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1.0 Purpose

This report provides a record of public engagement that BC Housing organized, in partnership with Fraser Health and Coast Mental Health, which provided the public with an opportunity to express their opinions and concerns as well as receive information regarding the 51 new temporary supportive homes at 11749 Burnett Street for people experiencing homelessness in Maple Ridge. BC Housing held eight Small Group Discussion meetings between May 11th and May 25th, 2019:

- **Saturday, May 11** from 10:00am-11:30am
- **Monday, May 13** from 6:00-7:30pm
- **Tuesday, May 14** from 7:00pm-8:30pm
- **Friday, May 17** from 10:00am-11:30am
- **Tuesday, May 21** from 7:00pm-8:30pm
- **Thursday, May 23** from 6:00pm-7:30pm
- **Friday, May 24** from 10:00am-11:30am
- **Saturday, May 25** from 10:00am-11:30am

In addition, BC Housing hosted a Live Question and Answer session which was streamed on YouTube on April 15th, 2019. This session allowed the public to ask a series of online questions which were answered by a panel of representatives from BC Housing, Coast Mental Health and Fraser Health during the session. BC Housing also hosts online engagement for the Burnett Site on [www.letstalkhousingbc.ca](http://www.letstalkhousingbc.ca), which offers online engagement for community members who are not able to attend in person sessions.

The in person small group discussions combined with the online engagement platforms allowed the public to voice their concerns, retrieve answers to important questions and resulted in an informed understanding of the Burnett site currently being constructed in Maple Ridge.
2.0 Background

BC Housing (funding partner), Coast Mental Health (Operator) and Fraser Health (tenant selection and support services) have widely shared information outlining the need for Supportive Housing in Maple Ridge BC and the design, operation and management of a proposed supportive housing development of 51 new temporary supportive homes at 11749 Burnett Street for people experiencing homelessness in the community.

BC Housing owns the property at 11749 Burnett Street that it to be used for supportive housing. The provincial government has directed that this property be used for 51 self-contained studio homes with on-site support for people experiencing or at risk of homelessness in the community. This will go some way towards meeting the demand for supportive housing in Maple Ridge.

BC Housing will provide funding to build and operate the new housing. Coast Mental Health, which has been successfully operating the Royal Crescent supportive housing site in Maple Ridge, will operate the site and provide support services to tenants. Fraser Health will provide a range of inpatient and outpatient services to support the tenants. Services encompass mental health and substance use, including treatment services, primary care and public health services. Services and referrals will be provided on site.

Community Need

The 2017 Metro Vancouver Homeless Count found 124 people experiencing homelessness in Maple Ridge, a 48% increase from 2014. Of these people, 60% have lived in Maple Ridge for ten or more years. The Anita Place homeless camp has been in place since May 2017, with the Cliff Avenue tent city in place before that in 2015.

On October 18, 2018, BC Housing opened 53 units of temporary supportive housing at the Royal Crescent site in Maple Ridge which will remain open for a period of approximately three years. This site was opened primarily to house the homeless at the Anita’s Place camp. With the opening of Royal Crescent, shelters being operated by the Salvation Army are still reaching capacity nightly.

Given the urgent need for supportive housing in Maple Ridge, the Province is moving forward with the Burnett site to build new temporary supportive housing for people experiencing homelessness at Anita’s Place and in the community.
3.0 Notification

BC Housing conducted an extensive notification program for the proposed development, including traditional print media ads, direct mail and email, social media, and targeted outreach (Appendix B):

**Print Media**


**Letters**

Letters to neighbours were mailed to a 300m radius of the site on May 1st.

**Social Media**

BC Housing purchased Facebook advertisements between May 1st to May 24th, reaching 10,804 people (14 shares; 20 likes; 197 link clicks).

**Online**

An Online Live Q&A Session and a discussion board was published on the “Let’s Talk Housing” site for the subject property on 11749 Burnett, Maple Ridge: [https://letstalkhousingbc.ca/Burnett-Street](https://letstalkhousingbc.ca/Burnett-Street)

The site attracted 2600 visits in the period from April 1st to May 31st.

**Emails**

Email correspondence was utilized for the registration of participants for the Small Group Discussions.
4.0 Small Group Discussions

BC Housing and the project partners hosted a series of Small Group Discussions to provide opportunities for community members to learn more about the supportive housing on Burnett Street:

- **Saturday, May 11** from 10:00am-11:30am
- **Monday, May 13** from 6:00-7:30pm
- **Tuesday, May 14** from 7:00pm-8:30pm
- **Friday, May 17** from 10:00am-11:30am
- **Tuesday, May 21** from 7:00pm-8:30pm
- **Thursday, May 23** from 6:00pm-7:30pm
- **Friday, May 24** from 10:00am-11:30am
- **Saturday, May 25** from 10:00am-11:30am

Each of the meetings began with a presentation (Appendix A), followed by a facilitated discussion with other participants, including representatives from BC Housing, Coast Mental Health, and Fraser Health. Participants were able to ask questions, provide feedback and receive clarity on information regarding the site. Appendix C provides a record of all comment forms received.

Participants reported that this type of public involvement and information sharing - in small groups at a variety of meeting times - was very successful. Participants were asked “Was this session helpful for learning more about supportive housing?”. More than half of respondents indicated that it was helpful to have this opportunity to learn about the project, meet the sponsors and operators, to ask questions and receive answers.
### 5.0 In Person and Online Engagement

<table>
<thead>
<tr>
<th>Meetings</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, May 11 from 10:00am-11:30am</td>
<td>13</td>
</tr>
<tr>
<td>Monday, May 13 from 6:00-7:30pm</td>
<td>16</td>
</tr>
<tr>
<td>Tuesday, May 14 from 7:00pm-8:30pm</td>
<td>4</td>
</tr>
<tr>
<td>Friday, May 17 from 10:00am-11:30am</td>
<td>11</td>
</tr>
<tr>
<td>Tuesday, May 21 from 7:00pm-8:30pm</td>
<td>9</td>
</tr>
<tr>
<td>Thursday, May 23 from 6:00pm-7:30pm</td>
<td>6</td>
</tr>
<tr>
<td>Friday, May 24 from 10:00am-11:30am</td>
<td>12</td>
</tr>
<tr>
<td>Saturday, May 25 from 10:00am-11:30am</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>73</strong></td>
</tr>
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</table>

**Small Group Discussions**

![Bar Chart](chart.png)

**Participants**
73 people attended the Small Group Discussion meetings hosted by BC Housing out of the 90 that pre-registered via email for the sessions.

**Comment Cards**
37 comment cards were submitted from the small group discussion sessions out of the 73 participants that attended.
Let's Talk
Housing BC – Burnett Street Page
Emails

27 people submitted comments and questions online conversations through “Let’s Talk Housing” website with a total of 86 Questions asked. 341 views were observed from the video stream to date.

5 emails were received by community members regarding the Burnett Street site addressed to the communityrelations@bchousing.org inbox.
6.0 Common Themes from the Small Group Discussions

Safety
Participants expressed concerns about the potential of crime increasing in the surrounding areas of the Burnett site. Coast Mental Health assured community members that they have a good working relationship with the RCMP and that any illegal activity would be reported and followed up on. Needles were mentioned as a concern for the neighbourhood and Fraser Health advised of the appropriate number to call to dispatch a needle cleanup team to dispose of the refuse appropriately. Coast Mental Health also advised that there would be a “Clean Team” that will do daily sweeps of the surrounding area to dispose of any refuse and needles.

Security
Coast Mental Health stated that initially there would be a security guard on site, mirroring the security currently being utilized at the Royal Crescent site. This security guard will report any suspicious activity to the RCMP and assist staff when needed with items pertaining to the safety of both tenants and staff. Coast Mental Health also replied that proper lighting is to be installed in areas surrounding the building. BC housing stated that the Burnett site is designed with only one entry and exit way to ensure tenants are safe and that any guests are properly signed in to the building at the front reception/lobby area. Security cameras are also going to be installed along with a property fence that surrounds the development.

Support Services
Tenants will have access to a variety of health services which include referrals to health care, mental health and addiction services. Tenants will also have access to the Intensive Case Management team. There will be a Registered Nurse that will visit the Burnett site whom also works between multiple supportive housing sites in Maple Ridge. Coast Mental Health advised that there will be employment training opportunities with partnering agencies and that they will be working with tenants individually on setting recovery goals. Staff onsite will bring a variety of skillsets to support tenants daily such as counselling, first aid, Naloxone administration and crisis management skills.

Abstinence Based Housing Model
BC Housing stated that they are looking into a “Made in Maple Ridge” abstinence-based model with the City of Maple Ridge, but that at this time, the Burnett Street site will allow substances to be used indoors. Coast Mental Health and Fraser Health advised that if tenants were interested and ready to recover from addiction issues, that they will be fully supported and connected with the appropriate agencies and resources to begin on their path to recovery. There will also be an overdose prevention room onsite for the safety of tenants.
Eviction Process

Coast Mental Health and Fraser Health indicated that if a tenant were facing eviction, they will look at alternative housing options. Coast advised that tenants sign a crime free addendum at the beginning of their tenancy and follow the Residential Tenancy Act with respect to eviction processes. It was also mentioned that once a tenant understands their tenancy is at risk, and wants to cooperate with the housing provider, then Coast Mental Health will give them that opportunity if it is appropriate. It was understood that tenants who are evicted from the Burnett site will still be in contact with Fraser Health and other support services to ensure they find alternative housing options as soon as possible.

Community Involvement

Many participants voiced that they would like to be part of the Community Advisory Committee that will be formed for the Burnett Street site. Coast Mental Health advised that this committee is open for the public to join and includes community partners such as Fraser Health, RCMP and City of Maple Ridge staff among others. The committee will meet regularly, and meeting minutes will be posted on the Coast Mental Health website for the public to view. Many supportive housing sites (such as Royal Crescent) have their own CAC which assists community members in addressing their concerns and remaining informed of any updates pertaining to the site alongside community partners.
APPENDICES

Appendix A: BC Housing Presentation

Temporary Supportive Housing
11749 Burnett Street, Maple Ridge

Guidelines
- Respect the views of others [all opinions and perspectives welcome]
- Allow space for others (one question at a time, avoid interruptions)
- Refrain from negatively characterizing individuals or groups
- Avoid side conversations
- Protect privacy for all, No recording (photography, video)

Look of the Day
- Brief introductions (name only)
- BC Housing presentation (please hold questions to the end)
- Questions, Concerns & Information
- Opportunity for further written comments

Pathways into Homelessness
Homelessness is a complex issue and there are number of factors that may cause and experience of homelessness:
- Poverty
- Lack of access to affordable housing
- A traumatic event or personal crisis
- Mental health and/or substance use concerns

Housing Need in Maple Ridge
- In 2017 124 people were counted as experiencing homelessness in Maple Ridge
- 84% have lived in Maple Ridge for ten or more years
- At present, approximately 50 people in shelter beds each night

Rapid Response to Homelessness - Across Metro Vancouver

11
Supportive housing - A Home with Supports (Not a Shelter)

- Supportive housing is a self-contained studio home with supports on site.
- Each unit includes a private bathroom and kitchenette.

Burnett Supportive Housing

- Project: 51 studio homes with supports, staff on-site 24/7.
- Supports: Daily breakfast + hot meal; access to health services.
- Who is it for: People experiencing risk of homelessness; low-income singles & couples.
- Timeline: Construction start late April, opening October 2019.

With on-site supports...

- Daily meal services
- Individual case planning
- Individual & group services
- Connection to community supports (education & employment opportunities, health & wellness services)

Who would live here?

- People who apply to live here would need to:
  - Be a local resident over the age of 19
  - Have a history of homelessness or be at risk of homelessness
  - Need additional support services to maintain housing
  - Live in Maple Ridge

Resident Selection Process

- Collaborative & thorough assessment process (BC Housing, Coast Mental Health, Fraser Health + local service providers) to ensure needs of resident well matched to types of support services provided in building.
- Every potential resident considered on individual basis to ensure that housing + services provided match support services needed (life skills training; employment assistance; help accessing range of social and health care services).

What We’ve Heard from Maple Ridge...

- Too close to schools
- Increase crime in the area
- Concern about tenants with Addictions

Integrating Successfully into the Community

- Resident & Neigbourhood
- Community Engagement
- BC Housing Support

Where can I get more information?

- Share feedback/questions at lebshousing.bc.ca/Burnett-Street
- Send questions to communityrelations@bchousing.org
Appendix B: Notifications/Advertisements

Advertisements listed in The Maple Ridge News – Pitt Meadows Newspaper and Online Site

Let’s Talk Supportive Housing in Maple Ridge

Have questions on how the new supportive housing coming to Maple Ridge will assist people experiencing homelessness?

Join us for a LIVE online Q & A on Monday, April 15 from 7- 8:30pm

Supportive housing is already making a difference for people in 14 communities across BC, including Chilliwack, Abbotsford, Surrey and Maple Ridge.

Details on small group information meetings coming soon.

Visit wwwLetsTalkHousingBC.ca/Maple Ridge to share your questions now!

BC HOUSING • fraserhealth • COAST MENTAL HEALTH

Let’s Talk Supportive Housing on Burnett St.

BC Housing is inviting interested residents to participate in small group discussions to learn more about the temporary supportive housing planned at 11749 Burnett Street. The sessions will be a facilitated discussion and our partners at Fraser Health and Coast Mental Health will be taking part to answer your questions.

Advance registration is required. Please email communityrelations@bchousing.org with your first and second choice of dates as soon as possible. BC Housing will confirm your registration and meeting details within 72 hours.

Visit www.LetsTalkHousingBC.ca/Burnett-Street to share your questions now!

BC HOUSING • fraserhealth • COAST MENTAL HEALTH
Let’s Talk Supportive Housing on Burnett St.

BC Housing invites interested residents to participate in small group discussions to learn more about the temporary supportive housing planned at 11749 Burnett Street. The sessions will be facilitated, with our partners at Fraser Health and Coast Mental Health taking part to answer your questions.

Advanced registration is required, CLICK HERE for more details.

www.LetsTalkHousingBC.ca/MapleRidge

Let’s Talk Supportive Housing on Burnett Street CLICK HERE to register for small group discussions about 11749 Burnett St. www.LetsTalkHousingBC.ca/MapleRidge
Facebook Advertising Campaign – Ran from May 1st to May 24th, 2019
April 26, 2019

Dear neighbour,

BC Housing and Coast Mental Health invite you to a conversation about the temporary supportive housing planned at 11749 Burnett Street. The small group sessions will be facilitated discussions with BC Housing and Coast Mental Health, along with our partners at Fraser Health, who will be on hand to answer your questions.

Advance registration is required. Please email communityrelations@bchousing.org with your first and second choice of dates as soon as possible. BC Housing will confirm your registration and send you meeting details, including location, within 72 hours. Below is a list of dates and times to choose what best meets your schedule.

- Saturday, May 11 from 10 AM to 11:30 AM
- Monday, May 13 from 6 PM to 7:30 PM
- Tuesday, May 14 from 7 PM to 8:30 PM
- Friday, May 17 from 10 AM to 11:30 AM
- Tuesday, May 21 from 7 PM to 8:30 PM
- Thursday, May 23 from 6 PM to 7:30 PM
- Friday, May 24 from 10 AM to 11:30 AM
- Saturday, May 25 from 10 AM to 11:30 AM

If you are not able to attend a session, BC Housing and Coast Mental Health welcome questions and comments at https://letstalkhousingbc.ca/Burnett-Street or communityrelations@bchousing.org.

We encourage you to learn more about supportive housing at: www.bchousing.org/community-supportive-housing. We are also enclosing a Let’s Talk Supportive Housing for Maple Ridge booklet to give you the facts about how supportive housing makes a difference for tenants, as well as contributes positively to the Maple Ridge community.

Thank you.