

November 4, 2025

Shelter Project Update

3020 Gilmore Diversion, Burnaby

Dear Neighbour,

We are writing to share that BC Housing has selected **Lookout Housing and Health Society** to operate the permanent shelter planned for **3020 Gilmore Diversion in Burnaby**.

Lookout is an experienced non-profit organization that houses and supports over 6,000 people in communities across B.C. Learn more about Lookout and get the latest details about this shelter project below.

ABOUT LOOKOUT

BC Housing has selected Lookout Housing and Health Society through a fair and open process to manage the shelter and provide support to guests.

Lookout's services include:

- 16 outreach teams
- 2 community resource centres
- Medical and dental clinic
- Food bank
- Needle distribution and community cleanup
- HIV and Hep C supports
- 3 social enterprises
- Numerous peer and employment programs and a youth counselling program

Learn more about Lookout by visiting lookoutsociety.ca.

SHELTER OPERATIONS

Lookout will have at least 4 experienced staff members on site 24/7. Staff will include outreach workers, peer support specialists and case managers who work closely with guests to understand their needs and connect them to community services and housing.

Support services will include:

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

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.

DEVELOPMENT UPDATE

We are currently renovating the 2-storey office building at 3020 Gilmore Diversion. We have adjusted the number of shelter beds from 80 to 60. This change reflects input from the Burnaby City Council and feedback from community engagement.

We acknowledge that there is an urgent need for more shelter beds in Burnaby, however this change will also provide more space for support services and accessibility features.

Our renovation plans follow all municipal bylaws and permits. They also follow BC Housing tender and construction guidelines to meet the highest standards. We currently expect the shelter to open in spring 2026.

COMMUNITY ENGAGEMENT

A caring community can support the well-being of people transitioning out of homelessness.

We appreciate the interest and care that community members have shown in this project during our online information session in May 2025. We also recognize that many neighbours are eager to meet with us in person.

We are planning to host an in-person Community Information Session once renovations are complete and before the shelter opens to guests. This will be an opportunity to tour the renovated space, meet shelter staff, and learn more about shelter operations. We will share details including the date, time and format of this event in spring 2026.

In the meantime, Lookout will be visiting nearby homes and businesses in the coming weeks to introduce themselves. This is part of Lookout's commitment to building respectful, responsive relationships with the community.

CONNECT WITH US

Keep up to date on this project by visiting letstalkhousingbc.ca/burnaby-gilmore-diversion or by scanning the QR code:

We will continue to share updates and keep lines of communication open with neighbours. We will also share a direct phone number for the building when it opens.

We welcome questions about the shelter development any time by email to communityrelations@bchousing.org.

For questions about the shelter program and operations, please email info@lookoutsociety.ca.

Sincerely,

BC Housing
Lookout Housing and Health Society

