MEETING REPORT
MAY 28, 2018 COMMUNITY DIALOGUES FOR PROPOSED SUPPORTIVE HOUSING at 6465 201 Street, LANGLEY BC

June 4, 2018

Prepared by
BC Housing Community Relations Team
Contents

1/ PURPOSE .........................................................................................................................3
2/ BACKGROUND ...............................................................................................................3
3/ NOTIFICATION ..............................................................................................................4
4/ COMMUNITY DIALOGUE SESSIONS SUMMARY .....................................................4
5/ OPEN HOUSE SUMMARY ..............................................................................................6
6/ SUMMARY OF COMMENTS RECEIVED ........................................................................6
7/ WHAT WE HEARD ............................................................................................................7
8 / HOW INTERESTS ARE ADDRESSED IN THE PROJECT ...........................................8

APPENDICES........................................................................................................................9

APPENDIX A: MEETING INVITATION AND ADVERTISEMENTS APPENDIX B:
INFORMATION BOARDS
APPENDIX C: MEETING COMMENT FORMS *
APPENDIX D: EMAILS RECEIVED *
APPENDIX E: COMMUNITY DIALOGUE SESSION COMMENT FORMS *
APPENDIX F: COMMUNITY DIALOGUE TRANSCRIPTS
APPENDIX G: OPEN HOUSE DIALOGUE TRANSCRIPT
APPENDIX H: SIGN-IN SHEETS *

* removed due to personal information enclosed
1/ PURPOSE

The purpose of this report is to supplement the fulfillment of policy 4.3 Meeting Reporting, as outlined in the Developer Led Public Information Meetings policy 07-164, as part of the Township of Langley rezoning application process:

4.3 MEETING REPORTING

The applicant is required to provide a record of the meeting to Community Development Division not less than three weeks prior to the presentation of the application to Council. The results shall be submitted in summary report format (to be advanced to Council as an Appendix to the staff report) and should include the following information:

- Sign-in sheet from the meeting;
- Completed feedback / questionnaire forms;
- Summary of comments received;
- Discussion of how any issues / concerns identified from the meeting and/or feedback forms are addressed in the project.

A Meeting Report was submitted to the Township on November 6, 2017, summarizing input received through the first public information meeting held on October 30, 2017 (plus all emails sent to the designated email address up to and including November 6, 2017.) This second report seeks to supplement the information provided to the Township of Langley with all input collected up to and including June 4, 2018, from small-group Community Dialogue Sessions held on May 15, May 17, May 25 and May 26; and the Community Open House and Dialogue held on May 28, 2018.

2/ BACKGROUND

On October 10, 2017, BC Housing submitted a rezoning application to the Township of Langley for the property located at 6465 201 Street. The property is current zoned as Community Commercial Zone (C-2) and BC Housing is seeking Institutional (P-2) zoning.

The Proposal: BC Housing proposes to convert the existing 50-room hotel into 49 units of supportive housing and programming space, with an office for the Langley Intensive Case Management (ICM) team funded through Fraser Health. Each of these units would provide a self-contained studio home, with bathroom and kitchenette, for Langley residents who are experiencing or at risk of homelessness, that need additional supports to maintain housing. All applicants would go through an assessment process, sign a program agreement and pay rent. This housing would help to move people off of the streets and out of shelters towards stable and safe housing, and improved quality of life. Stepping Stone Community Services Society has been selected as the operator and manager and would staff the building on a 24/7 basis with a team who will work closely with tenants to connect them to support services.

The need:

The 2017 Metro Vancouver Homeless Count found at least 206 people experiencing homelessness in Langley. This number has increased by 114% in 3 years. According to local service providers, over 900 individuals currently require support from outreach workers, approximately 180 individuals seeking shelter are turned away monthly from Gateway of Hope, and the 80 rent supplements scattered in the private rental market are consistently allocated. To ensure that people can move off the street and out of shelters, there is a need for safe and stable housing with supports. Without this, people will continue to experience homelessness in Langley. Homelessness is usually the result of many factors including a lack of adequate income, access to affordable housing and medical services, experiences of discrimination, traumatic events and personal crisis, physical health problems or disabilities and mental health concerns.
3/ NOTIFICATION
On May 9, a letter was sent to all neighbours within a 1KM radius (see Appendix A), with an invitation to the Community Dialogue Sessions and Community Open House. BC Housing has received feedback that the letter did not arrive to some addresses until May 14 / 15, or at all, for some individuals who live within the 1KM radius. The direct mail drop was coordinated through Canada Post on behalf of a local print company and they confirm that anyone with a Red Dot on their mailbox would not have received this mailing. In response, BC Housing added two additional sessions at recommended after-work hours to ensure people had the opportunity to attend a small-group dialogue session.

Print advertising for the Community Dialogue Sessions and Community Open House ran in the Langley Times on May 11, May 16 and May 23; and the Langley Advance on May 17 and May 24. Online advertising was multi-pronged with both newspapers advertising on their websites May 11 - May 28; the Fraser Valley News online advertisement starting May 18; and geo-targeted advertisements and posts through Facebook and Twitter starting May 10. For advertising see Appendix A.

The Langley Times and Langley Advance published the session dates as part of articles on the proposal. The recent community events were also noted on the project website found here: [www.bchousing.org/partner-services/public-engagement/projects/langley-supportive-housing](http://www.bchousing.org/partner-services/public-engagement/projects/langley-supportive-housing)

4/ COMMUNITY DIALOGUE SESSIONS SUMMARY
Community Dialogue Sessions were planned to invite small groups (maximum 30 people) of community members to a two-hour session to see a brief presentation, then discuss questions and concerns with representatives from BC Housing, Stepping Stone, Fraser Health and Langley Community Services Society. In total, four sessions* were held, engaging 47 community members. Of the 40 comment forms collected, 35% heard about the sessions from direct invitation through the mail; 27% through word of mouth; 23% through newspaper advertising and 80% found the session to be helpful (Appendix E.) Each of the sessions had diversity of viewpoints contributing to a rich dialogue. The following summarizes the attendance, highlights and unique questions or concerns (beyond what has already been noted to date for this proposal) heard at the four sessions that were held. For transcripts of each session see Appendix F.

<table>
<thead>
<tr>
<th>Tuesday May 15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Highlights:</strong> Eight individuals participated in this session. Most were neighbours of the proposed site (and Gateway of Hope shelter), and most had concerns for the proposal, with one person expressing support.</td>
</tr>
<tr>
<td><strong>Summary:</strong> Concerns around tenants having overnight guests for lengthy time periods and traffic in and out of the building. Comments that community concerns need to be continually addressed after the development of the project as well. Concerns that residents who are housed there should not be using drugs. Concerns that local law enforcement do not adequately address drug use/theft/safety issues when called. “More will come”.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Thursday, May 17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Highlights:</strong> 10 individuals participated in this session, including local service providers. Many questions about operations and model of housing.</td>
</tr>
<tr>
<td><strong>Summary:</strong> Multiple questions about the function of the ICM team and how they will interact with tenants of the development. Community church in the neighbourhood is positive for the local homeless population, offering food and coffee on Wednesday mornings and Sunday evenings. Good police presence in Douglas Park area. A few positive comments on the good work that Gateway of Hope does as well as the outreach of ICM and Stepping Stone in hospitals. Several asks for clarification of the program agreement for tenants. Questions about continual development of tenants and encouraging tenants to find employment. Concerns around if the development is built, more homeless population will appear for a chance at being housed. Comments around the need for local residents to be continually kept informed on the development.</td>
</tr>
</tbody>
</table>
Friday, May 25

**Highlights:** 19 individuals participated in this session. General consensus is support for people who are homeless and understanding the need for the development in the community. Lots of lived experiences in this session.

**Summary:** This session had many participants that have been impacted in some way by homelessness or addiction. Awareness was raised about a group called "Rig Riders" who volunteer to remove needles from various sites if called. Quotes from participants to illustrate need for this housing:

- "In April our neighbour’s son past away in their shed of an accidental fentanyl overdose. This young man was 45 was semi homeless staying sometimes with his parents."
- "My son was diagnosed with schizophrenia a few years ago. Now there are drug issues. We have been trying to navigate a system that is very difficult. When I look at people living on the street I see my son and we are able to help him now but we are not going to be here forever. I think about the people who are struggling with mental health issues and how easy it is for them to become homeless. I want to believe that we live in a community that will look after those that are disenfranchised and can be re-connected with the community."
- "On a personal note, I would like to share that my daughter was very close to being homeless. She had to be re-located to another community. There are so many of my daughters in this community. I see how many patients in our community don’t have people in our community that can support them."
- "When I was 16 my mom, brother and I experienced homelessness. We were Church members and we had a huge family but my mother was so mortified that she could not pay the rent and we were evicted. She felt she had created it. We spent three months navigating it. A boyfriend’s family opened up their home for us to stay. I am saying that housing is so important from survival to heal, move on and thrive."
- "I am resident of Langley and recently found myself homeless so I am staying in the Gateway of Hope. This housing complex is perfect for me and others who want to stay in this community. I am on the Langley Overdose Committee and I do harm reduction in the community. I am happy out here. I have been looking for a place but it is hard. Rents are high. It is a great opportunity for people to get back on their feet."
- "I think we would be unrealistic to think that all people that are on the streets want to come inside and want help. 49 units is a great place to start. We need to start somewhere. I will reiterate then our neighbours son would not have died."

Saturday, May 26

**Highlights:** 10 individuals participated in this session, most neighbours opposed with concerns focused primarily on tenants using drugs at the site and negatively impacting the local community.

**Summary:** Multiple questions about tenant program agreement and if drug use is allowed onsite. Concerns about adequate staffing. Comments around the need for zero tolerance of drug use onsite, even in tenant’s room. Comment from attendee who is a teacher, is worried about local child protection and local families impacted by the development. Concerns about rising crime in the area as well as increased homeless population once development is constructed. Question about how the proposed housing would impact on the street homeless population in the area.

* Five Community Dialogue Sessions were originally planned for May 12, May 14, May 15, May 17, May 25. May 12 and May 14 were cancelled due to low registration and May 22 and May 26 were added after BC Housing received feedback that people had not received notice until May 14/15 and that the times were not ideal for those who work daytime hours and commute home to Langley. May 22 was subsequently cancelled after low registration.
5/ OPEN HOUSE SUMMARY

The May 28th Community Open House was held from 5:00 pm to 7:30 pm at the Langley Events Centre located at 7888 200 Street in Langley. After the doors opened, the community could view display boards (Appendix B) and speak with representatives from BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society. At 5:30pm a short presentation was given by BC Housing reflecting an overview of the proposal and common themes that had come up as part of the community dialogue sessions. From 5:50pm to 7:50pm, participants had the opportunity to ask questions of a panel of representatives and make statements about the proposal (Appendix G.) The session was extended by 20 minutes to allow for comments to be heard. Participants were encouraged to complete comment forms.

- Approximately 170 people were counted
- 137 people signed in at the registration table (Appendix H)
- 65 comment forms were received (Appendix C)
- A further 4 comment forms were sent via email to the BC Housing community relations inbox

6/ SUMMARY OF COMMENTS RECEIVED

In total, 174 comments have been received between November 6, 2017 and June 4, 2018, by form (submitted both as part of the dialogue sessions and open house) and by email (Appendix D.) The breakdown of stance by method of submission is noted, with the caveat that some individuals may have submitted feedback through more than one source. 74% of comments came from people identifying as Township of Langley residents.

- 88 comments (50%) expressed support of the proposal;
- 69 comments (40%) expressed opposition to the proposal;
- 17 comments (9%) expressed a neutral or undecided view of proposal or sought information.

<table>
<thead>
<tr>
<th>Open house submissions</th>
<th>Email submissions</th>
<th>Community Dialogue Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>69 forms</td>
<td>65 comments</td>
<td>40 comments</td>
</tr>
<tr>
<td>31 in support</td>
<td>37 in support</td>
<td>20 in support</td>
</tr>
<tr>
<td>34 are in opposition</td>
<td>27 are in opposition</td>
<td>8 in opposition</td>
</tr>
<tr>
<td>4 undecided</td>
<td>1 undecided</td>
<td>12 undecided</td>
</tr>
</tbody>
</table>

The pie chart on the right reflects the stance reported in the November 2017 summary report. In comparison, 81% of comments indicated opposition to the proposal.
7/ WHAT WE HEARD

The following summarizes the most frequently mentioned comments collected, first by top 10 comments, then a list of all comments mentioned at least five times.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Specific comments</th>
<th>Mentions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Wrong location</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>Too close to liquor store</td>
<td>15</td>
</tr>
<tr>
<td>Safety</td>
<td>Safety of children</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>Security concerns, increase in crime</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Safety of neighbours</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Increase in needles</td>
<td>6</td>
</tr>
<tr>
<td>Agree with project</td>
<td>Langley needs this type of housing</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>Important for the community</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Homeless people deserve help/safe place to live</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>Vulnerable people need support</td>
<td>11</td>
</tr>
<tr>
<td>Housing First</td>
<td>Should be a dry facility/ high barrier only</td>
<td>15</td>
</tr>
<tr>
<td>Process</td>
<td>Insufficient notice for meetings</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Inconsistent information in meetings</td>
<td>6</td>
</tr>
</tbody>
</table>
The key community interests identified in the open house are related to:

- Future Tenants;
- Management of the housing;
- Services provided;
- Potential impact on neighbourhood;
- Accountability; and
- Process for this proposal.

The responses to the following interests are a collaborative effort between BC Housing, Stepping Stone Community Services Society, Fraser Health and Langley Community Services Society.

### FUTURE TENANTS

**Understanding the housing type eg. “Is this like the Gateway of Hope?”**

A number of participants have referred the proposal as a shelter or similar to the Gateway of Hope. The proposal for 6465 201 Street is for supportive housing, not a shelter. Supportive housing is a home, not a temporary place to sleep.

<table>
<thead>
<tr>
<th>SHELTER</th>
<th>SUPPORTIVE HOUSING</th>
</tr>
</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 onsite</td>
<td>24/7 access to staff and support services onsite</td>
</tr>
</tbody>
</table>

**Recommendation to use this property for a non-homeless population**

There is no supportive housing currently available in Langley. There are transitional units available at the Gateway of Hope, but these are consistently full. People experiencing homelessness in Langley can currently access temporary shelter beds at the Gateway of Hope, but they turn away approximately 180 individuals per month. There are scattered rent supplements in the private market, but these are currently allocated. This proposed supportive housing is urgently needed for people who are ready to leave the streets and shelter system for safe and stable housing.

**Tenant selection, specifically what is a ‘Langley resident’**

BC Housing and Stepping Stone Community Services Society 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. Every potential tenant 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.

People who apply to live at the proposed housing would need to:

- Be over the age of 19
- Be a Langley resident* currently experiencing homelessness
- Need additional support services to maintain housing
- Pay rent
- Sign a program agreement

*Langley resident refers to someone who is currently living in the Langley area, whether on the streets, in a shelter or precariously housed.
### Accountability of tenants

Tenants would sign a program agreement before moving in and would be expected to abide by it. The program agreement would address expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others. Staff would work with tenants and the neighbours to foster good neighbourhood relations, including:

- Treating neighbours, the community and each other with consideration;
- Not making excessive noise or cause unnecessary disturbances;
- Ensuring security doors are closed properly and not letting any unknown persons into building;
- Disposing of garbage appropriately;
- Cleaning up after their pets;
- Not smoking in the common areas, including the front entrance.

Stepping Stone Community Services Society may end an agreement if a tenant 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 and repeatedly disrupting the quiet enjoyment of other participants / neighbours;
- Engaging in willful vandalism or damage to the building or property.

We don’t want to evict people, but if we work with people over a period of time and they continue to have the same issues, the result could be eviction. Our experience has been that eviction is a very exceptional situation. In that situation, we would work with the tenant to find alternate housing.

### Visitors for tenants

As with all rental housing, tenants would be allowed guests. Visitors would need to check in at the front desk with staff. We would be aware of who is in the building at any time. If there are disturbances in the area related to tenants at the proposed housing, we would work with community agencies and the RCMP to solve the issue. We want to create a safe community both inside and outside of the proposed housing. We are committed to be a good neighbour. In our experience, non-tenants would not be hanging around outside the housing.

### How will tenants be supported to move forward with their life? Is there a time frame?

The housing is intended to be transitional but without a time frame because it will look very different for different people. There would be conversations with people at the beginning that the housing is probably not a permanent home and how we can work together on getting them into their ideal housing situation. Then we support them to make a plan on what they need to do and what they need to work on in order to get there. Stepping Stone has rent supplements to help people look at market housing. We feel confident there will be lots of people that want to take that next step.

We work with people to help them get into employment. For some people, it starts with volunteer opportunities in the community that help build their resume. We would work closely with Work BC and they have lots of links with employers that people can get work experience with. Our goal would be to create some internal positions, volunteer or casual paid, to help in the building to keep it clean and maybe help with meal preps.

### MANAGEMENT OF THE HOUSING

**Who will be managing this housing and what experience do they have?**

The housing would be operated by Stepping Stone Community Services Society, an experienced and professional supportive housing operator. Their responsibilities would include property management, operations management and resident selection, in collaboration with BC Housing and community partners. Once people move in, staff would remain on-site 24/7 to support residents. The Intensive Case Management Team would also provide services to residents.
Stepping Stone Community Services Society has been providing services in Langley and the surrounding area for over 30 years, assisting people to integrate into the community through social, housing and employment opportunities.

Stepping Stone Community Services Society would ensure that all staff have the appropriate training and skills necessary to support the residents. The required training, as required by BC Housing, includes, but is not limited to: crisis prevention training; First Aid/CPR; Indigenous awareness training; mental health first aid training; domestic violence and safety planning; substance use awareness and safety training; and trauma-informed training.

BC Housing would have expectations on administration and management of the housing. A Community Advisory Committee would be formed to meet monthly and is formed several months before opening. It will be made up of formal partners (Township of Langley, RCMP, Fraser Health and BC Housing) and nearby neighbours and businesses. This is the avenue to raise concerns, the record of the responses to the concerns and ways to learn and improve our practice.

Also planned for the site is space for an Intensive Case Management (ICM) team. The ICM team, managed by Fraser Health Authority, follows a ‘Housing First’ philosophy, which helps support people who are homeless to obtain and maintain housing. The team assists people with any significant challenges they have related to health, substance use, mental health, poverty, and education by connecting them to support services and treatment. Using a team-based approach with clinicians, nurses and community-support workers, the ICM team will provide comprehensive assessments for people, and help them access treatment and rehabilitation services.

**SERVICES PLANNED FOR TENANTS**

**What is supportive housing?**

Supportive housing is a self-contained studio home with supports provided on-site, to ensure people can achieve and maintain housing stability. Supports could include outreach workers, wellness checks, life skills training, employment assistance, connection and referral to community services and support groups. All tenants would sign a program agreement (similar to a tenancy agreement) and would pay rent. We have found that supportive housing has a positive effect on residents’ housing stability, employment capabilities, mental and physical health. When residents are ready to move onto independent housing, staff help residents to view apartments, and liaise with landlords to support stable tenancies.

**What do you mean by ‘supports’?**

There are a variety of support services planned. Each tenant may require different supports. All tenants will receive individualized case planning to further develop life and social skills such as employment planning and managing the transition to independence and recovery, as well as programming space to facilitate training and food preparation. Other services will include outreach workers, wellness checks, connection and referral to community services and support groups. The Intensive Case Management (ICM) team will be on-site to provide enhanced primary support services.

The goal is to provide high support housing opportunities for people who may or may not have substance use concerns. We do not discriminate against a person based on their level of need. Housing applicants will be assessed to ensure they are matched with the right level of support services they need to remain housed and live a more healthy, stable life. Tenants of supportive housing live independently and will have direct access to the support services they need. All tenants will sign agreements in regards appropriate and respectful behaviours. Substance use and mental health challenges will be addressed through onsite and community supports.
What is the Intensive Case Management (ICM) team?

The ICM team has been operating in Langley since October 2017. The team includes a psychiatrist, a nurse practitioner, 3 case managers, register nurse, registered psychiatric nurse, a peer support worker and a housing procurement specialist and an additions counsellor and administration. Every client has access to each one of these professionals. We do not tell people what is best for their lives. They tell us what they want for their lives and we help them with that process. If people on our case load were able to access services today they would not be on our case load. Our staff are available 12 hours a day and on call for the other 12 hours 7 days a week.

As the clients’ goals are achieved, those individuals are able to move onto other services that will better fit their needs and the ICM will be able to take on additional people. The ICM team is an outreach team and they go out to see people. If people are living in the proposed support housing, the ICM team will work with them there. There will not be an office where there is traffic coming into the building to see the ICM team.

Why can’t you make the housing abstinence-based?

It’s important to note that not all homeless people have addictions and not all people with addictions are homeless. The 2017 Homeless Count found that 53% of people experiencing homelessness report having addiction issues. A recent study shows that 80% of people with mental health and addiction issues developed these issues after becoming homeless, not before becoming homeless.

Stepping Stone has been providing successful Housing First services to Langley residents since 2015. We anticipate that not all tenants would have substance abuse issues, but all tenants will have the opportunity to move forward with their lives. The approach for the proposed housing is Housing First. Our experience is that having a home reduces mental health and addiction issues. People are better able to move forward with their lives if they are first housed. Housing is provided first and then supports are provided including physical and mental health, education, employment, substance abuse and community connections. We want to work with people on their issues, but it difficult to do this until they have a home. If we leave them on the streets, nothing will change for them or the community.

Housing First Principles

- People are better able to move forward with their lives if they are first housed.
- Housing is provided first and then supports are provided including physical and mental health, education, employment, substance abuse and community connections.

Is it an issue to mix abstinent with non-abstinent tenants?

People will not be using substances in common areas. We don’t anticipate any issues having people living in the same building who are in different stages of recovery. In fact, it’s our experience that tenants will help each other be accountable in making healthy choices.

POTENTIAL IMPACT ON NEIGHBOURHOOD

BC Housing and Stepping Stone are committed to be a good neighbour in developing housing that is an asset to the community. The development of this site will be an attribute to the community. The site will be accessible only to tenants and support staff. People who are currently experiencing homelessness, whether living in shelters or on the street, will now have access to housing with the supports they need to achieve and maintain housing stability. These are homes for people. It’s our experience that people take pride in their homes. All tenants in supportive housing have made a choice to work towards living a healthy, stable life. See examples here: www.bchousing.org/research-centre/library/tools-developing-social-housing
### Concern for potential risk to children in the area

As the operator of this proposed site, we are also concerned about safety of neighbourhood and people that would live in the building. People would be signing a program agreement that outlines that they will be expected to be respectful of people in the building and the neighbourhood. We would create a Community Advisory Committee which was described in the presentation. It will have community representation, people that live in the community, businesses, RCMP, Township Bylaw, BC Housing to talk about what people’s concerns are and if there are issues that are really happening then how can we address those.

Case studies show that concerns about potential risks do not actually occur once the housing is operating: [www.bchousing.org/research-centre/library/tools-for-developing-social-housing/bk-case-study-community-acceptance-overview](www.bchousing.org/research-centre/library/tools-for-developing-social-housing/bk-case-study-community-acceptance-overview)

### What security features will be implemented?

There are security measures in place but there will not be security guards on site. There will be an environmental assessment done by the RCMP for best safety management. There will be increased lighting around the building, increased security cameras and we will work with the RCMP and bylaws to make sure there is an increased presence around the community.

### What is plan for RCMP involvement?

Stepping Stone’s intention as the operator is to work closely with the RCMP. We have discussed with them that they would have a regular presence at the site. The RCMP has indicated that they would become an active partner in making sure the community is safe and the project is a success. They are already a partner in working with people who are homeless in the community. Langley also has three mental health and homelessness liaison officers and their role is to respond to whatever needs there are. They have multiple tools at their disposal, but until the problem surfaces they cannot speculate on solutions.

### How will this housing impact on the current street homeless population?

The housing would bring 49 people out of the shelter system and off the streets. People may be coming directly off the streets, but if they are coming from the shelter system, this frees up a bed for someone else to come off of the streets. People currently on the street will benefit from this housing, whether directly or indirectly.

### ACCOUNTABILITY

**This is the wrong location.**

We are committed to developing housing that is an asset to the community and the safety of the residents, staff, neighbours and community is a priority. BC Housing has built supportive housing across the province in partnership with experiencing non-profit housing providers, integrating this housing into residential areas, which is important to the success of the people living there. People experiencing homelessness are already in our neighborhood, this proposed housing will provide an opportunity to come off of the street and out of shelters, into a home.

Stepping Stone would develop a Community Advisory Committee to mitigate and address any related concerns that come forward, with representation from BC Housing, Fraser Health, RCMP, local businesses, community organization and community members.

The former Quality Inn hotel is in relatively good condition, meaning renovation for its proposed use will be quicker and more cost-effective than a new build. The proximity to transit, community amenities, and health services is also important.
I won’t feel safe if this goes through

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

- Experience: Stepping Stone has over 30 years of experience in Langley.
- Staffing: Minimum of 2 staff would be onsite 24/7 to support residents, manage building, be available to respond directly to any related concerns that arise in a timely manner.
- Resident Mix: Resident selection would be based on ability of staff to provide right level of support to all residents.
- Property Maintenance: Regular sweeps 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, would be implemented.
- Agreements: Residents would sign program agreement around expectations.
- Community Advisory Committee: Stepping Stone would develop a Community Advisory Committee to mitigate and address any related concerns that come forward, with representation from BC Housing, Fraser Health, RCMP, local businesses, community organization and community members.

Case studies show that concerns about potential risks do not actually occur once the housing is operating: [www.bchousing.org/research-centre/library/tools-for-developing-social-housing/bk-case-study-community-acceptance-overview](http://www.bchousing.org/research-centre/library/tools-for-developing-social-housing/bk-case-study-community-acceptance-overview)

We’d like to see examples of supportive housing that works

We have about 10,000 units across BC in a range of communities. Some of them are very close to daycares and senior’s homes. BC Housing and Stepping Stone Community Services Society are committed to be a good neighbour in developing new supportive housing that is an asset to the community. The development of this site would be an attribute to the community. The site would be accessible only to tenants and support staff. People who are currently experiencing homelessness, whether living in shelters or on the street, would now have access to housing with the supports they need to achieve and maintain housing stability. These are homes for people. It’s our experience that people take pride in their homes. All tenants in supportive housing have made a choice to work towards living a healthy, stable life. See examples here: [www.bchousing.org/research-centre/library/tools-developing-social-housing](http://www.bchousing.org/research-centre/library/tools-developing-social-housing) and [http://homelesshub.ca/resource/housing-first-people-severe-mental-illness-who-are-homeless-review-research-and-findings?_ga=2.268115782.91956897.1509048950-1351843664.1509048950](http://homelesshub.ca/resource/housing-first-people-severe-mental-illness-who-are-homeless-review-research-and-findings?_ga=2.268115782.91956897.1509048950-1351843664.1509048950)

Timber Grove in Surrey
- 2010 - 52 units of supportive housing proposed in a residential area, close to businesses /schools.
- 80% opposed / top concerns: general safety, crime, drug use, safety of seniors/ people with disabilities / nearby students.
- Community Advisory Committee formed during site development, creating forum for voicing concerns and answering questions.
- In 2018, many neighbours show support for the project.
- Residents are proud of their home, engaging with neighbors and frequenting local shops and restaurants.

Request for statistics on crime surrounding supportive housing

Our case studies show that police calls decrease within a few months of supportive housing opening: [www.bchousing.org/research-centre/library/tools-developing-social-housing](http://www.bchousing.org/research-centre/library/tools-developing-social-housing)

As an example, a recent study on the new Marpole modular supportive housing showed that between December and April the actual crime within that area has decreased by 24% since the housing opened.
### Process

**Misconception that this is a ‘done deal’ and May 28 open house was a public hearing**

The municipal process for this proposed housing has not yet had first reading, let alone a public hearing. The Township of Langley will be reviewing the application to rezone this property. For the property to operate as supportive housing, the zoning needs to change from Community Commercial Zone (C-2) to Institutional (P-2) zoning. BC Housing is currently engaged in community dialogue sessions to collect feedback from neighbourhood residents and businesses. All input will be submitted to the Township as part of our rezoning application to the Township. The Township will determine when they will hear first reading of the project and if next steps will occur for this project. BC Housing is committed to advancing their rezoning application to meet an urgent need for housing for people who are homeless in Langley.

### Process for community engagement was unsatisfactory

We understand that some neighbours within the 1KM radius targeted by the notifications did not receive the invitation letter. The requirements for notification of a public meeting towards a rezoning application are 100 metres, with two weeks’ notice given of a public meeting. We had letters sent out two weeks prior to 1KM of the site. We have also learned that the majority of the surrounding community is young families, so we advertised heavily on Facebook geotargeting the Langley area.

We received feedback that people did not feel they received adequate notice of the dialogue sessions. In response, we added two dialogue sessions (one evening session starting at 7pm and one on a Saturday.) We apologize for the short amount of notice for the sessions through the mail. Our promotions were multi-pronged and our intention is to have fulsome input from the community.

We are investigating why the Canada Post mail drop did not occur as successfully as in the fall. We do not have access to the address of people living within 1KM of the site, we rely on Canda Post mail drops to access these homes.

### Addressing homeless and affordability issues – this is not enough

We acknowledge that more housing is needed for Langley. This is an important step to address an urgent need, but we will continue working with the Township and City of Langley on housing. Currently, BC Housing funds:

- **Rent assistance in the private market** (1,106 families and seniors + 80 rent supplements for people experiencing homelessness)
- **Social housing units** (409 families and seniors)
- **Youth beds** (6 beds just opened @ Youth Hub on 62nd Avenue)

Coming soon:

- **Affordable rental housing** for low-income families and seniors (82 units under construction on 72nd Avenue)
Appendix A: Meeting Invitation Letter and Advertisements
May 10, 2018

Dear neighbours,

We would like to invite the community to learn more about what supportive housing is and why it is needed in Langley. BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society would like to move forward with the proposal for 49 units of supportive housing and programming space, with an office for a new Intensive Case Management (ICM) team, at 6465 201 Street (former Quality Inn.) There is a growing need in Langley to provide housing for people who are homeless or at risk of homelessness to achieve and maintain housing stability. We acknowledge that there are a number of questions and comments from the community that need to be addressed before this housing moves forward. A summary report from October 2017 is available at www.bchousing.org/langley

Please join in a dialogue with BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society to discuss what supportive housing is, why it is needed in Langley and how concerns will be addressed:

- Saturday, May 12 10:00am-noon
- Monday, May 14 6:00-8:00pm
- Tuesday, May 15 6:00-8:00pm
- Thursday, May 17 10:00am-noon
- Friday, May 25 1:00-3:00pm

Registration is required. Email communityrelations@bchousing.org with your first and second session choices. First come, first served to the first 30 people interested. The location will be released once registration is completed (all venues are in a central Langley location.)

The community is also invited to attend an open house on Monday, May 28 from 5:00-7:30PM at the Langley Events Centre. Doors will open at 5:00pm with display boards to view and partners to talk with, followed by a presentation at 5:30pm and facilitated dialogue between the community and a panel of representatives from BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society.

If you have any questions, please email communityrelations@bchousing.org or visit www.bchousing.org/langley
Let’s Talk Supportive Housing in Langley

BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society invite you to join a dialogue about the supportive housing proposed for 6465 201 Street (former Quality Inn) in Langley.

Email communityrelations@bchousing.org with your preferred date to register for one of the following sessions. First come, first served for the 30 spots available at each session. The location will be released after registration is confirmed.

Open House

We invite the community to attend a public information meeting on May 28 from 5-7:30pm at the Langley Events Centre. The format will be display boards; a presentation by BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society; and facilitated dialogue between the community and the partners.

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

BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society invite you to join a dialogue about the supportive housing proposed for 6465 201 Street (former Quality Inn) in Langley.

Email communityrelations@bchousing.org with your preferred date to register for one of the following sessions. First come, first served for the 30 spots available at each session. The location will be released after registration is confirmed.

Thursday, May 17 | 10:00am-noon
Friday, May 25 | 1:00pm-3:00pm
Saturday, May 26 | 10:00am-noon

www.bchousing.org/langley

Open House

We invite the community to attend a public information meeting on May 28 from 5-7:30pm at the Langley Events Centre. The format will be display boards; a presentation by BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society; and facilitated dialogue between the community and the partners.

Everyone needs a home.
Let’s Talk Supportive Housing

Saturday, May 12
10am-noon

Monday, May 14
6-8pm

Tuesday, May 15
6-8pm

Friday, May 17
10am-noon

Friday, May 25
1-3pm

Visit www.bchousing.org/langley

BC Housing, Fraser Health, Stepping Stone Community Services Society & Langley Community Services Society invite you to join a dialogue about the supportive housing proposed for 6465 201 Street (former Quality Inn) in Langley. Email communityrelations@bchousing.org to register for your preferred date. 30 spots available – first come, first served. The location will be shared with registration confirmation.

Visit www.bchousing.org/langley

Plus save the date for an open house on May 28 from 5-7:30pm at the Langley Events Centre. Display boards, presentation and facilitated dialogue between the community and the partners.
Appendix B: Information Boards
Welcome to the Community Information Session

Supportive Housing Proposed for 6465 201 Street

Monday, May 28

<table>
<thead>
<tr>
<th>Community Information Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00 pm</td>
</tr>
<tr>
<td>5:30 pm</td>
</tr>
<tr>
<td>5:45-7:30 pm</td>
</tr>
</tbody>
</table>

We respectfully ask you to:

• Ensure comments and discussions are respectful;
• Help us ensure that everyone is able to speak and be heard;
• Recognize that the issues are complex and we need thoughtful discussion about how to meet community needs;
• Share your thoughts – join the conversation tonight or through communityrelations@bchousing.org or by completing a comment form. All comments received by June 4 will form part of a summary report provided to the Township of Langley.

Please note that this session will be recorded for the purposes of preparing a summary report. Your comments and questions may be made public.
Housing Need in Langley

Homelessness is usually the result of many factors including a lack of adequate income, access to affordable housing and medical services, experiences of discrimination, traumatic events and personal crisis, physical health problems or disabilities and mental health concerns.

According to the 2017 Metro Vancouver Homeless Count:

At least 206 people are experiencing homelessness in Langley

50% of people have lived in Langley for more than 10 years

this number has increased 114% in 3 years

According to local Langley non-profit service providers:

• Over 900 individuals currently require support from outreach workers
• Approximately 180 individuals seeking shelter are turned away monthly from Gateway of Hope
• The 80 rent supplements scattered in the private rental market are consistently allocated
• Over 100 individuals currently receive support from the Intense Case Management Team
Spectrum of Housing Options

Highlighted Projects:

**Proposed**
- 6465 201 Street
  - 49 units of supportive housing plus Intensive Case Management team

**Just Opened**
- 20285 62 Avenue
  - Youth HUB
  - 6 beds for youth with Encompass Support Services

**Under Construction**
- 20098 72 Avenue
  - 82 units of affordable rental housing for low-income families and seniors with Catalyst Community Developments Society and Shepherd of the Valley Lutheran Church

Highlights:
- Creation of 49 units of supportive housing for low-income individuals at-risk or experiencing homelessness
- Allows people to move from the streets or shelter beds into stable housing with supportive services
- Space for Intensive Case Management (ICM) team to operate onsite
- Combination of housing and supports will give people the opportunity to transition from temporary housing to secure, longer-term housing options
What is Supportive Housing?

Supportive housing and shelters are different. The proposal for 6465 201 Street is for supportive housing. This would not be a shelter.

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Supportive Housing</th>
</tr>
</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>
New Supportive Housing Proposed for Langley

Ensuring everyone has a place to call home.

Proposed Project:
49 units of supportive housing for people experiencing homelessness

Proposed Location:
6465 201 Street (former Quality Inn)

Operated by:
Stepping Stone Community Services Society, with 24/7 staffing will work closely with residents to connect them to support services. The Intensive Case Management (ICM) team would also provide services to residents.

Who it is for:
Langley residents that are currently experiencing homelessness and wish to move towards independence and an improved quality of life.

Housing Type:
Safe and secure self-contained (own bathroom and kitchenette) studio, with shared amenity space.

Site Selection:
- Proximity to transit, community amenities and health and supportive services
- Hotel is in good condition for renovation for new use is quicker and more cost-effective than new build
Resident Selection

People who apply to live here would need to:

• Be over the age of 19
• Be a Langley resident currently experiencing homelessness
• Need additional support services to maintain housing
• Pay rent
• Sign a program agreement

**BC Housing and Stepping Stone** would lead the resident selection process with local service providers to ensure an appropriate mix of residents, as well as supports, on site. People are assessed through a thoughtful assessment process which helps determine the support services they need to remain housed and live a more healthy, stable life, while ensuring a healthy resident mix within a building.

All tenants in supportive housing have made a choice to work towards living a healthy, stable life.
Support Services

These supports will be offered through tenant support staff, outreach staff and Intensive Case Management (ICM) team staff.

- **24/7 professional support staff**
- **Safe and secure place to sleep**
- **Private Washrooms**
- **Laundry**
- **Accessible for a diverse group**
- **Connection to local community services**
- **Peer employment opportunities**
- **Breakfast and one hot meal a day**
- **Social Connection**
- **Trauma-informed support and care**
  to assist people in stabilizing and creating plans to move from homelessness to successfully housed.
- **Outreach worker assists**
  with income issues, apartment viewings, securing housing and liaising with landlords to support stable tenancies.

Access to health care, mental health and addiction services
Langley Intensive Case Management (ICM) Team

The Langley Intensive Case Management (ICM) Team provides health and social services, focusing on client engagement, housing stability, and brokering services, including provision of and access to health care. They work with clients to create a plan to improve and stabilize their lives. Clients are engaged through multi-disciplinary teams and services are tailored to the needs of clients.

**Team includes**

- Case Managers
- Nurses
- Nurse Practitioner
- Addiction Counselor
- Psychiatrist
- Peer Support Worker
- Housing Procurement Specialist

**Services are 7 days a week, 12 hours a day, including:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing brokerage and support</td>
<td>Substance use counselling and/or access to treatment</td>
</tr>
<tr>
<td>Provide up to 40 rent supplements</td>
<td>Life skills support/skill building</td>
</tr>
<tr>
<td>Assessing need for and facilitating access to medical care, including primary care (NP/GP), dental care and specialist care</td>
<td>Mental Health Assessment, treatment initiation, connection to ongoing care</td>
</tr>
<tr>
<td>Social and recreational events</td>
<td></td>
</tr>
</tbody>
</table>

**Connecting the person to community resources**

- Connecting clients to income assistance and benefits services
- Mediation administration

**Clients must be:**

- 19 years of age or older
- Have problematic substance use or chronic dependence, with or without mental illness, concurrent disorders (substance use and mental illness) or co-existing functional impairment.
- Face complex challenges related to health, housing (e.g. being homeless or unstably housed), and poverty.
- Require more intensive services than are available in the traditional health and substance use system of care and often fall through gaps in health and social systems and have unmet health needs.

*The ICM team has been formed, but needs a permanent operational space. The top floor of the proposed supportive housing building could accommodate the space needed.*

Langley Community Services Society – leads program working with 3 partner service providers:
Neighbourhood Safety

BC Housing, Fraser Health, Stepping Stone Community Services Society and Langley Community Services Society 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>Stepping Stone has over 30 years of experience in Langley.</td>
<td>Minimum of 2 staff onsite 24/7 to support residents and manage building.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resident Mix</th>
<th>Property Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents selected based on ability of staff to provide 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 lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking and dog walking.</td>
</tr>
</tbody>
</table>

Stepping Stone will develop a Community Advisory Committee to mitigate and address any related concerns that come forward.

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

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

**How?**
Stepping Stone will manage the building 24/7 and be available to respond directly to any related concerns that may arise in a timely manner.
Partners

We are committed to ensuring that everyone has a place to call home.

**BC Housing** has purchased the building, and would renovate and provide operating funding for the supportive housing units, and rent supplements to the Intensive Case Management team.

**BC Housing** works in partnership with the private and nonprofit sectors, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options.

**Fraser Health** funds the Intensive Case Management (ICM) team, to be located on the top floor of the renovated building.

**Fraser Health** delivers a wide range of health care services, including mental health care, public health, home and community care, to more than 1.8 million people living in communities stretching from Burnaby to White Rock to Hope.

**Stepping Stone Community Services Society (SSCSS)** would operate 49 units of supportive housing and on-site support service.

**SSCSS** is a non-profit organization dedicated to improving quality of life for individuals and families living with mental health issues, homelessness, or risk of homelessness. We provide services in the Langleys and the surrounding areas, assisting people to integrate into the community through social, housing, and employment opportunities.

**Langley Community Services Society** manages the Intensive Case Management team, working closely with Stepping Stones Services Society, Salvation Army – The Gateway of Hope, and Encompass Support Services Society. In addition, the team works closely with BC Housing, following a ‘Housing First’ philosophy that supports people who are homeless to obtain and maintain housing.
Process and Next Steps

This is intended to show the rezoning application process for this project, as understood by BC Housing. The steps that occur after the Public Information Meeting on May 28 are subject to the discretion of the Township of Langley and may be further expanded.

1. **STEP 1**
   - BC Housing submits Rezoning Application to the Township of Langley

2. **STEP 2**
   - Public Information Meetings and Community Dialogue Sessions

3. **STEP 3**
   - First & Second Reading on Rezoning

4. **STEP 4**
   - Public Hearing on Rezoning

5. **STEP 5**
   - Third Reading on Rezoning

6. **STEP 6**
   - Final Reading for Rezoning

7. **STEP 7**
   - If Rezoning Application is approved, BC Housing submits application for Building Permit and Business License.

This graphic is intended to show the rezoning application process for this project, as understood by BC Housing. The steps that occur after the Public Information Meeting on May 28 are subject to the discretion of the Township of Langley and may be further expanded.
Thank You for Your Input

There are many opportunities for input moving forward.

- Email communityrelations@bchousing.org*
- Fill out a comment form*
- Participate in municipal hearing TBD
- Learn more about the Community Advisory Committee

* All comment forms received by June 4 will form part of a summary report provided to the Township of Langley.
Appendix C: Meeting Comment Forms

removed
due
to
personal
information
enclosed
Appendix D: Emails

removed
due
to
personal
information
enclosed
Appendix E: Community Dialogue Comment Forms

removed
due
to
personal
information
enclosed
Appendix F: Community Dialogue Transcripts
COMMUNITY DIALOGUE
SUMMARY REPORT

To: Roberta Randall, Senior Manager, Community Relations BC Housing
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates
Re: Community Dialogue Series Meeting for Proposed Quality Inn Supportive Housing project at 6465-201 Street, Langley, BC.

Event Date: Tuesday, May 15, 2018
Time: 6:00 PM – 8:00 PM
Location: Murrayville Library, 22071 48th Avenue, Langley, BC
Attendees: Seven (7) citizens attended

Notification
• A project web page at https://www.bchousing.org/partner-services/public-engagement/langley-supportive
• An invitation letter was distributed to 4,500 homes / 1KM radius of 6465 201 Street via Canada Post starting Friday, May 10
• A half-page advertisement was placed in the Langley Times and Langley Advance newspapers on May 10, May 13, May 15, May 20, May 21
• Targeted Facebook advertisements and Tweets began on May 10

Presentation Team
• Will Valenciano, Housing and Health Services Manager, BC Housing
• Janet Burden, Executive Director, Stepping Stone Community Services Society
• Dan Kipper, Director of Clinical Programs, Mental Health & Substance Use Services, Fraser Health Authority of Langley
• Corinne Blasius, Langley Community Services Society

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

BC Housing has submitted a rezoning application to the Township of Langley for the Quality Inn at 6465-201 Street. BC Housing purchased the property and is undertaking renovations to convert the existing 50-room hotel into 49 units of supportive housing and programming space, and an office for a new Intensive Case Management (ICM) team. Stepping Stone Community Services Society would operate the supportive housing units and provide support services and programming for the residents. The ICM, in partnership with Fraser Health, would provide access to treatment for people who are experiencing homelessness.
COMMUNITY DIALOGUE: (Index: Q: Questions C: Comment A: Answers)

Q1  What is the difference between the Gateway of Hope facility and this proposed development?

A1  The Gateway of Hope is a shelter. The 32 people that are in the shelter can come and go during the day. In order to be on the Mat Program, you have to be there for seven in the evening. You can’t be on the property during the day and there is no programming other than a community meal on certain days. It is not supportive housing. Individuals staying in the shelter can apply to go into second stage housing and that requires someone to be abstinent and they can stay up to two years.

C2  If we are going to get people that are out on the curbs pan handling and shooting up leaving their needles all over the street with tarps set up everywhere. I have a problem with that big time.

A2  Primarily part of the difference is that they are in different stages on the continuum of housing. This is a home. For these individuals that are coming in, this will be their own space. They will have their own fob to get into their space. The only difference between this and renting in the private market is that some of these individuals need some extra support to maintain their housing. It will not be new people coming and going on a regular basis. How long they stay depends on how much support they need before they are ready to move on to the next step of their life.

Q3  If people show up late looking for a place to stay, are they asked to leave the premises or do you take them in if you have room? We are concerned about them hanging out with their buggies.

A3  When people move in there, it is their home until they are ready to move on to something else. As an operator, I can tell you that there will not be people hanging around in the parking lot. We will work with BC Housing to look at storage in case people have a bike or something. They won’t need a shopping cart because they have a place where they can keep their belongings. As the operators, we are going to take responsibility for that property and make it look nice.

Q4  Can you confirm that this is low barrier housing and people living there can be actively using drugs without being in a treatment plan?

A4  There might be some people that have drug or alcohol problems and just like if they were living in market housing, we are not going to tell them they can’t. We will be able to identify that and be able to support people with services.

Q5  I have heard that in other supported housing environments that there are homeless group housing family units. If one person gets housing and the others don’t then the one person in the family takes the others in and there can be chaos. I have heard that this is when you get people congregating in that area. How will this be addressed?
A5 The Residential Tenancy Act only allows you to have people stay overnight with you for a very restricted amount of time. This Program Agreement will be like that as well. People can have guests because it is their home. We will be monitoring who comes in and out of the building and if someone is having someone stay overnight there will be a restriction to how many nights.

C6 I find the word NIMBY to be very condescending and disrespectful to our community, and the people of our community who are concerned for our children and for the well-being of their community. I am all for helping to house the people who are in their cars because they are newly homeless, or the veteran that was in the newspaper. I am not for low barrier housing where people can be actively using drugs while not seeking treatment.

Q7 If there becomes a problem with homeless people with shopping carts moving in, maybe not necessarily on your property, what are you going to do about it?

A7 The community advisory committee will be looking at what some of the issues are that need to be addressed. If it is immediate issues, we will be working closely with the RCMP. We work with bylaw as well. We will be reaching out to community partners to say that this is an issue for people that live around here and what should we do about it.

Q8 What is being done at Gateway of Hope because there is a huge population that seems semi permanent living around the facility?

C9 It has really gone downhill in the last few years and there doesn’t’ seem to be any communication between Gateway and the community at all. There is open drug use there and they have no respect for the neighbourhood. I have only seen Gateway do a clean-up once in all the years it has been there.

C10 I think it is a very large concern for the Langley Meadows neighbourhood. I don’t think anyone is against the supportive housing, they are against residents that are drug users and the fact that it will not be clean and dry. We also think that is too close to the elementary school and the liquor store. It is an honour to live here and we love our neighbourhood and community. I know that not every homeless person is a drug user or has mental health issues. Some people just have bad luck or bad things happen to them. We need to find a balance where our community, our children, and our way of life doesn’t change and where we can also help people, who need help, improve their way of life. Have you considered a model where it is more specific as to who can stay there? Maybe like foster kids who have aged out of the system or single moms or moms who have gone through rehab and are trying to get their children back.

A10 I have seen how supportive housing has changed individuals. That person walks a little taller and they care about where they are living and care about themselves to make those lifestyle changes.

We are working in partnership with a senior’s services agency trying to do something on a bigger scale to reach the seniors that are suffering with homelessness. In our outreach office we partner with an agency that deals with youth homelessness and deals with
youth that are aging out of care. We have a close relationship with Langley Lions working with people who are either going into subsidized housing or are coming out of it and trying to get into something else. When it comes to balance, we can have youth that are aging out of care as long as they are 19. We can also have seniors who have nowhere else to go. We can have a whole mix instead of just one specific set of people. If you can get that mix there will be support and self-policing.

Q11 If there is a tenant in the building and they are not following the guidelines at all, do you evict them? What happens to them?

A11 Eviction would never be a first step. We are clear about what the expectations are and what we can do to support residents to change the behaviour so that they would be successful to live here. In the end some people do get evicted from their housing but that would be a last resort.

Q12 There are three elementary schools right there and a baby park right across the street. With the 87 year old woman and veteran that were in the newspaper, does Fraser Health have places for these people to go stay?

A12 They could, depending on how they are connected to services.

C13 From what I am reading, seniors are really going to be in trouble in the next little while. There is not enough housing for anybody. Everyone has seen the market out there.

Q14 So if you make a rule or determine a number of nights that someone can have a guest stay, then what do you do with them after they have exceeded that time? What do they do when you kick them out, they end up going down to the ravine and hang out at the park.

A14 We have dealt with this and we talk to the tenant to let them know they can’t have a permanent guest or move someone in with them. I am not sure that I can answer about where the person that is asked to leave goes but I understand that you are concerned about that.

C15 We are concerned that people that aren’t allowed to permanently stay with a tenant will leave the facility and hang around or live in the park.

A15 We will have 24 hour staffing with supervisors outside of that staffing. If there is a problem that people feel is directly related to the supportive housing they can call and we will be responsive to that.

C16 We back onto the park and if we don’t call bylaw or police, there will be a tent city there in an instant. Since this was announced there is a bigger influx of people in the area and at the Quality Inn site. My kids can’t walk to school, and it is a 100 meters away, because people are shooting up in the middle of the day. Housing seniors and single moms and veterans, I am all for. But if you build it, they will come. At the last public meeting, the police were asked “what do we do?” and they said to call non-emergency and they would be there. We call non-emergency all the time because one shows up in the park with a
buggy, the next day there is two then three, then there is tents and piles of human feces. There are needles and at night you can see them smoking crack and in the day they are shooting up. Many of the neighbours call non-emergency and we get “are you seriously calling about this?” We are made to feel stupid so we call bylaw and maybe three days later they will show up. When the RCMP said they were going to be here for us we thought that was great but it just didn’t happen.

A16 When you have a community advisory committee, the RCMP will be on the committee that meets once a month or whatever is determined. Those are issues that can go to the committee. This has 49 units in it, it will not solve the whole Langley homeless problem and we recognize that. We recognize there is a bigger issue but this is about the first step and recognizing that more still needs to be done.

Q17 (Facilitator) In your experience living in the neighbourhood and in greater Langley, is there anything going on in the community that you see is working well in terms of this issue?

C17 Nothing is working. You see signs that pan handling is illegal and they are leaning on the pan handling sign. If it is illegal, why are the police not chasing them out? Day after day they take their shifts. I am concerned about this housing because they say there is going to be 24-7 support. I read there will be two people on staff 24 seven for 49 rooms.

A17 Just to clarify, there will be a minimum of two staff 24 hours. There will be other staff as well.

C18 I am in favour of this and I think it is the perfect location. You are never going to go anywhere in Langley without hitting a liquor store and it is across six lanes of road including turn lanes to get to the school. There is a ravine there now and if people want to be there they will be there. As far as the Bylaw Officer, they are at Gateway all the time. I think this gives dignity and a home to 49 people and if this is successful, and I believe it will be, then we have another place open up somewhere else. We need to start somewhere.

Q19 I have been seeing a lot of enabling and so much addiction. I was hoping when they put in the Gateway of Hope that they would put in one room for people to go through withdrawal and then carry on into a program. I am seeing such horrific mental illness outside my windows and it is terrifying for us and must be for them as well. What about dealing with the actual problems, with the mental illness? I understand that there is a shortage of places where they can go through a rehab type program and am wondering if you are working in conjunction with that kind of thing and have more of it?

A19 This program is unique as it has a lot of other supports attached to it. The ICM team is a specialized team of health individuals. It consists of a psychiatrist, a nurse practitioner, nurses, social workers and an addiction counsellor. This team will provide supports for the residents on site as well as individuals currently in the community who are looking for housing. Many of the homeless individuals are quite complex, they have lots of health
and addiction issues. By putting a roof over their head, you can then engage them in some of the other supports and services that are available.

**Q20** Where do we have this program right now where people can actually go and get off drugs?

**A20** In Surrey there is detox that they could use but there is nothing in Langley that they can use.

**C21** Sometimes they are mentally ill and other times it is a lifestyle choice of taking drugs and partying. I think it is important to have a home for people but more importantly to have it working with a program to move them forward and get them off of that lifestyle. I am not seeing that part happening.

**A21** One of the challenges we have had in the past is that if we just provide housing for someone with no services and we leave them to their own devices the success rate is 50/50. We are trying to provide a home not just a house and services so that they start to feel comfortable and feel like making change is possible. If we can find a way to stabilize some of these individuals and get them to a point where they actually feel like there is another choice then we can start to work on getting them help from the different team members. We can start working on some of the mental health issues and substance use and connect them with their families. It is a process that is not just about providing housing.

**Q22** We talked about positively impacting 49 people’s lives and that is great. What is the potential negative impact on many families and children in the community though? You can’t guarantee that all 49 people in those rooms are going to be positively impacted and make a difference. We want to lessen the negative impact while still having that positive impact.

(Facilitator) From your perspective, if this was to go ahead, what factors do they need to consider that would have an impact on the success of supportive housing in Langley?

**Q23** Maybe more of a preventative measure and preventing 49 people from becoming homeless. We are envisioning the surrounding area of Gateway of Hope. This may not be the reality but we are envisioning the tent city that was by the overpass. We do have to consider that that could become a sort of reality. Maybe tweaking who is going to be living there. A change in the surrounding neighbourhood is very likely and we want to minimize that. Why can’t you make it a dry and clean facility? Are you afraid that people will not want to be there? I am pretty sure that there is a percentage of homeless that are not drug addicts or alcoholics so why can’t it be dry and clean?

**A23** It is a program called Housing First and it is a nationwide standard in terms of how you deal with people who are homeless and also have some of those issues. There is housing out there that is dry and high barrier but to address that individual and get them inside that is a barrier for them to even want to consider housing. What this program is saying is
ok, you have challenges and issues and we are going to address them but we need to get you safe and indoors. They then start to heal and start considering how to move on.

Q24 Doesn’t the Downtown Eastside have the highest percentage of supportive groups in that area and yet it has gotten worse than it has ever been in terms of drug use and homelessness? So much money is poured into it but it doesn’t seem to get any better. Just because you throw money and community groups at this issue it doesn’t mean it is going to improve anything. When the Gateway of Hope opened, did they have community meetings like this and make promises and tell you (other participant) what was going on?

C25 There were meetings before we even knew where it was going to be. I actually hoped it was going to be in the empty lot because I thought people were going to be fixed. I thought there would be a lot offered there, not what it became. There is no community group that deals with them or our concerns with the Gateway. There was no input from the community. People in our building have gone over and expressed concerns mostly about drug use. They have a policy about no drug use so they all just come out and do it in our back yard basically.

Q26 For the first year this place will probably be good and they will police it. What about the second year when you have high turnover of staff and you don’t have a continuum? You might get people staffing the Quality Inn that may not care about it as much as the people that started it. It could get worse as the years go on.

A26 We are accountable to BC Housing and BC Housing will hold us accountable as an operator. They have high standards with regards to operating their buildings and properties and we currently operate a property for them in Langley. I am confident that we will do a good job and BC Housing will hold whoever is operating it accountable.

Q27 Is there going to be annual reviews and checkups with the community to see how it is working?

A27 We absolutely can do that and think it would be what we are looking at through the community advisory and maybe even through these dialogues. We need to know what we need to do to make the community feel more confident that what we say we are going to do, we are actually going to do.

Q28 What about the facility you run right now? Do you get feedback from the community? Do you ask them every six months what is going on and how they feel about the project?

A28 We are responsive to any of our neighbours and if there is any feedback from them we are responsive to that. We have been operating that housing for many years and it is long term tenants that are in there so we actually haven’t had any community complaints about issues at that property.

Q29 So if somebody has a problem you address it?

A29 Absolutely.
C30 I really don’t think that this is the place for mental health issues or addiction to be treated. I think mental health needs specialized care that can’t be addressed in such a small facility. I will continue to say this until the bitter end. I do not support this project.

A30 In terms of people being treated for mental illness, the ICM team would link people and take them to services. They may monitor and make sure they are taking their medication so they stay well. In terms of actually treating them on site, it is not going to be a mini hospital it is really a link to supports and services and they are taken to where there are services.

C31 I have lived in the neighbourhood for 27 years and I don’t get to choose who my neighbour is. I want to be clear that the few people who came out tonight are not speaking on behalf of everybody that lives in the Langley Meadows area or the Elements area. It is unfortunate that the people that support this don’t come to the meetings. It is the people who are fearful and can’t understand the difference between Gateway and what they are trying to do here. I wish we could come away from this meeting and understand the difference.

C32 The big meeting that had 500-600 people show up, I understood that 80% of those people were against it or at least that is what the media said.

C33 I think we all fear the crime, the stealing, being on our balconies looking in our windows and things like that. When we do call the police, they don’t come and don’t address it, they don’t chase them away. Where do we get the support from the police and the community to say we understand that you don’t feel safe in your home? It seems like they have rights but we don’t.

Q34 (Facilitator) Whether or not this particular development goes ahead, what needs to happen in the community in terms of the issues you have raised?

C34 The Township needs to do their job because we are paying taxes. They should be cleaning up the streets and saying you can’t have a tent city here. I think the problem is that the homeless just don’t care and have no values. They throw things all over the place and we have to clean it up. There is a difference between being homeless and being homeless and disrespectful. There wouldn’t be a problem with homeless people if they just cleaned up their mess, their needles, and their feces.

C35 If you asked everyone here I think they would say they are for it minus the zero tolerance. I am sure you can find 49 people that are clean and sober and need the help. Fraser Health does harm reduction they are not about zero tolerance. If people come into this place and it is zero tolerance, people that need to get sober won’t get sober.

A35 I think we all want it to be safe for the residents in the building, we want it to be safe for the community and the neighbours as well. I think that is the goal for all of us. The goal is how do we do this so we can achieve that. Something to think about is the fact that these are individuals that are already in the community right now and some of the issues that are coming up tonight about camping in the ravine, the feces and some of those things
are as a result of the fact that you have people in the community that do need connections to the services. If you open up the house and only allow people to move in that are sober, you are going to help the 49 that are sober. You are not going to start to address the wider issues that are already in the community. The huge benefit is that there is an ICM team here that has those services. Not all of the supportive places actually have the connection to that. There is an investment from Fraser Health as a commitment to this community to help and try to address this. We are providing the housing to help support the work that the ICM team is already doing. To have a place where they can start to bring people inside where they can connect them to the services. I can’t guarantee anything at this point except for the fact the BC Housing has processes in place to try to hold the non-profit providers accountable. There is an investment from Fraser Health as a commitment to this community to help and try to address this. We are providing the housing to help support the work that the ICM team is already doing. To have a place where they can start to bring people inside where they can connect them to the services. I can’t guarantee anything at this point except for the fact the BC Housing has processes in place to try to hold the non-profit providers accountable. There is a commitment on the part of Stepping Stones. Having a community advisory committee will make sure the community has a voice.

C36 We get that you can’t get people to stop living in the park and ravine because they were there before you came. All I can say though is that if you build it they will come and then there will be even more. When we call the police and try to get them removed we are made to feel bad because we are asking for help.

A36 Contacting the community advisory committee gives you one extra avenue to call. We recognize that there is a homeless issue provincial, regionally and all across Metro Vancouver. The conversation we are having here about supportive housing is the same one we are having in Chilliwack, Surrey and Maple Ridge. There are a number of other communities we are looking at to try to address the issues in those communities so that people won’t go to one area. This is for people who are already in Langley.

BC Housing speaking about next steps: There will be a series of other community dialogue meetings with different dates and times. There is going to be another big open house on May 28th where we talk about what we have heard in the dialogues sessions and what the next steps look like. If you have questions email communityrelations@bchousing.org and we will get back to you. You can also email any comments that you want captured, everything received will be submitted to Council.

C37 My experience with Council is no matter what we do here tonight and no matter how many meetings there are, at the end of the day whatever they decide they will put it through even if 95% of people are against it. They have already torn that place apart and put the dumpsters in way before these meetings even started. This is a go ahead no matter what.

C38 We have seen an email from the Mayor of Langley, it said even if the residents decide yes or no, the provincial government will put it through if we want it or not.

Q39 What is the building that is going up next to the skateboard park?
A39 It is a youth centre on 203 Avenue, right across from Canada Bread

C40 I think it is in a great location and it is fabulous
To: Roberta Randall, Senior Manager, Community Relations BC Housing

From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates

Re: Community Dialogue Series Meeting for Proposed Quality Inn Supportive Housing project at 6465-201 Street, Langley, BC.

Event Date: Thursday, May 17, 2018
Time: 10:00 AM – 12:00 PM
Location: George Preston Recreation Centre, 20699 42 Avenue, Langley
Attendees: Eleven (11) citizens attended

Notification
• A project web page at https://www.bchousing.org/partner-services/public-engagement/langley-supportive
• An invitation letter was distributed to 4,500 homes / 1KM radius of 6465 201 Street via Canada Post starting Friday, May 10
• A half-page advertisement was placed in the Langley Times and Langley Advance newspapers on May 10, May 13, May 15, May 20, May 21
• Targeted Facebook advertisements and Tweets began on May 10

Presentation Team
• Dominic Flanagan, Executive Director & Strategic Advisor on Homelessness, Supportive Housing Programs, BC Housing
• Roberta Randall, Senior Manager, Community Relations BC Housing
• Janet Burden, Executive Director, Stepping Stone Community Services Society
• Betty Hansen, Fraser Health Authority of Langley
• Corinne Blasius, Langley Community Services Society

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

BC Housing has submitted a rezoning application to the Township of Langley for the Quality Inn at 6465-201 Street. BC Housing purchased the property and is undertaking renovations to convert the existing 50-room hotel into 49 units of supportive housing and programming space, and an office for a new Intensive Case Management (ICM) team. Stepping Stone Community Services Society would operate the supportive housing units and provide support services and programming for the residents. The ICM, in partnership with Fraser Health, would provide access to treatment for people who are experiencing homelessness.
BC Housing Proposed Supportive Housing in Langley
Community Dialogue Series Meeting
May 17, 2018

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

Q1  Is the ICM team just available to the residents of the housing or are they there for anybody who is homeless and needs help?

A1  In terms of case management in our community, it is already operational and has been running since late last summer. It is a referral based program and they are currently in a temporary space until they can relocate permanently. They screen individuals for suitability and interest because it is voluntary and they are not forcing their services on individuals. Individuals who fit the criteria for the program are taken in and then supported on their goals of obtaining housing, stabilizing mental health conditions and medical health conditions. They are linked with health services and other supports. As those goals are achieved, those individuals will be able to move onto other services that will better fit their needs and ICM will be able to take on additional people. The ICM team is an outreach team and they go out to see people. If people are living in the proposed support housing, the ICM team will work with them there. There will not be an office where there is traffic coming into the building to see the ICM team.

Q2  Is there still a waitlist for the ICM team?

A2  Yes and organizations can still refer and the person will be put on the wait list. We will be serving 80 people. There are eight individuals we were able to work with and get them housed in market housing.

Q3  Who is part of the ICM team?

A3  There is a total of 12 of us that make up the team. We have a psychiatrist, a nurse practitioner, an addictions counsellor, an RN, a registered psych nurse, a peer support worker, a housing procurement specialist and three case managers. There is also an admin assistant and myself. Generally, there are three to four people on staff every day.

Q4  What is the relationship with the Gateway of Hope and this facility?

A4  The Gateway of Hope is a community partner but there won’t be any direct relationship other than there may be people living at the shelter that may apply to live here. The hope would be that it may free up some shelter spaces as it is very overloaded.

Q5  I have heard that a big problem for Gateway is that after being in the program for two years there is then no place for them to go. Would this be like a transitional place for them?

A5  It possibly could be. Some people may be ready, after being in the program for two years, to be in a market rental and receive a subsidy so they would not necessarily need to be housed in this facility.

Q6  How many units are in the 49 units?
A6  The hotel has 50 rooms in it and one room will be converted into an office space for the intensive case management team. There are some rooms that were suite rooms that possibly we could look at couples so that number could be 51 or 53 people. There will be no children in the facility.

Q7  (Facilitator) From your perspective, are there any things that are going well in the community in terms of homelessness or around this issue?

A7  I think the relationship the church has with the homeless population is going well. Wednesday mornings they serve coffee and sandwiches and food for lunch. There is a great deal of respect and the homeless people are asked to clean up after themselves and they do. They are asked not to do drugs there and for the most part they respect that. They police themselves. On Sunday nights, there is the same kind of group where a lot of homeless people come and have coffee and food. They love to be able to hang out together and then when the evening is over they know they have to disperse and take their things away. They are very respectful of us and I trust them. If you want to come on Sunday nights you can meet some of them.

C8  I have heard the pastor is doing a good job and having a good affect.

C9  I work in the Douglas Park area and notice the police have a good presence there and do walks in the park. It is not just about chasing people away, it is making sure that everyone can see that they are there and they have a relationship with the people there. There is a community policing office downtown and I think that because they are so close they can attend very quickly if there is anything that comes up.

Q10  Is there a community policing office in the area of the Quality Inn?

A10  Yes, they do at Township Hall. Langley also has three mental health and homelessness liaison officers and their role is to respond to whatever needs there are. Our intention as the operator is to work really closely with the RCMP. We have discussed with them that they would have a regular presence at the site whether things are good or not so good.

C11  I think the Gateway of Hope has been a great addition to Langley. They do a lot of good things for people.

C12  I really like the ICM team and Stepping Stones because they see people in the hospital, help in the hospital and help with addiction referrals. There is really a sense of community outreach.

C13  This housing will give those people who want and desire to have stability, supports and relationships again, the opportunity to regain what they have lost or many of them have never had from early years.

Q14  What kind of an assessment will be used and what will be asked of them?
We use a vulnerable assessment tool which is a tool that is used around North America by people who work with the homeless. At the end of the assessment it gives us a score which is a measure of their vulnerability. It looks at physical and mental health issues, addictions, survival skills and history of homelessness. The tool has two clear functions, it helps to match the level of supports required to make sure they are housed effectively. It also helps create a healthy tenant mix when you start these programs. The people who would be moving into the Quality Inn would be diverse and a range of people that represent the community of Langley.

I heard that it is a low barrier so they are allowed to have access to drugs and alcohol and will probably have mental health issues as well. What about criminal record checks? What are the requirements to stay in the facility and to get in?

We don’t do criminal record checks. We all want this to work and we all want to have a community that we feel safe in. There are expectations about people’s behaviours. There are expectations to be connected to support services and people will have to sign a program agreement that includes managing behaviour.

What are the rules to stay?

When people sign a program agreement it is very much like a residential tenancy agreement. It outlines what is expected of people. Things like you pay your rent, you can’t be disruptive to your neighbours, and there can’t be safety concerns. Those are conversations right up front so people know what the expectations are and that they may have to stay connected with support services. If they are an ICM team client then it would be written into the program agreement that if you are going to live here then you have to see your clinical counsellor. We meet with people regularly to make sure they are following through with that. We are concerned about tenant safety so everyone that is living there is safe and the safety of any staff that are there. If there are people that are disruptive, we would address it with them. If we needed to, we would call the RCMP to support us. We will work with people to help them change their behaviour. We do this with other housing we are currently operating and it can be very effective because often people say they get it and don’t want to lose their housing and will ask for additional supports. We don’t want to evict people but if we work with people over a long period of time and they continue to have the same issues, the result could be eviction. Our experience has been that that is very exceptional when we have housed people.

I feel that answer was very vague that there is not a set list of things that are not acceptable and that you are just going to see how it goes as it goes

As a community we see the issues around and outside Gateway. Living so close to another situation that allows drugs and alcohol when Gateway doesn’t, our concern is what is that going to do to our community. As it is already, needles are sometimes found. Situations like that are hard for us in our neighbourhood and we have questions about how that could be addressed and dealt with.
A18 Just to clarify, Gateway is a shelter and people can only be there and night and must leave during the day. During the day, they have to take their stuff with them and find places to be and that is why we see them in the neighbourhood. This place is a housing unit, like an apartment building, where they can be in there all day long. They can do their stuff there and keep their stuff there and don’t have to cart their stuff all over the neighbourhood. They don’t have to try to find places to do their drugs. In any kind of apartment building or whenever you rent something, they don’t say you can’t use drugs or alcohol in your place. You are paying rent and there are limits of what you can control on what they can and can’t do in your own home.

Q19 Can you please talk more about the program agreement?

A19 There are expectations about people being connected to services. If people are using drugs we could build in doing wellness checks on people if we don’t see them. There are very specifics that we can build into the program agreements that would not be on a regular residential tenancy agreement. We are concerned about people’s safety and the safety of people that are using substances or drinking.

C20 If people have substance abuse they are not going to be able to quit on day one and if they need this kind of program, I would rather see them inside supportive housing. I don’t think this place will be a draw for people to come and do drugs, it will be people who are residents that are currently using and they will be doing it in doors in a supportive area where they can get the help they need.

Q21 What happens with those that want assistance with getting off their addiction? Does that maybe not work well if it is allowed in the rest of the facility or does it work within the facility to do both?

A21 I think it will work within the supportive housing because if people are using substances they will not be doing it in common areas, it would be in the confines of their own apartment. The harm reduction approach is talking to people at the very beginning about what changes they want to make in their life. It is about meeting people where they are at and having the resources available to them when they do want to make those changes.

Q22 My assumption is that if someone wants to get off drugs that they need to go off to a recovery facility to do that. I assume the process would be that if they want recovery your team finds them a place to go do that?

A22 Yes there are lots of people who go to recovery facilities from supportive housing. If it is a goal for someone in supportive housing, we will facilitate that with the ICM team as well.

Q23 There are 49 units and one office, what other amenities are going to be in the building itself?

A23 On the main floor there will be a staffed front desk because we want to know who is coming in and out of the building. It will be fobbed and only people that live there will have a fob. If people are bringing a guest in, the guest would have to sign in because we would want to know who is in the building. The main floor also has a restaurant which will
be operational and we will be providing one hot meal a day. Upstairs on the second floor there is a common area that has a kitchen in it. Our vision is that it is a very good programming space. There could be support groups for people with substance use or support groups for people with mental health issues. There could be some recreation and social programming. As tenants start to move in we will talk to them about what kinds of programming they would like to see and what they would benefit from. It would be a space where we could bring community partners in so maybe employment programs could come in. They could run some programs and help people who are interested in looking at employment. There will be a designated medical room with a nurse practitioner with the ICM team.

Q24 Are there any other examples of supportive housing units in BC so we can see how those have impacted the communities that they are in?

A24 We have links on our website that we can show different models. We have about 10,000 units across BC in a range of communities. Some of them are very close to daycares and senior’s homes. We are in an opiate crisis but not all homeless people are drug users so we are not going to have 49 people in this building who are using drugs. The homeless population is as diverse as the community of Langley. It is important that we focus on that but it is also important that we focus on the issues of mental health and addictions amongst people who are homeless and that their needs are addressed. That is why BC Housing and Fraser Health developed the ICM program.

There are five case studies (community acceptance studies) on the BC Housing website. They were done as part of our research team to look at supportive housing for people who are homeless in the community. It is a very thorough assessment of some of the concerns that were in the neighbourhood before the supportive housing was put in. It shows the lessons of success, what people learned as they went through the process and it looks at both before and after. There is also a video that is about four minutes long and it shows two or three different supportive housing projects in Victoria and talks about the experiences. It has interviews with some of the individuals who live in those buildings. We could show it at the end of the meeting if anyone is interested in staying and watching it.

Q25 Will there be a place for the homeless people who are not in the program to take a shower and do laundry?

A25 No, this is not open to other people that don’t live there. People that live there have their own bathrooms and there is shared laundry on every floor.

Q26 When the people are being assessed to be part of the program, is one of the criteria for people to seek employment through the program? I understand that this is long term and not a shelter but will people who come into this project be encouraged or helped to find permanent housing outside the program? If there are only 49 units, there are more people than that out there that need this program. How is that process going to be managed from when they come in to how they are supported getting out?
A26 It is intended to be transitional but without a time frame on it because it will look very different for different people. There will be seniors who are currently homeless who will be moving in there and there could be younger people. There would be conversations with people at the beginning that this is probably not a forever place and what would their ideal home be or where would they like to be next? It would be what they need to do and what they need to work on in order to get there. We do have rent supplements where we can help people look at market housing. We feel confident there will be lots of people that want to take that next step.

Q27 If people do want to do the next steps, one of those is finding a job. If they don’t have a lot of job experience to add to a resume, but they do want to try to get into the work force to be able to make their own money, is there a program that they can work for a company or organization to actually get the experience to put on a resume?

A27 Through Stepping Stones we do work with a lot of people to help them get into employment. For some people, it starts with volunteer opportunities in the community that help build their resume. We would work closely with Work BC and they have lots of links with employers that people can get work experience with. Our goal would be to create some internal positions, volunteer or casual paid, to help in the building to keep it clean and maybe help with meal preps.

Q28 Can you tell us one example of a community and how it worked? Can you tell us of a community that was afraid at first and how it actually turned out?

A28 There is a lot of supportive housing in communities both big and small that exist. There are good examples of a diverse range of communities across BC on the BC Housing website. I encourage you to look at it.

Q29 When we first learned this was in the works, and that it was likely to be transitional housing, we were very for it because it is really needed. My concern is what happens to people who may have to be evicted, how is that done and are they just kicked out? You said people have to sign in if they are coming in from the outside, how well is that activity and those coming to visit someone who is living there handled? Is that just going to increase that activity in the area? What can we expect from that overflow activity?

A29 I would expect that it would not increase activity in the area. If anything, it is going to decrease activity because some of the people that are currently living in Langley Meadow’s parks and in the ravine may very well be people that are housed. We operate other housing and our experience is people do not hang around or start living in adjacent spaces. Guests come and go and don’t just hang around.

We will have 24 hour staffing in the immediate area and that would prevent people from just hanging around. Stepping Stones has the expertise and the skills not to evict people to the street. The community advisory committee will be able to measure the impact this housing program will have because the neighbours, Bylaw and the RCMP will be telling us very clearly if it is having an impact on the community.
Q30 Is there any turnover stats in general on supportive housing and placement into market housing? I don’t know what steps have been made in regards to affordable housing rentals in the area and not for market rentals open outside of this. How do we push the onus from being in the unit to then renting in the community and what affordable units would be available?

A30 That is a good question. There is low income housing in the community. We currently work with the housing service providers to house people and we do have rent supplements for market rents. We are also in bigger conversations with the Township and the City of Langley because there is a housing crisis in Langley in terms of affordable rental units. Hopefully in the future there will be an investment in that type of housing and we will see an increase.

There are affordable housing programs in the pipeline. I know discussions have started both with the Township and the City because the government budget announcement made a big statement around affordability of housing. This Provincial administration is committed to develop 140,000 units of affordable housing over the next ten years. We recognize that we need to develop supportive housing programs but also right along the housing continuum of affordable housing as well.

Q31 I know there is a big focus on affordable housing in Vancouver and across the river. I have seen it especially in Surrey. How has it been progressing further into the valley?

A31 There are some things in the pipeline but I don’t have that information off the top of my head right now. We can get that information and share it with you if you provide your email after the meeting.

Q32 It sounds like the trend is more to supportive housing giving the increase in property rental. If this is just transitional then we are going to get people into lower income markets but is that really going to happen because the rental market is constantly increasing? There are constant waitlists for low income housing. I feel that the problem is so much more systemic so why aren’t we looking at those systemic issues more than just dealing with the affects and kind of reacting?

A32 We really do need to deal with the systemic issues. Providing employment opportunities is important. For the first time, we have a poverty reduction strategy. It is now Ministry of Social Development and Poverty Reduction. There is provincial consultation as we speak, we are not part of it, around poverty reduction and what does that look like. That is how you are going to address some of the systemic issues whether that be affordable housing, employment etc.

The governments focus on the supportive housing is because there is such an urgent need right now in the community. There is a homeless issue across the province in a number of communities and affordable housing is a big need. BC Housing has a number of new programs and funding streams that are coming on board to look at funding for low income families and seniors that is separate from the focus on supportive housing. As that
funding starts to come on stream you are going to start to see more conversations around what that is going to look like for Langley and the Fraser Valley.

Q33 We were talking about the creek and how there are homeless in there. Are you saying that that would no longer be there because of the housing unit that you are going to put in?

A33 That is the goal

Q34 For the assessment of the individuals being brought in, is it going to be based on location? How are people selected to live here? Will it be people who are already in the neighbourhood or will you be bringing people in from around Metro Vancouver?

A34 Having the 24/7 presence of staffing, BC Housing’s expectation is that they would address any immediate issues and connect those people to housing supports. The expectation is that people will come from the immediate neighbourhood but also would target people that are homeless in the Langley community whether street or shelter. That is how we get a mix of people moving in.

Q35 Would the homeless people increase in the neighbourhood. I think it kind of would because they are not all going to be homeless from the location that you are choosing. They are going to come there looking for a room.

A35 People have to be registered for this. It wouldn’t be people coming to the Quality Inn saying “do you have a unit available?” There is going to be a separate process put in place and a different location for that.

There will be an application process. We have an outreach team that have relationships with most of the people who are homeless in Langley. We will work really closely to make sure that people that are in need that are homeless and wanting to be housed have an opportunity to apply. We won’t be able to house everyone so there will be a selection process. It is very likely that some of the people that have camped in the ravine and around Langley Meadows will apply to live there.

Q36 What are the rules with visitors? Are the people that are visiting, and not living there, then going to be camping across the street in the creek?

A36 They definitely will not be camping and staying around the property. If they go across 200th street then we won’t know that and that is when the community advisory will come in. Those would be the issues that need to come to the community advisory. Guests will come and go but we will monitor it because it will be staffed. People will have to sign in their guests and the guests will have to check out.

Q37 If this goes through, how are we going to address the needs of the community? There is fear of needles at the Langley Meadows School. How does the school feel like the Township is going to address that?
Lookout is an emergency non-profit society and they have recently opened an office in Langley. They have two Housing First staff people who work with the homeless in Langley to get them housed. They have a mobile unit with some people on bicycles. The City and Township of Langley do not have a lot of collection boxes for used syringes. The people that go around and pick up the used syringes are part of the homeless community and they get paid a stipend from Lookout to go out into the community and pick up used syringes.

That should really be highlighted and put into the newspaper because they do that a couple of times a week.

It is important to know that we are already seeing needles and people are already there living on the street. Having this housing isn’t going to cause more people being there.

Are people that are living in the building going to be able to go and visit their friends in the other units? Is there a concern of people, that aren’t substance users, being exposed to substance abuse?

Yes, people will be able to visit other people in the building. We will have staff on 24/7 so we will be able to address any of those issues. If any tenant is concerned about their neighbour or anyone else in the building, we would encourage them to bring those concerns to our staff and we would address them immediately.

Is there an age range that you are focusing on?

It is 19 plus. Where I work 65% of our clients are over 45 and our oldest client is 72.

We don’t actually have a problem at Langley Meadows Elementary with needles. We have an issue with the park behind it and there is often people camping out at Matheson House, that is an issue and the Langley Meadows Community Association has found needles there. The Principal and Vice Principal of the school do a sweep to look for needles before kids get to school. There is a lot of petty crime in the area and people are worried about their safety and are worried it is going to get worse.

(Facilitator) From your perspective, what factors need to be considered that could have an impact on the success of supportive housing in Langley?

In other communities where the supportive housing has gone in, is there anything specific that the community has done to make it easier for the residents or make it successful?

I think it is very community specific. There was a lot of concern around the Marpole area in Vancouver, but there were some people that live in the area that ended up bringing in welcome baskets and things like that.

I came here with the hope that this will go ahead because it is necessary. I do have some concerns about what may happen in the area though. I think it is a good idea that there will be a community advisory committee so that there is accountability to what is going on and there is the ability to address concerns. I think it will be important not only for the residents in that area, for the businesses in the area but also for the support and success
of the supportive housing facility. As a representative of a significant commercial land owner in the area, I would be happy to be involved in that.

Q46 Many people have discussed over the last several months that this building is in the Township right now, and a location that you didn't get to choose because that is where the hotel was. A lot of people asked why this kind of thing wasn’t done in the City because that is where a lot of these people tend to group together. There is a bit of a premium of land in the City and not a lot of places where you could build now. In Langley, since there is such a big demand, are there other places you have been looking at to build a place like this since there are only 49 units available?

A46 We are actively exploring the whole continuum of housing both with the City and the Township. Working with Bylaw and the RCMP, people do get moved along, so the homeless are in the Township as well as the City. There is a lot of movement so we are open to working with both entities.

Q47 How will all these wrap around services, like Stepping Stones, BC Housing, Employment and Fraser Health work collaboratively instead of individually so that it is not overlapping and people are not competing and actually working together for the success of the clients?

A47 In our community, with somewhat limited service providers, we already work closely. ICM is funded by Fraser Health and we also fund other programs through Langley Community Services Society. We have regular meetings with administrative structures and front line clinical support structures. BC Housing funds some of the homeless outreach programs and we fund the mental health and substance programs. Our partners are the Gateway of Hope, the ICM team, Fraser Health mental health and substance use issues and all of the non-profits. The Langley division of family practice as well. We have advisories that are already running.

C48 Thinking of what can help to make this successful, communication is a big thing. A number of residents got the BC Housing notice after the first meeting had already happened so maybe that can be done in a better way and not lumped in with junk mail. Maybe they could be addressed to people’s homes because it is an important issue. This is important as well for any future housing opportunities you look into because people get their backs up because they weren’t informed and it feels like you are trying to sneak it in.

A48 Because of federal spam laws that have come in, you can’t address it to people homes unless they have given permission. We have been using Facebook postings, and advertisements in the newspaper.

When you sign it at the front there is a section that says “do you want information from us?” It then gives us permission to send you notices of upcoming things or to keep you in the loop.
Our communities also have community associations that we get notices from, the school could send that out. Those areas could be used.

We actually did send out notices to some of the key groups such as Langley Meadows Community Association but maybe we need a little more lead time prior to meetings. We are continuing to look at that.

How many properties do you have in Langley Meadows or around there with BC Housing?

I don't actually have the information right off the top of my head how many specifically in Langley Meadows. We generally look at Langley as a whole and I would have to double check that and get that information to you.

In terms of how to make this successful, maybe you could show the video you talked about earlier at the big community centre or at your presentations. You tell people to go to the website but I don't think everybody does so if you can show the videos and let people know how it worked in other communities it would be good. Also having the personal testimony of someone standing there saying this is what has happened to me and this is how I was helped. I think that really humanizes it and helps people to realize what it is.
COMMUNITY DIALOGUE
SUMMARY REPORT

To: Roberta Randall, Senior Manager, Community Relations BC Housing
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates
Re: Community Dialogue Series Meeting for Proposed Quality Inn Supportive Housing project at 6465-201 Street, Langley, BC.

Event Date: Friday, May 25, 2018
Time: 1:00 PM – 3:00 PM
Location: Bridge Church, 5521 Brydon Crescent, Langley, BC
Attendees: Twenty (20) citizens attended

Notification
• A project web page at https://www.bchousing.org/partner-services/public-engagement/langley-supportive
• An invitation letter was distributed to 4,500 homes / 1KM radius of 6465 201 Street via Canada Post starting Friday, May 10
• A half-page advertisement was placed in the Langley Times and Langley Advance newspapers on May 10, May 13, May 15, May 20, May 21
• Targeted Facebook advertisements and Tweets began on May 10

Presentation Team
• Dominic Flanagan, Executive Director & Strategic Advisor on Homelessness, Supportive Housing Programs, BC Housing
• Janet Burden, Executive Director, Stepping Stone Community Services Society
• Fraser Holland, Program Manager, Stepping Stone Community Services Society
• Dan Kipper, Director of Clinical Programs, Mental Health & Substance Use Services, Fraser Health Authority of Langley
• Corinne Blasius, ICM, Langley Community Services Society

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

BC Housing has submitted a rezoning application to the Township of Langley for the Quality Inn at 6465-201 Street. BC Housing purchased the property and is undertaking renovations to convert the existing 50-room hotel into 49 units of supportive housing and programming space, and an office for a new Intensive Case Management (ICM) team. Stepping Stone Community Services Society would operate the supportive housing units and provide support services and programming for the residents. The ICM, in partnership with Fraser Health, would provide access to treatment for people who are experiencing homelessness.
PUBLIC COMMENT: Q & A  (Index: Q: Questions C: Comment A: Answers)

C1  I went to the public meeting at the Langley Events Centre last fall and heard a number of the community concerns. I don’t live in the neighbourhood but what I heard loud and clear were two things: safety for the neighbourhood and needles in local parks, school grounds and areas where might be implications for children running into used needles and paraphernalia.

C2  The individuals in our community that are homeless are here. It is a growing issue. If we have a service that supports them we have a better situation than what we have now. I work with Lookout Society and Nick who is also here works with a group called DOPERS (Diverse Organization Providing Education and Regional Supports) help people with lived experience. You might see their bikes around the community that say Rig Riders. If you call this number 604-812-5277 Rig Riders will go out and pick up needles. Harm reduction workers will come to you and provide training.

C3  An example of how things are changing. I am a tenant support worker that works in Abbotsford at a new supportive housing. One of my residents came in last night with two syringes that they had found on the street and asked me to safely dispose of them. Other residents have a pride of ownership in the building and help out with the landscaping and maintenance. It is good to see how things get better over time in the neighbourhood.

C4  I live in a senior’s manufactured home park and we are not without issues. In April our neighbours son past away in their shed of an accidental fentanyl overdose. This young man was 45 was semi homeless staying sometimes with his parents. These homeless people are in our backyards already and I would much prefer that they are housed and supported so we as citizens are also protected and I think this is the way to do it. I am very much in support.

A1-4  We hear that safety and security are issues, that is why at BC Housing we work with long established providers such as Stepping Stones that has over 30 years experience working in Langley with deep relationships. Homelessness is not going away, besides the human cost of homelessness which we just heard about, the fiscal cost of homelessness is huge. The most expensive way to treat people is to keep them on the street. Just think of the cost to Municipalities, to Bylaw, to ER’s to police.

C5  I would like to say thank you for this. I live near the proposed development and there are already quite a lot of homeless. Today our strata had to hire someone to clear up the two vestibules near our parkade entrance as it is very private for people to shoot up. Yesterday when I was walking with the landscaper we saw a needle. Thank you for this phone number. I am here to support this project. These are our neighbours, they are living with us and sleeping under our tree.

C6  I think people are afraid and they don’t know that needles are being picked up and that things are being done. It is better for the homeless to have some where to go rather than them being in your backyard or dying in your backyard.
This is not about bringing homeless people to their community. It is housing people that are there already. It is housing people that want to be housed.

A concern of mine is that the only way you can be part of this meeting is if you have an email. We may not have people here that have contrary perspectives because they didn’t hear about it through a community organization and if they are not online. There was no phone number on the ad which makes it difficult for someone to call. Also many seniors are not on Facebook.

If you think about the site location, there is Langley Meadows School which is attached to Langley Meadows Park and then there is Langley Meadows Edge Park. The area of concern, both our kids went to Langley Meadows School and my wife worked there for a period of time, the school has protocols in place at the start of the day as to how to make that environment safe place for kids. Is there a way now to let people know that you are going to pay close attention to those particular spaces.

Excellent idea, Stepping Stones have heard this concern about safety and needles loud and clear. I also live in Township but not in that neighbourhood as a parent I hear that concern. This is where the Community Advisory Committee will play an important role. We have a good relationship with Bylaw, the RCMP and other community partners. If that means what can we do to make Langley Meadows safer in that neighbourhood then we are committed to doing that.

What exactly is the criteria for residency? In my estimation people will think oh this is a good thing and they will flock in from other areas. It sounds like you are offering accommodation to substance abusers? 100% - is that correct?

We have been providing Homeless Outreach Services since the Province piloted the program almost 12 years ago. We know who has been homeless in Langley for a long time. We also work closely with Gateway of Hope, Lookout, ICM so when people apply we know who has been living here. We are confident it will be Langley people that are housed.

No, we are not just housing people with substance issues. Anyone that is homeless on the street or in the shelter can apply for housing. There will be an assessment to select people. There may be some people that do not use substances that may feel this is not the right kind of housing for them. We can connect people with other services and provide other housing options.

Hearing about criteria and assessment for clients entering these buildings, the more supports you have for a mix of people, the better healthcare outcomes they will have. We underestimate the impacts of stress of not having a home has on the choices people make.

The housing project I work at there is a vast difference of people from a 23 year old to someone in their 70s, some who use, some who don’t. It works pretty well. It is a huge benefit for people who use to see people that are not using and are able to do it. They get
strength and peer support from each other.

C13 I have lived in Langley for 57 years and I can’t think of overall other than Stepping Stones, Gateway of Hope and Vineyard Church I don’t see anything else in Langley that is working. I see a lot of things that are going bad. I keep hearing our homeless are not going anywhere but what I am not hearing people say is by denying basic human right a place to live, water, a place to go to the bathroom. There was a report in Vancouver Sun and City of San Francisco that by not providing public bathrooms and water we have created a health situation that is worse than third world countries and have increased the spread of Hepatitis A. This project will go so far to helping to curb those situations.

C14 It is a familiar re-frame we need more affordable housing. We refer to it as a continuum but we are missing that huge component in the current crisis historically local government did not think they had any role to play in providing affordable housing. We must partner with others to spearhead initiatives because market forces are not taking care of that at all. You have to have political will

C15 I came today from the perspective of a parent. My son was diagnosed with schizophrenia a few years ago. Now there are drug issues. We have been trying to navigate a system that is very difficult. When I look at people living on the street I see my son and we are able to help him now but we are not going to be here forever. I think about the people who are struggling with mental health issues and how easy it is for them to become homeless. I want to believe that we live in a community that will look after those that are disenfranchised and can be re-connected with the community.

C16 I think it is easier to see the big things that are working and some visible partnerships. There are so many programs and relationships that work more discreetly. For example: we see people go into the hospital and through a connection with Lookout Outreach we are housing people from the hospital so they are not hitting the street. Involving ICM team in Langley and other services that provide youth aging out of care, and youth homeless piece. Working with the RCMP and Bylaw so they call us when they are going into camps so we can talk to people and connect them to services.

C17 I have been through the system because I left an abusive relationship in December and I was lucky I had friends that I could stay with. I had to navigate disability and income assistance. I also have a mental illness bi-polar. I was diagnosed 8 years ago and have remained stable for the most part. As I was navigating the system, I was thinking to myself, that I as someone that is seemingly capable, I had such a hard time. I thought how does anyone navigate this system who does not have the help. I was supported by Ishtar Transition Housing Society. They are an amazing resource. I am waiting for affordable housing and on the list.

A17 I was encouraged to hear the premier and our minster announce this morning funding for 1500 units province wide for second stage housing for women at risk of violence. It is important to remember that there has not been any investment in affordable housing since the 90s
C18 The crucial role that the ICM (Intensive Case Management) team plays with this project is to support clients to navigate the system. We have on our team a psychiatrist, a nurse practitioner, 3 case managers, register nurse, registered psychiatric nurse, a peer support worker and a housing procurement specialist and an addictions counsellor and administration. Every client that comes to use our services has access to these each one of those professionals. We do not tell people what is best for their lives. They tell us what they want for their lives and we help them with that process. It is a wrap-around service.

C19 I have been in this community for 17 years and there are people and services that I did not know about. I support this for the patients I work with but also for the opportunity to work with others to build on the services for our community.

On a personal note, I would like to share that my daughter was very close to being homeless. She had to be re-located to another community. There are so many of my daughters in this community. I see how many patients in our community don’t have people in our community that can support them.

C20 These people need help now. We need to work together so you find housing, you don’t lose your son, so you don’t lose your daughter.

Q21 It is hard to talk about personal things but I feel I need to because housing made all the difference. When I was 16 my mom, brother and I experienced homelessness. We were Church members and we had a huge family but my mother was so mortified that she could not pay the rent and we were evicted. She felt she had created it. We spent three months navigating it. A boyfriend’s family opened up their home for us to stay. I am saying that housing is so important from survival to heal, move on and thrive. This development is a safe place for homeless people. I am not sure if misunderstood what you said but did you say that only people with substance abuse issues will be provided wraparound service or would people that have only mental health issues get help too?

A21 The criteria for the ICM program is the individual is at risk or precariously housed, that they are over 19 and have issues with substance use. However, we do include mental health as a confirmed disorder so it is a wraparound service for anyone that is eligible.

C22 As chair of Triple A Senior Housing on May 7th I did a delegation to the Township of Langley to support Councillor Arnason’s motion for a needs assessment for affordable housing. It has gone to Committee. This project has to go to rezoning. All of us need to be at the Township’s Public Hearing as they need to hear the stories that we are sharing. You need to fill out a form so you can get 5 minutes to speak. The Councillors need to hear the impact that this housing can have for the whole community.

Q23 What is the date of the Public Hearing?

A23 The Township has not set the date

Q24 How do people find out?

A24 Council announces it and it is added to the Township Council Agenda. The community
partners will need to share the date. BC Housing has a website for this project and when the date is announced by Council we will post it there as soon as we are informed by the Township. The BC Housing website for more project information is: 

https://www.bchousing.org/partner-services/public-engagement/projects/langley-supportive-housing

C25 Fear is the biggest opposition to change and there is a stand off until crisis happens. That pushes us over the edge. The question is how do we want it to look. Homelessness occurs because of lack of a number of things. When I look around this room at the strength and in incredible vulnerability have exhibited incredible courage. We all have stories, everyone of us. If there is anything that all these things that result in homelessness does is push us into isolation because of shame, guilt or social or cultural pressures press in on someone. They isolate and are afraid of sharing their situation.

C26 The incredible courage of people in this room has touched me deeply surprisingly because I have worked in Langley in mental health substance use for 35 years. I am recognizing as I am listening today that every one of those stories is unique. What we are talking about is creating housing for 49 individuals with 49 different stories that have led them to where they are currently are. Thank everyone for sharing your stories, but also your concerns because it is only working on those concerns that we will make this or other projects successful. The other piece I heard was around trauma, so having resources is critical. The ICM team focuses on individuals that have severe problematic substance use. We have other mental health services and we already work with Stepping Stone so people will be connected.

C27 Langley Community Services has other mental health programs and they will also provide and be connected to the new housing

C28 I am resident of Langley and recently found myself homeless so I am staying in the Gateway of Hope. This housing complex is perfect for me and others who want to stay in this community. I am on the Langley Overdose Committee and I do harm reduction in the community. I am happy out here. I have been looking for a place but it is hard. Rents are high. It is a great opportunity for people to get back on their feet.

C29 I was at the October 2017 community meeting and the majority of people that spoke were against the supportive housing. I live by Douglas Park in a ground floor apartment. I look out on to the park. There is a big old maple tree outside my apartment that people who are homeless stay all day under. A couple was sleeping there last night. The reaction from people in our building when homeless to come and put their tents up was very negative. It was the fear that you have been talking about. There needs to some way to assure people that these issues that they are worried about are going to happen. I think that some people in their hearts do not believe that homeless are good people and we need to get rid of them. I think you need to assure people on Monday that there will be surveillance in the areas that they are concerned about.
At Fraser Health there are many avenues of services from medical situation and other supports.

I think there are two sides to the safety concerns, one is the actual safety concerns and perception of who the homeless are, are they safe, their character, etc. I would suggest that there needs to be a paradigm shift on how we hold the homeless. Who they are, values. To stigmatize a group of people I think comes from a personal fear that we don’t want to be homeless. I would not make those kind of choices, I won’t make those kind of decisions, it won’t happen to me. It is a them/us way to protect ourselves.

It may be worth shifting the focus away from all the services that are going to support people to our intention to help that person to settle in, to feel at home, to have a safe place to heal, to be able to feel they are part of a community.

I was involved in Gateway of Hope when they first began and it was very divisive. I wrote to Mayor and Council about an individual that was housed there. He is now a very productive member of our church, he has a job and is stable.

I am happy to hear the understanding in this room about supportive housing and the support for this project. I also am happy to hear we have more work to do on affordable housing in the community. We haven’t talked about the systemic cause of homeless which is poverty. When you are on disability, the housing portion is $375. Even with a rent subsidy of $450 it is really difficult to find a place.

We are hearing in this neighbourhood around Brydon Crescent, this idea of gentrification is happening. The favorite refrain of our Mayor is we are open for business and you can start development in 10 weeks. We have had 6 couples that attend our neighbourhood meal at the Bridge Church have been evicted in the past 5 months. Most are living in their car or moving further out. This is a huge stress. As you drive in here every single house has been sold and they are going to be 3-4 storey apartment buildings. Most of the people living in these houses are renters. On the other side of 198 we have had 3 families evicted and moved or living in their cars.

I wanted to acknowledge that Fraser Health is really effective and their great work. I want to throw it out there that our organization (DOPES) is entirely peer based. No professionals. All members are homeless, live in shelter, on street, in car. Some have mental health issues, not everyone, some have addiction issues, not everyone, some have both and we are talking about people that have been on the street for one week to a lady who has been on the street for over 30 years and she is in her 70s.

I have heard a lot of people from the agencies here, I am wondering what happens to people who are not linked to these agencies. Can people self-refer or some else refer them? My other question is what is wrong with the European model where people are subsidized in regular apartments?

In terms of the type of services it depends, in relation to housing if someone is not in a place where they can’t make an application someone else could make that application for
them. They would have to agree to that service. This program will prioritize people who are in Langley of which groups like Stepping Stones know who they are. They will be able to contact people and let them know when housing is going to come available.

The homeless outreach program had rent subsidies when it started. You are correct, the $375 has not gone up for a long time. The rental rates are going very high. So, what we are seeing in Langley and out to Chilliwack is the low end of market rental units are disappearing. Government has to build them or we have to give incentives to developers to build them. We have a challenge, gentrification is happening everywhere, so we have to think about how to protect the existing rental market.

C38 I think we would be unrealistic to think that all people that are on the streets want to come inside and want help. 49 units is a great place to start. We need to start somewhere. I will reiterate then our neighbours son would not have died.

C39 A number of the programs in our community, Starting Point, ICM, so much about breaking down the barriers and people self-referring is about relationship building. The peer based organizations, the faith based organizations our community has a lot of people on the ground out there building relationships. This work supports people to overcome the fears and anxieties people have to reach out. It is a starting place.
COMMUNITY DIALOGUE
SUMMARY REPORT

To: Roberta Randall, Senior Manager, Community Relations BC Housing
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates
Re: Community Dialogue Series Meeting for Proposed Quality Inn Supportive Housing project at 6465-201 Street, Langley, BC.

Event Date: Saturday, May 26, 2018
Time: 10:00 AM – 12:00 PM
Location: George Preston Recreation Centre, 20699 42 Avenue, Langley
Attendees: Ten (10) citizens attended

Notification
• A project web page at https://www.bchousing.org/partner-services/public-engagement/langley-supportive
• An invitation letter was distributed to 4,500 homes / 1KM radius of 6465 201 Street via Canada Post starting Friday, May 10
• A half-page advertisement was placed in the Langley Times and Langley Advance newspapers on May 10, May 13, May 15, May 20, May 21
• Targeted Facebook advertisements and Tweets began on May 10

Presentation Team
• Will Valenciano, Housing and Health Services Manager, BC Housing
• Roberta Randall, Community Relations, BC Housing
• Fraser Holland, Program Manager, Stepping Stone Community Services Society
• Dan Kipper, Director of Clinical Programs, Mental Health & Substance Use Services, Fraser Health Authority of Langley
• Corinne Blasius, ICM, Langley Community Services Society

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

BC Housing has submitted a rezoning application to the Township of Langley for the Quality Inn at 6465-201 Street. BC Housing purchased the property and is undertaking renovations to convert the existing 50-room hotel into 49 units of supportive housing and programming space, and an office for a new Intensive Case Management (ICM) team. Stepping Stone Community Services Society would operate the supportive housing units and provide support services and programming for the residents. The ICM, in partnership with Fraser Health, would provide access to treatment for people who are experiencing homelessness.
BC Housing Proposed Supportive Housing in Langley
Community Dialogue Series Meeting
May 26, 2018

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

Q1 You mentioned that you will only allow Langley residents, what does Langley resident mean?
A1 As an agency who has been providing homeless outreach to the community for the last 12 years, we have a good idea of who has been living in Langley for a longer period of time and that would come out as part of the process. We are not looking at people who just happen to show up in Langley last week saying they have been in Langley. As part of the assessment that person needs to show that they have roots in Langley, where they have family or they have been in Langley for a long period of time and this is the community they call home.

Q2 So you control all the homeless people in Langley, do you know all of them?
A2 I wouldn’t say we know all of them. Part of the assessment is seeing where people have been for that last year to two years. I would say that we already know many of the homeless people in Langley who have been here a long time.

Q3 You mentioned medical support. Does it also mean controlled drug injection?
A3 It will not be a site with active drug treatment. Some people who are homeless may have mental health concerns and with that they are on medication. For some people who have a challenge to keep on their medication, or follow up on medication, the team would support them to stay on their medication. The ICM team is closely linked with the mental health centre in Langley and any type of work around medication being prescribed would be done at the mental health centre.

Q4 Will there be drugs in this house even controlled? Is it a safe injection site?
A4 No it is not a safe injection site. The clients will have prescription medication and whatever else they do behind closed doors is their business because it is their own home. These are people’s homes. They close the door and it is their private space just as we would afford ourselves that privacy, they can do drugs. If they need to get connected with drug and alcohol counselling and those kinds of issues they will have support of the staff that is at the site. It is not a dry facility, it is a supportive environment where if they have issues they can find support.

Q4 You said when you let people in that you can make arrangements to say “you need to take your medications or you can’t live here” Is that correct?
A4 Yes, it is part of the agreement.

Q5 If you are going to have a participant agreement saying you must take your medications, why is there not something in place saying you cannot use illicit drugs?
This is supportive housing so it is staffed with people who have the expertise to support people with issues. When we are interviewing folks, we use a vulnerable assessment tool that is a standardized tool used across Canada. We get to understand the people’s needs and then match them to the housing. If we come across people who have mental health and substance abuse issues then we know this is the right type of housing for them because it will match their needs. If we come across someone that needs more intervention from Fraser Health and they need to get certified, then they go to another stream. We are trying to address the needs of Langley, understand who is homeless and get them matched up to the right supports.

Why don’t you write it in the program agreement that they can’t use illicit drugs?

We are following the Housing First Model which has been researched across Canada. We want to get the person from where they are at and if they have a drug or mental health issues it is not a condition of them getting housing. They are on the street and have these issues. When they get housing they get stabilized and have the support and that makes them able to address their issues way better than if they are on the street just trying to survive. Research shows that people get better.

You said you are going to have staff on site 24 seven and ICM will be there. You also said that there is going to be 12 hour on site and 12 hour on call, that is not onsite 24 hours it is two different things completely.

There is more than one partner in this. The ICM team will be on site 12 hours and we will be on call for 12 hours.

There will be Stepping Stones support staff 24 seven. There will be two different sets of staff that will be there, one 24 seven and ICM team 12 hours a day but on call for their clients the other 12. Tennant support will be from Stepping Stones, clinical support from Fraser Health and housing support from us.

I understand you have three different entities working together trying to help to make something happen. If you are going to staff a place it needs to be staffed 24 seven with people who can support people 24 seven, you can’t pick and choose when those people are going to be there. People can come in with drug addiction problems and you help them. Where is the mechanism that triggers and says “you have now been here long enough and need to start taking action to make yourself better, here are the drug treatment programs we are going to offer you support and you now have to enter them?” Why is that unfair, I don’t understand?

Housing First really is a model where you try to get someone shelter and then work on some of those issues. Some of the people within those housing units will be ready for that, others we will be working with to develop relationships with and hoping they will come forward but others may not be ready for that. The linkages to some of the supports for substance use services will be through Langley Community Services, they operate the ICM team.
At the October meeting, it was my understanding that there would be zero tolerance for street drugs for the people going into this housing. Now you are saying that it is behind closed doors and they can basically do what they want. My friend, who was previously on the streets, said that those people who truly want the help need to be put into a facility to get clean for a minimum of 90 days. I don’t understand why they aren’t going into a facility to get clean and then put them into housing. I find it very disturbing that I didn’t get notice of these meeting until after a couple had already taken place. Some of my neighbours didn’t even get one. It seems to me that this is already set in stone and it will go ahead and in time less and less people are going to speak up. If it wasn’t set in stone, tell me why I didn’t get a notice until the last minute?

I want to speak to the municipal process. This is the consultation phase and the rezoning application goes through the Township of Langley and will have to go through the normal municipal process where citizens will be given the opportunity to have their say at a Public Hearing. This is not a done deal.

The notice was supposed to be delivered several days before it actually was when it went into the mail drop. Once we recognized the notification had gone out too late, we actually went out and added a couple of extra sessions. We did a multi phased approach to promotion and promoted it on Facebook and reached out to a number of different groups including the Langley Meadows Community Association to make sure everybody was aware as much as possible. We did a Canada Post mail drop for a one km radius around the site because BC Housing doesn’t have all your names and addresses. Anybody who has a red dot on their mail box and doesn’t want to get spam mail didn’t get the notification.. That is when we reached out to social media to get the word out as well.

Spam mail is flyers, what you sent out is not different than the government sending you out a voting thing.

I appreciate it should have gone out to everybody and recognize that it is not spam mail but Canada Post does not recognize it as such

I want to address substance use. One of the key components of the program is that the person that has been referred to us or who has self referred has agreed that by being part of our program they are going to work on their substance use goals. I also want to let people know that we do an assessment and find out they don’t have a substance problem we can send them to other services and agencies in the community.

It is important to know that this is housing for people with a range of issues. It could be a 60 year old woman with MS that isn’t able to afford housing in the community. A portion of the people may have substance abuse issues that need support. Part of the assessment process is looking at what the individual needs and matching their needs to ensure they can be met. Part of it is making sure there is a good balance within the facility itself so that you don’t have 100% of people with mental health and substance abuse issues in one building. We want it to be a healthy mix for the building and the surrounding community. The program agreement piece has each individual person working with
Stepping Stones through a case management process and will get what they need to help go through. Part of that agreement is good behaviour for within the building and good behavior for the community.

**C11** As a society we need to take care of our own people and we need to help them. I am here to speak on behalf of the children. Based on 2017 official homeless count 53% of the homeless population are addicted to substances and 38% suffer from mental illness. Based on those numbers, 53% of the people that will probably be the residents of supportive housing will be addicted to drugs and 38% will have mental health issues. You also will have this low barrier model that you will adopt in this supportive housing. As a teacher, child protection is ingrained in my blood and in my heart and I don’t think it is ok to have this kind of facility two walking minutes away from two elementary schools. There are also many daycare centres around it. I am afraid that because 53% will be addicted to drugs that they will have drug dealers coming into the area. If something goes wrong in this facility, so many families are going to be affected. At the last meeting in October, you wrote in your report that 86% of the people were against supportive housing in that location. Aren’t you listening to what the community wants? This is a democratic country, when people say something you need to listen. Is there a risk assessment plan? How do you protect those children in the elementary school? How are you going to protect the families around it? I don’t want this area to go downhill and children to get hurt.

**A11** The ICM team does an assessment that identifies what the client’s needs are. It is a voluntary program. Part of the ICM team’s challenges is to find housing for individuals. If the ICM team identifies someone who needs housing they would then go through the BC Housing and Stepping Stones process in getting into supportive housing.

We work closely with the RCMP and bylaw. When we talk about the community action committee, that would be one of those avenues where concerns coming from the community would be able to be heard by a wide range not just Stepping Stones. There are people from the community that will be part of that committee so as far as addressing community concerns goes, that is probably the readily accessible big picture piece. One of the challenges of the homeless count is that it is a point in time. There is a variance in the people that we will be working with and they are not all going to be this one type of individual.

Other than working with BC Housing and the RCMP, they work in all communities doing this kind of thing so when it comes to community risk assessments, they would be the experts in what they are doing.

As we mentioned, people will go through a thorough assessment and we look at various areas of the individual’s characteristics that include mental health, physical health and survival skills. We look at length of homelessness, that is the assessment that we understand the person with. If we deem them too high of a risk for this type of housing, they will not go into this housing. We want to make sure that they get matched to the
proper type of housing based on their needs. With the risk assessment piece, that is how we understand who is going in the building. We can confidently say that the tenant mix in that building is a low risk to the community. There is a range of mental health issues and what we typically find in the homeless population is depression and anxiety and the way they deal with it is to self-medicate. That is sort of the connection between mental health and drug use. Once somebody gets into housing, they can address those issues. It is mainly people with mood disorders that we are dealing with and are experiencing homelessness.

We can partner with the Look Out society who actually has two different programs in place looking at needles in the community. One will go into camps and clean up camps and community spaces. The other is called Rig Riders where they are out on bikes and go pick up needles. If there are areas of high concern we can set up regular patrols.

The 85% was based on the 228 people who submitted comment sheets, not who attended the meeting. There were 419 people that attended the meeting.

C12 I attended the Public Meeting in October 2017 and when asked what the target group for the residents of the housing would be, we were told it was the 40 year old male with drug addiction. I am not concerned about seniors living there but I am concerned about drug addicts living there. You keep saying that you want there to be a balance of people living there but the focus seems to be on drug addicted individuals. It was also brought out at the meeting that individuals would be able to do drugs in their own units and that they would not have to attend any programs to improve themselves and try to get away from their addiction. It concerns me that everything I have worked so hard for is at risk and you aren’t taking my concerns seriously.

A12 With the ICM team, it is voluntary and when someone is accepted onto our team that we work with, one of the goals is their substance use. There are 49 rooms in the Quality Inn and they are not all going to be working with the ICM. Over 50% of our clients are over 45 and the oldest client we have had is 72. The number one goal of clients is housing and number two is to work on substance use.

As people get engaged in housing and get that shelter over their head, it gives them a bit more opportunity to think about other options and treatment. When they are not constantly thinking about where they are going to find shelter, there is supports that are in reach to them to get linked to support services. It is not going to work for everyone it just gives more opportunity to reach out to services once the housing part is dealt with.

Q13 What happens in the instance that it doesn’t help and they don’t turn that corner and are now in my community? What happens then?

A13 If they are not working out as far as housing and there are repeatedly challenges then they won’t be able to stay at that housing.
C14 I have lived in the neighbourhood for about two years now and have seen an increase in the number of homeless in the area. There are people in the parks, just walking around and pan handlers on the streets. What is this housing project doing to address that need? From what I have seen, those people are probably addicted to something. What is this project doing to address that need for those people? You say you are putting low risk people into this 49 unit complex but it is high risk people that are clearly in the neighbourhood already.

Q15 On the slide it says BC Housing already owns that building and I am wondering what research was done to say that that building was a valuable asset to purchase as compared to what may have been available in other areas?

A15 People coming into the neighbourhood that are homeless are an increase in number and a saturation in geographic area. As we have worked in Langley, we have seen the downtown core start to expand. People going into different areas which is unfortunately a natural progression. When you ask how the Quality Inn can address that, it is by taking 49 people from the streets, and places like hospitals and Gateway. We can open up other spaces for service providers.

This is going to be part of the continuum of housing. There are homeless people in the shelters, move them into the Quality Inn and then we free up some space in the shelter. That is how it will impact our community. We are seeing this type of increase of homelessness all across the province.

Q16 You mentioned there will be two overnight staff, is there going to be security as well?

A16 There are security measures in place but there will not be security guards on site. There will be an environmental assessment done by the RCMP for best safety management. There will be increased lighting around the building, increased security cameras and we will work with the RCMP and bylaws to make sure there is an increased presence around the community.

Q17 Will it be a locked facility where people need fobs to get in?

A17 Yes and it will be staffed at the front so we see people coming in and out.

Q18 What is the amount of rent based on?

A18 The majority of folks coming in will be on social assistance welfare. Part of the welfare support is their shelter portion which is $375 and will go towards their stay there.

Q19 How often will staff check on people in their rooms? Is there a timeline that if you haven’t seen someone you go into their room?

A19 Yes, that is something that can be addressed through a program agreement.

Best practice for supportive housing is to do health checks on a regular basis. If we haven’t heard from them in 24-48 hours the staff have to knock on the door and to in to make sure people are ok.
Q20 There are concerns that a whole bunch of people will come into an area when supportive housing is offered. Is that what is happening, are you collecting a whole bunch of people and they are coming into the neighbourhood or are they already there? Is it an influx of scary people that are coming in? Are the drug dealers already there and is this a community problem you aren’t seeing because it is defused across the neighbourhood?

A20 We want to make sure this building is impacting the local homeless within this area. These people are residents and neighbours and are already amongst us. We just need to understand their needs and get them in.

I would say the problems are already in the community. If you took everything that happened in a homeless camp and took that individual and gave them housing, some of those issues lessen. The dealers are already in the community, petty crime is already in the community. This would be a way to help address some of those issues for 49 individuals at a time.

Q21 What does the research say about communities when supportive housing comes in? Does it bring more crime? Does it bring more needles? Are people safer or not?

A21 There are a series of case studies on the BC Housing website, under the research centre, called the community acceptance studies. They are looking at supportive housing going into communities and what some of the best practices are for making them successful and how to engage the community. Some of the research that comes back shows that there is a decrease in police calls in the area. For people that have been following along with what has been happening at Marpole, there was a recent study showing that between December and April the actual crime within that area has decreased by 24% since Marpole opened up.

Q22 Lets say it was a high risk facility and you are taking a bunch of scary dangerous people that we worry about into community and put them in this housing unit. What happens to them after they are in the housing unit? Do they seek out services, are they good neighbours?

A22 People who are homeless aren’t scary and dangerous. There may be some but that is the same with the general population. We are talking about understanding people’s needs and getting them housed. We are trying to create a community that is going to be healthy and can help people that have some issues get better. We want to make sure this building is successful and make sure it fits into the community. We have various supportive housing across the province that becomes part of the community. It gets integrated and there is a level of inclusion for people that have issues that are amongst us and they integrate into the community. As people get better we get them along the housing continuum. If they get worse then we help them find the proper supports.

C23 I know that mental illness and crime are not correlated overall, there are very specific disorders that are associated with crime. By the time we are 40, half of us have had a significant mental health issue so it is common in the general population. A stat of 58%
isn’t that much higher than the general population. Not all substance abusers engage in criminal activity but there is the harm reduction component, things like needles on the ground. I worry about needle disposal on site and safe disposal. The main issue is point in time counts and if you are counting couch surfers and those who are struggling and would they qualify? What is your definition of homelessness for residency versus at risk?

A23 We have a Housing First program within our outreach team. Individuals who are eligible to access that program have been chronically homeless, meaning homeless for 180 days in the past year without shelter. Or if they have three episodes in the last year where they have been homeless for at least 90 days. We can look at people who have been couch surfing and are the hidden homeless that might not be caught in a point in time count. Those people will be part of the pool of people we look at when we are looking for people to live here.

Q24 I want to know what Stepping Stones is doing right now about the homeless feces and cleaning up of needles in the park and camps? Who other than the Township is responsible for clean up or volunteering?

A24 When it comes to camp cleanup we are not involved directly. We are involved if a camp has been visited by Bylaw. If there are individuals in the camp that are at risk, we get a call to go in and see how they are doing before the camp is taken apart. RCMP and Bylaws call us when a camp is going to be closed and we can go talk to people and let them know what is going to happen if they don’t clean up. We have harm reduction and capacity to pick up needles in camps when we see them.

Q25 I understand the units will be the resident’s homes where they can do what they please. Does that mean they are allowed to bring in guests at any time?

A25 There has been discussions with a group of people potentially interested in going into the Quality Inn and the topic of guests came up. They talked about the impact of guests on residents and the community and the program agreement. One of things they said was, for the first while as everybody is getting used to each other, why won’t we limit the number of guests. The program agreement would be very much like the residential tenancy agreement where you can’t have ongoing guests. We would know who is coming in and going out. The front desk will be staffed and there will be a sign in process to know who is in the building.

Q26 Are there other facilities that offer such support that will be doubled up or duplicated by this facility for people that need help with addictions and substance abuse?

A26 Depending on what their need is. If they need detox they could be referred to Surrey and access service there. There is no inpatient detox in Langley. There is substance and alcohol abuse programs offered through Langley Community Services. If it is identified they want to go into support recovery, then we can get them linked into the larger services and there could be a bed found for them.
There are three or four agencies trying to do everybody’s job and everybody has a hand in the pot. Seeing success as being their version of it, success being we have found homes for people, helped people off the street and fixed their additional issues and all sorts of things. The problem is that you aren’t together and consolidated as a group to have cohesive answers. You tell us one thing one time and something else another time. Because you are not on the same page it creates a lot of mistrust and makes it so the general public thinks you have no idea what you are doing. We get different answers for the same type of questions. If BC Housing can’t find a way to get a piece of paper in my mailbox how can I trust them to do anything else? Maybe they should hand deliver the flyers.

My neighbours and I are strongly against this idea and we believe it will raise crime in the area. We have to make sure the whole community gets notified so that the whole community can make this decision. RCMP can’t handle the current problems in Langley and it has one of the highest crime rates in the City. Now you are trying to introduce more crime into this area. You say in a study that people are homeless for three reasons, rent to high, income to low and non-suitable housing. I don’t believe that to be true because I did my homework and people are mostly homeless because of addiction, having spent time in jail or mental illness. We need to help these people but the way you want to help them won’t help them. You tell them they can live here but do whatever they want behind closed doors. You are not helping them. I think you are mixed up. If you can’t guarantee zero drugs in this facility, then my neighbourhood and I are strongly against this facility.

I have family members that live on the street and have been addicted to drugs since their teenage years. I also have family members that have gotten help because they chose to stop. They went into a facility to get dry. I would like to see the people that you want to help, go into a facility for 91 days or whatever because they truly want help. Once they are clean move them in and set them up, educate them and get them back into society. I am against you putting drug addicted people in there and say they can do what they want in their room. I would prefer you help seniors who are on the streets because they can’t pay their taxes. Or a single abused mother or any other people who actually want the help. I am concerned that the drug addicts are going to solicit the children because the school is right next door.

There is a big liquor store right next door and I have heard that a cocktail of drugs, mental health and alcohol can create deadly results. It can create sexual aggression and violent behaviour and then you have children 2-3 minutes away from this facility. I haven’t heard a thing today about how you are going to address child protection. When you are bringing 49 people in you need to take that into consideration. You talk about studies and according to Vancouver Courier on September 23, 2014, social housing on the former Olympic village was 147 units. It generated 729 police calls in the first 16 months that included break-ins, stolen property, frauds, suicide attempts, domestic disputes and missing persons.
A30 That article is referencing the Margaret Ford. It was developed around million dollar condos. What did not happen in that process was a thorough assessment and understanding of who was going in the building and making sure that they were getting matched to the housing. We learned that we have a thorough screening process that we work with our non-profit provider and since then we have opened close to 1,200 units. The results from lessons learned is we have had buildings that integrate into the community quicker.

C31 According to Global News, April 21, 2016, Rain City housing operated social housing in Port Coquitlam. There was lots of broken glass and needles and human feces left around and vomit everywhere. The staff at the nearby daycare showed the kids pictures of needles and they thought it was crayon and Lego or darts. I think with this model and this type of tenancy, we will see that kind of thing. At the October meeting 86% of people (that handed in a comment sheet) opposed this location. After talking to people in our community I think that percentage is very accurate. These are not bad people they just want to reduce the risk to the community and want to protect their families.

C32 What percentage of the 500 filled out comment sheets?

A32 There were 419 people at the meeting and 228 filled out the comment sheets.

Q33 What percentage of the people who are in supportive housing seek out the services of the ICM team and how many of them are using it instead of just living there? Is there more people using than not or is it a significant minority that are using?

A33 The majority of people in supportive housing are connected with services.

Q34 What would constitute removal from a unit if you do have someone that is problematic?

A34 If you had an episode that was severe in nature, say a violent outburst, then that would be a rapid response. If there are issues that can be addressed on a progressive level, presenting the issue and looking at solutions that would be the process we would take. Not necessarily a one strike out for everything.

Q35 I wondered if there was a process because sometimes with rentals if you have a difficult tenant or something, the laws are very strict and I don’t know if it is the same here. Could somebody be removed if they were causing issues?

A35 Yes

Q36 Am I correct in understanding that renovations have started on the Quality Inn? There has been some pushback from the community that I have seen, has that been put on hold until the decision has been made that the supportive housing will in fact go forward? If a resident were to be kicked out, where do they go? My biggest concern is what happens when they have to be removed because of behavioural issues.
A36  No the renovations have not been started on the majority of the Quality Inn. The renovations that have started are to do with the fact that there is a sink hole by the building which is creating a safety issue for the area as a whole. They are doing remediation work on the sink whole because it is a safety risk. The renovations to make it into support housing have been put on hold until the decision has been made.

Q37  Was it started and then put on hold or has nothing ever happened in terms of them starting to prepare the building?

A37  I think they have done some basic pieces but I don’t think they have done any major renovations.

If somebody was in a position where they were not able to stay at the Quality Inn then my first priority is to find a different place for them. Part of the agreement that we will have with the Gateway of Hope is taking people from their opportunities program, their transitional housing or if they have been in their emergency shelter and shown the ability to be stable and work on goals to bring those people to the Quality Inn. If we have someone that can’t be in the Quality Inn, moving them back into the process so they can access the shelter space.

C38  My issue is the location. I don’t care what statistics say, the fact is drug addicts support their habits by stealing and committing crimes. I saw a pile of sand with needles stuck in it and there are kids walking by that pile of sand. I don’t want it in our community and there are other places you can build it.
Appendix G: Open House Dialogue Transcripts
PUBLIC INFORMATION MEETING REPORT

To: Roberta Randall, Senior Manager, Community Relations BC Housing  
Ruby Sandher, Planner, Township of Langley
From: Catherine Rockandel, IAF Certified Professional Facilitator, Rockandel & Associates
Re: Public Information Meeting Summary for Proposed Quality Inn Supportive Housing project at 6465-201 Street, Langley, BC.

Date: May 30, 2018

Event Date: Monday, May 28, 2018
Time: 5:30 PM – 8:00 PM
Location: Langley Events Centre, Banquet Hall, 7888-200 Street, Langley BC
Attendees: 137 people signed in
Comment Forms: Sixty-five (65) comment forms were received and submitted to the Township of Langley

Notification
- A project web page at https://www.bchousing.org/partner-services/public-engagement/langley-supportive
- An invitation letter was distributed to 4,500 homes / 1KM radius of 6465 201 Street via Canada Post starting Friday, May 10
- A half-page advertisement was placed in the Langley Times and Langley Advance newspapers on May 10, May 13, May 15, May 20, May 21
- Targeted Facebook advertisements and Tweets began on May 10

Presentation Team
- Dominic Flanagan, Executive Director & Strategic Advisor on Homelessness, Supportive Housing Programs, BC Housing
- Janet Burden, Executive Director, Stepping Stone Community Services Society
- Dan Kipper, Director of Clinical Programs, Mental Health & Substance Use Services, Fraser Health Authority
- Corinnee Blasius, Manager, ICM, Langley Community Services Society

Other Representatives Responding to Questions
- Superintendent Murray Power, Officer in Charge, RCMP
- Naomi Brunemeyer, Development Manager, BC Housing
- Brenda Proskien, Regional Director (Vancouver), BC Housing
Elected Officials and Representatives
Elected officials and Township representatives listening to citizen concerns including:

- Mayor Froese, Township of Langley
- Councillor Aranson, Township of Langley
- Councillor Albrecht, City of Langley
- Ruby Sandher, Planner, Township of Langley

Facilitator

- Catherine Rockandel, Certified Professional Facilitator, Rockandel & Associates

BC Housing has submitted a rezoning application to the Township of Langley for the Quality Inn at 6465-201 Street. BC Housing purchased the property and is undertaking renovations to convert the existing 50-room hotel into 49 units of supportive housing and programming space, and an office for a new Intensive Case Management (ICM) team. Stepping Stone Community Services Society would operate the supportive housing units and provide support services and programming for the residents. The ICM, in partnership with Fraser Health, would provide access to treatment for people who are experiencing homelessness.

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

Q1  What other housing projects does BC Housing do in the community?

A2  I realized I skipped an important slide that speaks to our recognition that we need a range of housing both affordable and supportive that we are investing in the City and Township of Langley. This includes regular social housing for low income seniors and low-income families, rental assistance through applied market WRAP and SAFER program for seniors. We have started to invest in youth housing and affordable rental. The BC Government budget includes an investment of 6.6 billion dollars over a ten-year period. There is a lot of work to be done and we need a whole spectrum and continuum of housing

C2  What if we were not talking about supportive housing but we were talking about my son, or your son, who was successful, moved out and then had a sports accident and then he was no longer able to complete his apprenticeship, not able to do what he wanted to do and he could not see the future and went into drugs. What if we were talking about a wife who faced the tragic loss of a child but simply could not cope. And could not deal with the difficulties in her life and could not see a way forward and started to drink and it just got worse but she could not deal with it. What if we were talking about a husband that had a psychotic break totally unexpected and the person took the family car, drove to Phoenix and is now using drugs and is not getting help. What if we were talking about that sensible daughter we had great hopes for but then she got involved with a guy who was not good for her and things went from bad to worse and she got involved in all kinds of things she should not have got involved in. She needs help but doesn’t want to come home and face that. These people are people we know, they are in need of help. I look around the room and I honestly believe these people would help their son, daughter,
father...they would go, but what if that didn’t help, what if you didn’t have the resources or there was more than one issue, a divorce in the family, or not enough money, we then say what can the government do to help us, this is what the government can do to help.

C3 I want to follow up on what this man just said. In my own family, I have a brother-in-law with schizophrenia and he lived on the street and now is living in a home with proper meds living the best life possible under supportive conditions. I have another brother-in-law who is also schizophrenic and he also lives on the streets in another province and they do not have supportive housing over there. A month ago I had to rent an apartment for him as he was sleeping the foyer of the police department. These kinds of places where you can have a managed environment, all the assessments can happen for addictions, trauma, these things work. I have seen it from my own experience and the more we can set up these types of environments for people who cannot help themselves. These people need help. We have to have the compassion to help these people or they will die. I am totally in favor of these types of places that are properly managed and supportive.

Q4 I am a resident in the Willoughby community for over 10 years. I would like to reiterate my concern over this proposed supportive housing project because this site is located in the heart of a densely populated Willoughby community. It is surrounded by daycare centres, elementary schools, senior centres and family homes and family orientated businesses. On the east side of the Quality Inn there are 14 townhouse complexes each is comprised of over 100 family homes, two elementary schools and several daycares within walking distance of this site. On the west side of the Quality Inn Langley Meadows Elementary school and countless family homes. Behind closed doors the tenants of this proposed housing units do they have the freedom to do what they want being such a low barrier model. The homeless count report states that 53% of homeless are addicted to substances 38 % suffer from mental illness. My question is how are you going to manage the risk it will bring to the surrounding community, the risk it will bring to our children, our families and our businesses? My conclusion is that this is not a suitable location for the supportive housing.

A4 I hear your concerns about safety of the neighbourhood. As the operator of this proposed site we are also concerned about safety of neighbourhood and people that live in the building. A few things even though people would be dealing with different issues that may be living there will be wrap around services and supports. It is not that it is a free for all, with no rules or expectations within building. People will be signing program agreement that they will be expected to be respectful of people in the building and the neighbourhood. We are concerned about safety. We will strike a community advisory committee which was described in the presentation. It will have community representation, people that live in the community, businesses, RCMP, Township Bylaw, BC Housing to talk about what people’s concerns are and if there are issues that are really happening then how can we address those.
Q5  The 5:30 start time was very inconvenient, because my husband had to leave work early and I had to rush. I am not against the hotel being turned into housing, but my concern is finding a balance between the need of the homeless people you are seeking to help and the families surrounding the location. Is BC Housing willing to tweek the plan for this location? Does it have to be or can it be a drug free location, where people there are in programs. Or changing the clientele or residents to people who have come out of a treatment program instead, having that as starting point rather than current model. If you have considered other approaches, why have you not chosen any other approach based on the concern of the community?

Are you concerned that if you put a restriction on the terms that for example someone has to be in a rehab program for drug use, then people would not want to live there and it would fail?

Can people continue to live there while they are in a rehab program? Is there rehab program paid for?

A5  The slides talk about the number of homeless people in Langley and not all of these people are drug users and not all drug users are homeless. What BC Housing, Stepping Stone and Fraser Health use is an assessment tool used throughout North America to make sure that everyone that moves into this housing has the right level of supports and helps us to create the right level of tenant mix at site. We want like everyone in this room to make a difference in people’s lives. We don’t want this to impact negatively on the community. From BC Housing perspective, this has to target people that are street and sheltered homeless. We are in the midst of a crisis in this community. We will prioritize people that are homeless in the community of Langley, not people from outside Langley. Those people that move in will have the right level of supports whether physical health issues or mental health issues.

A lot of individuals have varied backgrounds and different needs, some have addictions issues while others have mental health issues. By starting with housing, it is the first step for the team to work with individuals to make small gains. People may not be ready at that time to go into other programs such as rehab, while some may be ready. The team is there with a variety of skills to support people.

Yes, people can continue to live there while they go to rehab program unless it is a residential facility where they have rehab. Yes, substance use services are free of charge and then they can come back to the housing.

C6  I was at the last meeting in the fall I filled out the survey gave my email address but I was not notified about this meeting. I found out about this meeting and the other dialogues three days after the first community dialogue on May 15. I found out that it is being blamed on Canada Post that if you have a red dot on your mail box then they don’t deliver general mail to you. I don’t have a red dot, I live within 100 metres of this proposed place and I am opposed. I am against it. I am against the allowance of drug and alcohol in the rooms. I am agreement with helping people. If this was for elderly people
for battered women. Why are these people homeless there are many different reasons. Some of these reasons are because their mother, brother, or son don’t want them in their house because they are scared of what is happening around their other kids, things going missing. I live in this area, why do I have to be told this is what you are going to do. My question is why not use the land Trinity Western wanted to buy but was turned down to build a hospital and have a treatment centre where people that need to be treated because they have a drug addiction, an alcohol addiction, a mental illness why not do that.

My main concern is why is there not better communication. With no disrespect I live within 100 metres. I don’t have a red dot, you had my email and I did not receive any notification explain that to me. I said I was publicly against this and that is why I think I did not get any notification.

There was a multi-prong approach to notification around this process. We notified it on Facebook, in community papers and we sent out a neighbourhood letter. I appreciate that some people have said they did not receive it or they received it late. The letter was sent out to a 1 km radius around the Quality Inn on May 11. It was done through Canada Post mail drop those without a red dot (indicating they do not want flyers) did not get it. BC Housing has to use Canada Post because we do not have the names and addresses of people that live in the area. We also reached out to the Langley Meadows Community Association and other stakeholder community groups and asked them to share it through their networks. My understanding is that they did this. Given that some people missed the earlier community dialogues we added extra sessions the next week in the day, evening and on the weekend.

Hi, I have been homeless for the last 12 years. The last 3 winters outside. I have nothing to be ashamed of. I am a grandmother, I have leukemia, I would like to get inside but I do have addiction issues. I am addressing them right now as we speak. I am in the methadone program and have been on it since October. I have stuck with it, I have fallen back once and picked myself up. I really want to live inside. I don’t want to live outside anymore. I have the right to a place. I live in Langley Township for 35 years. I had a house in the Township that we owned for 15 years, then I became a renter in the City of Langley. I really feel like I am a piece of crap on the side of the road the way people talk about homeless, we have schools down the street, we have this or that. It makes you feel unwanted. I have daughters and granddaughters. I would never hurt your children or be part of a community that was not caring enough to look after their neighbours. I grew up in White Rock when it was a small town, and Langley was a really small town. I know what it is like to be part of community. I would want you to voice your opinions against the things that are done wrong by the homeless community but I would also want you to voice your opinions about the things that are done right by the homeless community. I know we have done a lot of good things around our neighbourhood at the Vineyard Church. We are not all that bad of people. If you had one on one talks with us, I would even buy the coffee I will sit and address your questions, please have a look at what the
face of homelessness is now. We are people that have had problems, by brother committed suicide, my mother died then my father, my ex-husband stole my little girl away from me when she was 6 now she is 19. I have been trying that long to get a place to call home for that long for her and I. It is probably why my addictions got so bad because I had no home and I lost hope. I don’t want to leave Langley it is my home, my community. Why should I made to go to Hope, Kelowna, somewhere else. Why should I be made to go because you are not comfortable and I am made to feel not welcome.

C8 I want to reiterate that I don’t know why everyone assumes that the homeless are all criminals. I assure you there are more criminals living in houses in Langley. If you are that concerned about safety I would check out your neighbours criminal history. Recently two people were murdered in Willoughby and another at 232 Street in a drive by shooting. I would like to say that people take a look at yourself before you start pointing fingers. Most of the homeless people in Langley are indigenous, that means they have been raised here and lived here all their lives. It is not fair that they should be told to leave or given housing in their own community. And especially since most of them have raised children here, paid taxes here. A lot of people are homeless because of medical and health issues.

C9 I have participated in many community meetings and a few of us said we wanted to give back to the community, some ideas included gardening, community kitchen, and I wanted to volunteer supports for seniors and ongoing maintenance of the facility.

C10 I am a Langley resident and have been in Langley for over 40 years. I have a business and my son has a business. I am standing here trying to be positive and encourage people not to judge and this gentleman behind me in the audience says, “bullshit” as someone else is talking. We are calling them these people, the less fortunate but they have names. Do you know their names? Do you say hello? Until you live in their shoes for one day, I would not judge. I hear you complaining, these people are everywhere. They are on the street, by Gateway of Hope, by the Church, what BC Housing is telling you that they would like to take people off the street and put them somewhere safe so you don’t keep complaining about it. So let’s work together as a community and open your heart.

C11 I spent my weekend walking around neighbourhood to gather opinion of neighbours. What I found was that approximately 80% of people I talked to have no idea about this project, so it is about communication. Around about 96% of people are against idea. (Facilitator) Can you tell us how many people that represents in actual numbers?

I talked to 60 people, why are we against this, we are not against supportive housing especially if it is for people that need it like single parents, elderly people, students or people with disabilities. We are concerned about drug abuse. We want to help people with drug abuse but providing them with shelter is not help. They require a comprehensive help. You have a very successful competitor John Voken. He helps drug addicts, he builds community, provides education and job training. There has to be a will and a wish to be there. You cannot help me that do not want help. If you are drug free we will help you. If you want to continue using drugs then we in this community are against
We also have kids, who will find needles in playgrounds. We know it will increase crime although I agree that not all homeless have predilection to crime. It is about drugs.

I would like to thank BC Housing for all the programs you are setting up it is awesome news for Langley. I would also like to thank Lookout get off the street. It is a great program. For the people that are saying you don’t want programs that give people a home and help get off the drugs. I want that in the community. I want to make people better.

The Lookout Society is on Glover and Logan in Langley. We have a program with two full time staff and a number of peers. You may have seen them riding around and these two ladies that are part of our harm reduction team. You can call them anytime, if you find rigs (needles and paraphernalia) in parks, school grounds, business, you can call 604-812-5277 and say the location and they will go out and pick up needles etc. If you see a homeless camp you can also call the number on this card they do outreach and will go and talk with that person and can connect them with a number of other people at agencies that provide support. I will pass these cards out we collect from Langley City, Township and Aldergrove.

My wife and I and our family have been a resident of Langley for 22 years. I work in the City of Langley, Pastor at Langley Vineyard Church. We are in the midst of a crisis not just Langley but in every North American and European city. This initiative is one of the great things that is taking place, in the presentation they demonstrated five other great examples where this type of housing is operating very successfully in dense residential areas. After opening they have very favorable reviews from the community. I know 85% of the applicants that have applied to live in this Quality Inn. By far the majority are applying because they want to see change in their life. To have this available to them when they need it and as a community what we have to continue to push is compassion, understanding, and cooperative spirit because you cannot get off the street by yourself that is a reality.

What a difference an address makes, if you are homeless and you go to the hospital, the second question they ask you is where do you live? Once they find out you do not have an address then the services are significantly curtailed. It is not that they don’t want to help but help needs to go somewhere, they need to follow up for specialist appointments, or you have a bad sleeping situation and you sleep through an appointment, or you don’t have a way to get to the Hospital. The Housing First program out of Medicine Hat that has brought the services to the people. So that people who need different kinds of help get the help they need. For someone that has significant disabilities they can have difficulty doing taxes, getting support

I fully support what you are doing. I am volunteer nurse on a mobile clinic in Surrey. The biggest challenge we have is connecting people to services. The other thing about families is we have involved our children for the past 20 years working with the homeless in Langley and Surrey. Our children have grown up respecting the homeless and wanting to
help. I want to encourage those families having fearful thoughts to one Sunday come down to Langley Friends Vineyard and meet some of these amazing people.

C17 I ran the petition to support this project. I have to say it was enlightening process getting involved in the for petition. Originally, I was not sure what I was getting myself into but I was seeing more and more homeless people on the streets of Langley and it disturbed me. I started to look at the research particularly the Housing First model. I totally understand the emotional reaction people have when they hear about a project like this. I would encourage you to dig into the research and read the papers. There is one by SFU Centre for Applied Research in 2008 on mental health and addictions. Many of the reasons to be for supportive housing have already been mentioned. This research and others demonstrate that the safety concerns and negative property value impact is not borne out in the evidence. I am scientist myself so evidence is important to me. I want our governments to make decisions based on evidence not emotions. I encourage everyone to have an open mind and look at the evidence.

C18 I am resident about 1 km away from building. I heard a lot of speakers speak and I wonder how may live close to Quality Inn. If you live further away and you say I am Langley resident it is not really fair because most of the impact is to us. This project is not around your home. I am educator, not just about needle on street, I chose Langley instead of Surrey when I moved from Burnaby was because I thought Surrey was not safe. I felt that this little town when I passed by on the way to Hope twenty years ago was safer. All the neighbours have young kids, they learn behaviors from what is going on around them. I would say if you don’t want to do this around your home please don’t do it around ours.

C19 Get them in there as soon as you can. I am for this supportive housing

C20 I sit on the Langley Overdose Committee, I volunteer at Lookout. We moved to Langely when I was a child, more recently I have lived in Langely for past 7 years. I am part of Rig Riders, we ride around and pick up the needles you are concerned about. Please contact us, we can even do extra runs around your neighbourhood if that is what you need. Recently I found myself homeless and this would be a perfect place for me to live. Unfortunately, I have fought addictions problems for many years. I need a break

Q21 Hello, I am recent very proud Canadian citizen a couple of years ago. I live in the neighbourhood. I got a letter on achieving my citizenship, the letter goes on but when I became a citizen I swore to protect the rights and freedoms of others and to work to make this a better place. I believe it is everyone’s right to have a safe place, and I believe they need a home to begin to do that. My question is related to one of our fundamental needs and that is belonging. I don’t know how to help people recover from addictions but I do know how to be a friend, but I want to teach my young boys this too. Do you see a way that this housing project can welcome members like myself to build a healthy and welcoming community for those in need?

A21 By providing a home for 49 people there will be a home within the building and we are looking to people in the community that want to be part of that. You are right community
and connection is what is really going to make difference in people’s lives.

C22 When you sent out the letters what was the radius that it went out? I hear that people speaking are from all over Langley, yet the letter you sent was to those in the 1 km area as they were most affected. I feel that their voice should be the ones that are really heard. I am not saying they are 100% right. I speak to balance, maintaining the lifestyle that the children and families are used to having while helping the most people we can. I feel that those people in the 1 km radius are not being considered to be as important as the need of the homeless. Are the children raised in this environment, are their needs not equally important as the homeless. I would ask for a compromise in the selection of the residents to people who are already in process of being healthier.

A22 I hear members of the public saying that BC Housing said it was 1 km.

Q23 I want to know how the communication for the Public Hearing is significantly better than this public meeting and the other meetings. I wonder if some members of the homeless who are not drug addicted are feeling that the supports are not there so they need to say they are drug addicted to the ICM team to get into this supportive housing. Why does Langley not have a Detox Centre?

A23 The Local Government Act governs how you proceed forward when you are doing a land use change. This is what this is, BC Housing has submitted a rezoning application, then as the applicant BC Housing is required to host a Public Information meeting, the first of which we held in the fall. BC Housing has engaged in a public education campaign to build understanding and address concerns. To ensure we address your concerns we have done further community dialogues, some newspaper articles, advertisements and this public meeting. All of which go to Council. The Public Hearing is the municipality’s jurisdiction, we host this meeting, they host the Public Hearing. They communicate about that based on their requirements under the Local Government Act. The municipality has not set the date but once they do they will communicate with citizens.

In terms of the Detox Centre question, there is a Detox Centre in Surrey that is a regional resource that anyone in the Fraser Health area can access. Individuals who need detox can be referred there. These is also new models out there that Fraser Health has been using called Mobile Detox. We have that in the eastern Fraser, which is Chilliwack, Mission so that is another option. It is a matter of resources as a Detox Centre is quite expensive to operate.

In terms of the question about the ICM team, we have 73 clients that we work with, and we have had 110 clients apply for our services. We do an assessment whether someone is referred from an agency or a shelter or by themselves. In that process, we determine how we are best going to help this individual and the services they need. In that process, we have had 2 individuals who have stated that they have had a significant substance use problem. In the assessment, we determined that was not necessarily the case and through conversation with them we determined they just want housing, as with any referral we receive, if we deem the client does not meet our criteria then we connect
them with community services that can help them. For the ICM program they have to be 19 years of age, they have to be willing to attend our program and want a change in their life. In our program, we will support people to work on their substance use issues. The #1 goal for all our clients is to get housing, the #2 goal is to get help with treatment or assistance with their substance use.

Q24 I work with the homeless feeding them on street on Thursday night and I am also an emergency room nurse. I have seen drug use and it’s affect at its very worst. I think the panel is downplaying the problem of drug use in the homeless population and what that drug use does to the communities in which they live. I have a couple of questions, inside the home, I am assuming many of you have worked with people with drug addictions, maybe not in emergency, you realize how violent they can get, how high they can get and how crazy it can become. Do you have security in the home for staff and for other residents and how well trained they will be? Who will check on people could there be someone that is dead for five days. Also I would like to know what the plan is for RCMP surveillance in the area and what plan is being put in place to ensure that drug deals do not increase in places such as the Home Depot parking lot, the Walmart parking lot. What is the plan? I don’t think we can negate the impact of bringing people who use drugs on a regular basis into a community, has on a community. I appreciate the stories from the homeless people, but after I serve them supper, they shoot up under a tarp right beside me. I do believe they need help, but I don’t want to bring that into my community.

A24 There will not be security people in the building but there will be staff 24/7. We currently support people that are housed in market housing people that use substances, that use alcohol and they are responsible tenants. We have people sign program agreements that clearly lays out expectations around people’s behavior, we will work very closely to make sure everyone is safe in the building. In terms of the neighbourhood that will be part of the discussions on the Community Advisory Committee. If there are issues that are coming up off our property like people are witnessing drug deals involving people that live in the housing we would be working with the Committee to address that. I hear your concerns and while I have not worked in an Emergency room, we have a lot of experience for the past 30 years operating housing and supporting people in scattered market housing in the community. Some of those people have substance use issues, are there ever times when we have to call on the RCMP, absolutely there are times. We will use the resources available to us at any given time. My experience has been that most people once they are housed and have the proper supports we do not anticipate that being a huge, ongoing, daily issue.

To be quick the RCMP on any new project in the community we love to become active full partners in making sure the community is safe, the project is a success. If this project gets off the ground we will be at the table. We are at the table now, if it takes special targeting as it gets off the ground we will be there. We will constantly assess any crime issues as we do in any other part of the community and respond accordingly. It will be under the microscope if it gets up and running. From the policing perspective, it depends on what is
being reported and what we are seeing, we respond appropriately, whether that means plain clothes surveillance, plain clothes engagement, or uniform engagement. We have multiple tools at our disposal, until the problem surfaces I can’t give you a solution as it would be speculative.

I speak as a former social worker prior to being the Executive Director & Strategic Advisor on Homelessness, Supportive Housing Programs, BC Housing I spent two years in St Paul’s Emergency Room in Vancouver and worked in ER’s in London, England. I have seen violence in ER’s, I would respectfully suggest that the ER is a very different setting than what we are trying to do here. This is supportive housing and what I have seen working in the health system and ERs and community based setting, is the difference a community based setting makes for people who have had the experience of homelessness and living on the street, just the impact of coming inside and shutting your front door in terms of the impact that makes on your behavior. I am not Pollyannaish about it. This is why we are putting high level supports into this housing. In addition, BC Housing as part of our contract for supportive housing has minimum 48 hour room checks. It can often be more than that depending on individual assessment and the person’s needs.

C25 I am really struggling with the logic of the No side. You put people in a home there is no needles on the street, there are no needles in the park, on the school ground. You leave people living on the street that is where everything is and that is where everyone’s problem is. I have a daughter in Langley Meadows school. We live in the neighbourhood. They found needles on the playground. I would love anything to not find needles on that playground. What is the solution, its right here, put them in a supportive housing and the needles stay in there. The other thing I would like to bring up is there a lot of people that are dead set against this, came and sat down and didn’t even read the boards. These people have to pay rent. Its pretty hard to pay rent if all your money is going to drugs. It seems to me that people’s priorities are skewed a bit and more focused on property values and not wanting it close to their homes. And by the way no one complained when the liquor store went in and it was close to their house so they can get their booze for the weekend.

Q26 I live right across from the proposed development I never got a notice. I have emailed BC Housing a number of times, spoken to you and the Mayor but got no notice. Of the 82 residents in my complex 6 people got one. You are lacking in your communications. Maple Ridge has the same problem, lack of communication. In my complex 82 families no one is opposed to housing we are opposed to low barrier. We are opposed to you not working with the neighbours directly adjacent to say what is going to work for you guys. I think it is done deal, you buy buildings like Surrey Place and it went through. We don’t have a say, you are not listening to us. I am concerned our needs are not being met and this room is empty compared to how many people came out in the fall. I want to know how many supportive housing that BC Housing proposed around the province get stopped, got shut down by community? I also want to know have you ever changed the program from low barrier model to high barrier zero tolerance model because the community is opposed?
Certainly while there are some that don’t get developed we are hearing more Council’s and communities saying yes to modular housing including Chilliwack, Sechelt, Richmond, Abbotsford. Right now we have approximately 1,000 units of modular housing either opening or scheduled to open in the next 12-18 months across the province.

No, we have not changed the approach from low barrier because we need to bring people who are street and sheltered homeless inside. The more restrictions we put on the more people will stay on the street. Beside the human cost to homelessness, the most expensive way to treat people is to keep them on the street.

Q27 I am in support of the project. I live two blocks away from the Quality Inn. I live close and would like to understand more about the ICM team?

A27 The ICM team has been operating in Langley since the end of September beginning of October 2017 we have as part of our staff a psychiatrist, a nurse practitioner, 3 case managers, register nurse, registered psychiatric nurse, a peer support worker and a housing procurement specialist and an addictions counsellor and administration. Every client that comes to use our services has access to these each one of those professionals. We do not tell people what is best for their lives. They tell us what they want for their lives and we help them with that process. If people on our case load were able to access services today they would not be on our case load. Our staff are available 12 hours a day and on call for the other 12 hours 7 days a week.

C28 In Abbotsford the Salvation Army operates with the same type of ICM approach. There are about 90 people that live around that homeless shelter in shanty squats. It is not a criminal activity to put up a tarp or defecate on the sidewalk so the police can’t do anything and as a result Paladin Security has a full-time contract so hopefully the Provincial Government is accounting for that. I am a homeowner and a small business owner and I am within 1 km of the proposed project and my voice is disenfranchised because I was not given anything in the mail that let me know that this project was being considered. I do have a deep sense that this is a fete accompli. Are projects like this being considered in West Van, Shaughnessy, Point Grey, Kerrisdale, North Vancouver. I agree with the pastor that this is not just happening in Langley it is a Canadian issue. In 2009 and 2010 there was a concentrated effort to move the homeless out of the downtown eastside in advance of the Olympics and I believe this project is a continuation of those efforts. Homelessness is a Canadian issue and I don’t think it is fair to saddle that only on the Township and City of Langley. Will the Provincial Government be setting aside the extra 300 to 400,00 a year for extra policing costs. If you build it they will come.

A28 First, in terms of the issues in Abbotsford and the Salvation Army service is a shelter. This is not a shelter it is supportive housing. You are not going to have tents and tarps outside. This has not happened at any other supportive housing project that we have.

In terms of housing in Vancouver, many years ago there were 12 sites with 1200 units of supportive housing throughout Vancouver some on the west side and some on the east side and some downtown. Those have been operating for 10 years and have been very
successful. We have learned a lot over the years from issues that have arisen. They all operate well and some are near schools. We have six sites that we have earmarked for this type of modular housing, four of six are already operational, two are under development. Those are all going to operate like this supportive housing project. They will have 24/7 supports. There are no housing projects at this time being developed in the communities you mentioned but there are some being considered. There are projects on West 2, on Ash and Little Mountain, Heather and Fir.

Q29 On these other sites have you seen any increase in crime?
A29 We don’t have those statistics with us tonight. However, a recent media report on the Marpole modular site, the RCMP indicated there had been a 24% reduction in crime in that area.

C30 I understand what people are worried about. I have two children they are more world. I grew up in a pretty tough life, and while I don’t want to shelter my children I don’t want them to go through what I did. I want them to be kids. I am all for helping people that want to be helped but you need to listen to people and not have people who are doing drugs in this house. I moved to Willoughby so that my wife and daughter can walk down the street without being scared. So far they have been able to do that.

Q31 Drug addictive people have strong temptation. John Volken Academy makes them take responsibility for their life. Drug addicted people often have no will so when they start recovery they will not have strong will. They will agree and then not agree any more. What to do if someone agrees to program but then does not have will to work on addiction issues? Also what can you say about what John Volken says about drug dealers find lots of clients in these places? Also, why would you not provide these places to people that would integrate with our community like single parents, mothers, students that are for sure safer?

A31 Yes, we would possibly house someone that is not ready to work on their drug issue at the time. We would be working with people every day once people have stable place and a home they want to make change. Some might choose to go to treatment centre, others might do it as an outpatient.

We definitely will be monitoring the property not just the immediate Quality Inn but the Home Depot parking lot. We are not in support of any dealers being in the area. If that was an issue we would work very closely with the RCMP.

More affordable housing is being developed in Langley for low income seniors and others.

Q32 I am representing Triple A senior housing. We advocate for more affordable housing options for seniors, more of whom are becoming homeless. We are proposing 49 homes for 49 people. I have heard 2 people here tonight are applying and I can see they are seniors like me. I have heard of others that are going to apply. The 206 homeless are not all here, but we need to remember they are our neighbours. This will give them hope. We need this housing for seniors who cannot deal with their addictions issues on their own. I
was happy to hear about the Look Out program because I am the president of my strata and we have found needles on our grounds. There are homeless camping in the children’s park across the street. I am happy that there are supports coming to help us with these issues.

**Q33** When I was 16 my mother, brother and I became homeless. My mom had health problems and she didn’t want to tell family and friends. We all carried this shame. I had a boyfriend from another church and I was to keep it from him for the whole summer until a series of events happened and I shared with him where we were at. He went home and told his parents and they graciously opened their home to us for a couple of weeks. They helped us get an apartment that had everything we needed because we had lost everything. This was a game changer to have a roof over our head, stability. My brother and I were able to go back to school. I just want you to consider how you hold the homeless. Our socio-economic status does not define our value, our potential is, or our character or moral fiber. Please don’t sweep everyone into the same group. Lets look at all people that are homeless from an evidence perspective rather than fear based. My question for those that have mental health issues but not drug addicted would they be able to access this facility?

**A33** Yes, absolutely someone that has those type of experiences does not these kind of supports to stabilize and move on with their life.

**Q34** Where is the Detox Centre in Surrey? My other issue is you are going to put seniors, drug addicted people together in a home together. This is not safe. I have drug addicted family members that choose to stay on the street. Others that have sought help. If you want to put this centre here. In your meeting report from Oct 2017 you say 190 people opposed it and you say you want to listen to us yet you have not effectively let the people in that 1 km know about the meetings. We are asking for fairness and that everyone is informed about what is going to be in their back door. Let the home be for someone that has gone through detox, that wants to get ahead in life and is not using drugs. You say you all these other homes well then put them in those homes don’t put them here unless they have gone through detox and we can feel safer with. Why don’t we have any rights. I also said in the community dialogue that you are going to do what you want to do and you are hoping that less and less people are here

**A 34** It is right behind the Surrey Hospital

**Q35** I agree with her that we were not notified. I live in Langley Meadows we have lived there for 25 years. It was a great little community but changing. Someone should send this notice for needle pick up to everyone. I am not posting this on Facebook it should go to the principal of the schools. There was a woman who was lying in the Walmart foyer. I told management but they did not do anything. When I finished shopping she was still lying there so I asked them to call the RCMP and I waited. My question is how trained are the businesses to respond to these types of issues? What kind of training can community services provide to the community? Who could do that?
Look Out will share the information with the schools and post on Facebook.

If Canada is a democratic state, I heard 86% of the people that submitted 228 comment forms in the fall were opposed, if that is case why are we still discussing this issue.

I would also like to know more about the crime statistics around other social housing units.

This is a public meeting to discuss the issues. The development application for rezoning is decided by the Township Council that are elected. Their job is to consider the interests of the over 117,000 citizens in the Township and make a decision at the Public Hearing.

Other than the one example provided earlier from Marpole we do not have general crime statistics at this time.

I am still concerned about safety issues for children and for families this is all I have to say.
Appendix H: Sign in forms

removed
due
to
personal
information
enclosed