Who Would Live Here?

All residents in supportive housing have made a choice to work towards living a healthy, stable life. They pay rent and sign a program agreement that addresses expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others.

People who apply to live here would need to:

• Be 19 years of age or older, with priority given to youth 19-24
• Have a history of homelessness or be at risk of homelessness
• Need additional support services to maintain housing
• Be active in their recovery and receiving support from community-based agencies
• Live in the community*

*Priority given to Kelowna residents

Resident Selection Process:

Residents are selected through a collaborative and thorough assessment process between BC Housing, CMHA, Interior Health and local service providers to ensure the needs of a resident are well matched to the types of support services that would be provided in this residence.

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.
Support Services

- 24/7 professional support staff
- Safe and secure place to sleep
- Breakfast and one hot meal a day
- Private Washrooms
- Laundry
- Social Connection
- Accessible for a diverse group
- Connection to local community services
- Peer employment opportunities
- Referral to health care, mental health and addiction services
- Trauma-informed support and care to assist people in stabilizing and creating plans to move from homelessness to successfully housed.
- Individualized case planning
Being Good Neighbours

Expectations

Like all Kelowna residents, people living in supportive housing are expected to:

<table>
<thead>
<tr>
<th>Treat neighbours with consideration by...</th>
<th>Avoid excessive noise or disturbance by...</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ensuring security doors are properly closed.</td>
<td>• Not smoking in common areas or at the front entrance of buildings.</td>
</tr>
<tr>
<td>• Not letting unknown people into secure buildings.</td>
<td>• Not consuming drugs or alcohol in public areas.</td>
</tr>
<tr>
<td>• Putting garbage into appropriate bins.</td>
<td></td>
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<tr>
<td>• Cleaning up after pets.</td>
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</tbody>
</table>

Communications

A Community Advisory Committee will be developed to support the successful integration of the new building and residents into the community.

Who?

Representation from BC Housing, the City of Kelowna, Interior Health, RCMP, CMHA, local businesses, community organizations and community members.

When?

Committee would start meeting on regular basis after the housing opens.

How?

CMHA will manage the units 24/7 and be available to respond directly to any related concerns that may arise in a timely manner.
Neighbourhood Safety

BC Housing, Interior Health, the City of Kelowna and the Canadian Mental Health Association – Kelowna (CMHA) are committed to building a safe community both inside and outside the supportive housing with:

**Experience**
CMHA Kelowna has 60 years’ experience championing the elimination of barriers that can prevent people from thriving. They have been housing the community’s most vulnerable since 1999 and currently operate four supportive housing buildings as well as work in collaboration with numerous landlords to provide 70 scattered site apartments throughout the community. In total, CMHA Kelowna operates more than 200 homes that give people the opportunity to leave the streets and shelter system for a safe, stable and improved quality of life.

**Agreements**
Residents sign program agreement around expectations.

**Staffing**
Staff on-site 24/7 to support residents and manage the units.

**Property Maintenance**
Regular sweeps of property and immediate area to ensure cleanliness.

**Resident Mix**
Resident selection takes into account the ability of staff to provide the right level of support to all.

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