

## Shelter Fact Sheet

3020 Gilmore Diversion, Burnaby

### Project Overview

BC Housing, in partnership with Lookout Housing and Health Society, is developing a new permanent 60-bed shelter at 3020 Gilmore Diversion in Burnaby.

This new shelter will reduce the number of people sheltering outdoors in Burnaby. It will provide a safe place for vulnerable people in the community who don't have a home.

### Shelter Operations

**Lookout Housing and Health Society** will operate the shelter. Lookout has been a dedicated provider of shelter and support services in the since 1971. Lookout has built a reputation as a trusted and reliable partner in addressing homelessness in many BC communities.

The shelter team will include outreach workers, peer support workers, and case managers. Together, they provide comprehensive support to guests, assisting with personalized case plans, connections to community services, and the development of essential life skills.

### Community matters

Lookout's core philosophy is grounded in trauma-informed care and harm reduction, recognizing the inherent dignity and strength of every individual.

Our staff are dedicated to building trusting relationships and fostering a positive sense of community both inside the shelter and with the wider neighborhood.



### The need for shelter in Burnaby

According to the most recent Point-in-Time Homeless Count, **over 200 people** are experiencing homelessness in Burnaby.

Burnaby's Housing and Homelessness Strategy and the final report of the Mayor's Task Force on Unsheltered Community Members highlighted the need for more shelter spaces in the community.

Shelters provide an important step in a person's transition out of homelessness and into stable housing. Enough shelter spaces means there are fewer people sheltering outdoors in a community. This improves cleanliness and community safety overall.

### Community Information Session

We plan to welcome neighbours to an in-person Community Information Session before the shelter opens to guests. This will be an opportunity to tour renovated space, meet shelter staff, and learn more about operations. We will share details including the date, time and format of this event once available.

### Questions?

For questions about the shelter program and operations, please email [burnabyshester@lookoutsociety.ca](mailto:burnabyshester@lookoutsociety.ca) or call **604-255-0340**.

For questions about the shelter development, please email [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

Find the latest project information by visiting [letstalkhousingbc.ca/burnaby-gilmore-diversion](http://letstalkhousingbc.ca/burnaby-gilmore-diversion)

See reverse for  
**Frequently Asked Questions**

### What is a shelter?

A shelter provides free, emergency accommodation with support services. This shelter will host 60 semi-private sleeping pods. It will be open 24/7, year-round. When a shelter operates 24/7, guests do not need to leave at a certain time of day. This offers guests safety in all weather and reduces loitering and public disruption.

### How will the shelter operate?

The shelter will have at least 4 experienced staff members on site 24/7. Staff will include outreach workers, peer support specialists and case managers. Everyone experiencing homelessness is different. Staff will work closely with guests to understand their individual needs.

The shelter will operate with a trauma-informed and harm reduction approach. It will recognize the dignity and resilience of each shelter guest. Staff will work to build trust and foster a sense of community within the shelter. They will also maintain strong relationships with neighbours and local service providers.

### What support services will be available?

Support services will include:

- Meals
- Storage
- Laundry
- Washroom and shower facilities
- Connections to community-based services and permanent housing

**Learn more about the importance of harm reduction**

Visit [fraserhealth.ca](https://fraserhealth.ca) or scan the QR code:



### How will safety and security be managed?

Safety is our priority. People experiencing homelessness are often our most vulnerable neighbours. Offering people indoor spaces will increase their personal safety and well-being. This contributes to community safety overall.

The new shelter will also apply Crime Prevention through Environmental Design (CPTED) practices such as fenced grounds, access control, security cameras and lighting.

### Who will be responsible for keeping the shelter and neighbourhood clean?

BC Housing and the Lookout are committed to being good neighbours. We will manage and maintain the building and property as any other neighbour would. The City of Burnaby will continue to maintain public spaces as in any other neighbourhood.

### Who to Call, When to Call

We will share a direct phone number for the shelter with neighbours when it is available. We will work with guests, staff and the surrounding community to address any safety or cleanliness concerns quickly and collaboratively.

### Will alcohol and drugs be allowed in the shelter?

We do not deny shelter to people who may use substances. No illicit or illegal substances will be supplied at the shelter.

If people choose to use substances on site, we follow a harm-reduction approach and provide linkages to mental health and use recovery services as is appropriate based on the person's health and wellness goals.