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

- 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

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>
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<tr>
<td>Ensure security doors are closed properly.</td>
<td>Don’t let unknown people into building.</td>
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<tr>
<td>Put garbage into appropriate bins.</td>
<td>Don’t smoke in common area or at front entrance.</td>
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<tr>
<td>Clean up after pets.</td>
<td>Don’t consume drugs or alcohol in public areas.</td>
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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:

- **Experience**
  JHSCSO has over 60 years of experience in Kelowna.

- **Staffing**
  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.

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

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

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

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