Welcome

Neighbourhood Information Session for New Supportive Housing at 280 McIntosh Road

<table>
<thead>
<tr>
<th>Neighbourhood Information Session</th>
<th>Tuesday, January 29, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:30 pm - 7:00 pm</td>
<td>Drop in to learn more about the new housing planned for 280 McIntosh Road and talk with representatives from BC Housing, Interior Health, the Central Okanagan Journey Home Society and the John Howard Society of the Central and South Okanagan.</td>
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</tbody>
</table>

- Please ensure that comments and discussions are respectful
- Please recognize that the issues are complex and we need thoughtful discussion about how to meet community needs
- Please do not bring any signs, banners or placards into the venue
Homelessness in Kelowna

Point-in-Time Count
KELOWNA MARCH 6, 2018

1 in 4
(26%) identified as Aboriginal or had Indigenous ancestry

85%
3%
9%
3%

0-14 YEARS OLD
15-24 YEARS OLD
25-64 YEARS OLD
65+ YEARS OLD

68% Male
31% Female
1% Transgendered

286 PEOPLE were experiencing homelessness in Kelowna

98% indicated that they had stayed in an emergency shelter within the past year

18% Episodically Homeless experienced 3 or more episodes of homelessness within the past year

Average days homeless within the past year has increased from 192 days in 2016 to 241 days in 2018

67% Chronically Homeless homeless for 6 months or more within the past year

3% 0-14 YEARS OLD
9% 15-24 YEARS OLD
3% 25-64 YEARS OLD
23% 65+ YEARS OLD

There were an additional 319 individuals living in temporary system-supported housing

Top 5 Reasons for Housing Loss
• Unable to Pay Rent or Mortgage
• Household Conflict
• Addiction or Substance Abuse
• Job Loss
• Illness or Medical Condition

View the full 2018 Point-in-Time Count report online at centralokanaganfoundation.org

Disclaimer: This infographic is available on the Central Okanagan Foundation website.
Housing Needs in Kelowna

The BC Housing Supportive Housing Registry has over 500 people currently waitlisted.

People experiencing homelessness in Kelowna have access to the following BC Housing-funded services and housing:

- 225 year-round shelter beds (consistently over capacity)
- 288 supportive housing units (fully allocated)
- Outreach workers
Journey Home Strategy

housing first / no wrong door / community safety

The Journey Home Strategy is Kelowna’s 5-year plan to address homelessness with a focus on ensuring everyone has a place to call home. It includes an action plan concentrated on building a system of care that is projected to support more than 2,100 individuals into housing or support programs by 2024.

DOING NOTHING TO ADDRESS HOMELESSNESS HAS A GREATER COST THAN TAKING ACTION

MAINTAINING STATUS QUO

-$100M

it’s cheaper to house & support than keep someone homeless

+$50M

JOURNEY HOME STRATEGY

This response to homelessness will be underpinned by the continued good work of the Kelowna community.

Kelowna.ca/journeyhome
Housing Plans for Kelowna

BC Housing, in partnership with local agencies and service providers, is planning for a range of housing to meet needs in the Kelowna area.

<table>
<thead>
<tr>
<th>HOUSING WITH SUPPORTS</th>
<th>AFFORDABLE RENTAL HOUSING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NEW</strong></td>
<td><strong>NEW</strong></td>
</tr>
<tr>
<td><strong>Hearthstone</strong> — 46 units</td>
<td>Apple Valley — 47 units (seniors only)</td>
</tr>
<tr>
<td>1642 Commerce Avenue</td>
<td>2075 Benvoulin Court</td>
</tr>
<tr>
<td><strong>NEW</strong></td>
<td><strong>UNDER CONSTRUCTION</strong></td>
</tr>
<tr>
<td><strong>Heath House</strong> — 40 units</td>
<td>Celano — 21 units</td>
</tr>
<tr>
<td>2639 Highway 97 North</td>
<td>165 Celano Crescent</td>
</tr>
<tr>
<td><strong>DEVELOPMENT PERMIT</strong></td>
<td><strong>Nissen Crossing</strong> — 78 units</td>
</tr>
<tr>
<td><strong>McIntosh</strong> — up to 50 units</td>
<td>150 Kneller Road</td>
</tr>
<tr>
<td>280 McIntosh Road</td>
<td></td>
</tr>
<tr>
<td><strong>DEVELOPMENT PERMIT</strong></td>
<td><strong>IN DEVELOPMENT</strong></td>
</tr>
<tr>
<td><strong>2025 Agassiz Road</strong> — 52 units</td>
<td>Margaret’s Landing — 42 units</td>
</tr>
<tr>
<td></td>
<td>1759 Highway 33 East</td>
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<tr>
<td></td>
<td>Fuller Avenue — 68 units</td>
</tr>
<tr>
<td></td>
<td>505 Fuller Avenue</td>
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<tr>
<td></td>
<td><strong>IN PLANNING</strong></td>
</tr>
<tr>
<td></td>
<td>Bertram — Units TBD</td>
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<tr>
<td></td>
<td>1451/1469 Bertram Street</td>
</tr>
<tr>
<td></td>
<td>Women’s Transition House Funding</td>
</tr>
<tr>
<td></td>
<td>with Kelowna Shelter Society — Units TBD</td>
</tr>
<tr>
<td></td>
<td>Dougall Road North — 33 units</td>
</tr>
</tbody>
</table>

*Image of buildings and streets in Kelowna area with text overlay indicating housing plans.*
New Supportive Housing proposed for Kelowna

Ensuring everyone has a place to call home.

Project:
Up to 50 self-contained studio homes with supports. Daily breakfast and hot meal; life-skills training and access to health services.

Location:
280 McIntosh Road

Operated by:
John Howard Society of the Central and South Okanagan working closely with residents to connect them to support services.

Who is it for:
People experiencing or at risk of homelessness in Kelowna.

Housing Type:
Safe and secure self-contained (own bathroom and kitchenette) studio, with shared gathering spaces, and staff on-site 24/7 to provide support.

Timeline:

November 2018: Site purchased by BC Housing, through the Provincial Rental Housing Corporation
January 29, 2019: Neighbourhood Information Session
February, 2019: Development permit to be submitted

If application is successful:
• Spring 2019: Site preparation work begins and modulars delivered to site
• Fall 2019: Housing opens
Rendering

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

Disclaimer: These technical drawings are subject to change during the municipal approvals process.
Floor Plans

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

BC Housing owns the land, will provide capital funding for the construction of the building and operational funding, and would collaborate on resident selection with the John Howard Society of the Central and South Okanagan. BC Housing works in partnership with the private and non-profit sectors, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options.

John Howard Society of the Central and South Okanagan would participate in resident selection, provide support to residents, manage the building and serve as primary point of contact with the community. JHSCSO has operated in the central and south Okanagan area for more than 60 years, offering affordable and supportive housing, employment programs, outreach programs, group activities, and restorative justice.

Interior Health would work in partnership with the John Howard Society of the Central and South Okanagan to support health needs of residents. Interior Health promotes healthy lifestyles and provides needed health services in a timely, caring, and efficient manner, to the highest professional and quality standards.

The City of Kelowna is responsible for the municipal approval process, including decisions on development form and character, and building permit. The City of Kelowna Healthy Housing Strategy is a 5-year plan that aims to address the community’s most pressing housing issues. The Strategy was developed in alignment with the Journey Home Strategy to address Council’s top priorities of homelessness and housing diversity.
Who Would Live Here?

All residents in supportive housing:

- have made a choice to work towards living a healthy, stable life
- pay rent
- 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 over the age of 19
- Have a history of homelessness or be at risk of homelessness
- Need additional support services to maintain housing
- Live in Kelowna

Resident Selection Process:

Residents would be selected through a collaborative and thorough assessment process between BC Housing, the John Howard Society of the Central and South Okanagan and local service providers. The overall selection of residents for McIntosh Road would be balanced to ensure success for the residents, staff and community.

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

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

All Kelowna residents, supportive housing residents included, are required to:

<table>
<thead>
<tr>
<th>Treat neighbours with consideration</th>
<th>Don’t make excessive noise or disturbance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure security doors are closed properly.</td>
<td>Don’t let unknown people into building.</td>
</tr>
<tr>
<td>Put garbage into appropriate bins.</td>
<td>Don’t smoke in common area or at front entrance.</td>
</tr>
<tr>
<td>Clean up after pets.</td>
<td>Don’t consume drugs or alcohol in public areas.</td>
</tr>
</tbody>
</table>

The John Howard Society of the Central and South Okanagan (JHSCSO) will develop a Community Advisory Committee to mitigate and address any related concerns that come forward.

**Who?**
Representation from BC Housing, Interior Health, RCMP, Kelowna Bylaw, local businesses, community organizations and community members.

**When?**
Committee would start meeting on a regular basis once the housing opens.

**How?**
JHSCSO will manage the building 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 John Howard Society of the Central and South Okanagan (JHSCSO) are committed to building a safe community both inside and outside the supportive housing with:

<table>
<thead>
<tr>
<th>Experience</th>
<th>Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>JHSCSO has over 60 years of experience in Kelowna.</td>
<td>Minimum of two experienced and skilled staff on-site 24/7 to support residents, manage the building and serve as primary point of contact for the building.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resident Mix</th>
<th>Property Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident selection takes into account the ability of staff to provide the right level of support to all.</td>
<td>Regular sweeps of property and immediate area to ensure cleanliness.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agreements</th>
<th>Design Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents sign program agreement around expectations.</td>
<td>Optimized sightlines, lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking and dog walking.</td>
</tr>
</tbody>
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What is Supportive Housing?

Supportive housing and shelters are different. The proposal for Kelowna is for supportive housing. This would **not** be a shelter.

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Supportive Housing</th>
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</thead>
<tbody>
<tr>
<td>First come first served</td>
<td>Assessment process for applicants</td>
</tr>
<tr>
<td>Access to a bed temporarily</td>
<td>A self-contained studio home</td>
</tr>
<tr>
<td>Some meals may be provided</td>
<td>1 hot meal provided, plus private kitchenette</td>
</tr>
<tr>
<td>Often required to leave during day time</td>
<td>No requirement to leave unit or building</td>
</tr>
<tr>
<td>Shared sleeping space</td>
<td>Private unit</td>
</tr>
<tr>
<td>No payment</td>
<td>Pay rent for unit</td>
</tr>
<tr>
<td>Outreach worker available to connect to support services offsite</td>
<td>24/7 access to staff and support services onsite</td>
</tr>
</tbody>
</table>
Examples of Supportive Housing

**Timber Grove in Surrey**
- Located in a multi-residential area a short walk from amenities
- Opened in 2011
- 52 self-contained homes
- Operated by Coast Mental Health
- Similar eligibility, programming and services

Timber Grove blends into the neighbourhood. While neighbours initially had fears about the new housing during the development phase, many now show support. Residents are proud of their homes, engaging with neighbours and frequenting local shops and restaurants.

**Cardington Apartments in Kelowna**
- Located in a residential-commercial mix neighbourhood
- Opened in 2008
- 30 self-contained homes
- Operated by the John Howard Society of the Central and South Okanagan
- Similar eligibility, programming and services

When Cardington Apartments first opened, there were some complaints from neighbours as on-site support levels were still being worked out. Once the level of on-site support service was adjusted, there were few complaints from neighbours. Today, the building has a good reputation in the neighbourhood. Neighbours look out for tenants when they are out and about in the neighbourhood, as well as homeless people camping out in the area. Neighbours often bring donations by and help with fundraising. A nearby business offered free services to tenants. Residents feel comfortable accessing nearby businesses, such as the pharmacy.
Supportive Housing across Kelowna

There are currently seven supportive housing buildings operating across Kelowna, all provide homes to people experiencing homelessness who have gone through an assessment process.

- **Willowbridge**
  - 330 Boyce Crescent
  - 40 homes
  - CMHA
  - Opened in 2010

- **Hearthstone**
  - 1642 Commerce Avenue
  - 46 homes
  - Opened in 2018

- **New Gate Apartments**
  - 189 Rutland Road N.
  - 49 homes
  - JHSCSO
  - Opened in 2012

- **Cardington Apartments**
  - 1430 St. Paul Street
  - 30 homes
  - CMHA
  - Opened in 2008

- **Gordon Place**
  - 1702 Gordon Drive
  - 44 homes
  - CMHA
  - Opened in 2016

- **Tutt Street**
  - 2015 Tutt Street
  - 20 homes
  - JHSCSO
  - Opened in 2011

- **280 McIntosh Road**
  - 52 homes
  - DEVELOPMENT PERMIT

- **2025 Agassiz Road**
  - 52 homes
  - DEVELOPMENT PERMIT

- **Heath House**
  - 2639 Highway 97
  - 40 homes
  - NOW Canada
  - Opening in 2019
How will this Affect my Property Value?

Research shows that property values do not decline with proximity to supportive housing.

- Centre for Applied Research in Mental Health and Addiction at SFU (2007). The report looked at 18 different studies and found there was no significant effect on either the sales price of homes in the neighbourhood or on the number of sales.
- In 2018, BC Housing conducted analysis on five housing developments located in different communities across the province. Analysis was conducted on these five housing developments located in different communities across the province. None of the sites saw a significant decline in property values in the two years post-opening in the immediate areas or neighbourhoods surrounding the case study sites, as feared by some neighbours.

How Can I Learn More?

We welcome any questions you may have at communityrelations@bchousing.org

Keep up on the project: www.bchousing.org/kelowna-mcintosh

Learn more about supportive housing: www.bchousing.org/community-supportive-housing