative, outcome-oriented programs and services for people experiencing homelessness or who are at risk of homelessness, across the Lower Mainland and Sunshine Coast.

Supportive housing is a self-contained studio home with supports provided on-site, to ensure people can achieve and maintain housing stability. Priority would be given to Gibsons residents who meet the eligibility criteria. BC Housing and RainCity would lead the resident selection process, in collaboration with local service providers. All new residents would pay rent and sign a program agreement and good neighbour agreement. A community advisory committee would be developed to support the successful integration of the new building and residents into the community, with representation from BC Housing, Town of Gibsons, Vancouver Coastal Health, RCMP, local businesses, community organizations and community members.

739-749 School Road requires a Zoning Bylaw amendment and Official Community Plan amendment before supportive housing can be developed. BC Housing will lead this application in the coming months, with a goal of starting construction in Fall 2019, with occupancy by Spring 2020. This application is in the preliminary phase of planning and we would like to invite the community to learn more about what supportive housing is, why it is needed in Gibsons, and to view preliminary design concepts so that input can inform the application.
PLEASE JOIN US – UPCOMING EVENTS AND OPPORTUNITIES

1) PARTICIPATE IN A COMMUNITY DISCUSSION – APRIL 3 AND 4
The community discussions provide an opportunity to learn more about the vision for supportive housing on School Road, including operations and preliminary design considerations. There will be a presentation, followed by a facilitated discussion with other participants, including representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing. There will be an opportunity to provide input to inform the direction of the application to rezone the site. Please choose from one of the following sessions:

- Wednesday, April 3 from 1:00-2:30pm, or
- Wednesday, April 3 from 6:00-7:30pm, or
- Thursday, April 4 from 9:30-11:00am, or
- Thursday, April 4 from 5:30-7:00pm

Advance registration is required. Please email communityrelations@bchousing.org with your first and second session choices by March 29 and we will confirm your registration and advise on the meeting location by April 1.

2) SHARE YOUR FEEDBACK ONLINE
We will welcome questions and comments to communityrelations@bchousing.org or through https://letstalkhousingbc.ca/Gibsons Feedback received by April 10 will be included in a preliminary summary report provided to the Town of Gibsons as part of the application for zoning bylaw and official community plan amendments.

3) ATTEND THE COMMUNITY OPEN HOUSE – MAY
Drop by the community open house to see how input from the community discussions inform the direction of the application to rezone the property. Project display boards will be presented and representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing will be in attendance to answer questions and receive input. Details on date and venue will be available and advertised once confirmed.

4) ATTEND THE PUBLIC HEARING – SUMMER
The community will be invited to submit input and attend the public hearing of the application for School Road. Details on submitting input, as well as date and venue for the public hearing will be confirmed at a later date.

Submit questions and feedback to https://letstalkhousingbc.ca/Gibsons or communityrelations@bchousing.org
Learn more about the project: www.bchousing.org/gibsons
Learn more about supportive housing: www.bchousing.org/community-supportive-housing
Appendix C1 - Meeting Feedback
COMMMUNITY DIALOGUE
SUMMARY REPORT

To: Roberta Randall, Senior Manager, Community Relations BC Housing
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates
Re: Community Dialogue Meeting for Proposed Supportive Housing at 749 School Road

Event Date: April 3, 2019
Time: 1:00 PM – 2:30 PM
Location: Gibsons Royal Canadian Legion, 747 Gibsons Way
Attendees: 22

Notification
1 Web page: https://www.bchousing.org/gibsons
2 An invitation letter was distributed to neighbours within 450m of the site.

Community Dialogue Team
The following individuals responded to questions during the facilitated dialogues.
- Sandra Stenning, Access & Assessment Coordinator, BC Housing
- Sara Jellicoe, Development Manager, BC Housing
- Lesley-Anne Staats, Director of Planning, Town of Gibsons
- Carol Mathews, Vancouver Coastal Health
- Matt Thomson, Urban Matters/Sunshine Coast Homelessness Advisory Committee
- Isaac Malmgren, Associate Director, RainCity Housing and Support Society
- Nick Gaskin, Manager, RainCity Housing and Support Society
- Coralee Brin, Architect, Mobius Architecture

Facilitator
- Catherine Rockandel, Certified Professional Facilitator, Rockandel & Associates

OVERVIEW
BC Housing held a series of Community Discussions on the proposal for supportive housing at 749 School Road, in Gibsons. These sessions provided an opportunity for community members to learn more about supportive housing through a short presentation on operations, resident selection, support services, and the creation of a Community Advisory Committee, as well as ask questions and provide feedback. Representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing will be in attendance to answer questions and provide further information.

PUBLIC COMMENT: Q & A (Index: Q: Questions C: Comment A: Answers)

Q1 Are these units for single people or is there room for families? Will the rent be based on income levels? Will the food be made on site or will it be catered?

A1 The units will be one person per suite. If someone wants to move in with a partner, our goal would be for them each to have their own suite as opposed to sharing a smaller unit. The building is adults only and would not be suited for a family with children. The meals will be


provided through the onsite kitchen by a local cook who will work there. Rent is a fixed rate of $375 a month and is based on income assistance and not on people’s incomes. The majority of people living at the site would be on income assistance.

Q2 The concerns of the neighbours are the character of the people who would be selected to live there. What is the selection criterion and what is the extent of vetting for criminal matters?

A2 For tenant selection, we put a call out for applications that include a letter from a service provider. It will be people who are known in the community to be homeless. We do a thorough vulnerable assessment questionnaire. The information from this questionnaire is used to make sure the level of supports needed for that tenant to remain indoors can be matched with the services that we put on site.

We also get referrals from partner service providers so these are people who we have a fair amount of information on and have built a relationship with. We have been working in shelter services and outreach services for a long time. There were over 70 applicants for the modular building that will be opening in Sechelt and only two people that we didn’t already know through that application process.

Q3 I have volunteered at the food bank for the last four years and probably know many of these people. The majority of them are good people who have had problems but will not be breaking into our homes. I am concerned about the density of having 40 units on three stories because the property just doesn’t look large enough for it. Have there been any problems with police with the 20 bed units that are drop in?

A3 We have regular meetings with the neighbours. About a month and a half ago we held one where the RCMP came to talk about police presence in that building. A review of the RCMP file from November through to March showed that six calls were made to the shelter and four of those calls were for welfare. The RCMP feels that is a really great number because when the shelter was closed they had more calls than that. The shelter actually lowered the calls because people were inside and supported and had services available to them.

In order to meet the typical set back requirements from the Town of Gibsons, and in order to accommodate the 40 individuals that are mandated from the Federal Government in order for that land transfer to go through, three stories is the height it would need to be. The design and size of the units is typical of our modular design guidelines which are accessible on the BC Housing website. The ground floor is typically the support services for those units and includes a room where you can chat with someone about your care. There is also a kitchen and place where people can socialize. Our typical sizes for modular buildings we put together for support housing projects usually come in 40 unit, 55 unit or 60 unit versions. This building is one of the smaller versions.

C4 The homeless people never broke into the church that provided them with food bank services. If we help people who are truly trying to better their lives, if we help them and help them well, the reality of that is greatly diminishing bad outcomes.

Q5 What do you forecast as the mix to be between male and females? How many under 30 and those over 30?
A5 We don’t know those details yet because we are so far out as far as tenanting. There are 14 women that will be living our building in Sechelt that has 40 units. The age range is quite mixed with the youngest tenant being 20 years old and the oldest being 68 years old.

Q6 What are the services that get these people out into and integrated into community such as church or playing on our baseball and other sporting teams?

A6 The community integration piece we get to do in supportive housing is one of the most exciting pieces of work. Our staff liaises with church groups, community groups and sporting groups. If this project goes ahead, one of the things our staff and management would be doing, almost immediately, would be going out and trying to build those connections through community advisory and relationships that already exist in community.

C7 Social isolation results in so much more social costs to communities. Addiction research shows that social exclusion is one of the biggest causes of addiction so people who are vulnerable are just that much more vulnerable to addictions. Studies have shown huge taxpayers savings when secure housing is provided. The research looked at people’s lives over ten years and people who had secure housing had a much lower use of the health care system. It resulted in a much lower involvement with the criminal justice system and people were able to contribute to communities. As a community I hope we will be welcoming and caring and work together to find ways for people to save taxpayers money and for people to feel included.

Q8 Is there a waitlist to move into this building and how many people in Gibsons qualify to be in there?

A8 With the supportive housing that is opening this month in Sechelt, there is an application for the selection process and there is a waitlist. It has to be people who are connected to Sechelt. We had quite a few folks who were homeless in Gibsons that applied but because we had the numbers of homeless in Sechelt, they would get in first and then others would be waitlisted. BC Housing has an application registry that we pull people who are waiting in the local community.

Q9 Is the gap of housing that is needed for woman and children fleeing violence being looked at?

A9 Community Services deals largely with women and children fleeing violence. There are first and second stage transition houses. There are plans for them to hopefully redevelop their main office site in Sechelt to include housing above it that would be primarily focused on women. We do recognize this is a gap and we see it in other affordable housing developments. Community Services is working with BC Housing to try to tackle this.

Q10 There is very little support for men who have children or men in a relationship. I was surprised to hear you are going after the single population. You are going after rezoning and this is the time you can be creative in your thoughts and have units with double occupancy. I don’t think this is a very appropriate site and it is too bad it is the only Federal property you could get through this program. Was any thought given to trying to flip the value out of the land and go to the Industrial Way site that is a mixed residential, commercial and industrial? It is close to the pharmacy and the clinic. It is flat and not on School Avenue and we are not putting them into a very accommodating neighbourhood.
There isn’t an opportunity to sell this site and acquire another one. If this site doesn’t proceed with the rezoning, the Town of Gibsons would be required to pay the Federal government the value of the land. There are a couple of other projects that are in proposal stage with the Town of Gibsons for other types of affordable housing. This might address some of the concerns about accommodating couples and other types of families and people dealing with homelessness in Gibsons. There are different populations that are vulnerable and they can be addressed in different ways.

Couples are not excluded from this type of housing. In Sechelt we have three couples moving into our new supportive housing building. They will have rooms next door to each other and are thinking that they would use one room for their bedroom and the unit next door as their living room and kitchen.

Whose rule is it to say people must have separate units?

The land transfer was identified as 40 individuals in 40 units. As an operator, I can’t speak to that.

There is a legal document between the Town and the Federal government. I do not have confirmation that we can share the full document publicly at this time. We can provide some details of what is contained in it.

As an operator, we think single occupancy is a good practice for housing security for both people involved. If someone moves in with a partner and they are sharing one tenancy and their relationship ends, separating their tenancies can actually make both people vulnerable to housing loss. If they both have a suite in the building, regardless of the status of their relationship, they can maintain housing for longer.

I have had bad experiences with living near supportive housing. Emergency services were there on a daily basis and I have never seen anything like it. My concern is that you are looking to put a facility here with the same type of people, the homeless, the drug addicts, the down and out and we don’t want that problem on our doorstep. I have grave concerns that the facility you are going to build is within 200 yards of the elementary school. I think this needs to be put somewhere else.

We met with that Parent Advisory Committee of the school last night. We gathered some really valuable feedback information from them. We talked about how the elementary school and the potential building could be in communication with each other and perhaps integrating in terms of connections in the neighbourhood once it is operational. BC Housing considers this site to be appropriate and well sited and located because of its neutrality and closeness to amenities and services. Inappropriate sites are those that are isolated and far from services that people need to access and far from transit.

The land was transferred to the Town with specific provisions. It was a contribution agreement between the Government of Canada and the Town of Gibsons. The provisions outlined providing 40 supportive housing units for 40 individuals so we are tied to that number in terms of density. In terms of the number of people per unit, I would have to look through the contribution agreement or speak to the Feds to see if there is leeway around that. There may be some operating concerns with sharing units though.
We operate supportive housing near a number of schools, one of which is located one block away from Nightingale Elementary School in Vancouver. The Principal of that school spoke out publicly to say that since we came on as operators, the safety and cleanliness around their school has improved. This is because we have staff there 24 hours a day working with the population of people in the community and making sure it is safe. There is a responsive relationship with our staff and the program.

Q13 When choosing the people that will live there, is there a criteria that you use, that would not allow people with certain issues to be chosen to live here? Is there some way to put that into a long-term commitment so that the project doesn’t morph over time and allow people in that maybe they shouldn’t? If you allow people to live there that are violent or have a heavy drug addiction or something, it might put the community in a vulnerable situation. Can you speak to the tenant mix and the program agreement for people that will be living there?

A13 The nature of the service, the tenant mix, how we choose people for the building, and the supports that will be provided would not change for the foreseeable future. The way these projects are operated and funded is that we want to provide the same level of support and make sure the people living in the building have that level of support. We do see people who move into buildings who may find themselves in a position where they no longer need that support down the road. We always want to support them into achieving goals of moving into more independent places. We don’t want a building full of people who are not accessing the amazing supports we have to offer. If someone is exhibiting a behaviour that is harmful to the people around them, they would be in violation of the program agreement and often the result is that they would have to move out of the building.

C14 I understand that Habitat for Humanity wanted that site and that would seem to be a much better fit for the neighbourhood. I think you should be looking at housing mothers with kids and fathers with kids, they will probably be more responsible. There are very vulnerable older people with youngsters that that would work for.

Q15 My understanding is that we don’t have any choice because this has to be a homeless place with 40 units with single people. If that is what it is, and it is a done deal, why are we here then?

A15 This is not a done deal as it must go through the municipal rezoning process that includes a public hearing.

Q16 Are any of the residents of this new building going to be drug addicts and or alcoholics? If there are drug addicts, will this become a safe injection site?

A16 People who struggle with substance abuse definitely do live in supportive housing. This kind of support and services are directed at people who are struggling with substance abuse. We offer extra support in buildings like this to make sure people’s safety and the community’s safety is recognized when we are helping people to work through those struggles. We operate all of our housing services as harm reduction services. If people are struggling with substance use, we are doing everything we can to keep them safe and to keep the community around them safe. Staff are trained to deal with drug overdoses and to pick up drug paraphernalia. The goal is to have people in this building who are already living in the community. If they are people who are using drugs and alcohol and are out of control, they are already in Gibsons. Being able to invite them into this building where they will have more support and safety is going to improve their chances and improve the health and safety of the community.
Q17 Can you please confirm that the reason the land cannot be flipped and find a more suitable place is because the Town doesn’t own this land, the Federal government does? Did I get that right?

A17 The land has been donated to the Town for this purpose. If the Town cannot meet this purpose and the rezoning is denied, then the Town has to purchase the land from the Federal government.

Q18 Why would the Town have to purchase the land? Isn’t it just surplus Federal property?

A18 The contribution agreement outlines that this is the sole purpose for the land. My understanding is that if the 40 unit, 40 people conditions can’t be met and this doesn’t go through, the Town must purchase the property. It doesn’t just sit there as Federal property. I will check that though. I will need to get permission from the Feds to share the agreement if we can.

C19 For those of you who had concerns that this project is just for single people and not moms or dads with children, the Sunshine Coast Affordable Housing Society is going to be building a facility a few blocks away at Oshea and Shaw. It will have facilities for seniors and for single people as well as families.

C20 Why is the federal government forcing such a strict 40 unit thing? It seems that you have to follow a strict guideline or you are not going to get the lot. Why can’t we just decide another use for this lot for something else that might be more suiting. I feel that something closer to town would be better.

Q21 There is a rumour that there might be people from outside the community gaining admittance that might have addiction issues.

A21 In terms of selection criteria, we do not do criminal record checks when people are moving into the building. Our practice is to work with people where they are at coming into our building. We try to know as much about them from the people who are referring them. That doesn’t exclude them from any of the procedures that would apply to people who have a criminal record that should restrict where they are able to live. It is never a goal to move people from one community to another. For the selection process in Sechelt, we excluded a number of people who are Gibsons residents because we considered them to be too far away to fit the criteria to move into that building. We would be looking for people from Gibsons to move into this project.
COMMUNITY DIALOGUE
SUMMARY REPORT

To: Roberta Randall, Senior Manager, Community Relations BC Housing
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates
Re: Community Dialogue Meeting for Proposed Supportive Housing at 749 School Road

Event Date: April 3, 2019
Time: 6:00 PM – 7:45 PM
Location: Gibsons Royal Canadian Legion, 747 Gibsons Way
Attendees: 22

Notification
1 Web page: https://www.bchousing.org/gibsons
2 An invitation letter was distributed to neighbours within 450m of the site.

Community Dialogue Team
The following individuals responded to questions during the facilitated dialogues.

- Sandra Stenning, Access & Assessment Coordinator, BC Housing
- Sara Jellicoe, Development Manager, BC Housing
- Lesley-Ann Staats, Director of Planning, Town of Gibsons
- Susann Richter, Manager, Sunshine Coast Mental Health, Vancouver Coastal Health
- Matt Thomson, Urban Matters/Sunshine Coast Homelessness Advisory Committee
- Isaac Malmgren, Associate Director, RainCity Housing and Support Society
- Nick Gaskin, Manager, RainCity Housing and Support Society
- Coralee Brin, Architect, Mobius Architecture

Facilitator
- Catherine Rockandel, Certified Professional Facilitator, Rockandel & Associates

OVERVIEW
BC Housing held a series of Community Discussions on the proposal for supportive housing at 749 School Road, in Gibsons. These sessions provided an opportunity for community members to learn more about supportive housing through a short presentation on operations, resident selection, support services, and the creation of a Community Advisory Committee, as well as ask questions and provide feedback. Representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing will be in attendance to answer questions and provide further information.

PUBLIC COMMENT: Q & A (Index: Q: Questions C: Comment A: Answers)

Q1 What happens to the youth if 19 and older is the requirement to live here? Do you have any information about how much existing accommodation costs per person now? How much will the rent be?

A1 For the youth component, people are usually in Ministry care if they are homeless so it would be covered by the Ministry. We do offer family and other types of housing through BC Housing but
this particular project is for single adults 19 years and older. The cost of rent will be $375, which is the Ministry rate for shelter portion through income assistance.

Q2 You are saying that this would be 40 units but I read in the paper that there might be up to 65 people accommodated. Does that mean in some cases there will be two people in one unit?

A2 That is miss information in the media, it will be 40 units with single occupancy.

Q3 This meeting was capped at 25 people and 8 of those people are from the town. Are you telling me there were only 17 people allowed in here today?

A3 Staff are in addition to the 25 people cap.

Q4 You mentioned that the crime rate actually goes down. Can someone explain that to me?

A4 That is based on research done around supported and social housing programs across Canada. There is a whole list of research that you can get on the BC Housing website.

The best documented study is the At Home Chez-soi that looks at supportive housing and Housing First in five different cities across Canada. It tracks outcomes and measures from harm reduction, to drug use and mental health outcomes, employment and long-term housing outcomes and crime as well.

The link is: https://www.mentalhealthcommission.ca/English/document/24376/national-homechez-soi-final-report

Q5 Do you have any information on research that may have been done on the demographics of the people that are in supportive housing? What percentages of people have mental health or substance abuse issues?

A5 There is no information on demographics across the board in North America on supportive housing because supportive housing looks different in every community depending on the people living in those communities.

The supportive housing project in Sechelt has gone through its tenanting process for 40 tenants. The youngest person is 20 and the oldest is 68 and there is a real mixed demographic in that building. Ten of the folks are working every day but just can’t find affordable housing on the coast and have been staying in the shelter. There will be seniors there who just can’t find affordable rentals on their fixed incomes and pensions. There are some folks with substance abuse and mental health issues. We also have a group of folks that have mobility issues.

Q6 What are the supports you will be offering at this facility and what kind of training does the staff have? I work in the medical professional and know that it is a real issue to get trained staff.

A6 Some of the supports are a food program, nurses from VCH coming on site to do medical care for individuals in their homes, a medication dispensation program where staff will store and dispense medication for tenants who need it for their daily health needs. We will offer case planning and goal planning where staff will work with people to identify goals they may have and bring in resources to meet those goals. We make referrals to external services including healthcare and educational resources. Staff come to us with some degree of experience in the field. We value people’s lived experiences and will hire people who have a background of experiencing homelessness or interactions with services like the ones we provide. We have many
staff that with extensive professional experience in the field. We also provide extensive training onsite.

There are a number of outreach teams that work with Vancouver Coastal Health services, including case manager nurses, both RNs and registered psychiatric nurses and outreach mental health workers. We are already know and are working with people in our communities who are applying to come into housing. We find that when people are housed it is much easier for us to be connected and engage with them to make sure they are well connected to services. When people get a roof over their head they can start to look for employment and engage better with their physician and the rest of the community.

Q7 I don’t understand why they are single occupancy units so close to the school when that would be the perfect location for mix of people including families. What stands in the way of including families? I have concerns with people hanging around in school grounds around forested areas. I am also worried about needles and people with mental health issues potentially harassing our children. I am not against this type of housing but I feel we need to support our children in our community.

A7 Safety concerns are one of the things we hear about and want to address as an operator. Our main strategy is to engage often with community through regular community engagement meetings. We invite immediate neighbours, including parents from the school to come and give us feedback about how the project is operated. We have staff on site 24/7 who are available to respond to concerns from neighbours. Worries about needles and people hanging out in or around the school grounds, or outside the building, are issues that our staff can and will address. Residents are required to sign a program agreement related to their behaviour both in the building and outside in the community. It specifically names things like the way they interact with neighbours and the way they may spend time on other people’s properties which includes the school grounds. If those things become an issue, it may result in the people ending their program agreement and not being able to live in the building anymore. We work with people to make sure they don’t have negative impacts on the surrounding community.

Q8 Will you be actively walking around school grounds and forested areas in the morning to make sure our children are safe? Why is there no record check required for applicants?

A8 We do active monitoring of the area as part of the operational guidelines and will always have staff doing regular perimeter checks that will include surrounding areas. We do this not only for the safety of the community but for the safety of residents as well. Much like private landlords, we do not do criminal record checks when people are moving into buildings. Unlike private landlords, we get extensive referral information from the partners who are referring tenants. If someone comes to us they are generally being referred by Vancouver Coastal Health or another housing provider. They tell us a lot about that person and if their history includes violence. We have a police liaison who works in this community who would be aware of these people moving into the building. If they were to have criminal records, or restrictions on where they could live, RCMP would share that with us.

Part of the reason families are not considered is because the site is not big enough. There is another parcel of land on Shaw Road that can accommodate at least 40 units of mixed independent, seniors, singles and family units.
Q9  What is the footprint of the building in Vancouver? I find it hard to believe that you can put 40 units on this site without going up. Is that going to be a zoning problem?

A9  Rezoning is required for this site in order to accommodate this type of residential use. The proposal is for three stories in order to accommodate 40 units and green space.

Q10  What is the town of Gibsons involvement in this project? Will they own the land and the building? Who pays taxes on the land?

A10  The Federal government donated the land to the Town. The town would own the land and BC Housing would build the building and then RainCity would operate the building. If the ownership is the Town of Gibsons, I would think it would be the Town paying the taxes.

Typically, BC Housing would take a 60-year lease out on the land and the operations for the development would include a budget line for property taxes. BC Housing and or the operator together would pay the property taxes on that leased land.

BC Housing is offering to pay the capital expenses for the construction of this building and to subsidize the operational expenses of the building. In order to secure those funds that BC Housing will be providing, they will take out a 60-year lease on the land.

Q11  I read that there is going to be a drop in Centre in the building. Is that another error?

A11  Yes

C12  I don’t understand why you are thinking about putting this building so close to an elementary school. These kids are kindergarten to grade seven and it is only 121 paces from the school to the proposed facility.

A12  RainCity operates a number of supportive and transitional housing projects like this in communities where there are children and schools. A good example is Nightingale Elementary in East Vancouver. The school is a block and a half away from the Biltmore, a 90 unit transitional housing building that we operate. It is a large building with active drug users. When we started operating the building, we were closely in touch with the principal and PAC from the elementary school. In the six years we have been operating that building, the principal, on numerous occasions, has spoken in support of our operations and how affective and valuable it has been to have both residents from the building and staff keeping an eye on the playground. They have been able to develop relationships as neighbours and humanize some of the people that live in that building.

C13  I am concerned about the residents with unpredictable behaviours going out in the evenings when there could be school children in the area. You can have all the supervision in and out of the building but these people are free to move around.

A13  I would want to remind people that the people that will be living in this building are currently living in and around Gibsons.

Q14  How many staff will be there?

A14  Our minimum staffing level is two people 24 hours a day. During the day there will be an assistant manager and a program manager, we will also have custodial and home support staff. The number of RainCity staff on site could be close to six during the day and a minimum of two at
night. We always have at least one manager on call who is available 24 hours to come in for support as well.

Q15 It wasn’t answered earlier so can you please let me know what the professional levels of qualifications are for staff on site?

A15 I have been working in social care for 17 years in Canada, the US and the UK. I have a degree in both social services and human resource management. I was a Vice Principal in England before I came to Canada eight years ago. Since I have been in Canada I have worked at various RainCity sites and have lead the Housing First placement team for Vancouver Coastal Health in the downtown east side. I have worked here on the Sunshine Coast as an outreach worker, a support worker and now a program manager. I am very proud of the staff I have working here that brings with them various levels of education, skills and knowledge. We have staff with social work degrees and diplomas in social care. From our perspective we have a very qualified staff team who are able to deal with all issues that come across the table to us.

This is still a proposed project so we don’t know which individual staff will be working at this site. All our staff are part of the part of the BC Government Employees union. When we are posting for jobs, the qualifications are determined by that union. The hiring is done via the union and their qualification requirements so anyone working for us has met those requirements. We could send you a document with all the requirements.

Q16 Could someone address the Nanaimo situation, it that transitional housing or supportive housing?

A16 Nanaimo has opened quickly to address a number of large camp situations. There was a huge homeless tent city there and will be completely different from how we house here in supportive housing. We know the folks coming in and have a referral process that we go through to tenant. You can’t compare the two because they are different types of modulars and are not purpose built, they are more the work force modulars. These are two separate communities with two different homeless population groups. We have a tent city in Nanaimo vs. people who are sporadically homeless in Gibsons so we address them differently.

C17 I would like to share my experiences from when I worked in the emergency department of a busy hospital. I speak in support of this project because I knew the homeless people and saw them regularly. They did not have their chronic health care conditions managed, or their mental health managed. It made a huge difference when they had a roof over their head because they were in a secure environment where they felt safe! These people are in our community now and are living at risk. I am in support of this project because tenants will be carefully screened to come into these kinds of environments and I think it will have a positive impact on our community. From my years of professional experience, these kinds of supportive situations have not had an impact on the community.

Q18 When I first read this in the paper, it looked to me that RainCity’s studies were 10-15 people that are genuinely homeless. How do we get to 57 and where are the other people coming from that are going to fill this place up?

A18 I work with BC Housing and my job is around access, assessment and coordination of tenanting the building. For the Sechelt building, we had over 70 applications for 40 units and a lot of people had applied from Gibsons. Because the requirement is specifically addressing the local homeless
in the community first, those folks from Gibsons are now on the wait list for vacancies because they didn’t meet the criteria for the initial tenancing. We know there are still a lot of folks waiting for housing in Gibsons based on the application we received for Sechelt.

Q19  Is there people coming from Vancouver?

A19  We would not bring people over from Vancouver because they would not be successful. They would not have connections to the community and would not be serviced by any of the service providers here or the health authority that are working here. If for some reason we didn’t have 40 individuals connected in Gibsons, we would look at the Sunshine Coast.

C20  The population of Gibsons is around 4,800 right now but in Elphinstone there are an additional close to 4,000 people and in West Howe Sound there are additional 2,000 people. The true population of this housing area is closer to 10,000 people. That sometimes gets lost because people think that because their address says Gibsons that they live in Gibsons when they don’t.

Q21  I have concerns about this building being placed so close to the elementary school and right in the middle of our little single-family homes neighbourhood. You referenced many positive things, one being research that shows for every dollar put in, you get 4-5 times back. I will be looking into that research because what I have read says otherwise. You have been praising the RainCity Housing projects but there have been a lot of negative reviews online about how it has impacted other small communities. Can you please address the negative press that has happened? Not just Nanaimo but Vernon and other places.

A21  RainCity doesn’t operate services in Nanaimo or Vernon so as an operator I can’t speak to those projects. I will acknowledge that often when we are opening services, the process of developing good relationships with neighbours can be a bit of a growing process for everyone involved. When we bring on a new entity into a neighbourhood whether it is a school, a community centre or a large construction project there are relationships to be built. Unfortunately, because there is a lot of stigma that exists around poverty and homelessness, and the way people who receive services from us are perceived by communities, it is the negative stories that get press. That doesn’t mean that they are not true or valid and there is no reason for concern but negative stories are over represented. The stories that are very positive, encouraging and actually represent the general success that we honestly do see at a lot of these projects, don’t end up in the news. When we come to meetings like this we want to be responsive and validate people’s legitimate concerns and be honest that things aren’t always perfect. We also want people to understand that there are huge positives that come along with projects like this and we don’t hear those stories often enough.

Q22  Do you know the percentage of people and how long it takes for them to get back on their feet and get a job? How long does it take when a person first meets with you, or is in supportive housing, gets back on their feet, the education they need and the goal setting? How long until they can actively contribute to the community?

A22  It is hard to give a finite answer to that because recovery and wellness is different for every person. From our work in Sechelt, we had a couple of folks come to the shelter at different times. One person stayed for about nine months, got back up on their feet and we helped them secure housing in the community with a subsidy from BC Housing. This last winter they worked with us as a peer worker at the Gibson’s shelter, did really amazing work there and we are now hiring them as staff at RainCity. The other client was with us for three months, they didn’t have as many
barriers or needs. We were able to help them get back on their feet and find affordable rental
with the BC Housing subsidy. They work with us as well as a peer worker at the Gibson’s shelter
and we are now hiring them onto the staff team. Those were success stories of people we were
able bring in from outdoors, who were really struggling, and now working for RainCity earning a
good wage and living independently in the community.

Q23  That is two out of how many people that live there? What is the percentage of people you don’t
convert?

A23  Our hope and dream is to work with everybody that comes through our doors and help them
with their wellness recovery goals with the aim of moving them into more independent housing
and pursuing other goals. It is very hard to give a percentage of how many people have gone
through and are working and housed. That is fluid and changes over the three years depending
on the folks we work with and the services that we can offer.

I am hearing from people they want more data. BC Housing does have a research department
and this information is posted on its website. In addition, if there is information you are looking
for and can’t find you can email the BC Housing contact email on the feedback form and on our
website.

Q24  I totally understand the need for supportive housing in Gibsons but feel the location is less than
ideal. I am sure the free land had a lot to do with it. I am sure there will be sweet little old ladies
living there and some people that actually have jobs but there will be many of them who are high
risk. I see they are not obligated to join any support group and many are not motivated to make
any lifestyle changes. What are those people going to do all day? Will they be hanging out at the
mall or go down and bother the shop owners in lower Gibsons? If they are not in something that
is mandatory, they have a lot of time on their hands. If they are active drug users, the whole
situation changes.

A24  We do have a number of programs that are going to be available on site. You are right that we
don’t compel people to participate in those programs but we do see people spend a lot of time in
their new homes once they have access to one. I want to remind everyone that these are people
who are probably currently living in or near this area and are outside. They are already spending
time in the community and we offer a place for them to spend inside that is their own home.
They majority of people who move in are really excited to spend time inside because they have
not been able to do that for a very long time. We think some of the impacts on community will
actually lessen and we see that happen often when we open buildings like this.

C25  I think that is a very Pollyanna attitude to the question.

Q26  I came in thinking this was more of a long-term residency or accommodation but am hearing that
it may be more short term and progressive. Is the objective for this to be a long term or
permanent home for someone?

A26  This is not transitional housing which means there won’t be a finite amount of time that people
are able to stay. It is supportive housing and we see it as a permanent home for someone should
they need and want it. There will definitely be people who come into the building, get the
support they need and want to move into more independent housing. We will not force that
decision on people though.
Q27  The province is kicking in 14 million into the project and the property is free. I don’t see this as being 14 million to build so where does any extra money left over from that go?

A27  The 14 million is based on the maximum amount that BC Housing typically provides for supportive housing facilities which is $350,000 per unit. That is not a set amount that would be spent in capital construction costs for this building. We are so early in the process that we have not hired a builder or contractor to give an estimate. BC Housings contribution to the capital and operating costs comes out of the supportive housing fund. There are a number of different funds for different types of vulnerable populations.

Q28  So 14 million is allocated, if it is not all used can it go to the community or the City for other projects?

A28  If less than 14 million was used for this project it would be available for other supportive housing projects in the Province of BC.

Q29  My concern is accountability. Best case scenario is you have 40 people in there who really need it. What happens when they have 20 partners come in and 10 dogs? If we don’t see the perfect plan come out in execution, where is the accountability? Does it fall on BC Housing, RainCity or the City? I am talking about if a kid gets a needle prick in the field or if there is violence against seniors etc. I think everybody wants to know where the accountability lands when the poop hits the fan.

A29  As an operator, a big part of our role is building and maintaining relationships, recording and accountability with people who interact with our services and the people who live there. Part of that process is the, being available 24 hours by phone so that all neighbours and people in the vicinity actually know how to contact the site. If something is happening that is not working out, we can respond to it immediately as opposed to just hearing about it at a meeting. If programming is not working for the community and for the people who are living there, we would look at changing our programming.

Q30  What would it mean to change the programming?

A30  An example would be the way we adjust our tenant mix based on the way it is working for people in the building and community. We have received feedback from community that sometimes there is more litter outside our building than people like so we step up funding for cleanup programs. We have heard from people there are concerns about safety related to open windows at our buildings and people worried about things falling out. We have done work with tenants to make sure that those things are addressed. A lot of our projects are in communities where there are active drug users in the neighbourhood. We ensure the patrols we do from the site include areas that aren’t just related to the building because we want to be good neighbours. We take pride and accountability in that work and developing those relationships. As operators, when the doors open we are the first point of contact and are responsible.

Q31  Three stories of supportive housing will look into dozens of neighbour’s back yards. If you are in the planning stage of what the building will look like, we would like to have input. I am in support of this project but do have concerns about the proximately to the schools and wonder why other sites were not looked at?
A31 There are options for screening and an oversight is something we could consider in the design. As part of the, there would be ongoing communication with the, it is not just adhering to the program agreement that residents will sign onto but also the ongoing relationship with the school.

It is our intention, as part of this community dialogue, to talk about the design of the building because we do want feedback. As part of the application for rezoning there are requirements for consultation through the Public Hearing and there is also a community Open House that will happen.

C32 I think this is a great project but in the wrong location.

Q33 Could you please explain the process of forming a ? It would be interesting to see if some of the neighbours here would be interested in parting.

A33 We usually start reaching out in the neighbourhood about three months before the project opens. If this were to go ahead we would have a lot of lead time so could get started early. We set a bit of a catchment of neighbours between a one and two km radius who would be invited to participate. Along with immediate neighbours, we invite local schools, local churches, emergency services, RCMP, and invested partners that will be providing services with us. Generally, someone from the Town would be there as well. We hold meetings monthly during the duration of the project or for as long as they are useful.

C34 I am concerned about how small the lot size is to hold 40, 320 square feet units of housing as well as a commercial kitchen, laundry and confidential meeting spaces. There is also the need for parking spots for staff and professionals working there. You are also expecting to have room for a gazebo and outside areas were residents can gather. How much space is this building going to cover? I don’t understand how you can get all those elements onto a lot and a half.

A34 We have done preliminary design work with an architect to accommodate those 40 units. There is space on the main floor for services. I don’t know the square footage for the programs or the square footage for the footprint off the top of my head but we can get that information to you. Please see me after the meeting to ensure we have your email and we can send you that information.

Q35 What kind of programming will actually be available on site and take place on a regular basis?

A35 In Sechelt we have been talking about programming we would like to offer on site. We do like to let our programming be tenant led and have them give input on what they would like. We would like to bring in programs like movie night and arts and crafts groups to bring people together. We also think about various support groups such as mental health and addiction support for wellness. There will be an Indigenous cultural liaison worker in the building and will be looking at bringing Indigenous programming into the building. There will also be a peer support specialist in the building. We hope to have a wide array of programming for residents to bring them together and help with wellness, spirituality and healing.

Q36 Where is the building in Sechelt located?

A36 The building in Sechelt is located at 5656 Hightide.
Q37  Are there any houses beside it? Any single-family dwellings?

A38  There is an apartment complex right next door and off Lamprey Lane there are about eight single family dwelling houses, on the other side is a housing complex that runs off Ebbtide. There is a mix of families and seniors around that building.

Q38  Will all 40 units have accommodations for people with disabilities? Will the rooms be wheelchair accessible?

A38  Five percent of units in supportive housing are expected to be accessible. For 40 units we are proposing five accessible units that will be located on the ground floor. Sometimes we have three storey buildings with elevators but this one would not have one in order to significantly reduce construction costs. In terms of the size of the building and accommodating all the programming, in the preliminary drawings we have, there is space allocated for all program uses.

Going back to programming, VCH offers a vocational rehab program with the community mental health team. That program works in collaboration with Rain City and is one of the most important and successful programs. People can be part of work crews doing things like maintenance around the hospital, lawn maintenance and helping people move. This is the kind of programming that people can get engaged in when they are more stable and in housing. This is when we see people doing very well and occasionally going into other employment is they are well enough. They feel they are a productive part of community.

Q39  When you were describing the Sechelt facility that is now open, you said people are working and living there. Wouldn’t that be a function of affordable housing as opposed to supportive system? Is there a plan down the road for the people that work and live there to move on? I still don’t have it clear about the actual staff that will be present in that building from 6 am to midnight. Not the nurses coming and doing care, not home support of home care, actual full time permanent, part time people in that building. I want a number.

A39  The modular building in Sechelt is about to open but is not actually open yet. When we talk about people who are working and staying at the shelter, they aren’t necessarily working full time or making a wage that allows them to afford housing anywhere else. If someone is living in a building like this and fully supporting themselves, we would encourage them to move on to other housing options. Our minimum staffing level is to never have less than two support staff on site 24 hours a day, awake and alert, ready to respond to anything. In addition to the two staff, there is also one manager who is always on call for additional support and emergencies. If the two staff need back up or help, the manager will come in at anytime.

There are three eight hour shifts a day. The day shift will have two support workers along with the manager or assistant manager on site. During this eight-hour shift there will also be a cook, a homeless support worker/janitor to keep the building clean and a facility operations coordinator who is the building maintenance person. So this means five to six RainCity staff are onsite for the day shift. For the evening shift there will be two staff and they will be replaced by two more staff for the graveyard shift.

Q40  What are the rules for the outside of the building? Will residents be allowed to sit around, smoke and drink beer? Will we possibly have 20 people smoking around a gazebo?
Our policy is that people are allowed to do what they want in their units. If they want to have a drink in their rooms that is ok but it does say in the program agreement that our residents are not to drink outside in the community gardens or in any communal area. Smoking is allowed in suites and they can smoke outside if they follow the 7.5 meter distance from an open window. We are not in a legal position to say they can’t smoke on site.

If you have a suggestion as to where you think the best place for people should be to smoke, we would like to hear that on your comment forms.

I think you should build a half size building for the people who genuinely need it. You could then support the other people with affordable housing through rental subsidies in hotel rooms or other rentals. To me this proposed project is overkill and on the wrong site because it is too close to the school.
To: Roberta Randall, Senior Manager, Community Relations BC Housing
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates
Re: Community Dialogue Meeting for Proposed Supportive Housing at 749 School Road

Event Date: April 4, 2019
Time: 5:30 PM – 7:00 PM
Location: Gibsons Royal Canadian Legion, 747 Gibsons Way
Attendees: 17

Notification
1 Web page: https://www.bchousing.org/gibsons
2 An invitation letter was distributed to neighbours within 450m of the site.

Community Dialogue Team
The following individuals responded to questions during the facilitated dialogues.
- Sandra Stenning, Access & Assessment Coordinator, BC Housing
- Sara Jellicoe, Development Manager, BC Housing
- Lesley-Ann Staats, Director of Planning, Town of Gibsons
- Susann Richter, Manager, Sunshine Coast Mental Health, Vancouver Coastal Health
- Isaac Malmgren, Associate Director, RainCity Housing and Support Society
- Nick Gaskin, Manager, RainCity Housing and Support Society

Facilitator
- Catherine Rockandel, Certified Professional Facilitator, Rockandel & Associates

OVERVIEW
BC Housing held a series of Community Discussions on the proposal for supportive housing at 749 School Road, in Gibsons. These sessions provided an opportunity for community members to learn more about supportive housing through a short presentation on operations, resident selection, support services, and the creation of a Community Advisory Committee, as well as ask questions and provide feedback. Representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing will be in attendance to answer questions and provide further information.

PUBLIC COMMENT: Q & A (Index: Q: Questions C: Comment A: Answers)

Q1 What is the eligibility criteria for the residents? There is a 147-unit social housing complex called Marguerite Ford near False Creek that I believe RainCity managed. In January 2018, a Globe and Mail article stated that in the first 16 months the building was open there were over 45 emergency police calls a month. In 16 months, they had 792 calls which was a dramatic increase in the number of incidents. After the 16 months the rate dropped dramatically. Officials cited it was a difficult mix of residents. What as the lessons learned from that project that you apply to new projects? Is there enough support for the residents to live there with the community?
A1 Marguerite Ford Apartments presented a huge learning opportunity for us as an operator. The majority of those calls were not police calls, many of them were calls for emergency medical services. It was a unique circumstance in terms of the way people moved into that housing. Many people moved in quickly and we didn’t have the time we usually have to build a relationship with them. Much has changed about the way we approach the tenanting processes both as an operator and funders since that time. We have learned that consultation and involvement of people in community, as early on and throughout the project, is very important. There has been an amazing turnaround because we were able to say that some of what we were doing wasn’t working. Some of the tenant mix and level of supports were not appropriate for the building and we were able to adjust those things. We have learned that we need to get to know the people who are moving in to the building. We also need to be considerate of the level of resource we have in those buildings before we move people in.

Community Mental Health services have outreach nurses and outreach mental health workers already doing outreach all over the Sunshine Coast community. We have established relationships with many of the people who would be moving into that building. We will have a team base, a room where we can meet with the residents. Our nurses can have eyes on people and see how well they are doing. They can work collaboratively with the RainCity staff and share information about how well people are doing. It is easier to provide services to people when they are housed instead of the team trying to find people who are living in tents all over the community.

Q2 How did this project come about already without having community involvement?
A2 My understanding is that discussions with the Town, the Feds and BC Housing began in 2013 and it took many years to come to fruition. At this time the Town received the contribution agreement from the Feds which outlines specifically what the land should be used for. That included conditions such as permanent supportive housing for 40 individuals and 40 units.

Q3 When was that offer made?
A3 It was announced publicly on or around March 5 of this year.

Q4 How many stories will it be and what will the average size per unit be?
A4 The proposal is three stories and the units are about 320 square feet. The floor plan is a proposal for modular housing and BC Housing has a modular design guideline that is available publicly on the BC Housing website.

C5 We have a copy of the bill of sale from the woman that actually donated the property to the Federal government for a dollar. The basis of this was to be able to build the RCMP building there and when the RCMP building was no longer in use, it was to be offered to the Town for a $1 for community use. In a past press release, it was stated that the Town of Gibsons approached Pamela Goldsmith-Jones so that they could get this land to deal with the homeless. I think a public disclosure of the exact agreement between the original owner to the Federal government way back when, and why all of a sudden now, the only way it can be transferred to Gibsons is for this Provincial Supportive Housing Program. Is there some misinformation and lack of coordination between the Federal and Provincial and Town of Gibsons on these facts?
We in the community feel it would be better to have daycare or homes for single parents rather than supportive housing.

I am concerned about how close it would be to the school. I don’t want too many people just hanging around and am wondering what those people will do all day if they don’t work.

In regards to community safety, supportive housing can actually increase safety for both the people living in the housing and the community. People moving into this building will be people who are already homeless and living in Gibsons. We find when we open buildings like this, people are so happy to have a roof over their head that they spend most of their time at home and on the grounds of the building. We operate a number of supportive housing programs around many neighbourhoods in the Lower Mainland, most of which are very close to schools. One of the buildings we operate in East Vancouver is called the Biltmore transitional housing and is a block away from an elementary school called Nightingale. When we started to operate it, we had many conversations with the principal and the PAC at that school to make sure we had good relationships with everyone involved. The principal has come out in public a number of times in support of our operations and talked about how the cleanliness around the school has increased since we have been there. That is thanks to our staff who do sweeps of the area and pick up garbage. For ongoing programs in the building, we offer a community kitchen, goal planning services, computers for people getting in touch with friends and relatives as well as job searching. We ask people when they move in what they want to work on and then bring resources in and gear programming around that.

Supportive housing buildings are residential buildings and need to be in residential neighbourhoods with other people instead of being isolated. BC Housing considers this to be a very appropriate site for supportive housing because it is close to services that people might need to get to amenities. The location of schools is typically to be evenly distributed around residential neighbourhoods so that they are easily accessible for kids living in those neighbourhoods. It is unusual to find a location in a residential neighbourhood that is not close to a school.

Who decided that there needed to be 40 units when we don’t have that many homeless here in Gibsons? Why three stories in a residential community?

The 2017 homeless count was for 57 folks between Gibsons and Sechelt that were homeless and that is considered to be a significant undercount. Some people are hidden homeless and living on someone’s couch or living in their car. With the 40 units that have just been completed in Sechelt and the 40 proposed units for here, we are hoping that will address the homelessness that exits right now in Gibsons and Sechelt.

We know we have a significantly larger number of homeless than the 2017 count. We just finished the tenant selection in Sechelt and 70 applications came in for 40 units. Many of those applicants live in Gibsons and were turned away because the supportive housing criterion is that you have to come from that community. We had the cold winter shelter as the only services here in Gibsons and RainCity ran that. There were only 15 beds there and they were at capacity all winter long.

Did you have a Community Advisory Committee for the selection process in Sechelt and were neighbours invited to be part of that decision making process?
No. We had a RainCity staff, BC Housing staff and a representative from Vancouver Coastal Health sit on the panel. Between the three organizations that sat on the panel, we knew all but one of the applicants. We knew their history and where they were coming from because they had to come with a letter from a referral source in order to be interviewed.

What about people struggling with homelessness that have children?

The funds for this project will be coming from the Supportive Housing Fund which is for single people who are homeless. I know the Township of Gibsons has a site located for affordable housing for families that they are in the process of developing. BC Housing has different pockets of money and we will provide funding for that project as well.

In the design features, I don't see anything around water collection or energy efficiencies. Are there any strategies to combat that?

BC Housing has environmental standards for all the buildings we fund. BC now has an energy Step Code that has strict standards for energy efficiency and there are different levels to the Step Code. This building would be targeted for Step Code Three. We do not have details yet about the water collection or any specific environmental things. Modular design buildings tend to be very energy efficient because they are prefabricated offsite and have very tight building envelopes.

If you are doing a community garden, with the water restrictions every summer here, I think it is necessary to at least have a gutter into a barrel so they can eat and garden all year.

Can you tell me more about the program agreement that residents sign and what is the criteria for coming in?

Program agreements are an operating agreement we use that is an alternative to the residential tenancy agreements that people sign when moving into rental housing. There are a number of reasons we use these agreements, most of them are related to the way we can provide additional support for people. Under a program agreement, if we are concerned about a person's safety, we would be able to access their suite and make sure they are safe. We can also ask for specific conditions around people's behaviour both in and outside the building such as respectful relationships with neighbours. If we feel it is not safe for a person to be in the building, we can ask for the ability to remove them to a respite area away from the building right away. When we open projects like this, we set up Community Advisory Committee that consist of neighbours and partner service providers. Everyone gets together and talks about concerns they may have and we develop program agreements around that.

If a person signed an agreement and breaks it, do you have recourse to move them and where would you move them?

Yes we do. The program agreement is treated like a lease so if someone breaks the condition of the lease, we do have the ability to evict or move that person into other housing.

How long is the lease?

The program agreement is valid for as long as the person stays there. We don't restrict people's housing due to their substance use because we are a harm reduction service provider. We
understand that people who are homeless often struggle with substance use and that by welcoming them inside we can help them in their recovery goals.

Q16  Are the recovery goals part of the agreement?
A16  No, they are set by the individual and we would work with them on that.

Q17  Do you do criminal record checks?
A17  Like most private landlords, we don’t do criminal record checks for people moving into buildings like this. When people move into our building they carry with them a bunch of information that is passed on from referring service providers. We know a bit about their history and have more buy in from people around behaviour because of the program agreement. We have a long standing, good relationship with the local police and will have a liaison specifically attached to our program. They would be aware of any criminal history that should prevent that person from living in the building or that we might need to know about as staff in order to address safety issues.

Q18  When neighbours are starting to tell you they have items stolen, and are seeing drug and alcohol abuse and property damage, how long is it going to take to get the bad apples out of building? It seems that it may take a while and in the meantime neighbours will be impacted.
A18  We try to set up lines of communication with neighbours so that things don’t take a week for us to hear about and address. If there were to be an incident like plants getting knocked over or loud noises and drinking outside, we would want all neighbours to have the phone number to call staff who are onsite 24 hours a day. Staff could then immediately respond to the issue. There is no way to prevent 100% of impacts on surrounding community. We all have neighbours that we have had issues with. We feel that a direct line of communication is the best way to deal with things. If there are ongoing issues where the intervention of staff or the plans that we set with people aren’t working, we can move to eviction or moving them elsewhere. It depends on the severity of the issue and where safety is concerned.

Q19  Do you have three strikes you are out?
A19  Anything that is in is related to immediate safety, we have the ability to move the person out of the building within half an hour. We would enlist the support of emergency services if needed. A lot of the times we don’t, one of the nice things about being able to ask people to take a break from programs is that we can say your behaviour is causing problems and we need you to move so we can address them. We offer respite at a shelter and that person will often go on their own or are escorted by another service provider so we can work on follow up as quickly as possible.

Q20  Once a resident moves in, you said they can be there long term. Is there an average turnover time or will people stay there forever and we still have a homeless problem in the area?
A20  There is definitely turnover in supportive housing and we do see people move on frequently. When people get to a place when they are feeling more independent in their lives and their health needs have been met and they have employment, they might not want to live in a supportive housing building anymore. The comfort of having a home, as long as a person was to need it, is an important thing we offer in supportive housing. I would be surprised if the 40 people moving in here will be the same 40 people living here five years from now.
C21 My concern is the functionality of the 40 unit hotel with a commercial kitchen. This is a very quiet residential neighbourhood that will now have daily deliveries for food and supplies and more calls for ambulance and police. I ask that you start looking at plan B because this is a very dense building to be put on this site. If the two sites across the road were to have a developer go to Gibsons City and say they wanted to build 40, 320 square foot units and rent them at $375, I am not sure what the response would be. We are seeing developers creating time and energy to create great situations and it doesn’t appear that the same scrutiny is being put on this proposal.

Q22 There will be people taking drugs at this facility, right?
A22 We don’t know who will be living there yet but I would say it is likely.

Q23 Will you have safe injection and needle exchange on site?
A23 There is no safe injection site in this building.

Q24 Where will they be getting their drugs if they are addicts?
A24 If they are living in community and are drug users now, they would continue to get their drugs where they do now.

C25 They could be going to the school or Legion and shooting up and there could be needles all over. Your staff will try to keep tabs on it but we do have children walking to and from school by themselves.

A25 If people were to move into this building they can do drugs in their own suites and would not be out in community. All of our housing is harm reduction focused, which means that our staff our trained to both see and respond to overdoses if they are happening on site. Our staff are trained to make sure people have access to safe supplies as well as places to dispose of supplies they use for drug use within the building. If we are aware that someone is using drugs in a way that would put them at risk, we will encourage them to do that in the building under supervision of staff so they are not leaving the building and putting themselves at risk. This also mitigates risk to the community because they would be using in their home instead of outside. We offer some level of employment income for people living in the building and doing well. That involves sweeps of the surrounding area to pick up garbage and discarded paraphernalia if it already exists in the neighbourhood. This has been very successful.

Q26 Would those sweeps include people coming into our yards?
A26 We have an agreement with the elementary school where we do a sweep after school hours to make sure there is no garbage on school grounds. With the request and permission of neighbours, we can remove trash from outside their homes as well.

Q27 How is smoking handled?
A27 We allow smoking in suites and we also offer an outdoor covered area where people can smoke. We are conscious of how that can affect quality of air for neighbours so we would look at putting it somewhere where it will not be right against an adjacent yard. Generally, people just smoke in their suites.

Q28 Other than the cost of doing the rezoning, will there be a cost to the Town of Gibsons for any of this project on an ongoing basis or at any stage?
Gibsons has an official community plan and in its vision statement it is looking for a seaside village character in design concepts. I hope that is kept front and centre when this design is being put together. In my opinion, what I see in the images is not seaside village character.

In my opinion the building is way too big. Why couldn’t you build a building for 10 people in Lower Gibsons and one in Upper Gibsons and maybe one in Langdale? That way there are not so many homeless people living in one neighbourhood?

I would like to address the support system of the staff. I heard you say there would be 24-hour staffing but I didn’t hear you say there would be 24-hour security. What level of training does the staff have? If there is an issue of a party and there are drugs being used and there are overdoses, are the people restrained to the site or are they free to come and go with no security?

People have 24-hour access to the site, they can come and go as they please like in any other apartment building. Residents need a fob to get into the building because it is always locked. Anyone not living in the building, wanting to access it, needs to be signed in by staff that is at the door 24 hours a day. We require people to show ID in order to come into the building as a guest. When we first open programs like this we seriously restrict access to guests for the first period of time we are open to make sure the residents are feeling comfortable in their new homes before we start opening the doors to other people.

Are you saying there is 24-hour security at the door?

We don’t have security per say, our support staff work 24 hours a day with a minimum of two staff on at all times. All staff are trained with extensive crisis management and conflict de-escalation. They are also trained with basic first aid and receive training on how to use all the building systems, including camera and security systems. They fill the role that a traditional security guard would along with many other skill sets around how to engage with people and support them in ways that would prevent some of the issues that security guards might address. There is always one staff monitoring the entrance to the building so we know at all times who is coming into and going out of the building.

Are staff qualified social workers?

Not social workers, they are community support workers. We are a union shop, BC Government Employee Union, and we work with them in terms of staffing. There is a diploma or equivalent requirement and that diploma could be a community support diploma or an addictions diploma, we would accept all of those as qualifications.

Is that two-year training?

Yes as well as on the job training. We are looking for people with extensive experience when we hire. If this project were to go ahead, we now have a team of staff who have been working with the population on the coast for about three years. Because we are a union shop, we award shifts and jobs by seniority so it is likely anyone working there would be some of our senior staff.

Was the property next the Christianson Village ever considered? It is closer to bus routes, services, and is already zoned for multi housing.
The property you are talking about is 571 Shaw Road and that is Town owned property. Right now, the Town is working with Sunshine Coast Affordable Housing Society to look at affordable housing development on that site. It is a very different proposal to this one, it would be a mixed market housing project intended for families. It is also looking at an area for a care facility and a park dedication. We don’t have an application on the go but the Housing Society will be bringing forward an application in the next few months.

Q36 When will the zoning be done?

A36 At this point the Town hasn’t received a rezoning or OCP amendment application. BC Housing and RainCity are having community dialogues like this, to reach out to community and get some initial opinions and feedback on the project. Some of the slides tonight showed design concept so if there are any feedback on how to make the building fit the seaside village character, or meet design guidelines, we would like your feedback.

Q37 You said there will be a Public Hearing. Will that be before the rezoning?

A37 We are very early in the process in that the Town has not received an application yet. This is pre-application public engagement right now. When we receive the application, it is presented to Council and Council will decide whether to pass First and Second reading of that bylaw. If Council does pass a reading there would be a public Open House for the community to come back and see what bylaws Council has passed. The bylaws would include the height of the building, what the setbacks are, and design of what the building is going to look like and community can provide feedback. Before the Third meeting of the bylaw there would be a Public Hearing. At that point Council would be available to listen to the community feedback, opinions and be open to persuasion on the development of this proposal. After that Public Hearing, Council would make the final decision, or recommendations to change it before making the final decision.

C38 My big concern is with RainCity. When researching charities online for the 2017 year, RainCity is a charity that spends $23 million a year, gets $304,000 from donations and gets $2.5 million for rents and the other $21 million comes from government. The money is spent on 8% admin and 50% fundraising leaving only .43 cents actually reaching the residents. The top 8 people earn more money than is donated. The average charity in BC has .75 cents actually reaching the residents. RainCity only gets a C+ average rating. RainCity and also has bad staff reviews. I think $14 million to build this is very high as is the $1 million annual contract for the operating budget. If they get a 20 year contract, plus the $14 million, that is $35 million that could be put into senior care, real money that could really help the community. I think financially you need to be a bit more transparent.

A38 The $14 million is the capital cost that we would be willing to spend as a cap. The maximum that BC Housing funds for supportive housing projects is $350,000 per unit. If this project were to come in under that, the extra money would go towards other supportive housing projects in BC. It would be in our best interest to spend as little as possible on projects like this so we can benefit more people throughout BC. Many different organizations apply for funding with BC Housing and BC Housing works with non-profit organizations throughout the Province. We select people we think are most appropriate to serve the needs of communities.

I can’t speak to those numbers because I have not seen the report you are citing. I can say that as an non-profit operator we operate with very small margins in terms of the money that comes into our organization and the money that goes back out into programming. We quite frequently
go into deficit operating programming like this in supportive housing. In regards to the wages for some senior staff, that is dictated and set by the Health Employers Association of BC.

Q39 My concern is for the immediate neighbours because the building is going to be so much higher than the surrounding buildings. They will not have any privacy in their back yards. If this does go through, is there something you can do like put windows up high so the light can come in but they can’t look down at the neighbours? Or frost the windows so there is privacy inside and outside.

A39 There are lots of different screening options that can be done between properties to help prevent oversight. The design is flexible at this point in terms of the sighting of the actual building and of the property line borders. Along School Road there is already high density and higher buildings and it is part of the OCP for that area to have increased density and multifamily units.

I do hear your concerns about oversight and we could look at frosting options for the windows. There may not be enough flexibility in window placement though.

Q41 Based on the homeless study of 2017 there were only 57 homeless. In Sechelt you built 40 units so why do you need to build 40 more in Gibsons instead of 17 or 20? This is a lot of money to commit for 40 units. Will there be a follow up to the homeless count study to try to get a handle on how big the need is?

A41 The 2017 study of 57 homeless is definitely underestimated. With the Sechelt modular building, 70 people applied to live there. Although we don’t have an exact number of people who are homeless or at risk of becoming homeless, we know the numbers are steadily growing because every year we have more people accessing our services, and there are more people in need of shelter. We know historically that when there is a population of people who are homeless in a community, that number will continue to rise as the rest of the population rises. We know the longer people live outside, the sicker they get and their lack of wellness negatively impacts the community. As a service provider, the idea that we might be opening a building with 40 units that may only house today 25 people, we would have space for the next 15 people who could become homeless. This is a huge win for the community long term.

C42 The numbers question is big in my mind. Last winter you estimated 15 people in the shelter but only 10 were showing up.

A42 The maximum capacity is 15.

More than three years ago we started to look at the complete lack of supportive housing in the whole Sunshine Coast area, we only looked at the numbers of people we were working with or aware of in the community. We counted about 95 people at that time that we knew were homeless or at risk of becoming homeless. We also know that women are typically hidden homeless people so many of the homeless counts don’t include them. There is no question from the health perspective that the numbers of units we are looking to provide here are desperately needed. When people are homeless and chronically ill they are often at the hospital and the hospital is over capacity most of the time. We are really strained in our health care system right now. When people are housed they are far less frequently going to show up at the hospital and we can do our outreach to them. There is a big community benefit and a real dollar benefit that we do realize.
To: Roberta Randall, Senior Manager, Community Relations BC Housing  
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates  
Re: Community Dialogue Meeting for Proposed Supportive Housing at 749 School Road

Event Date: April 4, 2019  
Time: 9:30 AM – 11:00 AM  
Location: Gibsons Royal Canadian Legion, 747 Gibsons Way  
Attendees: 10

Notification  
1. Web page: https://www.bchousing.org/gibsons  
2. An invitation letter was distributed to neighbours within 450m of the site.

Community Dialogue Team  
The following individuals responded to questions during the facilitated dialogues.  
• Sandra Stenning, Access & Assessment Coordinator, BC Housing  
• Sara Jellicoe, Development Manager, BC Housing  
• Lesley-Ann Staats, Director of Planning, Town of Gibsons  
• Susann Richter, Manager, Sunshine Coast Mental Health, Vancouver Coastal Health  
• Isaac Malmgren, Associate Director, RainCity Housing and Support Society  
• Nick Gaskin, Manager, RainCity Housing and Support Society

Facilitator  
• Catherine Rockandel, Certified Professional Facilitator, Rockandel & Associates

OVERVIEW
BC Housing held a series of Community Discussions on the proposal for supportive housing at 749 School Road, in Gibsons. These sessions provided an opportunity for community members to learn more about supportive housing through a short presentation on operations, resident selection, support services, and the creation of a Community Advisory Committee, as well as ask questions and provide feedback. Representatives from BC Housing, Vancouver Coastal Health, the Town of Gibsons and RainCity Housing will be in attendance to answer questions and provide further information.

PUBLIC COMMENT: Q & A  (Index: Q: Questions C: Comment A: Answers)

Q1 Where is the funding coming from and has it been awarded already? Is it both Federal and Provincial money? What will the annual operating cost be and who pays for it?

A1 BC Housing is willing to put funds towards the capital and operating costs of this proposed supportive housing building. BC Housing has a number of different funds for different types of vulnerable individuals. This particular housing would be supported by the Supportive Housing Fund. Different non-profit providers put in proposals to BC Housing to have some of those funds and this project was selected to have some of those funds. This project requires rezoning and
OCP amendment so if the municipal process doesn’t proceed, the project will not proceed and the funding could be allocated to a different supportive housing project in BC.

Ongoing operations would cost roughly 1 million a year. The majority of that goes to staffing the site. Our minimum staffing level is two staff 24 hours a day. In addition to that we have an assistant manager and a program manager who have onsite hours and are available on call 24 hours a day. We have custodial staff, cooks and home support staff on site. A lot of that money goes towards food costs for residents.

Q2 Is this funding support going to be maintained? If it doesn’t it just becomes the Chicago projects without that maintenance and support for the people. That is a concern to me because governments always have budget cuts.

A2 BC Housing would not stop funding the operating of a building like this. Typically, for these types of projects, in order to secure the funding that BC Housing is providing for the capital and operational costs, we take out a 60-year lease on the land.

In terms of operations, that information may be on the BC Housing website. If not, they will be asked to put more information about it in regards to this project.

Q3 I have seen the figures of 14 million for the build of 40 units. That is $350,000 per unit and on top of that an annual 1 million operating cost equating to $25,000 per unit. That seems a bit rich when it is taxpayer’s money paying for this. As taxpayers we ask for assurance that cost efficiency is part of the deal.

A3 That 14 million is correct and is based on $350,000 per unit. That is the maximum amount we will provide for the Supportive Housing Fund. If the costs are lower than that, left over funds could go to a different supportive housing project in BC.

Q4 What happens if the cost ends up being more than 14 million?

A4 14 million is the maximum we are willing to contribute, other costs would have to come from a different partner.

Q5 What are examples of different partners?

A5 We can provide you with more information if we have any examples of other projects where there has been a cost overrun. That is not our goal or expectation in these projects.

The annual $25,000 per unit operational cost is not just building maintenance, repairs to suites, and the cost of power, it also pays staff wages and meals for residents. Although $25,000 per year to maintain housing may sound like a lot, that number really plays into some of those calculations that BC Housing has done around social return. When we talk about social return, we look at what the cost of an ambulance call might cost or a hospital stay. Those support needs are more than what it should cost a person to live in an independent apartment but considerably less expensive than what would often be incurred if folks whose level of support needs where not met.

Q6 It is reasonable to put this kind of housing so close to an elementary school?

A6 This site was donated by the Federal government and BC Housing considers it to be an appropriate site for supportive housing because its central location and nearby amenities. Supportive housing doesn’t’ succeed if it is in an isolated remote location because people need to
be close to services and have access to transit. This is a residential building so to be part of a residential community, and not a commercial or industrial area, is really important. We held a meeting with the Parent Advisory Committee of the elementary school and had a valuable discussion with the committee and parents. We talked about the Community Advisory Committee that is formed as part of supportive housing projects and that the parent advisory takes a very active role in. The advisory committee meets regularly to discuss how the project is going and anyone is able to attend the meetings.

Most BC Housing supportive housing projects are located near schools. This makes a lot of sense because schools are situated so that they are evenly distributed through residential areas and are accessible to people living nearby. If you have a residential building in a residential neighbourhood, you are likely to be near a school.

As an operator, we have the experience of the majority of our supportive housing, and other services we operate, located very close to schools and daycares. Generally, our experiences have been really good and we have received amazing feedback from community partners and neighbours. A good example of this is the building we operate at 12th and Kingsway in Vancouver called the Biltmore. There is an elementary school a block away called Nightingale. When we started that project, we spent a lot of time consulting with the principal and parents on the Parent Advisory Committee to make sure their concerns were being heard. Since opening, we have had regular patrols by staff and residents of the building of the school playground area to make sure all garbage is picked up. The principal has spoken in support of our operations a number of times and wanted to dispel some of worries that can come up about places like this being close to schools. We feel our experiences with the schools we work with have been very good.

C7 The school board, myself and other staff of the school, are very much interested and involved with what is going on. As a neighbour, I have requested to be a part of the Community Advisory Committee that will meet because I want to have a say as well. When I have been walking down School Road, I have seen needles and paraphernalia. If we give these people a place where they can go, and make sure they are safe, then we have another avenue of keeping our children safe.

Q8 I don’t know much about transitional housing. Are the people that will be living there monitored or have a curfew? If somebody goes missing do we know? Are the rooms like a hotel style?

A8 Transitional housing is designed to be temporary for people. They move in with the goal of moving into a different type of housing in the future. Supportive housing is long term and or a permanent home for people if they need it. Sometimes we have people living in supportive housing for a couple of years and then feel they are in a different place in their life and are excited about independence and moving somewhere else. That however is not a condition we set for people. The units look like a home, not a hotel. It is their apartment, they are a resident, and can decorate and furnish how they like. The difference vs. affordable housing is if they are struggling with maintaining their suite, or they need support in making sure it is furnished, or kept clean, we have staff onsite who can support them if they ask for help.

Q9 If someone kept coming home at two in the morning, will you say anything to them or are they free to come and go as they please? Do you make sure they are in bed when they should be in bed?
A9  We don’t impose a curfew on people because it is a private residence and people can come home when they want to. The main distinction between a private residence and the type of housing we offer is that people who live there are bound by a program agreement. When people accept housing at supportive housing, they sign this agreement that has a number of specific conditions about their relationship to other people living in the building as well as their relationship to community. If we are getting calls from neighbours, or notice ourselves that a tenant is not meeting the program agreement conditions, we are going to have a discussion with them right away. We can follow up in a different way than a private landlord could.

Q10  Will you be helping people with their addictions?

A10  We have a community mental health team that is already providing outreach support with nurses and mental health outreach workers across the whole community. Some of the people who move into this building are people we are already working with. We are doing outreach to people who are homeless so the great advantage of housing is that our nurses and outreach workers can find them at lot easier. We will have a team base and our own offices at the building for our case managers, nurses and physician support as needed. That is a second level of how we can help people to manage their lives. When we are working with people who have mental illness, it is often chronic. Sometimes they are good and other times not and the nurses who work with them daily or weekly will be able to see how they are doing. If someone is coming off the rails we can help them with their medication or psychiatric support.

Q11  Do you know what the formulas were that the Federal government used to come up with 40 units?

A11  I can’t tell you how they came to that number, but it was in the contribution agreement so that is what we are going by. It will be 40 units for 40 individuals.

The 2017 homeless count in Gibsons and Sechelt was 57 and that is considered to be underestimated. Between the project that has just been completed in Sechelt for 40 units, and the proposed project for here, we are hoping we can address the majority of the homelessness that is occurring in Gibsons and Sechelt. We are doing our best to estimate the need.

Q12  How many units are in the projects you are operating on Hastings Street in Vancouver and what is the square footage of them? What is the square footage of these proposed units? Will there be any elevators in the building and how many floors well there be? If the residents cause damage to the units, does the 1 million annual operating budget cover that?

A12  The square footage of these studio units is about 320 square feet. The specification of the equipment that goes into these units is heavy duty and meant to be resistant to vandalism. This building will be a modular building and will be prefabricated off site. In the modular design guidelines, it shows the typical unit layout and size and that information is available on the website if you would like more details. In order to accommodate 40 units, we will need to do three stories. There will not be an elevator in the building but the standard for supportive housing is to have 5% of the units be wheelchair accessible. Those wheelchair accessible units will be on the ground level of this proposal. In the modular design guidelines you will see examples of typical modular buildings that are 40 units, 55 units and 60 unit versions.

Q13  Are there any doubles?
A13 We want to include couples moving into buildings like this. Our approach is to offer each person a separate tenancy versus moving them both into one suite. We see people coming off the streets, working on all kinds of different needs in their lives, and rapid changes can happen and disrupt relationships. The last thing we want is to do is choose between which of the partners will maintain tenancy in the suite. Our goal is always to have people in their own suite when they move into buildings like this.

Q14 If there were two people to move in, would they be paying $375 per month each.

A14 Yes they would.

That $375 a month is based on the shelter rate that is provided by income assistance. The vast majority of people who will be accessing supportive housing will have income assistance that will be covering their rent portion. If someone is not on income assistance we want to get them connected as soon as possible because they need that financial support. Two people would not be saving money by splitting rent on a unit like this because that portion of the shelter rate wouldn’t be accessible to them otherwise.

Q15 Is it possible for the general public to see a copy of a sample program agreement, the contract between the operators and the occupants in terms of conduct and behaviour?

A15 In terms of the programs agreement, we do have a boiler plate one that we can share now. There is a very similar one used by many operators but we also try to develop program agreements that are community specific and specific to the project that we are running. When we start to work with the Community Advisory Committee, we use feedback from the neighbourhood around the agreements we have with residents. If neighbours see there is an area around the building they are worried about, in terms of safety, we can include specific details about people’s access to that area when we develop the agreement. Tenants are made aware they need to stay away from those areas for safety. When we talk about tenant selection, beyond the program agreement, there are other advantages we have as an operator that private landlords don’t have in terms of safety. People come to us with referrals through Vancouver Coastal Health and as an operator, we have relationships with quite a few of the people who are currently homeless in Gibsons and on the Sunshine Coast. We have an exhaustive process of interviewing to make sure we can meet their needs when they come in, and that they fit the requirements for our building. Although we don’t do criminal record checks for people moving in, we do have a good relationship developed with local RCMP. They would make us aware of any issues that could come up as a result of someone’s criminal history.

The program agreement is a little bit like a tenancy agreement and sets out our role as the operator and what our obligations are to the tenant as well as the tenants obligations to us. We also get into conduct and expectations of behaviour in the building, expectations on accessing the support services and working with us and working collaboratively on their goals. There is also a section about being a good neighbour which would include no loitering outside local businesses, not leaving garbage around, following noise and smoking bylaws and being respectful to neighbours in the local community. We can get deeper into that if neighbours have specific concerns.
C16  I manage a non-profit housing complex that consists of 21 low income units with a wide mixture of tenants. Some have mental health issues and some have addiction issues. My tenants are very deeply invested in their housing. For some of these people it is the only permanent home they have ever had. They know they can stay in these places for the rest of their lives and that is profoundly meaningful for them. For many of them it represents stability, consistency, security and a level of health and safety they have never known. Our complex has residential properties all around us and I have never received a complaint. If there is any sort of difficulties with a tenant within the community, they are very quick to bring those concerns directly to me so they can make sure their community is safe and secure.

C17  I think it would be a good idea for the School Board to be represented on the Community Advisory Committee as well as the management of the Legion because they are right across the road. For people who had concerns about people getting access to cheap alcohol at the Legion, unless the person is a member, or guest of a member, they will not have access.

C18  If there happened to be any vacancies after the proposed project opened, would people come over from Vancouver. How do you know these people are from the Sunshine Coast and not East Van?

A18  I can assure you from our selection process that people are from the Sunshine Coast. We had about 70 people apply for supportive housing in Sechelt. We turned away people from Gibsons because they weren’t attached to the local community, even though they had support letters and people advocating for them. We do not move people from the Downtown East Side because there are services there that meet their needs. We have had 2,000 units open up across the Province in the last two years, ten of which are in Vancouver and there are 600 operating units of modular housing in Vancouver. There are no vacancies at any of them.

Q19  Is there a demographic trend, age and gender, to the people utilizing these services?

A19  Demographics are really hard to talk about and we don’t want to generalize. This is still a proposed service and has not gone ahead yet so we have no idea who will be living here. The tenant mix of the 40 unit building in Sechelt is 14 women, and the age range is 20 to 68 years of age. There is a wide mix of demographics across the board. Some will work part time while others have physical health and mobility struggles. Over the last three years of working on the Sunshine Coast, we have noticed the population we work with tends to be a bit older. They tend to be people who are less involved in problematic substance abuse.

Q20  When would they be taking applications if this is approved?

A20  The estimated schedule right now is to hopefully have construction completed by spring 2020. The modular construction is faster than typical construction and is only 4-5 months. Prior to that there is months of municipal approvals because in order to go through the process, Council needs to read the proposal four separate times. There are also community engagement meetings in between those Council readings.

Q21  It is a three storey house in an area of single homes so I assume it needs to be rezoned? If it does get rezoned, does that mean we will have more buildings like that going up or is it just for this building?

A21  There would be a rezoning and an OCP amendment. There are two properties for the RCMP site, so they would have to be consolidated and half the property has a land use designation of
medium density residential. The OCP vision is higher density apartments and townhouses along School Road. There is a back portion of the property that still has the detached residential land use designation. Because of that, as part of the process, there would be an OCP and rezoning. Medium density residential is the vision of School Road which is a higher density. If someone wanted to come in and tear down a single-family home and rebuild a higher density, that would be consistent with the OCP in certain areas. They would still have to go through a rezoning process though. The OCP is online on the Gibson’s website, or you can come into Town Hall and it is there.

Q22  Who might be doing the construction on this?

A22  We have not yet put out a call for proposals from builders, but we are working on doing that so we can get an estimate of what the cost might actually be. There are a few different modular builders that BC Housing has worked with and approved as good modular builders. It would likely be a builder who has worked on previous BC Housing projects. Our preference is to work with as local as possible, supplies and service providers.

Have a drive by the Sechelt location located on 5656 Hightide Road. We are scheduled to open in a few weeks and there is still construction happening on site. BC Housing hired Metric Modular as the contractor for the building and a local developer from the Coast to manage the construction onsite.
Council & PAC Meetings • 2 April 2019

Questions from Mayor and Council

Can we use deconstruction instead of demolition? (Cllr Beamish)
(Sara) I saw that you mentioned this in the press release; we are looking into the possibility.

Is this a halfway house? Will criminals be living there? (Cllr Beamish)
(Isaac) No, it’s supportive housing, people are generally referred by other service providers, we don’t receive referrals from prisons.

Will we be preserving any trees?
(Sara) Yes.

Will this be modular construction, and will you be using Metric like in Sechelt?
(Sara) Yes, and haven’t selected a builder yet.

Will you use local contractors?
(Sara) Our preference is for local contractors.

Will we be bringing people in from Vancouver to be residents here?
(Isaac) No, as an example we received almost 70 applications for the Sechelt supportive housing, including some people from Gibsons who we were not able to shortlist.

When would this be open?
(Sara) projected Spring 2020.

Do people ever move on from this supportive housing to other types of housing?
(Isaac) While people are not required to we will absolutely support them towards this goal if it’s something they identify.

Questions from the PAC

Will there be more drug use in the area?
(Isaac) No, our experience is that when people have a home their drug use comes inside with them, this not only decreases use outside, but allows us to support them to use safely indoors.

How many people in the Sechelt modular are drug users?
(Isaac) It would be hard to identify a number as people self disclose their drug use, and may not feel comfortable doing so.

What about people with criminal records, such as pedophiles?
(Isaac) We do not do criminal record checks, however anyone with an existing legal restrictions on where they are allowed to live would be prohibited from obtaining supportive housing at this location if they are not allowed to live within a certain distance from a school.
Homelessness is complex, do you have statistics of what causes homelessness? Because there are so many factors that contribute to homelessness it would be hard to identify what percentage of people have substance use, versus physical health, versus mental health.

Worried about what happened in Nanaimo. (Michelle) This was a very different situation as there was a large tent city, so there was a quick reaction to address this. In Gibsons we have a lot of lead time to consult and discuss the project with the community, and do a thorough assessment of all of the applicants who would apply to live here.

How does someone qualify as local with such a lot of transient people (mentioned tourists, cottagers) coming through? (Michelle) It’s really a case by case assessment of people’s needs, where they are connected to services in the community, who is referring them etc.

Comment: This is needed! (someone who identified as being precariously housed)

What determines if someone is asked to leave or move on to more independent housing, would it be their income or? (Michelle) Income is a factor considered, but also goals of person, case-by-case basis. (Isaac) Often when people become more stable and have jobs, they want to live more independently.

There’s a significant need for family housing. (Sara) Mentioned upcoming projects in Gibsons for affordable housing. (Lesley-Ann) Mentioned there are 2 projects, for families.

What’s the different between affordable, versus shelter, and versus supportive? (Michelle) Affordable is subsidized housing based on income, shelter is where people don’t pay and have only their immediate needs met, supportive is where they pay the basic shelter rate for rent and receive around the clock staffing supports.

Where will people come from if there’s only 20/40 Gibsons residents shortlisted? (Isaac) Over 60 Sechelt applicants, not including Gibsons applicants that were screened out. (Michelle) If there were, would consider applicants from Sechelt or other areas of the Sunshine Coast. Don’t anticipate having only 20 residents shortlisted.

How can you make parents more comfortable knowing there’s more drug addiction concentrated? (Isaac) Staff onsite 24/7, and each resident will be on a Program Agreement which includes Good Neighbour expectations.

Will there be drug paraphernalia on the school grounds? (Michelle) No. We will have a Good Neighbour Agreement. Noted Reiderman example, with daily cleanups; this model will be adopted here too. Comment from an attendee: people are already using drugs in the community, in trails etc, this would probably reduce that if they are allowed to use inside.
Will there be open communication between management and the school?
(Michelle) Yes. PAC will be encouraged to be active member of Community Advisory Committee. Direct communication as issues arise also encouraged.

Comment: There was a small tent city on school road, the Town was great.

What about people with violent criminal histories?
(Isaac) We don’t do criminal record checks however staff have built relationships with the homeless people in the community and will often have good knowledge of their suitability for the building.

What are ways we can integrate the school with the supportive housing? I.e. pancake breakfast at school have residents volunteer.
(Michelle) Gave example of BBQ at Reiderman.

Will anyone but residents be accessing the facility?
(Isaac) Residents and their guests.

What exactly do the on site staff do?
(Isaac) Medication dispensation, care planning, referrals, connection to healthcare etc.

What supports are available in Gibsons outside of this supportive housing?
(Nick) Lack of supports in the community of Gibsons since the shelter closed. The shelter was the main point of contact and support for those experiencing homelessness in the community. RainCity made note of the outreach worker supporting Gibsons and the VCH ICM team’s work in the community, but identified the absence of supports on evenings and weekends as an ongoing issue. Salvation Army were mentioned as the main permanent support for folks in Gibsons along with the Gibsons library. RainCity have been working closely with both over the last few years.

RainCity thanked Christ the King and the Gibsons community for partnering with RainCity to provide a shelter in the community recently. RainCity spoke of the benefits of having supports on site for folks when they need them and how the supportive housing with staffing on site 24/7 will allow folks to access support almost immediately. It was stated that this would be an improvement on the current situation as our folks have minimal supports in Gibsons at present.

Medicating dispensing, what types?
(Isaac) Many types, e.g. blood pressure.

Where do people get their drugs, will you be giving it to them?
(Isaac) Wherever they are currently acquiring them, they will be reminded of the Good Neighbour agreement, NO we will not be providing them.

What makes a good location for supportive housing?
(Sara) Access to amenities/services and transit.

**What locations are not ideal for supportive housing?**
(Sara) Isolated, remote sites.

**Direct neighbour - what if there is noise on the property past quiet enjoyment hours?**
(Isaac) Staff onsite you can call. Staff will usually be on top of this before a call is warranted.

**Are there any other supportive housing sites rights across the street from a bar?**
(Michelle) Yes, often near restaurants and bars.

**Address? (My address is 743 School Road – why is this site listed as 739 to 749)**
(Lesley-Ann) Addresses assigned, maybe one is actually addressed to OShea, address may change when we consolidate the 2 properties.

**Do people congregate as community or stay isolated?**
(Michelle) We definitely see people come together as a community.

**How is staffing? Are there any troubles filling shifts?**
(Isaac) No, on the Sunshine Coast we don’t seem to have troubles filling shifts, and we have staffing minimums even if it requires overtime.

**Will this type of housing be re-evaluated or changed at any point?**
(Michelle) Not for the foreseeable future, we anticipate it to remain a Supportive Housing model.

**Do you see people become more independent?**
(Isaac) Yes, sometimes.

**What about couples?**
(Isaac) We try to find 2 units, each unit is only intended for one individual, but we will try to house couples if we can.

**Do you have floor plans of units?**
(Sara) Yes, our last slide showed these. These are standard units for modular builds. On the BC Housing website the Modular Design Guidelines are accessible.

**What about janitorial staff, how do residents keep their rooms clean?**
(Isaac) We have custodial staff for building cleanliness and repair, as well as housekeeping staff to assist residents with room cleanliness.
Appendix C2 - Comment Forms

REDACTED TO PROTECT
PERSONAL INFORMATION
Appendix C3 - Emails

REDACTED TO PROTECT
PERSONAL INFORMATION
Appendix C4 - Website Comments
Summary Report
14 November 2018 - 15 April 2019

Let's Talk Housing BC

PROJECTS SELECTED: 1
Supportive Housing in Gibsons
FULL LIST AT THE END OF THE REPORT

Visitors Summary

Highlights

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## PARTICIPANT SUMMARY

### ENGAGED PARTICIPANTS

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<th>Action</th>
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<td>Contributed to Ideas</td>
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* A single engaged participant can perform multiple actions

### INFORMED PARTICIPANTS

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<td>Visited Instagram Page</td>
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<tr>
<td>Visited Multiple Project Pages</td>
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<tr>
<td>Contributed to a tool (engaged)</td>
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* A single informed participant can perform multiple actions

### AWARE PARTICIPANTS

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<tbody>
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* Aware user could have also performed an Informed or Engaged Action

### TOP PROJECTS

<table>
<thead>
<tr>
<th>Project</th>
<th>Participants (%)</th>
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<tbody>
<tr>
<td>Supportive Housing in Gibsons</td>
<td>10 (6.9%)</td>
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* Calculated as a percentage of total visits to the Project

<table>
<thead>
<tr>
<th>Project</th>
<th>Participants (%)</th>
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<tbody>
<tr>
<td>Supportive Housing in Gibsons</td>
<td>42 (29.2%)</td>
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* Calculated as a percentage of total visits to the Project

<table>
<thead>
<tr>
<th>Project</th>
<th>Participants</th>
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</thead>
<tbody>
<tr>
<td>Supportive Housing in Gibsons</td>
<td>144</td>
</tr>
</tbody>
</table>

* Total list of unique visitors to the project
ENGAGEMENT TOOLS SUMMARY

- Forum Topics: 0
- Surveys: 0
- News Feeds: 0
- Quick Polls: 0
- Guestbooks: 0
- Stories: 0
- Q&A: 1
- Maps: 0
# Let’s Talk Housing BC: Summary Report for 14 November 2018 to 15 April 2019

## INFORMATION WIDGET SUMMARY

### Documents
- **6** Documents
- **13** Visitors
- **19** Downloads

### Top 3 Documents Based on Downloads
- **6 Downloads**
  - 2018 Homelessness Point in Time Count Sechelt-Gibsons
- **5 Downloads**
  - School Road Letter
- **5 Downloads**
  - Social & Economic Value of Supportive and Affordable Housing in B.C.

### Photos
- **1** Photos
- **1** Visitors
- **1** Views

### Top 3 Photos Based on Views
- **1 View**
  - Aerial view of 749 School Rd

### FAQs
- **1** Faqs
- **8** Visitors
- **8** Views

### Top 3 FAQs Based on Views
- **8 Views**
  - Supportive Housing in Gibsons

### Key Dates
- **1** Key Dates
- **18** Visitors
- **21** Views

### Top 3 Key Dates Based on Views
- **21 Views**
  - Supportive Housing in Gibsons
### TRAFFIC SOURCES OVERVIEW

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<td>android-app</td>
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<td>l.facebook.com</td>
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## SELECTED PROJECTS - FULL LIST

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<td>42</td>
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</table>
Let’s Talk Supportive Housing in Gibsons  
*site Q&As as of April 14, 2015*

I am speaking as a neighbor who lives very close to the proposed site. I would like to express my concerns and issues with this project. I have lived in Gibsons for 30 years and I am a property tax payer for the past 25 years. When I bought this home in 1994, special consideration was given to the fact that it was in a residential area, that it was close to schools and most important that it was in a family neighborhood. I realize there is a need for Supportive housing, but where do the rights of the neighbors come in? How can an "adult only" complex of homeless people (with possible mental health issues, addictions and criminal records) even be considered to be a suitable fit to this area with the elementary school less that 1/2 block away. How does this fit into the family environment? There is also a huge lack of affordable housing for families. Please consider building some housing for FAMILIES to fit into this FAMILY Neighborhood. Once again, what consideration has been given to the people who live close to the site?

Karen McGinnis asked about 1 month ago

When considering locations for supportive housing, BC Housing looks for proximity to community services (commercial and recreational activities); accessibility to transit; adequate lot size; connections to utilities; compatible land use policies. 62% of BC Housing funded supportive housing sites are within 500 metres of schools, which is a reflection of how cities are planned and designed. The goal is to successfully integrate this new housing into the community. People without homes are already living in the community – this housing will give people a home, and access to communal interior and exterior living space. They will no longer need to live on the streets, in parks, in cars, in shelters. All residents in supportive housing have made a choice to work towards living a healthy, stable life.

There are currently upwards of 40 people experiencing or at risk of homelessness in Gibsons, so the plan for School Road is important to meet a need for housing with supports. Affordable rental housing is needed throughout the community – there are two projects in the development application phase for Shaw Road and Franklin Road that will help increase access to affordable housing for the community, including families.

In this preliminary phase of planning we have invited the community to learn more about what supportive housing is, why it is needed in Gibsons, and to discuss and view preliminary concept designs for the housing, and encouraged collaborative solutions. We have also met with the Gibsons Elementary School PAC and received recommendations from School District 46. While much of the plan was outlined through the transfer from the federal government, there is opportunity for the community to voice interests and concerns. BC Housing is working with the Town of Gibsons to ensure the design of the housing fits into the neighbourhood. A summary report will be provided to the Town of Gibsons and made available for the community to review so we’re all contributing to make this housing project a success.

RainCity will develop a Community Advisory Committee to support the successful integration of the new building and residents into the community, with representation that may include BC Housing, Vancouver Coastal Health, the Town of Gibsons, local RCMP, local service providers, local supportive housing residents and a few selected community members at large.

For further community engagement, there will be a community information session. Additionally, you can submit input directly to the Town of Gibsons or speak at the public hearing.
What exactly does "supportive" housing mean; how does the descriptor "supportive" differ from the growing plethora of other descriptors attached to housing, such as: assisted; social; low income; transitional; shelter; and so on. Who will make the rules concerning conduct of occupants and how and by whom will the rules be enforced?

I don't know what this means. asked about 1 month ago

The housing proposed for School Road will be supportive housing. This means a home where support services are provided on-site for its residents. Support services are the key difference between this and other forms of housing that you may hear discussed. It is not transitional (which comes with a time limit) or a shelter (which is not a home and which provides minimal support services.) The term ‘social housing’ generally refers to housing subsidized for low-income households, with no support services provided. Support services can include individualized case planning for healthier choices and eventually more independent living; programs for life skills; wellness checks; connection and referral to community services and support groups; pre-employment training including opportunities for some work in and around the housing.

Like any community member, the future residents will be expected to be good neighbours. They will be required to sign a program agreement that outlines expectations. Staff will be on-site 24/7 to support each resident to maintain their home and work on their goals. A community advisory committee will be developed to support the successful integration of the new building and residents into the community, with representation that may include BC Housing, Vancouver Coastal Health, the Town of Gibsons, local RCMP, local service providers, local supportive housing residents and a few selected community members at large.

What, if anything has been considered for the immediate surrounding neighbours? Imagine a 3 story building, on a hill, looming over the houses next to it. Would there be high walls, fences, or plant trees that would ensure privacy for those close to it? I submitted a previous question, but can't find it on here.

Thanks
karen mcginnis at 16 Apr 2019, 04:38 PM

The design team considered the impact of the proposed building on the surrounding area in restricting the height of the building to three storeys; planning vehicle and pedestrian access off OShea; maximizing setbacks from the roads; upgrades to public realm along School Road and OShea and the building colour palette. Privacy and separation for the future residents and their neighbours is definitely a consideration. Landscaping and fencing/screen options are a significant component of the design and we especially welcome public input on design details regarding type, location and height of landscaping, fencing and other screening options.

My question basically echoes the one below, unfortunately I am unable to attend the meetings due to employment on the Mainland. Although I am very much for social housing and support services, the location of the proposed site concerns me. As a nearby resident (and former grad) of Gibsons Elementary, I am "aware" of all the hidden spots located around the school. I also have had the opportunity to work nearby to the University/108 Avenue housing project in Surrey, which was also desperately needed near the Whalley strip. As the residents are required to sign "good neighbour" agreements, I imagine that the living on the proposed site will be very clean. However, the area around the Surrey project is constantly riddled with paraphanalia, of particular concern, used syringes, despite the proximity to a safe injection site, which I support. But I would be ignorant to think that providing a studio flat is the resolution to all of the problems of these individuals, and I worry that illicit behaviour will be kept out of the housing project and will occur in the nearest private space, which in my opinion
would be around the perimeter of Gibsons Elementary. Would it not be safer and of less concern to parents to propose the project be situated on some of the undeveloped land behind Elphinstone or up Park Road, in an area that is still close to town but further away from small children?

Suzanne at 31 Mar 2019, 04:01 PM

Thank you for your support of housing and supports. As you are unable to participate in a community discussion sessions, we welcome your questions and comments through this site, as well as through emailing communityrelations@bchousing.org

While there are similarities with the homelessness issues facing both Surrey and Gibsons, Surrey has a much higher population (500) of people experiencing homelessness in Surrey. Three temporary modular buildings have been in place in Surrey since summer 2018 as an emergency measure. The area you are referring to also has 4 shelters in the immediate vicinity. The City of Surrey is responsible for the area’s cleanliness, which may not be taken care of on a daily basis.

RainCity Housing has been successfully operating a temporary winter shelter in Gibsons for the past two years. What is proposed for School Road is homes for people who will have privacy in their units, just like any other resident in the neighbourhood. All residents will sign a program agreement around expectations, and a Community Advisory Committee will be formed to support the successful integration of the new building and residents into the community. Representation on the committee may include BC Housing, Vancouver Coastal Health, the Town of Gibsons, local RCMP, service providers, local supportive housing resident and a few selected community members at large.

Those experiencing homelessness in Gibsons suffer a wide range of challenges that may include dependence to drugs and alcohol, and we do not exclude people from housing opportunities because of substance use. Dependence to drugs and alcohol can sometimes be a result of experiencing homelessness, and supportive housing follows an evidence based and internationally demonstrated Housing First model. Housing First aims to end chronic homelessness by first providing stable housing, and then working with the resident to promote recovery and well being. RainCity staff and partners like Vancouver Coastal Health provide ongoing guidance, encouragement and support to individuals living in supportive housing including referrals to abstinence and treatment programs. Learn more about Housing First.

Supportive housing must be located in communities where services are available, where transit is easily accessible, and where the new homes can be integrated into the community. BC Housing considers 739-749 to be a suitable location for this project that was chosen by the Government of Canada. As part of the land transfer to the Town of Gibsons, they have directed that this property be used for 40 self-contained studio homes with on-site, individualized support services for people experiencing or at risk of homelessness in the community.

What is the estimated value of the site if it were to be sold? Alternatively, what would be the estimated increase in cost to purchase another similar site for this project? I would also suggest that there is no location available in Gibsons that is not close to other residential homes and that this is a residential housing project.

LeeAnn Johnson at 28 Mar 2019, 05:48 PM

The Town of Gibsons received 739-749 School Road, valued at $638,000. The land was transferred on the conditions of using the land for 40 units with on-site support for people experiencing or at risk of homelessness in the community. If the conditions are not met, the Town of Gibsons would be required to purchase the land from the federal government.

________________________

how to get application for supportive housing? what is required to be eligible for this prospected house? please let me know asap

Sophia Kim at 28 Mar 2019, 04:44 PM
To apply for supportive housing please visit this webpage: [https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing](https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing) Near the bottom of the page is instructions on how to apply to get on the Supportive Housing Registry.

BC Housing has a range of programs to provide housing assistance. You can use the Program Finder to learn which programs you may be eligible for: [https://programfinder.bchousing.org/programfinder/faces/start](https://programfinder.bchousing.org/programfinder/faces/start)

Please phone the BC Housing Applicant Services at 1-800-257-7756 if you would like to discuss your options.

have you considered closeness to schools, primary and secondary; closeness to inexpensive alcohol, Gibsons legion, detrimental closeness to residential houses and walking trails used by many citizens in this neighbourhood.

pax at 26 Mar 2019, 04:43 PM

When considering locations for supportive housing, BC Housing looks for proximity to community services (commercial and recreational activities); accessibility to transit; adequate lot size; connections to utilities; compatible land use policies. 62% of BC Housing funded supportive housing sites are within 500 metres of schools. The goal is to successfully integrate this new housing into the community. People without homes are already living in the community - this housing will give people a home, and access to communal interior and exterior living space. They will no longer need to live on the streets, in parks, in cars, in shelters. All residents in supportive housing have made a choice to work towards living a healthy, stable life.

It is also important to understand that while BC Housing considers this location suitable for homes with supports, the location was chosen by the Government of Canada. As part of the land transfer to the Town of Gibsons, they have directed that this property be used for 40 self-contained studio homes with on-site support for people experiencing or at risk of homelessness in the community.

Very happy that the town is going forward with this!
Barbara Moustafa at 18 Mar 2019, 12:50 PM
Many thanks for your comment!

Where do I find a copy of the slide show from the meeting on April 3 at 6:00 pm. As you might have heard, it was tiny and fuzzy. We were told we could obtain a copy.

karen mcginnis at 05 Apr 2019, 02:24 PM

A copy of the presentation file is available at the following locations online:
- at [https://letstalkhousingbc.ca/Gibsons/documents](https://letstalkhousingbc.ca/Gibsons/documents)
- at [https://www.bchousing.org/gibsons](https://www.bchousing.org/gibsons) under the Process & Engagement section.

i, mr kisu kim currently is living at rental apartment in gibsons more than four years now i wonder how to apply for supportive housing in gibsons this coming fall season ? but also i havee been waiting listing at kiwanis senior housing in gibsons more than 4years i may be qualified in order to get it when a projected sites at 739 school rd will be ready next year

ken kim at 14 Mar 2019, 04:58 PM

People applying to live at 739-749 School Road (if the rezoning application is approved through the Town of Gibsons) would need to fill out an application through the Supportive Housing Registry. You can
review the eligibility requirements here: [www.bchousing.org/housing-assistance/housing-with-support/supportive-housing](http://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing) The estimated timeline for completion for this project is Spring 2020. Lower income seniors renting in the private market may be eligible for a rent supplement through the [Shelter Aid For Elderly Renters program](http://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing). There are [listings of affordable rental housing](http://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing) available in your area. You can also use the online [Program Finder](http://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing) or call the BC Housing Applicant Services line at 1-800-257-7756 to see what housing or assistance you may be eligible for through BC Housing.

---

Hello, I have a comment rather than a question. I am very pleased that the town has finally been able to get the land for this project. We live in Gibsons not too far from the location and from what was outlined in the two page letter I think it sounds very good. Over the 19 years living here I have witnessed the crisis of affordable housing and I am very happy that the town and B.C. housing are going to move forward on this project. Alan Sirulnikoff 852 Poplar Lane Gibsons

Alan Sirulnikoff at 09 Mar 2019, 01:43 PM

Alan, thank you for your message. We would love to publish it publicly but cannot do so because you've included your address, and privacy rules prevent us from doing so.

Do you mind if BC Housing and/or the Ministry for Housing use what you've written to us here in any future publications? We would attribute this to anonymous as we only use factual comments.

Many thanks again!

---

I have tried to register for the meeting would like to attend on wed april3rd but cannot find the website would prefer the 1–230 meeting if possible thankyou

Springtime at 08 Mar 2019, 12:10 PM

Hello, have you already tried emailing us? Please email communityrelations@bchousing.org with your first and second session choices by March 29. Then we can confirm your registration and advise on the meeting location by April 1.