Welcome

New Homes with Supports proposed at 14706 104 Avenue

Public Information Meeting | Thursday, June 20, 2019
5:00 pm - 7:00 pm

Please drop in to learn more about the proposed housing and talk with representatives from BC Housing, Fraser Health, the City of Surrey and Lookout Housing + Health Society.

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

In 2017, the Homeless Count found 602 homeless individuals in Surrey.

399 were sheltered

203 were living on the streets

People who are homeless in Surrey currently have access to the following BC Housing funded services:
The Face of Homelessness

According to the 2017 Surrey Homeless Count:

**Why do people experience homelessness?**

- A lack of adequate income and access to affordable housing (50% say rents too high to maintain housing)
- Physical health problems or disabilities or mental health concerns (83% have at least one health condition)
- Experiences of discrimination, traumatic events and personal crisis
Supportive Housing Story

Jane* was a resident of the Surrey encampment and then a guest of multiple shelters in the Surrey area prior to moving into the Temporary Modular housing on 135A. She initially had a difficult time transitioning into the modular housing, making some decisions that led her to choose to start selling drugs and engage in unsafe behaviors. Using consistent interventions and strong, detailed case planning, the site staff were able to engage with her to stop the illegal activity and to seek other more positive ways to spend her time. She is now actively engaged in the building’s Peer programming and is seen as a leader in the building’s community. Jane is now an active member of the Tenant Advisory Committee on site, works to advocate for her neighbours, and is considering applying for employment in the community.

* Jane is a pseudonym to protect the privacy of this person.
Addressing Homelessness in Surrey

The proposed housing for 14706 104 Avenue is part of a larger plan to provide permanent homes with supports for those experiencing homelessness across Surrey. The intention is to build the housing into the fabric of the community to help people transition from homelessness to health. The City of Surrey and BC Housing continue to evaluate sites across the city with the site determination based on:

- City (or provincially) owned land
- Proximity to community services
- Accessibility to transit
- Adequate lot size
- Connections to utilities
- Compatible land use policies

**PHASE 1**  
Transitional Accommodation

- 161 units across 3 sites
- People moved from 135A street into shelters and transitional accommodation units

**PHASE 2**  
Permanent Supportive Housing

- 250 units across 5 sites
New Homes with Supports Proposed for Surrey

Ensuring everyone has a place to call home.

Proposed Project:
Approximately 60 new homes with supports. Daily breakfast and hot meal; life-skills training and access to health services.

Proposed Location:
14706 104 Avenue.

Operated by:
Lookout Housing + Health Society, who currently operates the Guildford Shelter (adjacent property.)

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

Housing Type:
Safe and secure self-contained (own bathroom and kitchenette) studio; shared amenity space; staff on-site 24/7; daily breakfast + hot meal; life-skills training and access to health services.

Timeline:
- BC Housing conducts public engagement
- Rezoning & Development Permit Application
- Public Information Meeting: June 20th
- Intro to City Council
- Public Hearing
- City Council process
- Feedback collected on the proposed project

City Council process

Feedback collected on the proposed project

Intro to City Council
To be determined

Public Hearing
To be determined

Public Information Meeting:
June 20th

Rezoning & Development Permit Application

Who Would Live Here?

All residents in supportive housing have made a choice to work towards living a healthy, stable life. They pay rent and sign a program agreement that addresses expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others.

People who apply to live here would need to:

• Be over the age of 19
• Have a history of homelessness or be at risk of homelessness
• Need additional support services to maintain housing
• Live in the community*

*Priority given to Surrey residents

Resident Selection Process:

Residents are selected through a collaborative and thorough assessment process between BC Housing, the operator, and Fraser Health and local service providers to ensure the needs of a tenant are well matched to the types of support services that would be provided in this residence.

Every potential resident would be considered on an individual basis to ensure that the housing and services provided by the program match the support services that they need, such as life skills training, employment assistance, and help with accessing a range of social and health care services.
Support Services

- 24/7 support staff
- Safe and secure place to sleep
- Breakfast and one hot meal a day
- Private Washrooms
- Laundry
- Social Connection
- Accessible for a diverse group
- Connection to local community services
- Peer employment opportunities
- Referral to health care, mental health and addiction services, as required
- Trauma-informed support and care to assist people in stabilizing and creating plans to move from homelessness to successfully housed.
- Individualized case planning
Supportive housing is based on an evidence-based and internationally-demonstrated Housing First approach: to first provide stable housing, and then work with a resident to promote recovery and well-being.

Here is how it works:

People are living on the streets, in shelters and precariously housed, without access to the basic needs of food and a place to live. **People without homes are in survival mode, which makes it difficult to work on their goals and challenges.** Being homeless is traumatic and may result in dependence to drugs and alcohol, and mental health challenges.

1. Move people experiencing homelessness into independent and permanent housing. They have a bed to sleep in, a door to close, their own washroom. They have breakfast every morning and one hot meal. **Basic necessities are met.**

2. Provide additional supports, services, guidance and encouragement as needed, such as health services, recovery plans, life skills, employment, finances and social connection.

People who live with substance use issues **will not be excluded** from applying for supportive housing. If we exclude people with substance use issues, they will remain on the street or in shelters, with deteriorating health. They cannot start their journey to a healthier life until they have a roof over their heads.
Being Good Neighbours

Expectations

Like all Surrey residents, people living in supportive housing are expected to:

<table>
<thead>
<tr>
<th>Treat neighbours with consideration by…</th>
<th>Avoid excessive noise or disturbance by…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ensuring security doors are properly closed.</td>
<td>• Not smoking in common areas or at the front entrance of buildings.</td>
</tr>
<tr>
<td>• Not letting unknown people into secure buildings.</td>
<td>• Not consuming drugs or alcohol in public areas.</td>
</tr>
<tr>
<td>• Putting garbage into appropriate bins.</td>
<td>• Cleaning up after pets.</td>
</tr>
</tbody>
</table>

Communications

A Community Advisory Committee will be developed to support the successful integration of the new building and residents into the community.

Who?

Representation from BC Housing, the City of Surrey, Fraser Health, RCMP, local businesses, community organizations and community members.

When?

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

How?

The operator will manage the building 24/7 and be available to respond directly to any related concerns that may arise in a timely manner.
Neighbourhood Safety

BC Housing, Fraser Health, the City of Surrey and the operator 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>Operators are selected based on experience and success in operating supportive housing in the community.</td>
<td>Staff onsite 24/7 to support residents and manage building.</td>
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<table>
<thead>
<tr>
<th>Resident Mix</th>
<th>Property Maintenance</th>
</tr>
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<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>
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<thead>
<tr>
<th>Agreements</th>
<th>Design Features</th>
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<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>
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</table>
Example of Supportive Housing

Dunbar Apartments in Vancouver

- Located in a central area commercial + residential
- Opened in 2011
- 51 self-contained studio homes
- Shared amenity space
- Operated by Coast Mental Health Association
- Similar eligibility, programming and services

“At first everyone expected it to be the bad neighbour, but today it’s just the opposite and Dunbar Apartments is seen as the quiet neighbour. I think one thing that gets lost in translation when people come together to talk about supported housing is the fact that nobody has chosen to be here.”

Anil Singh, residential neighbour
Examples of Modular Supportive Housing – Exterior
Examples of Modular Supportive Housing – Interior
Disclaimer: These technical drawings are subject to change during the municipal approvals process.
Building Rendering

View looking Southwest

Disclaimer: These technical drawings are subject to change during the municipal approvals process.
How Can I Provide Input?

Fill out a comment form*

Visit LetsTalkHousingBC.ca/Surrey

Attend the public hearing at a future date set by the City of Surrey

Learn more about a community advisory committee

*all input submitted tonight through comment forms, plus all emails received by will be included in a summary report submitted to the City of Surrey.
Guildford Community Advisory Committee (CAC)

A Guildford CAC is currently meeting quarterly* to discuss any concerns related to the Guildford Shelter. It formed in November 2016 and began meeting monthly prior to the Shelter opening in February 2017. This committee would begin meeting every two months if the supportive housing is approved, as a resource to support the successful integration of the new building and residents into the community.

* The committee felt meeting quarterly was sufficient due to the smooth operations of the shelter.

“[This shelter] has become an “ASSET” to our neighborhood. Our issues of loitering, trespassing and substance abuse has been reduced on our property to almost zero! I recognize the excellent management of Lookout Society, superb supervision, and overall assistance to the future of their guests!” Peter, resident of a local strata and CAC member

**Membership**

Membership includes organizations and individuals most impacted by a new service or housing. For the Guildford Shelter, this is:

- the local elementary school
- Fraser Health
- local strata councils
- local businesses
- community members who have expressed interest or concern about shelter operations.

BC Housing, RCMP and Lookout Housing + Health Society sit on the committee, which is led by the City of Surrey.

**Purpose**

The CAC is guided by a Terms of Reference that keeps the committee focused on its purpose:

- to provide feedback from the community to Lookout regarding any potential impacts of the shelter
- to help ensure open communication between Lookout and the community
- to fulfill the Lookout commitment to provide a well-managed emergency shelter program, which is a valued resource in Guildford

**Outcomes**

- No significant issues to date. Concerns were brought forward prior to the shelter opening, specifically impacts on the surrounding area including the park users and elementary school. Each member is asked at each meeting to report any issues that they are aware of related to the shelter and to date there have been no significant issues.

- Support for the shelter. Through relationships built around the CAC table, some members have taken the opportunity to support the ongoing work of the shelter by donating needed items.
Lookout Housing and Health Society would operate the housing and provide support services to residents. They are experienced with operating supportive housing in Surrey as well as outreach teams, community resource centres, medical and dental clinic, food bank, HIV and Hep C supports, social enterprises, and peer and employment programs.

<table>
<thead>
<tr>
<th>Shelter Services</th>
<th>Temporary Modular Housing</th>
<th>Outreach Services</th>
<th>Health Services</th>
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<tbody>
<tr>
<td>Guildford Shelter</td>
<td>Nickerson Place</td>
<td>Homeless Outreach Program</td>
<td>Safepoint Supervised Consumption Site</td>
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<tr>
<td>Boulevard Shelter</td>
<td>Steve Cobon</td>
<td>Homeless Prevention Outreach Program</td>
<td>Positive Haven Outreach Centre</td>
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<tr>
<td>Parkway Shelter</td>
<td>Nancy Gerard</td>
<td>Integrated Outreach Management Program</td>
<td>Low Cost Dental Services</td>
</tr>
<tr>
<td>Gateway Shelter</td>
<td></td>
<td>Housing First Outreach</td>
<td>Djaef Mahler Food Bank</td>
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</tbody>
</table>

Outreach Services:
- Homeless Outreach Program
- Homeless Prevention Outreach Program
- Integrated Outreach Management Program
- Housing First Outreach

Health Services:
- Safepoint Supervised Consumption Site
- Positive Haven Outreach Centre
- Low Cost Dental Services
- Djaef Mahler Food Bank
- Intensive Case Management Team
- Rig Dig Needle Pick-Up
- Mobile Harm Reduction Outreach