SUMMARY REPORT

COMMUNITY INFORMATION MEETINGS DEC. 5, 2019
FOR PROPOSED SUPPORTIVE HOUSING AT
660/670 OLD HOPE PRINCETON WAY, HOPE B.C.

Jan. 22, 2020

Prepared by:
BC Housing Community Relations
Table of Contents

1.0 Purpose................................................................................................................................................. 3

2.0 Background............................................................................................................................................ 3
   2.1 The Need............................................................................................................................................ 4
   2.2 The Proposal / Opportunity ............................................................................................................... 4

3.0 Notification ........................................................................................................................................... 5

4.0 Community Information Session Summary .......................................................................................... 6

5.0 Summary of Comments Received......................................................................................................... 7

6.0 Key Interests Emerging and How the Application Responds ............................................................... 8
   6.1 Need for this Project in Hope ........................................................................................................... 8
   6.2 Location ........................................................................................................................................... 12
   6.3 Size and Clientele Base .................................................................................................................... 13
   6.4 Public Order & Safety ...................................................................................................................... 14
   6.5 Resident Selection ........................................................................................................................... 17
   6.6 Logistics & Operations ..................................................................................................................... 19
   6.7 Notice to Community ....................................................................................................................... 21
   6.8 Cost of New Housing........................................................................................................................ 22

Appendices ................................................................................................................................................ 23
   Appendix 1: Letter to Neighbours
   Appendix 2: Community Information Session Advertisement
   Appendix 3: Hope Healthier Communities Committee Presentation
   Appendix 4: Community Information Session Handout
   Appendix 5: Community Information Session Display Boards
   Appendix 6: Community Information Session Comment Sheets
   Appendix 7: Let’s Talk Housing BC – Online Comments Received
   Appendix 8: Let’s Talk Housing BC – Summary of Visits / Traffic
   Appendix 9: Submitted emails
   Appendix 10: Draft Operational Agreement
   Appendix 11: Draft Program Agreement
   Appendix 12: Terms of Reference for Community Advisory Committee
1.0 Purpose

This report provides a record of the community information sessions BC Housing organized, in partnership with the District of Hope, Fraser Health and the Hope & Area Transition Society (HATS), to inform the community and collect public feedback on the proposed supportive housing development at 660/670 Old Hope Princeton Way with 52 self-contained studio homes.

The two drop-in meetings took place Dec. 5, 2019 from 2 to 3:30 p.m. and from 5:30 to 7 p.m. at the Legion Hall, 344 Fort St.

This report includes:

- A summary of the community information sessions;
- An analysis of the comment sheets and online feedback received; and
- A discussion on how issues and concerns, identified at the session and through comments, are addressed in the project or will be addressed through changes to the proposal.

This report will be shared with the District of Hope, and a redacted version of the report (without comment forms or online feedback 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 is proposing to build 52 new homes with supports that will be operated by HATS. The property at 660/670 Old Hope Princeton Way is next door to House of Hope, a permanent 20-bed shelter that HATS has operated since fall 2018.

In February 2020, BC Housing will be leading an application to amend the District of Hope’s Zoning Bylaw and Official Community Plan. The application for Comprehensive Development zoning will also include 650 Old Hope Princeton Way, the location of House of Hope, to ensure all three parcels are appropriately zoned for supportive housing and shelter use.

In addition to the Dec. 5, 2019 community information sessions, pre-application public engagement for this project has included:

- Outreach to business and residential neighbours of the property, in the form of a letter mailed Nov. 19 and a door-to-door walkabout to business neighbours on Nov. 29 to provide information about the project, community information sessions and avenues for feedback (see Appendix).
- An email on Nov. 21 requesting input from key stakeholders (see Notifications section below for more details).
• Newspaper ad promoting the community information sessions (see Appendix) which ran in the 
  *Hope Standard* on Nov. 28 and Dec. 5.
• A presentation by BC Housing and HATS Nov. 26, 2019 to the District of Hope’s Healthier 
  Communities Committee in support of the required Zoning Bylaw and Official Community Plan 
  amendments (see Appendix).
• BC Housing responses to questions through [www.letstalkhousingbc.ca/HopeBC](http://www.letstalkhousingbc.ca/HopeBC) and through the 
  Community Relations email up to Dec. 13 (see Appendix).
• Project information at [www.bchousing.org/Hope](http://www.bchousing.org/Hope).

### 2.1 The Need

On Jan. 10, 2020, Hope & Area Transition Society outreach workers did a count of individuals who are 
homeless or at risk of homelessness in Hope and the surrounding area. The count identified:

- 28 people living outside in homeless camps
- 31 people staying in emergency weather shelter beds, the transition house and at House of 
  Hope
- 45 people precariously housed – couch-surfing, living in vehicles, living in a motel or with 
  pending evictions

Of these individuals counted, 55 identified themselves as being local – either born in Hope, with family 
in Hope, or a long-term resident.

People experiencing homelessness in the area currently have access to 20 year-round shelter beds 
(continually at capacity), outreach workers and an extreme weather mat program from November to 
March. Hope currently has no supportive housing, which provides a safe place to live and on-site 24/7 
supports to help people achieve and maintain housing stability.

Hope’s last homeless count in 2017 found 36 people identifying as homeless – significantly fewer than 
the number estimated by service providers today. This indicates that the lack of safe housing is a 
growing issue in Hope, whose distance from other communities reduces options for those seeking 
shelter.

To address this urgent need, BC Housing has identified an opportunity to create 52 new homes with 
24/7 supports for people experiencing or at risk of homelessness in Hope. Priority would be given to 
Hope residents.

### 2.2 The Proposal / Opportunity

The project partners are as follows:

- **Provincial Rental Housing Corporation**, administered by BC Housing, owns the property.
- **BC Housing** would provide funding to build and operate the new housing.
- **Hope & Area Transition Society** (HATS), which manages the year-round House of Hope shelter 
  adjacent to the subject property, would operate the supportive housing.
- **Fraser Health and First Nations Health Authority** would provide support services.
The property requires amendments to the Zoning Bylaw and Official Community Plan to move forward with development. The proposed site at 660/670 Old Hope Princeton Way – along with the shelter at 650 Old Hope Princeton Way that is also part of the application – are currently zoned as Highway Commercial and designated in the OCP as Highway Commercial.

If approved, the application would be followed by a development permit and building permit from the District of Hope to construct the new building. Demolition and construction would begin in spring 2020, with occupancy anticipated in early 2021.

3.0 Notification

BC Housing conducted an extensive notification program for the proposed development, including traditional print media ads, direct mail, email, online and targeted outreach (see samples in the Appendix):

**Letters**

Letters were mailed to residential and business neighbours within a 200-metre radius of the property on Nov. 19.

**Door-to-Door**

HATS staff conducted a walkabout on Nov. 29 to visit business neighbours.

**Print Media**

Half-page full colour ads ran in the *Hope Standard* on Nov. 28 and Dec. 5.

**Online**

Information about the project and feedback opportunities were posted on the Let’s Talk Housing site for the proposal ([www.letstalkhousingbc.ca/HopeBC](http://www.letstalkhousingbc.ca/HopeBC)) attracted 240 visitors from Oct. 1 to Dec. 13, 2019, including 61 who informed themselves or engaged more deeply (i.e. 35 submitted questions, 25 document downloads and 18 visits to multiple pages).

Information about the project and feedback opportunities were also posted on the project website ([www.bchousing.org/Hope](http://www.bchousing.org/Hope)).

**Stakeholder Emails**

Emails to key stakeholders were sent on Nov. 21:

- Fraser Health and First Nations Health Authority – provide supports to shelter clients and will support proposed supportive housing
- Service providers – local service providers that may refer clients to the new housing
- Hope Coordinated Access Table – made up of BC Housing and local service providers to support tenant selection for supportive housing
- House of Hope Community Advisory Committee – would expand to include the proposed new supportive housing
- Hope Active Response Table – multi-agency group addressing homelessness, trauma and addiction (includes the local First Nation, AdvantageHOPE, Fraser Health, District of Hope, HATS, Hope Community Services, faith community, Ministry of Children and Family Development)
4.0 Community Information Session Summary

BC Housing and the project partners hosted two community information sessions on Dec. 5, 2019 from 2 to 3:30 p.m. and from 5:30 to 7 p.m. at the Legion Hall, 344 Fort Street. The sessions were formatted as open house drop-in events and intended to provide information about the project to the community and collect public feedback.

Sixteen display boards were installed, providing information about the need for supportive housing in Hope, the project (including a site plan and renderings, services to be provided, safety considerations and information about residents), and the municipal review process. A factsheet was also provided.

Representatives from BC Housing, Fraser Health and the Hope & Area Transition Society were on hand to answer questions and address concerns.

Participants were invited to ask questions of the staff and provide feedback through a comment form or online to inform Council’s consideration of the zoning and OCP amendment applications. See the Appendix for the meeting feedback, and Section 5.0 for a summary of the comments received.

- **Attendance**: 41 people attended the 2 to 3:30 p.m. session and 44 people the 5:30 to 7 p.m. session; several people were in attendance at both sessions.

- **Comments**:  
  - 26 comment forms were completed at the meeting or submitted afterwards.
  - 46 comments or questions were received from Oct. 1 to Dec. 13, 2019 through the Let’s Talk Housing BC website.
  - 16 comments or questions were received from Oct. 1 to Dec. 13, 2019 through the Community Relations email.
5.0 Summary of Comments Received

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

See Section 4.0 for more information about the sources of the comments summarized below. Full versions of comment sheets and online comments can be found in the Appendix.

Overall:

- 37 comments (42%) expressed support of the proposal
- 31 comments (35%) expressed opposition to the proposal
- 20 comments/questions (23%) expressed a neutral or undecided opinion

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6.0 Key Interests Emerging and How the Application Responds

6.1 Need for this Project in Hope

Just over half of respondents supported the proposal, with most mentioning that Hope has a great need for the project. Among the comments:

- Since the shelter has opened, there are fewer “lost” individuals on the street.
- The number of people experiencing homelessness in Hope is rising, due to both rising costs and discrimination.
- This project will improve the health of the vulnerable population while reducing behavioural issues.
- Many of those experiencing homelessness in Hope have complex addiction, mental and physical health issues. Some are at risk of dying if they do not get the necessary support and housing.
- The demand for housing in Hope – affordable, subsidized and supportive – is higher than the estimates. Large numbers of people are at risk of homelessness, are “couch surfing” and are a burden to family/friends, and are not having their physical and mental health needs addressed.
- The project would bring much-needed supports to the community.
- Housing First is the right approach to deal with social issues in a given community.
- Individuals will almost never address their substance use issues if they are not housed with necessary supports. Studies have shown that "community" and "connection" is what works best.
- What will happen without this housing? Poverty, homelessness, and a variety of health issues are not going away.
- This project is a gift to the community and its most vulnerable citizens.
- Hope is an amazing community with a can-do attitude. I am confident that the committed service providers in our community will embrace this project and help the individuals living there to maximize their capacities.
- This is a perfect opportunity to create year-round jobs.

In addition, several respondents pointed to the need for additional affordable housing and supports in the community, including services to help the residents make long-term positive changes in their lives, such as mental health and addiction services.

A number of respondents also mentioned that helping those in need is the right thing to do. Among the comments:

- How we treat those in need shows the kind of community we are.
- They are not thieves; they are good people who need help and are long-time residents of Hope. I get tired of hearing that the homeless are all addicted and thieves. The people saying that are stigmatizing people and scapegoating some really good people that have contributed to this community when they could and would be able to again if they got the
supports they needed, starting with a roof over their head and some support.

- Thank you BC Housing and Government of BC for allowing people to live with dignity, out of harm’s way all while being supported.
- This process has opened my eyes to how far-reaching homelessness is and that offering resources such as supportive housing is a moral duty as Canadian citizens.

Of the approximately quarter of overall respondents who did not support the proposal, some mentioned that the project is not needed, not right for Hope, and/or not the right way to address the issue. Some also expressed concern that it would increase the homeless population in Hope. Among the comments:

- Hope lacks the resources to accommodate this project. It should be located elsewhere in the Fraser Valley in places with more resources.
- These types of initiatives are a drain on society.
- Instead of this project, we should be building more jails and treatment programs.
- This project sounds good on paper but won’t translate well into reality. Clients may not take their medication and may be tempted by drugs they can get in the area.
- The town, province and country has reached a crisis in dealing with homelessness, poverty and mental health issues. The problem is bigger than a small town like Hope can handle. The province and federal governments need to step in rather than leave it up to municipalities and non-profit organizations. This project will only put a band-aid on the ever-growing issues we have with affordable housing.
- This is not the model that will help the most vulnerable. Instead, there needs to be an institutional type of housing/medical help/care plan with restrictions.
- Since the opening of the permanent shelter, Hope has seen an increase in people coming here from other communities.

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**The Need**

On Jan. 10, 2020, Hope & Area Transition Society outreach workers did a count of individuals who are homeless or at risk of homelessness in Hope and the surrounding area. The count identified:

- 28 people living outside in homeless camps
- 31 people staying in emergency weather shelter beds, the transition house and at House of Hope, which is continually at capacity
- 45 people precariously housed – couch-surfing, living in vehicles, living in a motel or with pending evictions

Of these individuals counted, 55 identified themselves as being local – either born in Hope, with family in Hope, or a long-term resident.
This represents a significant increase from 2017, when the last homeless count in Hope found 36 people identifying as homeless.

People experiencing homelessness in the area currently have access to 20 year-round shelter beds (continually at capacity), outreach workers and an extreme weather mat program from November to March. Hope currently has no supportive housing, which provides a safe place to live and on-site 24/7 supports to help people achieve and maintain housing stability. House of Hope would continue to operate if the supportive housing moves ahead. There is a need to continue shelter services in Hope as the number of people experiencing homelessness is greater than the shelter and housing available – the new housing will provide the next step from shelter and the street towards achieving and maintaining housing stability.

HATS has been successfully operating House of Hope and will continue to be a good neighbour. Having supportive housing next to the shelter will create a continuum of services and housing, and efficiencies in staffing for HATS, who would operate both buildings.

There is a cost to doing nothing. If this proposal is not approved, people will continue to live without access to safe, stable homes, often with deteriorating health. People experiencing homelessness are much more likely to have complex health issues and use costly taxpayer-funded emergency and health services, as noted at www.homelesshub.ca/costofhomelessness. Please see the Community Benefits section below for more on this topic.

Providing a Continuum of Support
House of Hope shelter would continue to operate if the supportive housing moves ahead. There is a continuing need for shelter services in Hope, as the number of people experiencing homelessness is greater than the shelter and housing available. The new housing will provide the next step from shelter and the street towards achieving and maintaining housing stability.

HATS has been successfully operating House of Hope and will continue to strive to be a good neighbour. Having supportive housing next to the shelter will create a continuum of services and housing, and efficiencies in staffing for HATS, who would operate both buildings.

People have many different pathways into homelessness – they may be seniors, people with disabilities, people who have jobs but no housing, people who are working through mental health concerns and/or substance use. That’s why supportive housing tailors its response to clients, to help them maintain their housing.

This housing project would bring in supports and services that people who are homeless or at-risk of homelessness in our community need. Every potential resident would 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.

**Proven Success**
Based on a 2018/19 survey of 152 residents of seven BC Housing supportive housing buildings in the Lower Mainland, after six months:

- 94% of supportive housing residents remained housed
- 84% reported improved overall well-being
- 54% reported improved access to employment opportunities
- 39% reported improvement in addictions issues.

**Community Benefits**
Research completed in 2019 of 13 B.C. supportive housing sites showed that property values immediately surrounding 10 of the sites either kept pace or surpassed surrounding municipal trends, while the values for the other three sites were not notably different compared to municipal trends.

Supportive housing is also less costly for taxpayers than doing nothing.

- On average, a person experiencing homelessness with addictions and/or mental illness used $55,000 per year in health care and/or corrections services, compared to $37,000 for a person in supportive housing.
- A 2019 B.C. study showed that supportive housing residents, when compared to emergency shelter clients, were 64% less likely than emergency shelter clients to use ambulance services and experienced 50% shorter hospital stays.

Additionally, 2018 studies in B.C. showed that every dollar invested in supportive housing creates four to five dollars in social and/or economic value. Government realizes about half of the savings due to decreased use of services, while neighbourhoods benefit from improved well-being and increased local spending.

For more information, view this report on Property Values and Supportive Housing: [https://letstalkhousingbc.ca/11538/documents/21318](https://letstalkhousingbc.ca/11538/documents/21318) or learn about the social return on investment on housing through this report: [https://letstalkhousingbc.ca/11538/documents/21319](https://letstalkhousingbc.ca/11538/documents/21319)

**More is Needed**
It is widely recognized that additional housing solutions are needed in the Hope area. There are other housing projects in proposal and in development in Hope, such as new affordable rental housing for Indigenous families in partnership with Mamele'awt Qweawesome Housing Society. BC Housing will continue to work with the District of Hope and other partners on developing new housing options.
6.2 Location

There was both praise and concern about the selected location of the project. Those in support noted that it is close to resources and amenities. Some mentioned that mobility is a significant barrier given Hope’s limited transit services, and living out of town makes it difficult to get to appointments or buy groceries. The proximity to the police station and hospital was also viewed as positive.

Among those concerned about the location, several respondents said supportive housing should be located outside of the town centre and in a less populated area. Specific concerns raised included the impact on tourism, on local businesses, and on other vulnerable people in the community, including seniors and clients of the Tillicum Association for Community Living.

Housing for people experiencing homelessness needs to meet people where they are, providing connection to transit and the community resources they need to work towards living a healthy, stable life. Some of those accessing shelter services have been isolated for some time and it’s important to encourage them to come indoors and seek connection to services, and to integrate with the broader community.

The criteria for supportive housing sites include:

- Proximity to community services (e.g. shopping, health services and social activities)
- Accessibility to transit
- Adequate lot size
- Connections to utilities available between site and new building
- Compatible land use policies

Please see section 6.4 for further discussion about public order and safety.
6.3 Size and Clientele Base

The size of the project, and from where it would draw its clients, was a common concern. Several respondents felt 52 rooms was too large for Hope. Some expressed concern that people from other communities would be brought to Hope to fill the empty spaces, or that more rooms would be added in the future.

The last homeless count, completed in 2017, found 36 people identifying as homeless in Hope. Outreach workers currently report over 50 people experiencing homelessness. House of Hope is at capacity with 20 people staying, 25 people are precariously housed at the Thunderbird Motel with monthly risk of eviction, and there are camps set up around the community. Many others in the community are at risk of homelessness or are what is known as the hidden homeless – “couch surfing” with friends or living in their cars.

Based on this information, it has been determined that 52 units of supportive housing are required to meet community need. There is no future plan to expand the building.

Hope and area residents would have priority for the new supportive housing. All new applications would be reviewed based on suitability of applicants, with priority to those who live in Hope and area.

Most of the people who would apply to live in the new supportive housing are already part of the Hope community and known to local outreach workers. In BC Housing’s experience, people who decide to enter stable housing want to remain connected to their existing support networks (such as friends and family).

BC Housing is working on building new supportive housing across the region and province, including new developments in Abbotsford and Chilliwack, so people can remain living in the communities in which they are currently located.
6.4 Public Order & Safety

Among those opposed to the project, many expressed concerns about lawfulness, safety and disruptive behaviour. Among the comments:

- Crime goes up everywhere these projects are located.
- Individuals have been seen aggressively panhandling, defecating in public and demonstrating other disruptive behaviour. This is frightening to the community and negatively impacts businesses.
- Who will take responsibility when the level of theft increases due to this project?
- I am greatly concerned for the safety of our children. My kids would need to walk past this place walking to school etc.
- The problems will be the same as with the Thunderbird project, which brought more crime and open drug use and has compromised people’s safety.
- Many individuals will not be able to abide by the rules, will be asked to leave and end up on the streets again.
- Will residents of the seniors’ home across the street be safe when the facility is operating? Hope doesn’t have the support services needed to make this a safe facility.
- If criminal record checks are not required to live in the facility, what safeguards will be in place to protect staff and the community? Who will be accountable for the increase in crime and violence?
- There should be a form of triage so that only people who want help are permitted to live there.

Some questions were also raised about the harm-reduction approach, mentioning that there should be no tolerance for substance use on the premises.

Across B.C., there are more than 210 provincially-funded supporting housing sites within 500 metres of a school. More than half have been operating for more than a decade with no issues and with support from the community.

Safety

It is important not to assume that all people experiencing homelessness have addictions issues or a criminal record. There are many different pathways into homelessness – they may be seniors, people with disabilities, people who have employment but no housing, people who are working through mental health concerns and/or substance use. (Please see section 6.5 for information about the resident selection process.)

That being said, the proposed site is adjacent to the Hope RCMP detachment, and the safety of residents, staff and the community are of the utmost importance to BC Housing and HATS.

The intent is that the proposed supportive housing would be a good neighbour and an attribute to the broader community. All supportive housing that BC Housing develops across the province provides a safe community both inside and outside the
building. Supportive housing is staffed 24 hours a day, seven days a week, by an experienced non-profit operator. All residents sign a program agreement (see below) that clearly sets out expectations around behaviours. HATS has been successfully operating House of Hope on the adjacent site for over a year.

Studies have shown that supportive housing actually make a positive difference in their communities. Supportive housing reduces homelessness and substance abuse, while increasing local spending. Please see the Community Benefit subsection in section 6.4, or find out more about the effects of supportive housing in communities at: https://letstalkhousingbc.ca/11538/documents/21319

Community Advisory Committee
A Community Advisory Committee (CAC) – led by HATS, with representation from BC Housing, the District of Hope, Fraser Health, RCMP, BC Ambulance, community organizations and community members at large – currently meets on a quarterly basis to discuss any concerns related to the House of Hope shelter.

This committee would begin meeting every two months if the new housing is approved, as a resource to support the successful integration of the new building into the community.

Please see the Appendix to view the terms of reference for the CAC.

What is Different About this Project
It is important to differentiate this proposal from the Thunderbird. The Thunderbird is not an ideal housing situation for people experiencing homelessness. It is a temporary housing unit, without supports, where people are precariously housed and face monthly risk of eviction.

The Thunderbird is not supportive housing, as is proposed at 660/670 Old Hope Princeton Way. The proposed new project would provide stable homes with 24/7 supports, as the next step for people experiencing or at risk of homelessness so that they can remain in Hope. The people who would live there are already part of the community now, and this proposal would provide a place for them to come inside and work towards stability.

Program Agreement
Residents would sign a program agreement and will be expected to abide by it. The Program Agreement would address expectations about appropriate and respectful behaviour, 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;
- Ensure security doors are closed properly and not let any unknown persons into the building;
• Put garbage in the appropriate bins;
• Clean up after pets; and
• Not smoke in the common areas, including the front entrance.

HATS may end an agreement 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; and
• Engaging in willful vandalism or damage to the building or property.

If HATS ends an agreement and evicts a resident, they would look into housing and shelter options, so that people will not become homeless again.

Please see the Appendix for a sample program agreement.

**Alcohol and Drug Use / Harm Reduction**

BC Housing’s supportive housing buildings are operated based on the widely recognized and proven Housing First model. Residents at these sites are permitted to make their own choices in regard to lifestyle and are supported in efforts to work on their health and well-being. This includes the decision to abstain or use drugs/alcohol in the privacy of their homes. If they choose to use, the operators will work with each tenant to ensure they use in a manner that is safe for them and for others within the building and neighbourhood.

There will not be a safe injection site at the facility. BC Housing takes a harm reduction approach, which means staff is available to support any residents who are in various phases of substance use and 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.

When residents are ready to make a change, staff on site will be able to support the residents by connecting them with the appropriate Fraser Health support services required to address their issues.

All residents in supportive housing have made a choice to work towards living a healthy, stable life. By providing people with the basic necessities and supports they need, their drug use often reduces, and their need to participate in the sex trade or commit criminal offenses would also go down, as those are survival behaviours.
6.5 Resident Selection

Several of the respondents asked about the process for resident selection. Among the questions:

- Who will live there?
- Could a single person with disabilities, or single parents with children who need help be able to live there?
- Will past history be a barrier? People with criminal records deserve a home too.
- People now in the shelter should be housed first, and those spaces then used by people who have been living outside so that they can gain the life skills to maintain supportive housing.
- How will you screen clients? Will there be care plans and accountability?
- Is there a stipulation that residents must access support?

Who Would Live There

People who experience homelessness are as varied as any other neighbour. They may be seniors, people with disabilities, people who have employment but no housing, people who are working through mental health concerns and/or substance use. All residents in supportive housing have made a choice to work towards living a healthy, stable life. As such, those with a criminal record can be considered for supportive housing.

Those who apply to live in the facility would need to meet eligibility requirements around income, homelessness and required supports and programming. Residents would be low-income individuals over the age of 19 who live in the community, have a history of homelessness or are at risk of homelessness and who need additional support services to maintain housing. They would be provided support to assist with their successful tenancy, including daily meal services. These would be studio apartments, designed for one person to live in each apartment. Hope and area residents will have priority. All residents will pay rent.

For those who do not meet the eligibility requirements, BC Housing has a range of programs to provide housing assistance. This includes various subsidized housing options as well as rent supplements.

Where Residents Would Come From

Residents would come from all corners of the community, including shelters, sleeping outdoors, temporarily housed, various agency referrals as well as applications to BC Housing.

Offers of tenancy are made following meetings held by BC Housing’s coordinated access team of agencies to assess of applicants for suitability. Suitability considerations include vulnerability in the community, neighbourhood considerations, accessibility to services, the Housing Operators experience and mandates. All of these variables would be considered in the interest of creating a balanced, mixed tenancy that will support successful operation.
Assessment Process
BC Housing and HATS would collaborate with local service providers on a thoughtful and thorough assessment process with local service providers to ensure an appropriate mix of residents with the right supports live in the housing. Part of the assessment process includes a detailed 1:1 interview with the applicant, using the standardized Vulnerability Assessment Tool.

Every potential resident would be considered on an individual basis to ensure that the housing and services provided would 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.

We would be looking for applicants that have been in the community for at least a year, but our experience has shown that the majority of applicants being offered tenancy in our supportive housing buildings have been in those communities for much longer than a year.

Residents would sign a program agreement and will be expected to abide by it. The program agreement will address expectations about appropriate and respectful behaviour, especially as it relates to the health and safety of themselves and others (see the Program Agreement subsection in section 6.4 for more details).

Case management plans would be developed with all residents, and as a condition of their program agreement, all residents would be expected to work toward achieving the goals they have set out for themselves.

If HATS ends an agreement and evicts a resident, they would look into housing and shelter options, so that people will not become homeless again.
A number of questions were asked about the facility operations, security, resident costs and services provided, and length of tenancy. Some respondents sought assurances that there will be a plan in place to ensure smooth and efficient operations.

Management and Staffing
Hope & Area Transition Society (HATS) would be responsible for property and operations management, including 24/7 on-site staff. HATS is a non-profit society in Hope that provides client-centered programs and services to individuals and families. Through a trauma-informed approach, HATS offers services, advocacy and education to build resiliency, empowerment and inclusion.

Currently, HATS operates House of Hope on the adjacent property. HATS is an experienced local provider that has been operating in the community since 1994 and offer four broad streams of services: domestic violence, substance use services, homelessness and youth and family services. Learn more: [https://hopetransition.org/](https://hopetransition.org/)

HATS staff will be on-site 24 hours a day, seven days a week. Staff would be supported by a manager, who would be on-site Monday-Friday, in addition to various other staff who will be providing on-site services to the residents. Staff will work with residents and the neighbours to foster good neighbourhood relations.

HATS would ensure that all staff will have the appropriate training and skills necessary to support the clients. BC Housing requires, but is not limited to crisis prevention training, First Aid/CPR, mental health first aid training, domestic violence and safety planning, substance use awareness and safety training, and trauma-informed training.

Having supportive housing next to the shelter will create a continuum of services and housing, and efficiencies in staffing for HATS, who would operate both buildings.

BC Housing will conduct regular evaluations of HATS, as it does for all non-profit providers it works with.

Please see the Appendix to view the draft operational agreement between BC Housing and HATS.

Safety and Security
Security of the site would be maintained through 24/7 staff, program agreements signed by all residents and design features such as optimized lighting, security cameras, fob access, staffed reception, contained outdoor space for smoking and dog walking.

As with all rental housing, residents are allowed guests. Visitors would need to check in at the front desk with staff.
There is no intention of providing drop in services at this supportive housing, nor any reason why people would be loitering outside. Residents living in the housing will have access to a separate outdoor amenity space.

**Resident Costs**

The rent for a studio apartment would be $375 per month, which includes two meals a day, utilities and on-site supports.

Residents would pay for their necessities through the income they have access to; some people experiencing homelessness have full-time or part-time employment. Others, once they have stable housing, can work toward seeking part-time or full-time employment.

**On-site Supports and Services**

Residents would have access to breakfast and one hot meal per day. The meals would be prepared on-site in a commercial kitchen and served in a common dining area. Residents would also have their own kitchenette in their studio apartment. Dishes, utensils, cooking equipment would be provided with the apartment.

The on-site supports can include outreach workers, wellness checks, life skills training, employment assistance, connection and referral to community services and support groups. Residents would also have access to counselling, as well as health, mental health and addiction recovery services through Fraser Health.

Case management plans would be developed with all residents, and it will be expected that all residents will work toward achieving the goals they have set out for themselves. When a resident is not working toward their goals, it would be pointed out that their case management plan is part of their program agreement and they are jeopardizing their residency. All residents would be assigned to a case manager and would meet with them weekly.

In addition, Fraser Health will continue to provide a range of inpatient and outpatient services in the community such as chronic disease management, mental health and substance use, and home and community care. The people who would apply for the proposed housing are already living in Hope – these are not new people.

**Resident Expectations and Rules**

Residents would sign a program agreement and will be expected to abide by it. The program agreement will address expectations about appropriate and respectful behaviour, especially as it relates to the health and safety of themselves and others (see the Program Agreement subsection in section 6.4 for more details).

Like all Hope residents, supportive housing residents would be expected to treat neighbours with respect. Staff would work with residents and the neighbours to foster good neighbourhood relations. Both staff and residents will be committed to keeping the property and neighborhood maintained with a daily clean-up, just as any other resident in the neighborhood.
To address any issues, the Community Advisory Committee (CAC) currently in place for the House of Hope shelter would be expanded to include the new supportive housing if it is approved. See section 6.4 for more information about the CAC.

Length of Tenancy
This would be permanent supportive housing, so many people would reside here permanently and live out their lives in the neighbourhood. Others may decide to move into more independent housing; staff can provide support for those making this choice by assisting them in the transition process in viewing potential apartments and liaising with landlords on their behalf.

The goal is that this housing becomes the crucial first step for those in Hope to find a more permanent solution to the housing crisis they find themselves in.

Pets
Pets would be welcome, as long as they are not causing a disturbance or putting people at risk of harm (as deemed by staff.)

One respondent was concerned about the lack of notice to the community, while two others expressed gratitude about the opportunity to learn more about the project.

Although the District of Hope does not require public engagement or notification for a rezoning and OCP amendment application, BC Housing reached out to the community with information about the proposal to provide an opportunity to ask questions, provide input and address concerns.

Two drop-in community information sessions were held on Dec. 5 from 2-3:30 p.m. and 5:30-7 p.m. Letters were sent on Nov. 19 to a 200-metre radius of addresses from the site, and HATS staff visited neighbours in person to discuss the project. The sessions were also advertised in the Hope Standard on Nov. 28 and Dec. 5.
Respondents have contemplated the monetary cost to the taxpayers of Hope; either loss of potential tax on a property that could have a commercial use, or the cost of providing additional public services that are perceived to be needed if the housing is approved.

First, we must understand that there is a cost to homelessness. If this proposal for homes with supports is not approved, people will continue to live without access to safe, stable homes, often with deteriorating health. There is a cost to doing nothing: [https://www.homelesshub.ca/costofhomelessness](https://www.homelesshub.ca/costofhomelessness)

Supportive housing is also less costly for taxpayers than doing nothing.

- On average, a person experiencing homelessness with addictions and/or mental illness used $55,000 per year in health care and/or corrections services, compared to $37,000 for a person in supportive housing.
- A 2019 B.C. study showed that supportive housing residents, when compared to emergency shelter clients, were 64% less likely than emergency shelter clients to use ambulance services and experienced 50% shorter hospital stays.

Studies have shown that when housed, individuals spend more of their money in the community, therefore contributing financially to local businesses. In addition, those who find housing as a result of proposals like ours find increased personal happiness, healthier living conditions, an ability to engage in employment, reduced substance abuse and an increase in safety and social connections. You can find more information about the social return on investment in housing here: [https://letstalkhousingbc.ca/11538/documents/21319](https://letstalkhousingbc.ca/11538/documents/21319)

Additionally, 2018 studies in B.C. showed that every dollar invested in supportive housing creates four to five dollars in social and/or economic value. Government realizes about half of the savings due to decreased use of services, while neighbourhoods benefit from improved well-being and increased local spending.
Appendices

Appendix 1: Letter to Neighbours
Appendix 2: Community Information Session Advertisement
Appendix 3: Hope Healthier Communities Committee Presentation
Appendix 4: Community Information Session Handout
Appendix 5: Community Information Session Display Boards
Appendix 6: Community Information Session Comment Sheets
Appendix 7: Let’s Talk Housing BC – Online Comments Received
Appendix 8: Let’s Talk Housing BC – Summary of Visits / Traffic
Appendix 9: Submitted emails
Appendix 10: Draft Operational Agreement
Appendix 11: Draft Program Agreement
Appendix 12: Terms of Reference for Community Advisory Committee
Appendix 1

Letter to Neighbours
Dear neighbour,

To meet an urgent need in the community, BC Housing is proposing to develop 52 new permanent studio apartments with 24/7 supports for people experiencing or at risk of homelessness at 660/670 Old Hope Princeton Way, to be operated by Hope & Area Transition Society (HATS). BC Housing, through the Provincial Rental Housing Corporation, owns this property and will be demolishing the existing structure on the site in the coming weeks. We will be leading the application for Zoning Bylaw and Official Community Plan amendments. This application will also include 650 Old Hope Princeton Way, home to House of Hope, a permanent shelter that HATS currently operates.

A House of Hope Community Advisory Committee, led by HATS, with representation from BC Housing, the District of Hope, Fraser Health, RCMP, BC Ambulance, community organizations and community members at large, currently meets on a quarterly basis to discuss any concerns related to the House of Hope shelter. This committee would begin meeting every two months if the housing is approved, as a resource to support the successful integration of the new building into the community.

Supportive housing are self-contained studio homes with supports provided on-site, to ensure people can achieve and maintain housing stability. Priority would be given to Hope and area residents who meet the eligibility criteria. BC Housing and HATS 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.

BC Housing and HATS invite you to drop in at a Community Information Session to learn more about the proposal and to ask any questions or provide feedback to the project team, which will inform the direction of the application for rezoning.

COMMUNITY INFORMATION SESSIONS
DATE: Thursday, December 5
SESSION 1: 2:00-3:30PM / SESSION 2: 5:30-7:00PM
PLACE: 344 Fort St – Legion Hall

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<tr>
<th>Send questions and feedback to</th>
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<tr>
<td><a href="mailto:communityrelations@bchousing.org">communityrelations@bchousing.org</a></td>
<td><a href="http://www.bchousing.org/Hope">www.bchousing.org/Hope</a></td>
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<tr>
<td>Provide feedback and ask questions at</td>
<td>Attend the public hearing (date TBD) held by</td>
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<td>LetsTalkHousingBC.ca/Hope</td>
<td>the District of Hope <a href="https://hope.ca/">https://hope.ca/</a></td>
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Appendix 2

Community Information Session Advertisement
New Homes with Supports
Proposed for 660/670 Old Hope Princeton Way

Community Information Sessions
Thursday, December 5
Drop-in 2:00pm - 3:30pm  OR  5:30 pm - 7:00 pm
344 Fort Street
Legion Hall

BC Housing, Fraser Health and Hope & Area Transition Society invite the community to learn more about the proposal for 52 new homes with supports for people experiencing or at risk of homelessness at 660/670 Old Hope Princeton Way in Hope. Drop in at one of the Community Information Sessions on December 5, or submit your questions and input online through LetsTalkHousingBC.ca/Hope or communityrelations@bchousing.org.

All input received by December 6 will be included in a summary report to be submitted to the District of Hope.

Visit www.LetsTalkHousingBC.ca/Hope to learn more and share your questions now!

BC HOUSING

Everyone needs a home.
Appendix 3

Presentation to Hope Healthier Communities Committee
Proposal for New Supportive Housing in Hope
BC Housing and Hope & Area Transition Society

Healthier Communities Committee Presentation
November 26, 2019

Partners

<table>
<thead>
<tr>
<th>BC Housing</th>
<th>HATS</th>
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<tr>
<td>BC Housing owns the land and is leading the application for Zoning Bylaw and Official Community Plan amendment. If approved, BC Housing would lead the design and construction of the housing, lead resident selection and provide operational funding.</td>
<td>Hope &amp; Area Transition Society would operate the new homes with supports and would continue to manage House of Hope, and the Community Advisory Committee (with expanded mandate of new housing, if approved.)</td>
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Why are People Experiencing Homelessness?

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

THE PROPOSAL

- **Proposed project:** 52 new studio apartments with on-site supports
- **Proposed location:** 660/670 Old Hope Princeton Way
- **Residents:** People experiencing or at risk of homelessness in Hope
- **Housing type:** Safe and secure self-contained (own bathroom and kitchenette) studio; shared amenity space; staff on-site 24/7; daily breakfast + hot meal; life-skills training and access to health services
House of Hope

- HATS operates the House of Hope, a 20-bed shelter that has been open since October 2018.
- It provides essential services to those experiencing homelessness and is a gateway to stable housing and support services.
- The shelter is consistently at capacity.
**What is supportive housing?**

A studio home with supports provided on site.

This would not be a shelter.

<table>
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<th>Shelter</th>
<th>Supportive Housing</th>
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<tr>
<td>First come first served</td>
<td>Assessment process for applicants</td>
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<tr>
<td>Access to a bed temporarily (1 night at a time)</td>
<td>A self-contained studio home</td>
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<td>Some meals may be provided</td>
<td>1 hot meal provided, plus private kitchenette</td>
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<tr>
<td>Shared sleeping space</td>
<td>Private unit</td>
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<tr>
<td>No payment</td>
<td>Pay rent for unit</td>
</tr>
<tr>
<td>Outreach worker available to connect to support services offline</td>
<td>24/7 access to staff and support services on site</td>
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</table>
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 of 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 to be assessed using a thorough process to determine services needed and create healthy resident mix;
- All residents pay rent and sign a program agreement around expectations and behaviours.
Successfully Integrating Supportive Housing into the Community

Community Advisory Committee

- A Community Advisory Committee (CAC) has been meeting since House of Hope opened, with representation from BC Housing, the District of Hope, Fraser Health, RCMP, BC Ambulance, community organizations and community members at large.

- The CAC will continue to meet regularly to support the successful integration of the new supportive housing building and residents.
Housing First Approach

- People without homes do not have the capacity to deal with anything beyond basic survival
- **Step One** – Move people experiencing homelessness into independent and permanent housing.
- **Step Two** – Provide additional supports, services, guidance and encouragement as needed

Research shows...

- Every dollar invested in supportive housing = $4 to $5 dollars of social and economic value created in community.
- Property values in the immediate area surrounding the 13 cases study sites typically either mirrored or surpassed similar housing in the surrounding municipalities.
- Supportive housing residents report positive relations with the surrounding community.

"When survival is your daily life, future life goals are an impossibility because you are in a crisis mode. With modular supportive housing, we see stability. We see the capacity for food security and health."

– Modular supportive housing staff member

**BC Housing Research Centre**
Next Steps

BC Housing & HATS
- Rezoning application submitted
- Community Information Sessions

District of Hope
- Intro to Town Council

How can I learn more and provide input?

Email communityrelations@bchousing.org

Attend the December 5 Community Information Sessions

Share feedback/questions: LetsTalkHousingBC.ca/Hope
Appendix 4

Community Information Session Handout
Hope Supportive Housing

The proposal

BC Housing is proposing to develop 52 units of new supportive housing at 660/670 Old Hope Princeton Way. The property is adjacent to the House of Hope shelter, and would provide self-contained studio homes with the necessary supports to help people experiencing or at risk of homelessness in accessing safe, secure housing.

What is supportive housing?

Supportive housing is an opportunity for people to leave the streets and shelter system for safe and stable housing, towards improved quality of life. Supportive housing is a self-contained studio home with supports provided on-site, to ensure people can achieve and maintain housing stability. Supports include outreach workers, wellness checks, life skills training, employment assistance, connection and referral to community services and support groups. Residents have access to counselling, as well as health, mental health, and addiction recovery services through Fraser Health. All residents would sign a program agreement and would pay rent.

Why does Hope need supportive housing?

There is currently no supportive housing in Hope and service providers estimate there are more than 50 people without homes in the area, not counting those already accessing the House of Hope shelter. Hope and Area Transition Society (HATS) has been operating a permanent 20-bed shelter since Fall 2018, which is often at capacity. The new homes will help people to transition to more stable housing by offering them supportive environments where they are treated with dignity and respect.

Who would live here?

Residents will be low-income individuals over the age of 19 who live in the community, have a history of homelessness and who need additional support services to maintain housing. Hope and area residents will have priority. HATS and BC Housing would lead the resident selection process with local service providers to ensure an appropriate mix. All supportive housing residents have made a choice to work towards living a healthy, stable life.
Community safety

We are committed to building a safe community both inside and outside the housing with:

Experience: HATS has extensive experience providing services and housing to people experiencing or at risk of experiencing homelessness across the region, including operating the House of Hope on the adjacent property.

Staffing: Staff would be on-site 24/7 to support residents, manage building, and be available to respond directly to any related concerns that arise in a timely manner.

Resident Mix: Residents would be selected based on a resident mix that ensures the right level of support to all.

Property Maintenance: Regular cleanups of property and immediate area would ensure cleanliness.

Design Features: Optimized lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking and dog walking.

Agreements: Residents would sign a program agreement connected to an individual case plan.

Community Advisory Committee: The House of Hope Community Advisory Committee will continue to meet regularly to support the successful integration of the new building and residents with representation from BC Housing, District of Hope, Fraser Health, RCMP, BC Ambulance, community organizations and community members.

 Partners

• BC Housing will fund the construction of the housing and provide support services to residents.

• Local health authorities provide a range of inpatient and outpatient services to the Hope community. Services encompass chronic disease management, mental health and substance use, and home and community care.

• HATS will operate the housing and provide support services to residents.

Next steps

BC Housing will hold two Community Information Sessions to share information about the proposal as well as gather feedback. A summary report will be provided to the District of Hope.

BC Housing will submit a rezoning and development permit application to the District of Hope. If the proposal is approved, BC Housing would aim to begin construction in Spring 2020.

How can I provide input?

Email communityrelations@bchousing.org

Drop in at the Community Information Sessions:

December 5
2-3:30pm & 5:30-7pm
344 Fort St - Legion Hall

Visit www.bchousing.org/Hope and LetsTalkHousingBC.ca/Hope

Learn more about the Community Advisory Committee.
Appendix 5

Community Information Session Display Boards
Preliminary Site Plan

Disclaimer: These technical drawings are subject to change during the municipal approvals process.
Appendix 6

Community Information Session Comment Sheets

Redacted for Privacy Purposes
Appendix 7

Let’s Talk Housing BC – Online Comments Received

Redacted for Privacy Purposes
Appendix 8

Let’s Talk Housing BC – Summary of Visits / Traffic
Summary Report
01 October 2019 - 13 December 2019

Let's Talk Housing BC

PROJECTS SELECTED: 1
Let's Talk Housing in Hope
FULL LIST AT THE END OF THE REPORT

Visitors Summary

Highlights

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2 Dec '19

Pageviews Visitors
### PARTICIPANT SUMMARY

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* A single engaged participant can perform multiple actions

#### INFORMED PARTICIPANTS

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* A single informed participant can perform multiple actions

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

#### TOP PROJECTS

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<th>Participants (%)</th>
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<td>Let's Talk Housing in Hope</td>
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* Calculated as a percentage of total visits to the Project
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Let's Talk Housing BC: Summary Report for 01 October 2019 to 13 December 2019

INFORMATION WIDGET SUMMARY

**DOCUMENTS**
- 7 Documents
- 25 Visitors
- 46 Downloads

**TOP 3 DOCUMENTS BASED ON DOWNLOADS**
1. **Social & Economic Value of Supportive and Affordable Housing in B.C.**
   - 20 Downloads
2. **Hope Supportive Housing Fact Sheet**
   - 11 Downloads
3. **Community Acceptance Series: Property Values and Supportive Housing**
   - 12 Downloads

**KEY DATES**
- 1 Key Dates
- 1 Visitors
- 1 Views

**TOP 3 KEY DATES BASED ON VIEWS**
1. **Let's Talk Housing in Hope**
   - 1 View
## TRAFFIC SOURCES OVERVIEW

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## SELECTED PROJECTS - FULL LIST

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Appendix 9

Submitted emails

Redacted for Privacy Purposes
Appendix 10

Draft Operational Agreement
Overview:
The Operations Management Plan (OMP) for the Supportive Housing project at 660/670 Old Hope provides an overview of Hope and Area Transition Society’s commitment to operating a successful supported housing program.

Most of the residents in the housing program will be men and women who require support services. Hope and Area Transition Society is an experienced non-profit that provides a diverse portfolio of social programs to the community of Hope and surrounding area.

It is Hope and Area Transition Society’s intent to operate the building in a manner that manages any and all impacts of the project on neighbouring residents and businesses. This management plan outlines the operating parameters and plans to manage any concerns raised by neighbouring residents and business owners.

Supportive Housing at 660/670 Old Hope Princeton Way
The site at 660/670 Old Hope Princeton Way was identified as a suitable site for the provision of Supportive Housing based on the following:

Housing for people experiencing homelessness needs to meet people where they are, providing connection to the resources that people need to work towards living a healthy, stable life. Access to community services and transit is key for people without homes. With a remote site, there is no access to services, no regular transit access, and no integration with the community, which is essential for people who are working towards a healthy, stable life. Some, if not many of the people accessing shelter services and living outside, have been isolated for some time and it’s important that we not continue to isolate and marginalize people. Instead, we encourage people to come indoors and seek connection to services, and to integrate with the broader community.

BC Housing criteria for considering supportive housing sites:
- Proximity to community services (eg. shopping, health services and social activities)
- Accessibility to transit
- Adequate lot size
- Connections to utilities available between site and new building
- Compatible land use policies

Operator Mission, Vision and Values:
Our Vision
Hope and Area Transition Society envisions a community that is free from trauma and systemic societal challenges. A community that has vibrant individuals and families who are resilient and have a sense of belonging, acceptance and connectedness to self, family, the community and society.

Our Mission
The Hope and Area Transition Society is a non-profit society in Hope that provides client-centered programs/services to individuals and families. Through a trauma-informed approach HATS will offer to clients and the community; services, advocacy and education to build resiliency, empowerment and inclusion.
Organizational Philosophy
The Hope & Area Transition Society’s philosophical underpinnings begin with the inherent value and rights of all people; regardless of race, ethnicity, gender, age, sexual orientation, culture or spirituality. We recognize the systemic power imbalances that exist within our community, society and global village and we will continue to work toward empowering others in the reduction and elimination of these various imbalances that impact on the lives of individuals and our community.

Statement of Values
The Hope and Area Transition Society value the right of all people to live free from abuse, addictions, and poverty. We provide a variety of programs designed to educate, encourage and support those seeking to change their circumstances while respecting the following values:

- Equality and fairness
- Safety and security
- Empowerment and autonomy
- Opportunity and choice
- Dignity and self-worth
- Compassion and understanding
- Diversity and inclusiveness
- Rights and freedoms
- Family and community
- Respect
- The promotion of education and awareness
- The process of transition in individual lives

The stated values of the Hope and Area Transition Society are not an exhaustive list, nor can we, as an agency, made up of diverse staff, Board members, and community stakeholders define each value as an absolute. Each value holds a different significance and meaning to the reader. The purpose and intent of defining the Hope and Area Transition Society’s values is to demonstrate what are important foundational values which are embedded into the delivery and approach of the programs and services that we offer.

Partners:
Hope and Area Transition Society will work closely with the District of Hope, BC Housing, Fraser Health Authority, RCMP and other community partners to ensure this building and its residents are integrated successfully into the community.

Residents:
Hope and Area Transition Society will provide safe, secure and stable housing to 52 tenants. Priority will be given to vulnerable homeless people living in Hope, people who are unsheltered or living in shelters and those who are precariously. The homeless outreach team, The House of Hope Emergency Shelter Program Coordinator, Fraser Health Authority and BC Housing will work together with The Hope and Area Transition Society to select appropriate tenants for this building.

Supports:
The building will be staffed 24 hours a day with supports provided to aid tenants and respond to concerns should they occur. Providing supports to homeless individuals in this way is the best option to help them transition safely inside and address homelessness. Tenants will sign
tenant/program agreements and will be responsible for meeting all usual renter expectations including paying rent. The supports offered will assist people towards independence and full participation in their community.

Lasting individual improvements in health, social functioning, community involvement, or obtaining employment are best obtained and maintained when a person has stable, supported housing as a foundation for moving towards a better life.

Support services will be provided on site and links will be made to off-site services as appropriate. Services & supports will include the following elements:

- Each resident will develop an individualized support plan with staff.
- **Hope and Area Transition Society** will outline tenant, building and community expectations and provide an orientation for all new residents.
- Shared indoor amenity space will be provided along with a separate area for quiet space.
- Assistance to tenants to cook in their own kitchens in order to become independent in their cooking, as well 2 meals a day will be offered to tenants.
- Assessment of tenants needs and provision of nutritional supports which may include grocery delivery, help with individual meal prep, and training for food planning.
- Tenants may have a history of substance abuse/use and will be encouraged to participate in a substance use management program and treatment options.
- Enhancing developmental, problem-solving, and coping capacities of tenants.
- Linking people with systems that provide them with resources, services, and opportunities, e.g. health services.
- Other programs may include life skills training, structured volunteer work, employment preparation and employment opportunities in social enterprises and access to educational opportunities. Staff will connect residents to various partner organizations and community resources and advocate for them.
- As tenants move on to more independent housing Hope and Area Transition Society will provide a “Follow-up” program to check in and help assure the transition is successful.

**Staffing:**

**Hope and Area Transition Society** will manage the rooms. A staffing plan will be developed that reflects the various levels of support that will be given to tenants. The building will have staff on duty at all hours of the day, seven days a week.

**Safety and Security**

**Hope and Area Transition Society** is committed to providing a safe environment by being dedicated to continuous improvement in its health and safety program. Operator staff, management and operating policies ensure a safe and secure environment for clients. This is achieved through design and management initiatives:

- 24/7 staffing will assure that the building environment will always be monitored and assure a timely response to any safety or security issue.
- Residents will have a key to gain access to the building.
- The building environment will always be monitored by 24/7 staff
- Cameras will be installed in the lobby and other strategic areas to protect the building, and staff will monitor activities using security cameras.
• Tenants will be encouraged not to let strangers into the building and in other strategic areas of the building in order to have a safer community.
• Visitors will be monitored and approved by staff, visitors will be allowed from 9am to 3pm daily and for certain length of times. If a visitor has not signed out by 3pm, the staff will go to the unit and ask that the visitor leave.
• An incident tracking system will be implemented to ensure any negative behavior is dealt with appropriately and in a timely fashion.
• All staff will have experience of dealing with non-violent crisis intervention.
• An efficient reporting system that ensures any risk/safety/security issues are documented and reported immediately and responded to in a timely manner.
• **Hope and Area Transition Society** has a response plan with protocols for staff to follow with respect to potential safety related events that could occur, and staff are trained in these procedures.
• **Hope and Area Transition Society** will take appropriate action to intercede in cases of vandalism or other criminal activity, up to and including reporting the incident to Police.
• Tenants will be asked to sign a crime free addendum which outlines expectations for continued residency and will form part of the lease agreement. Breach of the addendum may lead to eviction.

**Good Neighbour Policy:**
As a good neighbour **Hope and Area Transition Society** is committed to:

• Maintaining the exterior of the building
• Providing regular maintenance of the grounds
• Being responsive to any concerns that may arise
• Consideration of additional security measures, e.g. security guards, cameras

One of the goals of the program will be to assist people to integrate into their community. A Community Advisory Committee (CAC), comprised of approximately 17 individuals representing various groups, will be established and meet regularly and/or as needed.

660/670 Old Hope Princeton Way Project Members (2)
• Hope and Area Transition Society (1 + alternates)
• Program Manager (1+ alternates)

**Partners and Agencies Members (8)**
• RCMP (1 + alternate)
• District of Hope (1+ alternate)
• BC Housing (1 + alternate)
• BC Ambulance (1+ alternate)
• Mental Health Services (1+ alternate)
• Fraser Health Authority (1+ alternate)
• Ministry of Housing and Social Development (1+ alternate)
• Public Health (1+ alternate)

**Community Members (7)**
Community representation will be drawn from the following groups:
• local organizations and businesses (3+ alternate)
- neighbouring residents (2+ alternate)
- Fraser-Cascade School Board (1+ alternate)
- Interministerial Committee (1+ alternate)

These meetings will be facilitated using a neutral facilitator and regular agenda items at these meetings should include Hope and Area Transition Society and building update and discussion.

All concerns/opportunities will be directed to Hope and Area Transition Society primary contact that will facilitate workable resolutions.

The 24/7 emergency contact number highlighted in yellow below will be responded to by Hope and Area Transition Society staff member as soon as possible within 24 hours.

Community Relations – Primary Staff Contact
The primary contact for Hope and Area Transition Society is responsible for addressing any issues related to the ongoing operation of this building. The contact information is:

Hope and Area Transition Society, Executive Director
Administration phone:
604-869-5111 ext 231
24/7 Call Centre phone:
604-869-1402
Email contact:
Appendix 11

Draft Program Agreement
PROGRAM PARTICIPANT AGREEMENT - DRAFT

This Agreement is dated for reference _____ and is between the Provider (Hope and Area Transition Society) and the Program Participant, as defined below.

“Provider” means: **Hope and Area Transition Society**

“Program Participant” means:

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Legal Name</td>
<td>Birth Date</td>
</tr>
</tbody>
</table>

1. This Agreement provides for the Program Participant’s participation in Support Services provided by the Provider (as defined in this Agreement).

2. The Support Services are intended to assist the Program Participant in addressing and enhancing life skills, restoring the ability to maintain healthy, independent lives and eventually maintain a productive independent tenancy.

3. The Provider will provide the Program Participant with Program Accommodation in recognition of the need for stable accommodation while the Program Participant receives the Support Services.

4. This housing at unit _____ (the ‘Program Accommodation”) at **660/670 Old Hope Princeton Way** (the “Building”) will be provided only while the Program Participant complies with the terms of this Agreement. (For the purposes of this Agreement, “Building” includes any land or other premises associated with the Program Accommodation and the building(s) in which it is located.)

A. Background:

This Supportive Housing Community provides Support Services to assist the Participant in addressing and enhancing life skills, restoring the ability to maintain healthy, independent lives and eventually maintain a productive independent residency. The Specific Support Services provided will be determined in consultation with the Participant and staff. The Participant agrees to utilize the Support Services offered, which include, but are not limited to:

i. Directly assisting with room de-cluttering and/or normal cleaning and maintenance;

ii. Individual or group support services such as life skills, community information, harm reduction practice, social and recreational programs;

iii. Connecting the Participant to community supports and services such as education, employment, health and life skills and dependent residential tenancy opportunities when appropriate;

iv. Case planning and Participant needs assessment;

v. Medication administration assistance;

vi. Wellness checks, security measures, meals and other services;
B. DURATION OF AGREEMENT

This Agreement commences on _____.

This Agreement ends on the date on which:

1. The Provider terminates the Agreement; or
2. The Program Participant terminates this Agreement.

C. RIGHT TO OCCUPY

1. The Provider grants the Program Participant the right to occupy the Program Accommodation subject always to the terms of this Agreement and the Program Participant’s compliance with this Agreement and the terms of the Support Services.
2. The Residential Tenancy Act (or successor legislation) does not apply to this Agreement. The Program Accommodation is exempt from the Residential Tenancy Act (or successor legislation) as the Program Accommodation is only made available in the course of providing the Program Participant with the Support Services.
3. The Program Participant will use the Program Accommodation only for residential occupancy while receiving Support Services and will not conduct any trade or business from the Program Accommodation or act in any way that is inconsistent with or that interferes with the provision of Support Services to the Program Participant or any other occupant at the Building.
4. If this Agreement is terminated for any reason, the Program Participant must vacate the Program Accommodation.

D. RESPONSIBILITIES OF THE PROGRAM PARTICIPANT

1. The Program Participant acknowledges that the Program Accommodation is provided for the purpose of receiving Support Services and will be available only while the Program Participant complies with the terms of this Agreement. The Program Participant will:
   a. comply with the terms as set out in this Agreement;
   b. accept and cooperate with the provision of Support Services provided by the Provider which may include:
      i. support for Program Participants to maintain their occupancy, including but not limited to:
         a. directly assisting with room de-cluttering and/or normal cleaning and maintenance;
         b. repayment plans for outstanding Program Accommodation Payments or other debts;
      ii. individual or group support services such as life skills, community information, social and recreational programs;
      iii. connecting the Program Participant to community supports and services such as education, employment, health and life skills and independent residential tenancy opportunities when appropriate; case planning and Program Participant needs assessment;
      iv. assistance with Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account as appropriate;
      v. wellness checks, front desk security services and measures, meals and other services
vi. All visitors must be approved by program staff and visitors are allowed from 9am to 3pm daily,
vii. such other support services as may be determined by the Provider in enhancing the Program Participant’s ability to maintain a healthy, independent life and eventually maintain a productive independent tenancy (together, the “Support Services”);
c. provide and adhere to the Declaration of Income and Assets (“DIA”) and additional terms or modifications as may be required by the Provider;
d. be responsible for the conduct of all guests and will ensure guests adhere to the Provider’s rules, directions, notices and standards of conduct.

2. The Program Participant agrees to cooperate with the provision of such Support Services and not to interfere with or hinder the provision of such Support Services by the Provider to the Program Participant or any other occupant of the Building.

3. The specific Support Services provided will be determined in consultation with the Program Participant. The Provider may develop an individual service plan for the Program Participant, which will be adhered to by the Program Participant. The Program Participant will meet with the Provider at intervals determined by the Provider to review and evaluate the individual service plan and consider which Support Services will best provide rehabilitative and other assistance to the Program Participant.

E. PROGRAM ACCOMMODATION PAYMENT

1. The amount of Program Accommodation Payment payable will either be determined on the basis of 30% of the Program Participant’s gross monthly household income or will be a fixed rent structure as determined by the Provider (such determination to be informed by and in accordance with any operator agreement between the Provider and one or more third parties). The Provider will give the Program Participant notice of the amount of such Program Accommodation Payment prior to the date this Agreement starts.

Rent includes the below listed utilities/amenities:

- Water
- Refrigerator
- Mailbox
- Storage Locker
- Cable
- Breakfast & Hot Dinner
- Electricity
- One Bicycle Slot
- Shared laundry facility
- Heat
- Internet (common area)
- Induction Cook-top
- Chest of Drawers
- Bed/Mattress
- Garbage/Recycling
- Window Blinds
- Support Services

2. The amount of the Program Accommodation Payment may be revised by the Provider from time to time on notice from the Provider, based on the most recently completed DIA where appropriate.

3. The Program Participant agrees:
a. to complete and sign a DIA, at least once in every twelve (12) month period, and to do so again from time to time as required by the Provider;
b. to provide proof of income and assets with the DIA as required by and to the satisfaction of the Provider; and
c. that the truth of the DIA and proof of income and assets is material and fundamental to this Agreement, and that misleading or untrue information in either can result in termination of this Agreement.
4. Where the Program Participant’s source of income is from the Ministry of Social Development and Poverty Reduction (or successor Ministry), the Program Participant will have the Program Accommodation Payment paid directly to the Provider.

   The Participant is required to pay security deposit of $______ by ______________.

5. The Program Participant will pay the Program Accommodation Payment on or before the first day of each calendar month to be paid either:
   a. directly from the Ministry of Social Development and Poverty Reduction; or
   b. by pre-authorized payment.

6. The Program Participant will pay the Program Accommodation Payment as determined by the Provider.

7. The Program Participant must pay the Program Accommodation Payment on time. If the Program Accommodation Payment is late, it will be a breach of this Agreement and could result in a termination of this Agreement.

F. GUEST MANAGEMENT

1. The Program Accommodation is only for the designated Program Participants, and only Program Participants may live in the Program Accommodation. If is the Provider believes that a guest or other unauthorized person is living in or occupying a Program Accommodation unit, the Provider reserves the right to ask the person to leave. Furthermore, if the Provider deems that a person who is not the Program Participant is co-residing in a unit, it will be a breach of this Agreement and could result in a termination of this Agreement.

2. The Program Participant may, subject to the Provider’s rules, notices and standards of conduct, permit an overnight guest in the Program Accommodation for a maximum of ______ nights out of a 365-day calendar year.

3. No guests will be provided access to the Building if they are not greeted by the Program Participant they are visiting in the lobby of the Building. For security purposes, this requirement applies to external service providers who wish to visit the Program Participant, the external service provider will need to sign in at the front desk.

4. The Program Participant and any guest(s) must sign in at the front desk with Provider staff. Identification will be required (may or may not be government-issued.) No guest will be provided access to the Building if they do not have identification.

5. Program Participants and guests must use the main entrance of the Building for access. The emergency stairs are for emergencies only and all fire doors must always remain shut.

6. The Provider reserves the right to refuse access to the Building, the Program Accommodation or any other program accommodation units to any person if the Provider determines the safety or security of participants or staff to be at risk or if the person fails to or refuses to comply with all of the Provider’s rules, notices, directions and standards of conduct.

7. Guests are not allowed in the common areas of the Building or allowed to participate in program activities or Support Services, unless explicitly approved by the Provider in writing.

8. Guests are subject to all Provider’s rules, notices, directions and standards of conduct. Program Participants are responsible for their guests’ behavior and issues with guests’ behavior will be considered a breach of this Agreement and could result in a termination of this Agreement.
9. The Provider reserves the right to limit the number of guests per unit in accordance with maintaining fire safety standards throughout the Building or for other reasons as determined by the Provider.

10. The Program Participant agrees to notify the Provider promptly of any change or anticipated change in the occupants of the Program Accommodation. Any change in the number of persons occupying the Program Accommodation is material and of great importance to the Provider and must be authorized in advance and in writing. Changes in the number of occupants not authorized by the Provider is a breach of this Agreement and may result in a termination of this Agreement.

G. HEALTH AND CLEANLINESS STANDARDS

1. The Program Participant must maintain ordinary health, cleanliness and sanitary standards throughout the Program Accommodation and the Building as required or requested by the Provider, including (without limitation):
   a. cleaning the Program Accommodation and reporting maintenance problems to the Provider to ensure that all environmental health and safety standards are met; and
   b. allowing staff and repair and maintenance workers timely access to the Program Accommodation to ensure all concerns are resolved and repairs and maintenance are completed as required or requested by the Provider from time to time.

H. LOCKS AND KEYS/KEY CARDS

1. Program Participants will be issued a key and/or key card to access the entrance to the Building, the floor on which they reside, and their unit. The card remains the property of the Provider and is non-transferable. The Program Participant may not copy, destroy, damage or tamper with the key card in any way.

2. The Program Participant may not change or add a lock or security device (e.g. a door chain) to the Program Accommodation without prior written approval from the Provider.

3. In an emergency, the Provider may change the lock on the main door of the Building and promptly provide the Program Participant with a copy of the new key or key card.

4. The Program Participant agrees not to make extra keys or key cards for any lock in the Program Accommodation or Building.

5. If the Program Participant is locked out of the Program Accommodation or Building and the Program Accommodation or any part of the Building is damaged in regaining access, the Program Participant must pay any costs of repairing such damages. The Program Participant must pay any other costs incurred in regaining access.

I. ENTRY OF PROGRAM ACCOMMODATION

1. The Provider may enter the Program Accommodation if one of the following applies:
   a. the Provider gives the Program Participant a written notice which states why the Provider wishes to enter the Program Accommodation including, but not limited to, a general inspection or the need to conduct repairs, replacement, upgrade or renovations to the Program Accommodation and/or Building and specifies a reasonable time not sooner than twenty-four (24) hours and not later than seventy-two (72) hours from the time of giving notice;
   b. as part of the wellness checks procedure established by the Provider which may warrant room checking when a Program Participant has not been seen or heard from for an extended period;
   c. at any time without notice if the Provider determines that there is an emergency;
d. the Program Participant gives the Provider permission to enter at the time of entry or not more than one month before the time of entry for a specific purpose;
e. the Program Participant has abandoned the Program Accommodation or if the Provider reasonably believes that the Program Participant has abandoned the Program Accommodation; or
f. at any time without notice if this Agreement has ended, regardless of whether the Program Participant has moved out.

J. PET

All pets must be registered and are subject to approval by the Manager. The Participant agrees to comply with the Participant Pet Ownership Agreement established or amended by XXXXX from time to time.

K. ALTERATIONS OF PROGRAM ACCOMMODATION

1. The Program Participants must obtain the prior written consent of the Provider to do any of the following:
a. place any notice or sign on the Program Accommodation or the Building;
b. place on or affix any radio, satellite or television equipment or any other object whatsoever to the outside of the Program Accommodation or the Building;
c. make any structural alterations to the Program Accommodation or the Building;
d. paint, paper, or carpet the Program Accommodation or the Building;
e. install or store heavy appliances or equipment in the Program Accommodation or on the Building; and
f. where the Provider supplies drapes, curtains and curtains rods, use of any other drapes, curtains and/or curtains rods not approved by the Provider.

L. HAZARDS

1. The Program Participant must take all steps reasonably necessary to prevent the creation of any hazard and must immediately report any hazards or safety concerns to the Provider without delay.

M. COMMON AREA

1. The Program Participant must take all reasonable steps to ensure that the use of the common areas of the Building, including any laundry room, recreation room and facilities, or storage area, by the Program Participant or guest will:
a. be prudent, safe and equitable; and
b. comply with all notices, rules or regulations posted on or about the Building or communicated by the Provider concerning the use of such common areas.

2. The Program Participant agrees that the use of common areas by a Program Participant, and any guests is at the sole risk of the Program Participant.

M. Keys/FOBs:

I. Participants will be issued one (1) FOB, one (1) mail key and one (1) unit key to access the main entrance of the building, their mailbox and the unit they reside in.
II. The participant may not copy, destroy, damage or tamper with the key and/or FOB in any way.
III. The Participant may not change or add a lock or security device to the accommodation.
N. Entry into the Unit:
For the duration of this agreement, the unit is the Participant’s home and the Participant is entitled to quiet enjoyment, reasonable privacy, and freedom from unreasonable disturbance and exclusive use of the unit. XXXX may enter the unit only if one of the following applies:

I. Staff gives the Participant a written notice (not sooner than twenty-four (24) hours and no later than seventy-two (72) hours from the time of giving notice), which states the reason for entering, including, but not limited to a general unit inspection or the need to conduct repairs, replacement, upgrade or renovations to the unit and/or building;

II. There is an emergency and the entry is necessary to protect life or property;

III. As part of the wellness checks procedure, which may warrant room checking when a Participant has not been seen or heard from for an extended period (without limitation).

IV. The level of noise within the unit is affecting quiet enjoyment and the Participant is not responding to requests to decrease the noise level;

V. The Participant gives XXXXX permission to enter at the time of request;

VI. The Participant has abandoned the unit;

VII. XXXXX has a Court Order stating XXXXX may enter the unit;

VIII. XXXXX is providing housekeeping and the entry is for that purpose and at a reasonable time.

IX. At any time without notice if this Agreement has ended, regardless of whether the Participant has moved out.

O. Smoking:
Smoking of any substance in any part of the building, including the unit is strictly prohibited. A designated outdoor smoking area is provided.

P. Drug Use:
I. Keeping/storing drugs in your suite is permitted provided that it is an amount that is deemed as personal use. If you choose to use drug(s) orally, intravenously and/or nasally, you are to utilize the Overdose Prevention Service located within the building.

II. Participants are not to use drugs in public near the building or in common areas such as hallways, stairways, etc.

III. Drug trafficking is not permitted by any person.

Q. Violence:
I. Physical and emotional violence will not be tolerated.

II. Any activity or behaviour that threatens the health, safety or welfare of the staff, service workers, other participants or persons on the residential property or residential premises.

R. STORAGE
1. The Program Participant must not store any bicycle, wheelchair, scooter or power scooter in hallways and must not store any property except in designated storage areas. The Program Participant agrees that use of the storage areas is at the sole risk of the Program Participant.
S. RULES AND REGULATIONS
1. The Program Participant agrees to observe the rules and regulations for the Program Accommodation and the Building delivered with this Agreement and such amendments, variations, modifications and additions made by the Provider to such rules and regulations from time to time.

2. The rules and regulations and any amendments, variations, modifications or additions thereto may be posted on the Building or delivered to each unit addressed to “residents”.

T. MOVING
1. The Program Participant must move possessions and furniture in or out of the Program Accommodation and the Building in a competent manner and if any damage is caused in the course of moving in or out of the Program Accommodation or the residential property, the Program Participant must pay to repair such damage.

U. LIABILITY WAIVER
1. The Program Participant, on the Program Participant's own behalf and on behalf of all occupants and guests of the Program Accommodation, waives and releases the Provider and its officers, directors, employees and volunteers from any claims, expenses, actions, proceedings, causes of action and liabilities whatsoever, whether caused by the wrongful or negligence act or omission of any of them, in connection with, related to or arising from:
   a. this Agreement, including the Support Services and/or other services to be provided pursuant to, connected with or related to it;
   b. the use or occupation of the Program Accommodation or the Building or the use of any services, furnishings, accommodations, equipment and facilities existing or supplied in connection with the Program Accommodation or the Building; and
   c. any damage to or loss of any personal property of a Program Participant, occupant or guest.

V. ENDING THIS AGREEMENT – PROGRAM PARTICIPANT
1. The Program Participant may end this Agreement by providing a written thirty (30) days’ notice to the Provider. This notice must be in writing and must:
   a. include the address of the Program Accommodation;
   b. include the date this Agreement is to end; and
   c. be signed by the Program Participant.

W. ENDING THIS AGREEMENT – THE PROVIDER
1. The Provider may choose to terminate this Agreement at any time by giving the Program Participant less than twenty-four (24) hours written notice if the Program Participant has committed a serious act of violence towards or has seriously jeopardized the health or safety of any staff, guests, or other occupants of the Building or members of the community.

2. The Provider may end this Agreement at any time by giving the Program Participant not less than forty-eight (48) hours written notice if:
   a. the Program Participant or their guests engage or behave in a manner that is abusive and/or a threat to the mental or physical health or safety of any staff, guests, other occupants of the Building or members of the community;
   b. the Program Participant or their guests engage in vandalism or wilfully cause damage to the Program Accommodation or any aspect of the Building;
3. The Provider may end this Agreement by giving the Program Participant a thirty (30) day written notice if:
   a. the Program Participant breaches any other requirement or provision of this Agreement and fails to correct that breach to the satisfaction of the Provider;
   b. the Program Participant is absent from the Program Accommodation unit for one (1) month or longer without the prior written consent of the Provider even if the Program Accommodation Payment has been paid for that period;
   c. number of occupants or physical makeup of the Program Accommodation changes without the Provider’s prior written approval; or
   d. the Program Participant has failed to pay the program fee to the Provider or is chronically late in paying their fee.

4. The Provider’s notice will:
   a. include the address of the Program Accommodation;
   b. include the date this Agreement and therefore the right to occupy the Program Accommodation will end;
   c. include the reason for ending this Agreement; and
   d. be signed by the Provider.

X. PROVISIONS RELATING TO ALL TERMINATIONS
1. The Provider and the Program Participant may mutually agree in writing to end this Agreement at any time.

2. Once a notice to end this Agreement is given by either party or made by agreement, the Program Accommodation may be shown to other prospective occupant at any reasonable time by giving the Program Participant twenty-four (24) hours notice. The Program Participant agrees to allow access to the Program Accommodation to facilitate this requirement.

3. At the end of any notice period for termination of this Agreement, the Program Participant must remove all personal property and belongings from the Program Accommodation and the Building.

4. All appliances, furniture and fixtures provided by the Provider remain the property of the Provider and must be left in good working order (reasonable wear and tear excepted) in the Program Accommodation.

5. If the Program Participant fails to move out of the Program Accommodation upon termination of this Agreement or fails to remove all belongings and personal property from the Program Accommodation:
   a. the Provider may change the locks;
   b. the Provider may remove private property or belongings from the Program Accommodation and in that event, the property will be stored in a safe place and manner for a period of not less than sixty (60) days following the date of removal;
   c. Any personal property or belongings of the Program Participant not retrieved by the Program Participant by the end of the sixty (60) day period will be considered to have been abandoned by the Program Participant any may be disposed of by the Provider, in its sole discretion;
   d. notwithstanding the foregoing, the Provider may dispose of the property in a commercially reasonable manner if reasonably concludes that:
      i. the property has a total market value of less than $500;
      ii. the cost of removing, storing and selling the property would be more than the proceeds of its sale; or
      the storage of the property would be unsanitary or unsafe.
Y. NOTICE

1. All notices that are required or permitted under this Agreement are to be in writing and may be served on a person in any one of the following ways:
   a. by ordinary or registered mail, or posting in the mailbox or mail slot, served to the Program Participant at the Program Accommodation or the Provider at the addresses below;
      
      Hope and Area Transition Society  
      Box 1761 Hope BC V0X 1L0

   or

   b. by the Provider by posting on the door or other conspicuous place adjacent to the Program Accommodation; or
   c. by personal service by leaving a copy with the Provider or the Program Participant.

2. Service of the notice is deemed complete:
   a. if made by mail, or registered mail, seventy-two (72) hours after the time of mailing, except where there is a postal service disruption during that period;
   b. if posted in the mailbox or mail slot, or posted on the door or other conspicuous place, 48 hours after time of the posting; or
   c. if made by personal service, immediately upon that personal service being effected.

BINDING AGREEMENT

By signing this Agreement below the parties are bound by its terms and acknowledge receiving a copy of this Agreement.

_________________________________________  ________________________________
Program Participant Signature                           Date Signed

_________________________________________
Print Name

_________________________________________  ________________________________
Provider or Authorized Agent Signature                  Date Signed

_________________________________________
Print Name and Title
GOOD NEIGHBOUR AGREEMENT

By signing this agreement the Provider agrees to:

- Be accountable while showing leadership and commitment to supportive housing existing in all communities
- Have a complaints process in place for Program Participants and community members
- Hold regular meetings where we can hear feedback about community concerns
- Work with Program Participants, neighbors, and community members to address any concerns

By signing this agreement the Program Participant agrees to:

- Treat your neighbours and the community with consideration and respect
- Not make excessive noise at any time or cause unnecessary disturbances
- Understand that vulnerable persons share this address; and the Program Participant will not to participate in any activities that put the community of [Building] at risk
- Not to engage in activities that can affect the personal or emotional well-being of other Program Participants or any other persons
- Make sure that the security doors are closed properly and that you do not let people through the communal entry system that you do not know
- Put your garbage in the bins as provided – please do not throw anything from your windows
- Clean up after your animals as you are walking them around the neighborhood
- Ensure you leave community spaces, including playgrounds and parks, clean.
- Comply with all rules, standards of conduct, directions and notices of the Provider.
- Not smoke in their unit, common spaces including but not limited to the lobby, elevator, hallways and front entrance of the building as per the city by-laws.
Good Neighbour Agreement Declaration:

I, __________________________________, the Program Participant of the [Building], have read the information contained in this agreement, the terms of which have been explained to me by:

__________________________  __________________________
Provider staff member print name  Provider staff signature

By signing below I agree to follow the good neighbour guidelines.

Program Participant print name: __________________________

Signature: ____________________________________________

Date: __________________
Appendix 12

Terms of Reference – Community Advisory Committee
660/670 Old Hope Princeton Way
COMMUNITY ADVISORY COMMITTEE
TERMS OF REFERENCE

Overview
The 660/670 Old Hope Princeton Way Site Community Advisory Committee’s (CAC) focus is to ensure the success of the Supportive Housing Facility. The operator, Hope and Area Transition Society (HATS), operate this facility in partnership with BC Housing. As part of the operators’ commitment to ensuring that the tenants living here have a positive impact on the neighbourhood, the 660/670 Old Hope Princeton Way, CAC will be conducted in a way so as to help:

- ensure there is open communication between all parties;
- identify opportunities to improve the housing;
- provide a forum for neighbours’ concerns and interests; and
- assist tenants to become members of the community.

The CAC is intended to be a forum for HATS, community partners, and other stakeholder groups and its neighbours to freely exchange information, celebrate successes, discuss issues and, where necessary, work towards constructive solutions to issues. It is an advisory group, not a decision-making body, which fulfills its purpose by being solution focused and responsive to community concerns.

Purpose
The purpose of the 660/670 Old Hope Princeton Way CAC is to:

1. Provide support to Hope and Area Transition Society in their commitment to providing excellent supported housing;
2. Monitor the impact of the project in the community and provide suggestions to improve the program;
3. Review Hope and Area Transition Society’s response to any complaints which may be received; and
4. Act as a liaison between Hope and Area Transition Society and the neighborhood.

Membership
In order for the CAC to be effective, it is important to maintain a manageable size while still trying to balance having all the voices of the stakeholders. Therefore, CAC membership is comprised of the following:

660/670 Old Hope Princeton Way Project Members (2)
- Hope and Area Transition Society (1 + alternates)
- Program Manager (1+ alternates)

Partners and Agencies Members (8)
- RCMP (1 + alternate)
- District of Hope (1+ alternate)
- BC Housing (1 + alternate)
- BC Ambulance (1+ alternate)
- Mental Health Services (1+ alternate)
- Fraser Health Authority (1+ alternate)
- Ministry of Housing and Social Development (1+ alternate)
Community Advisory Committee Terms of Reference - DRAFT

- Public Health (1+ alternate)
- District of Hope Fire Department (1+ alternate)

Community Members (7)

Community representation will be drawn from the following groups:

- local organizations and businesses (3+ alternate)
- neighbouring residents (2+ alternate)
- Fraser-Cascade School Board (1+ alternate)
- Interministerial Committee (1+ alternate)

The key criteria for selection will be:

- agreement with the Terms of Reference, including a willingness to invest the time commitment;
- an attempt to balance the various “voices” of the community (e.g. businesses, residents, local service providers, neighbouring institutions, tenants of 660/670 Old Hope Princeton Way, ages, etc.); and
- an attempt to get members that can represent a larger group

Time Commitment

- It is expected at the outset, the CAC meeting schedule will require a number of meetings. Following startup, a schedule for meetings will be established. The schedule and timing of meetings will be determined by the CAC.

- From time to time, information may be circulated between meetings via e-mail.

Attendance

- To ensure that the CAC has the full spectrum of community perspective, attendance at all meetings is required by all community representatives or their alternate. Should more than one meeting be missed, the member will be contacted to determine whether he or she still wishes to continue as a CAC member or to discuss whether a new representative and/or alternate is appropriate.

- Each CAC member will identify an alternate.

- Alternates will also be required to agree to the Terms of Reference for the CAC and their function will be to ensure continuity of the group’s “voices”.

- Alternates are welcomed to attend all meetings they have an interest in and will receive all correspondence. When both the regular member and the alternate are attending a meeting, the alternate will be asked to mainly be an observer rather than an active participant. This is in the interest of ensuring that the meeting discussions are at a manageable level that allows all perspectives of the community to participate.

- If an organization no longer wishes to have representation on the committee, they are requested to advise the Chair of the CAC and Executive Director of HATS in writing.

- CAC members may on occasion wish to invite a guest to observe the CAC meeting; such requests must be submitted to the CAC facilitator prior to the meeting; approval will depend on space considerations. Any guests that do attend will be asked to observe and not participate in the discussions.

- When appropriate, specialists may be invited to participate in meetings to address specific agenda items.
Community Advisory Committee Terms of Reference - DRAFT

Meeting Structure

- Regular meetings will be kept to approximately two hours.
- The meeting will be facilitated by the CAC Chair and HATS, or by an individual designated by the operators. The production of minutes will be the responsibility of a HATS – this individual is not a representative on the committee and will solely record proceedings. These minutes will not be verbatim recordings but will attempt to capture the essence of comments and responses. The minutes will attribute comments to HATS or of the other agencies who may be attending; attribution of community input will be generic (i.e. Community Comment) and will not identify the individual or organization they may be representing. While HATS will ensure that privacy standards are maintained, there may be occasions where sensitive matters need to be discussed. When such matters are part of the discussion, there will also be an open CAC discussion of how to appropriately present the essence of the matter in the minutes while respecting any sensitivity.
- All action items will be noted in the minutes including who is taking responsibility for follow-up.
- Recording of the meetings (audio or visual) by members other than the note-taker is not permitted unless agreed to by all present.
- The meetings will be structured to encourage free and open discussion of relevant issues, within the constraints of planned agendas. While consensus is valuable, the larger goal is to discuss and note views and opinions, create solutions and work toward constructive outcomes. HATS’ commits to seriously consider the CAC’s comments, as relevant, in making decisions or taking actions.
- Meeting agendas will generally consist of the following (each item consisting of first an information presentation followed by open discussion):
  - Hope and Area Transition Society updates;
  - successes;
  - community impact notifications received by HATS;
  - status report and review of any unresolved complaints;
  - other business; and
  - suggestions for items to include in the next CAC meeting.
- An individual or organization from the community may request the opportunity to address the CAC with issues, comments, compliments or concerns. Every attempt will be made to include such requests in the agenda within the time constraints of the overall agenda. Such requests must be made to the Executive Director of Hope and Area Transition Society.
- Draft agendas will be developed and circulated by HATS to all CAC members sufficiently prior to CAC meetings to enable CAC members to comment on or add suggestions prior to the agenda being finalized. Agenda items should pertain to the operations of 660/670 Old Hope Princeton Way.
- Final agenda and meeting materials will be distributed one week prior to the meeting date, whenever possible.
- Draft minutes of each meeting will be provided to all CAC members (or alternates if they were the attendees) within approximately two weeks following the meeting to provide a time-limited opportunity to suggest corrections and/or sensitivity issues for publicly available minutes.
- Following the time provided for comments, the final meeting minutes will be distributed to all CAC members and alternates. It is the responsibility of the member or alternate to distribute to any group they may be representing.
Rules of Conduct

In order to ensure that the CAC is maintained as a forum for Hope and Area Transition Society and their neighbors to freely exchange information, discuss issues and work towards constructive outcomes, members and alternates must:

- agree to operate in accordance to the Terms of Reference;
- participate regularly or arrange alternate representation at scheduled CAC meetings;
- be respectful of the expression of diverse opinions which may be similar or different than those of other CAC members;
- respect that Hope and Area Transition Society reserve the right to protect the privacy of individual tenants and staff – personal information will not be shared with the CAC;
- be prepared to work constructively and collaboratively with members of CAC and Hope and Area Transition Society to address areas of mutual concern;
- bring any concerns regarding the operation of 660/670 Old Hope Princeton Way to the attention of the Chair of the CAC and the Executive Director of HATS as soon as possible; the concerns may then be brought to the attention of the CAC; and
- not act as a spokesperson for CAC unless agreed to by the Chair of the CAC and Executive Director of HATS; this is not meant to fetter the ability of any CAC member to speak with the media as a private citizen – it is expected that if this relates to a member’s concerns with regard to the 660/670 Old Hope Princeton Way facility, as previously mentioned, such matters should first be dealt with via the CAC.

In the event that a member is unwilling to abide by the Terms of Reference, the CAC and HATS reserve the right to rescind the membership of that person and seek a new member to represent that element of the community.

Revision of the Terms of Reference

From time to time, it may be necessary to amend 660/670 Old Hope Princeton Way Site CAC Terms of Reference. This will be agreed upon, with active involvement of CAC members, to ensure that the changes are supported and that any partner organizations understand and continue to commit their membership under the changed conditions.

Committee Termination

660/670 Old Hope Princeton Way Site CAC will operate until the fall of 2021. At the end of this term, the Committee’s utility and the relevance of the Terms of Reference will be reviewed. Should the community members agree that it should continue, this review and consideration of continuance, adjustment or cessation will be conducted annually.