

PROPOSED LANGLEY SUPPORTIVE HOUSING

FREQUENTLY ASKED QUESTIONS

What is the difference between a shelter and supportive housing? Is this housing for homeless people?

BC Housing's Emergency Shelter program provides emergency access to a temporary shelter bed. The primary focus for shelters is moving people into housing. Supportive housing, such as the proposed project, provides housing as well as 24/7 on-site support services with access to treatment programs, employment and life skills programming. Where appropriate, the proposed Langley program will help people transition towards independent and stable housing.

Who can access the supportive housing?

The supportive housing units have eligibility requirements around income, homelessness and required supports and programming. A Vulnerability Assessment Tool (VAT) will be used to determine eligibility and help match the available supports to a person's needs.

Are there any targeted demographics for the supportive housing? (ie. any age restrictions)?

Yes. We will be housing low income individuals over the age of 19 who have a history of homelessness and who need additional support services to maintain housing.

Will you restrict the eligibility to people be from Langley?

People who are homeless in Langley will be given priority.

When will you be opening?

The estimated occupancy will be dictated by the municipal process. We hope to have first reading of the rezoning application next month followed by a public hearing. The need for this housing is immediate, so we hope to achieve occupancy by spring 2018.

What sorts of services will there be on-site?

There are a variety of services proposed for this site. The Intensive Case Management Team (ICMT) will be located on site and provide clinical services for clients. Other services will include outreach workers, wellness checks, connection to community services and support groups, 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.

Will all services in general only be limited to tenants? (ie. no drop in services)?

All services provided will be for tenants. There is no plan to offer drop in services for non-residents.

Will there be a community kitchen with drop-in for homeless people?

There will be no community kitchen at the proposed building. Tenants will have access to one hot meal a day and a light breakfast.

Will it have emergency beds for cold weather events?

There is no plan to offer Extreme Weather Response shelter beds at this building.

Is there any requirement that tenants be actively job searching or applying for education?

There is no requirement that tenants be actively job searching or applying for education, but when people have stabilized they will be supported to pursue self-identified goals that may include work and/or education.

Is there a curfew for tenants?

There is no plan to have a curfew for tenants.

What expectations are made of tenants and what consequences are in place for non-compliance?

Tenants will sign a Program Agreement similar to a Residential Tenancy Agreement and will be expected to abide by it. The Program Agreement will address expectations about behavior especially as it relates to the health and safety of themselves and others.

What is the barrier for drugs/alcohol (no barrier, minimal barrier, or high barrier)?

The goal is to provide minimal barrier housing opportunities for individuals who may or may not have substance use concerns. We commit to keeping our doors open to all individuals and reducing barriers to accessing vital services unless they display dangerous, abusive or violent behaviours.

How will intoxication and aggressive behaviour be dealt with?

If a tenant is displaying dangerous, abusive or violent behaviours, and all attempts by staff to de-escalate the situation fail, we call the RCMP.

What safety and security improvements are being made to the building?

The most important security feature, both for residents and the community, is 24-7 staffing. Updates are underway to optimize lighting, fencing, enable fob system for residents only, and create a contained outdoor amenity space for smoking / dog walking. A Community Advisory Committee will also be established to address neighbourhood concerns around safety and security.

Do you have any research to show around this model of housing and health care for homeless individuals?

At Home -Chez soi Housing First study: http://homelesshub.ca/resource/housing-first-people-severe-mental-illness-who-are-homeless-review-research-and-findings?_ga=2.268115782.91956897.1509048950-1351843664.1509048950

Do the eligibility requirements consider criminal records?

Having a criminal record would not necessarily be an exclusion criteria for housing.

Did BC Housing do business impact assessment? Do local businesses support this housing?

BC Housing and Stepping Stone have talked with the immediate neighbours about the proposed project and will continue to communicate to ensure we address concerns as they arise. A Community Advisory Committee will be formed to include representation from community partners, BC Housing, Fraser Health, the Township and the Chamber of Commerce, and will meet regularly.

Why was this location chosen for supportive housing?

The hotel was relatively new and in good condition, so renovating the units for use as supportive housing could be achieved more quickly than a new build.

How will you address the concerns in the neighborhood? How will you handle issues?

Stepping Stone Community Services Society is committed to being a good neighbour in developing new supportive housing that is an asset to the community. Our commitments include communication with the neighborhood; identifying tenant expectations; rules and regulations and addressing concerns in a timely manner. BC Housing will have expectations on administration and management of the housing units. A Community Advisory Committee will be formed to include representation from community partners, BC Housing, Fraser Health, the Township and the Chamber of Commerce, and will meet regularly.

Why are you choosing a location so close to an elementary school?

This location was chosen because the former Quality Inn was suitable for renovation for housing individuals in need. In addition, the location is close to services and transit which is important for individuals accessing healthcare or other services, who may not have a vehicle. Stepping Stone is committed to being a good neighbour and will ensure that any concerns will be resolved with the neighbours, including the elementary school.

Why are you bringing homeless individuals into our neighborhood?

Stepping Stone cares about the community and our neighbors. Individuals throughout our community are experiencing homelessness - providing housing and supports will lead to increased stability and wellness in their lives. If there are concerns or problems that occur with specific individuals, Stepping Stone is committed to working with the community, local businesses and the RCMP on solutions

Why can't you move the housing to a more remote location out of town?

One of the key factors in making supportive housing a success is proximity to amenities and accessibility to transit. Homeless individuals are already a part of our community; we want to help them find safe and stable housing in the community.

Is this a done deal?

BC Housing has purchased the building and has begun minor renovations to prepare the units for supportive housing use. The site is not appropriately zoned, and so an application for rezoning has been submitted to the Township of Langley. The public meeting on October 30 is a part of the required municipal process. BC Housing and Stepping Stone are meeting with stakeholders and holding the public meeting to gather feedback and input towards the proposal. All input gathered will be provided to the Township. There will be an opportunity to participate in a public hearing as set by the Township in the future.

How can I provide input?

You can fill out a comment form [here](#). You can email communityrelations@bchousing.org. You learn more about the Community Advisory Committee. You can attend the public hearing (date TBD by the Township of Langley.)