

BC Housing

City of Chilliwack

Engagement Summary Report – Rowat Shelter and Supportive Housing
May 11, 2021

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Purpose of the Report

This report provides a summary of the engagement completed by BC Housing, in partnership with the City of Chilliwack, Fraser Health and the Phoenix Society, and input received. The purpose of this engagement was to inform the community and collect public feedback on the proposed shelter and supportive housing development at 45825, 45835, 45845 and 45855 Rowat Avenue and 45865 Trethewey Avenue.

This report includes:

- A synopsis of the roll out to provide the public with notice about the engagement process
- An overview of opportunities to participate
- A summary of feedback/input received during engagement
- How identified interests are being addressed

This report will be shared with the City of Chilliwack in advance of the Public Hearing.

Background

BC Housing is partnering with the City of Chilliwack, Phoenix Society and Fraser Health on a proposal to address the crucial need for additional shelter and supportive housing in Chilliwack. As a combined shelter and supportive housing development with on-site supports and services, this project would provide welcoming, accessible housing for the local citizens experiencing homelessness.

About the project

Proposal

The proposal is to construct a four storey, 50 homes with supports and 40-bed shelter building that provides homes for people who are experiencing or at risk of homelessness in Chilliwack. This integrated project will support people experiencing homelessness with shelter beds and the opportunity to transition to supportive housing units co-located on the same site.

The BC Housing owned site is located at the intersection of Rowat Avenue and Trethewey Avenue. The site requires an OCP amendment, rezoning application, lot consolidation, development permit and building permit. BC Housing is leading the rezoning process and will fund the construction and operating costs.

The Phoenix Drug and Alcohol Recovery and Education Society has been chosen as operator for the proposed supportive housing and shelter.

The Phoenix Society is a multi-service agency with over 30 years' experience. They have extensive experience within the Lower Mainland, providing accessible services and opportunities to people who face barriers related to addiction, mental health, housing, education, criminal justice involvement and/or employment.

The Phoenix Society staff will work closely with tenants and shelter guests to connect them to support services. If approved, the proposed project would include:

- The supportive housing and the shelter would be in one development, with cultural spaces, meeting rooms and kitchen
- 24/7 staff support
- The proposed supportive homes would be self-contained studio apartments, with a bathroom and kitchen
- This housing would provide supports including tenant support workers, life skills training, employment assistance, connection and referral to community services and support groups
- Residents would have access to counseling, as well as health, mental health, and substance-use services through Fraser Health

Community Need

The City's homeless population, including children, women, and seniors, has increased significantly over the past several years. In the 2017 Point-in-Time count, Chilliwack recorded 306 people experiencing

homelessness. There is an urgent need to provide homes for people as a safer and more stable option than living on the streets and in shelters.

In addition, The Portal Shelter, which provides 48 beds to people at risk or currently experiencing homelessness in Chilliwack, will be closing on July 15, 2021. This adds additional pressure to find suitable housing for those currently using the shelter.

Community Participation

The purpose of engagement was to inform the community and collect public feedback on the proposed shelter and supportive housing development at 45825, 45835, 45845 and 45855 Rowat Ave. and 45865 Trethewey Avenue.

Notifications & Outreach

A communications and engagement plan was developed to meet all requirements to provide the public with notice of the opportunity to participate in the engagement process.

Announcement

A public announcement about the proposed project was made on March 2, 2021 by the province (**Appendix A**). The announcement can be found on the BC Housing website here:

<https://www.bchousing.org/news?newsId=1479156809277>

Neighbourhood letters

A neighbourhood letter (**Appendix B**) was sent to 75 residences and local businesses, located around the proposed site, on March 2, 2021, by BC Housing. The letter provided:

- Information about the proposed shelter and supportive housing development
- Links to the BC Housing Let's Talk Housing website
- Information about the selected operator, the Phoenix Society
- Community Relations email address at BC Housing to send questions or comments

BC Housing sent an additional letter to these residences on April 6, 2021 providing information about the upcoming opportunities for engagement, including dates, times, and registration link (**Appendix C**).

Fact Sheet

Along with the neighbourhood letter, a fact sheet (**Appendix D**) was sent to the same 75 residences on March 2, 2021, by BC Housing. The fact sheet contained:

- Information about the proposed shelter and supporting housing development
- A description of what services are provided in supportive housing
- Examples of who would stay at the shelter and live in the supportive housing
- Information about the operator, the Phoenix Society
- An image of a typical supportive housing unit
- Community safety commitments
- Ways to contact BC Housing and the City of Chilliwack to send questions or comments

- Next steps including commitment to hosting virtual information sessions for the community

An email was sent by email to nine identified community stakeholders notifying them of the project, on March 2, 2021. The neighbourhood letter and fact sheet were attached to this email as well an invitation to contact us if there are any questions.

Community Partner Emails

Prior to the announcement, the City of Chilliwack, BC Housing, Phoenix Society and Fraser Health identified and reached out to key community partners to make them aware about the upcoming announcement on the proposed project. This email detailed the project at a high level, included a link to the website, and an invitation to contact BC Housing if they had any questions or comments. The neighbourhood letter and fact sheet were also attached. The identified community groups were:

- Chilliwack Business Improvement Association
- RainCity Housing
- Trethewey Housing Development (RainCity Housing as operators)
- Ruth and Naomi
- Housing First Task Team
- School District
- Cyrus Centre
- Salvation Army & Community Food Bank

This group was also notified, by email, about the community engagement sessions on April 1, 2021, and included dates, times, and a link to register.

BC Housing Let's Talk Housing Website

The community was invited to visit the Let's Talk Housing webpage to find out more information about the project and submit feedback. This digital platform launched March 2, 2021 under the URL: <https://letstalkhousingbc.ca/chilliwack-rowat> and includes the following:

- Project details
- Neighbourhood information session registration details
- Information about key project personnel
- Email address to ask questions
- Moderated Q&A
- Documents for download include:
 - Project Fact sheet
 - Supportive Housing Case Study Overview
 - Social & Economic Value of Support and Affordable Housing in B.C.
 - Community Benefits of Supportive Housing

The project web page URL is: <https://letstalkhousingbc.ca/chilliwack-rowat>

Newspaper Notification

An advertisement was submitted to the Chilliwack Progress Newspaper for the April 2, 2021 edition detailing the upcoming community engagement sessions taking place of April 13, from 6:30pm – 8:00pm and April 15, from 2:00pm – 3:30pm, including registration information (**Appendix E**).

Social Media

BC Housing promoted the proposed project on the following social media platforms on the date of announcement: Twitter, Facebook, Instagram, LinkedIn. BC Housing also promoted the community engagement sessions on social media

Signage

Five signs about the rezoning were erected on the sites on May 3, 2021 (**Appendix F**). Information on the signs included:

- Rezoning application number
- Site map and addresses
- Information about the Official Community Plan amendment
- Information about the rezoning of the mentioned properties
- The proposed housing
- Contact numbers for BC Housing and City of Chilliwack Planning and Strategic Initiatives Department

Community Engagement

Throughout the process, BC Housing, the City of Chilliwack, the Phoenix Society and Fraser Health have ensured that the public has the opportunity to engage with the project team, whether by phone, email, website comments or by virtual meeting.

In addition to responding to emails, comments and phone calls, project partners have been involved in community partners meetings and the community engagement sessions.

First Nations Engagement

In recognizing the importance on continued open dialogue and learnings from our First Nations communities, BC Housing reached out to the Stó:lō Nation. It is the wish of both BC Housing and the operator, the Phoenix Society, to have Indigenous programming space in the new building and are continuing discussions on how this might be done.

Community Engagement Sessions

Virtual community engagement sessions were held on April 13 from 6:30pm – 8:00pm, and on April 15 from 2:00pm – 3:30pm. During these sessions, representatives from BC Housing, the Phoenix Society, Fraser Health spoke to the proposed project and provided details about the building, timeline, operations, and residents. The City of Chilliwack also attended to answer any questions about municipal plans and process. The meeting was facilitated by a neutral third-party.

Introduction + Context

As part of the rezoning process for the proposed integrated housing project located at Rowat Avenue and Trethewey Avenue in Chilliwack, B.C., two virtual community information sessions were held on April 13 and 15, 2021, for interested community members and stakeholders in Chilliwack.

The format of the information session was a presentation followed by a question-and-answer period. The presentation (**Appendix G**) was delivered by representatives from BC Housing, Phoenix Society, and Fraser Health with the City of Chilliwack in attendance to answer any questions regarding municipal processes and city planning.

The purpose of these sessions was to:

1. Share information with the community and key stakeholders about the project and how it will support people in the community experiencing homelessness
2. Introduce the Phoenix Drug and Alcohol Recovery and Education Society to the community, including their experience and how they will work to support clients and tenants
3. Facilitate dialogue to answer questions and better understand the ongoing communications preferences of the community as relates to this project.

Both sessions were open to the public and facilitated by a neutral third party using the Zoom meeting platform. Each session was designed to welcome up to 25 participants with a third meeting date held as contingency if registration totals warranted. The contingency session was not activated as registration did not exceed 25 participants for either of the first two sessions.

Session Date	Total Registered	Actual Attendance
April 13	23	11
April 15	24	13
Total	47	24

What We Heard: Key Themes

Across both sessions, there were a number of consistent themes arising from the questions and group dialogue.

Summary of Comments Received

BC Housing responds to comments and emails directed to the Let's Talk Housing page: <https://letstalkhousingbc.ca/chilliwack-rowat>, and also by direct email at communityrelations@bchousing.org.

At the time this report was created (May 11, 2021), there have been 6 questions submitted to the Let's Talk Housing page, and 7 questions to the Community Relations email address.

What We Heard Overall

Most respondents asked questions about the proposed project and were neutral in tone, with one respondent concerned about the location.

General themes of these questions included:

- The use of substances at the proposed building
- Question from individuals look for application information
- One question regarding the location of the proposed project due to the proximity of other shelter and supportive housing in Chilliwack

How Identified Interests are Being Addressed in the Project

The key public interests identified during the community engagement session and through email submissions are:

- Site selection
- Neighbourhood safety
- Operations and staffing
- Substance use
- Resident selection and accountability
- Community Advisory Committee

Public Interest Theme	How this is being addressed
Site selection and location	
<p>Site selection and location was a key topic in both sessions as participants inquired about the site selection process, the criteria, and the sites proximity to supportive housing facilities already in operation. Some participants felt that there had not been enough communication or engagement with affected residents and business owners during the site selection process.</p> <p>A general sentiment was that there should be some thought given to locating supportive housing options and shelters in other areas of the community so as not to house individuals experiencing homelessness into only one area of the city. This is a desire for a more distributive</p>	<p>BC Housing and the City of Chilliwack are working together to meet the urgent need for housing options for people who are at risk of or experiencing homelessness in Chilliwack. BC Housing through the site selection process, chose this site to be suitable for the proposed use. City staff and BC Housing discussed the proposed use of the site including the need for an OCP amendment and rezoning. The site and proposed plan are aligned with the City’s Homelessness Action Plan. Considerations for shelters and supportive housing sites include:</p> <ul style="list-style-type: none"> • Availability of land/property • Adequate lot size • Proximity to community service • Proximity to transit

<p>approach to transition and supportive housing.</p>	<ul style="list-style-type: none"> • Connection to utilities • Compatible land use policies <p>It is important to note that studies show a range of social and economic value is created through investing in affordable and supportive housing - https://www.bchousing.org/research-centre/library/tools-for-developing-social-housing/bk-sroi-series-summary&sortType= and that for every dollar invited in dedicated-site supportive housing, approximately four to five dollars in social and economic value is created.</p>
<p>Neighbourhood Safety</p>	
<p>Neighborhood safety was a consistent topic of discussion that was raised in both sessions with concerns specific to needles, clean sweeps, and protecting neighbours and businesses from vandalism and acts of violence. This led to queries of site patrols and security.</p>	<p>BC Housing and the Phoenix Society are committed to being good neighbours. The Phoenix Society has over 30 years of experiencing operating supportive housing and shelters in the Lower Mainland BC Housing works with our partners to provide a safe community both within the new supportive housing as well as in the surrounding neighbourhood Supportive housing is staffed 24 hours a day, seven days a week, by experienced staff. A minimum of two staff will be on-site at all times, with many more during the daytime as maintenance, cleaning, kitchen, and programming staff will be on-site.</p> <p>BC Housing and the Phoenix Society will work together to ensure a rigorous tenant selection process that ensures staff can effectively manage the housing and provide the necessary support services for residents. All residents sign a Program Agreement that sets out expectations to be a good neighbour and tenant.</p> <p>Similar to other new multi-unit residential developments, planning for the property and building would include an assessment to ensure Crime Prevention through Environmental Design (CPTED) features are included. The building would be designed to maximize views of parking areas, entrances, sidewalks, and other public spaces, and would include security features, such as cameras,</p>

	<p>fob entry, fencing, gates, and lighting. The most important security feature, both for residents and the community, would be the 24-7 staffing.</p> <p>The Phoenix Society would also develop a Community Advisory Committee to discuss any emergent and ongoing issues towards building a safer and healthier community, with representation that may include BC Housing, Fraser Health, the City of Chilliwack, local police, local service providers, local supportive housing residents and community members at large.</p>
Operations and Staffing	
<p>Operations and staffing was a topic that was raised in both dialogue sessions. Questions about the supports offered in the building and learning more about the operator’s experience were raised.</p>	<p>The Phoenix Drug and Alcohol Recovery and Education Society have been chosen as operator for the proposed supportive housing and shelter.</p> <p>The Phoenix Society is a multi-service agency with over 30 years' experience. They have extensive experience within the Lower Mainland, providing accessible services and opportunities to people who face barriers related to addiction, mental health, housing, education, criminal justice involvement and/ or employment and are pleased to be welcoming them into the community. Trained staff from the Phoenix Society will be on-site 24 hours a day, 7 days a week to provide services to residents of both the shelter and supportive housing.</p> <p>The supportive housing and the shelter would be in one development, with cultural spaces, meeting rooms and kitchen.</p> <p>The proposed supportive homes would be self-contained studio apartments, with a bathroom and kitchen.</p> <p>This housing will provide supports, including:</p> <ul style="list-style-type: none"> • Tenant support workers • Life skills training • Employment assistance

	<ul style="list-style-type: none"> • Connection and referral to community services and support groups <p>Residents have access to counseling, as well as health, mental health, and substance-use services through Fraser Health.</p> <p>The shelter component of the proposed development would provide beds for those at risk or experiencing homelessness in Chilliwack. The shelter in this proposed new building would be the permanent replacement for The Portal shelter.</p> <p>Shelter guests will have access to:</p> <ul style="list-style-type: none"> • Safe, warm beds • Daily meals • Access to sanitary and hygiene facilities • Storage for belongings • Resident support including referrals to community services • Access to harm reduction supplies as well as a safe place to use onsite
Substance Use	
<p>Substance use of residents was a question that was raised in the dialogue sessions and through the Let’s Talk Housing website.</p>	<p>It is important to note that not all people experiencing homelessness have addictions and not all people with addictions are homeless. A study (psycnet.apa.org/record/2003-06490-006) shows that 80% of people with mental health and addiction issues developed these issues after becoming homeless, not before becoming homeless.</p> <p>The approach for the proposed housing is Housing First. Our experience is that having a home reduces mental health and addiction issues. People are better able to move forward with their lives if they are first housed. Housing is provided first and then supports are provided including physical and mental health, education, employment, substance use and community connections. We want to work with people on their issues, but it difficult to do this until</p>

	<p>they have a home. If we leave them on the streets, nothing will change for them or the community.</p> <p>BC Housing and the Phoenix Society will be taking a harm reduction approach, which means staff is available to support any residents who are in various phases of substance use and the building would be set up with the ability to provide a safe space for residents who are active substance users. Given the current opioid and overdose crisis, this approach allows individuals to use indoors, safely, eliminating the need for open drug use in the community from these residents.</p> <p>Harm reduction acknowledges that many people may not be able to remain abstinent. The harm reduction approach meets people where they are at and provides an option to engage with peers, medical and social services in a non-judgmental way.</p> <p>The overarching goal of the harm reduction approach is to prevent the negative consequences of substance use and to improve health. Harm reduction approaches and programming are a best practice for engaging with individuals who are using substances.</p>
Resident Selection and Accountability	
<p>Resident selection and accountability were a topic of conversation in the dialogue sessions including the program agreement.</p>	<p>Residents will sign a Program Agreement with the Phoenix Society and will be expected to abide by it. The Program Agreement will address expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others. Staff will work with residents and the neighbours to foster good neighbourhood relations.</p> <p>Examples of expectations include:</p> <ul style="list-style-type: none"> • Treat neighbours and community with consideration • Not make excessive noise or cause unnecessary disturbances

	<ul style="list-style-type: none"> • Ensure security doors are closed properly and not let any unknown persons into building • Put garbage in the appropriate bins • Not smoke in the common areas, including the front entrance • Pay rent <p>The Phoenix Society will work closely with residents at both the shelter and supportive housing to address any questions to concerns. Additionally, the Phoenix Society staff will work with each resident on an individual case plan to ensure they are getting the support they need to learn and live independently.</p> <p>Priority will be given to vulnerable citizens living in the Chilliwack.</p>
Community Advisory Committee	
<p>The Community Advisory Committee (CAC) was agreed to be an important part of transitioning this proposed development into the community. A suggestion proposed by participants was to include those who had lived experience into the CAC to add this important insight into community-related discussions.</p>	<p>A Community Advisory Committee (CAC) will be created to successful integrate the proposed building into the neighborhood. The purpose of a CAC is to:</p> <ul style="list-style-type: none"> • Provide feedback from the community to the group • Help ensure open communication between the Phoenix Society and the community • To address any concerns that might arise or any areas of opportunity for collaboration <p>Members who sit on this committee generally include:</p> <ul style="list-style-type: none"> • The Phoenix Society • BC Housing • Fraser Health • Local police department • Local business owners • Municipality • Community members

	<p>During the community session, it was mentioned that due to multiple supportive housing and shelter options in the same area, there could be a strain on resourcing to have a CAC for each of the buildings. BC Housing and the Phoenix Society took this under advisement and are discussing internally about options including potential consolidation of some area CAC's.</p>
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Conclusion

BC Housing in collaboration with the Phoenix Society, Fraser Health and the City of Chilliwack have provided opportunities for the community to learn more, ask questions and provide comments and feedback about the proposed the 40-bed shelter and 50 supportive homes to be developed at 45825, 45835, 45845 and 45855 Rowat Avenue and 45865 Trethewey Avenue.

This proposed development will provide the City with a permanent replacement for the Portal shelter, along with 50 homes with supports for those most at risk or currently experiencing homelessness in Chilliwack.

Appendix A: Announcement

Supportive homes planned for Chilliwack

March 2, 2021

CHILLIWACK - The Province is partnering with the Phoenix Drug and Alcohol Recovery and Education Society on a proposal to provide 50 additional supportive homes and a 40-bed shelter for people experiencing homelessness in Chilliwack.

"There's a significant need to provide more supportive housing and shelter spaces for vulnerable people in Chilliwack," said David Eby, Attorney General and Minister Responsible for Housing. "If approved, this project will provide safety and the possibility of a fresh start for people who are struggling to find an affordable place to live."

BC Housing and Phoenix Society have submitted a rezoning application to the City of Chilliwack for the project, which would be located at the corner of Rowat Avenue and Trethewey Avenue. The site is ideal for use as a shelter and supportive housing project as it is close to public transportation, clinics, and other amenities.

"Phoenix Society is excited to work with BC Housing and the City of Chilliwack on this proposal," said Keir Macdonald, CEO, Phoenix Society. "We are confident it will provide the necessary supports to those who are in need in Chilliwack to help change the trajectory of their lives. We are grateful to have been chosen to run this much-needed facility and to be able to provide safe and secure housing and support services to those experiencing or at risk of homelessness."

Society staff would be on site 24/7 to provide support services for residents, including life skills training, mentorship, and wellness checks, and would encourage culturally appropriate programming.

"Providing supports for people experiencing homelessness involves an enormous amount of teamwork and collaboration," said Ken Popove, mayor, City of Chilliwack. "We are grateful the Province recognizes a need for supportive housing and shelter space in Chilliwack and look forward to working with them further."

Fraser Health, through an integrated response team, will provide primary health care, home health and mental health and substance use services on site to some residents and shelter guests, as well as referral to mental health and substance use recovery programs, as needed.

The three- to four-storey modular-built project would be shaped like an 'L' with supportive housing on one side and the shelter on the other side. The building would include offices, meeting rooms and a commercial kitchen. The 50 homes would be studio units with their own bathrooms and kitchens. The shelter would be open nightly and provide a warm, safe, and physically distanced place for people to stay.

"I'm grateful for the efforts of BC Housing and Phoenix Society for working together on this proposal," said Dan Coulter, MLA for Chilliwack. "Additional homes with supports and shelter spaces are



desperately needed in the community so more people can get off the streets and into safe and secure housing."

A community advisory committee (CAC) would be formed, which would include project partners and neighbourhood representatives. The CAC would help address any concerns that may arise.

If rezoning is approved, construction is expected to start in late spring or summer 2021.

Quick Facts:

- The Province, through BC Housing, would be supporting the construction and operational budgets for this project. Budgets will be finalized in the coming months as this proposal moves through rezoning.
- The 40-space shelter would replace the temporary Portal Shelter at 46293 Yale Rd., which is scheduled to close in April 2021 when the temporary use permit expires. BC Housing has applied for an extension of the permit to ensure a smooth transition.
- The Province has worked in partnership to open 108 homes with 24/7 support for people experiencing homelessness in Chilliwack. This includes 16 homes for youth (aged 16 to 24) experiencing or at risk of homelessness. Across the Fraser Valley, more than 260 supportive homes are open or underway.

Learn More:

Details about the proposed project can be found here: www.letstalkhousingbc.ca/chilliwack-rowat

A map showing the location of all announced provincially funded housing projects in B.C. is available online: <https://www.bchousing.org/homes-for-BC>

To learn about the steps the Province is taking to tackle the housing crisis and deliver affordable homes for British Columbians, visit: <https://workingforyou.gov.bc.ca/>

A backgrounder follows.

Contacts:

Ministry of Attorney General and Responsible for Housing
Media Relations
778 678-1572

BC Housing
Media Relations
media@bchousing.org



Appendix B: Neighbourhood Letter

Hello Neighbour,

We are writing to let you know that BC Housing is partnering with the Phoenix Drug and Alcohol Recovery and Education Society on a proposal to provide approximately 50 supportive homes and a 40-bed shelter for people experiencing homelessness in Chilliwack, which will replace The Portal Shelter on Yale Road.

The Phoenix Society is a multi-service agency with over 30 years' experience. They have extensive experience within the Lower Mainland, providing accessible services and opportunities to people who face barriers related to addiction, mental health, housing, education, criminal justice involvement and/or employment and are pleased to be welcoming them into the community.

These new homes would be located at **45825, 45835, 45845 and 45855 Rowat Ave. and 45865 Trethewey Avenue**. This chosen location is ideal for the shelter and supportive housing as it close to public transportation and amenities such as clinics, grocery stores and other services.

The proposed housing would include supportive housing and the shelter in one development, in addition to cultural spaces, meeting rooms and a commercial kitchen. The 50 supportive homes would be studio apartments with their own integrated bathroom and kitchen and provide housing with a person-centered approach that meets people where they are at to help them thrive. Staff will be on-site 24 hours a day to ensure residents can achieve and maintain housing stability and receive important supports such as life skill training, wellness checks, mentorship and other health and skill development programs. Applicants will go through a thorough assessment process to ensure an appropriate mix of residents with the right supports. All residents will sign a program agreement (like a tenancy agreement) and will pay rent.

The proposed 40-beds provided by the shelter will give people experiencing homelessness in Chilliwack a safe, warm, physically distanced place to stay. Staff will onsite 24-hours a day to assist shelter guests.

BC Housing and the Phoenix Society have submitted a rezoning application to the City of Chilliwack. There will be the opportunity for the community to attend information session on the proposed project and we will be reaching back out to you in the next couple of weeks with these dates and times. These sessions will provide an opportunity for the community to ask questions and gain further information.

For more information about the proposed project, please visit: letstalkhousingbc.ca/chilliwack-rowat. This site will be live Tuesday, March 2.

If you have questions in the meantime, please contact BC Housing at communityrelations@bchousing.org

Kind regards,

BC Housing Communications

Appendix C: Neighbourhood Letter with Engagement Session Dates

April 7, 2021

Dear Neighbour,

We are reaching out to update you about upcoming community engagement sessions for the proposed shelter and supportive housing at Rowat Road in Chilliwack.

As mentioned in the previous letter, these new homes would be located at **45825, 45835, 45845 and 45855 Rowat Avenue and 45865 Trethewey Avenue**. The site location is ideal for the shelter and supportive housing as it close to public transportation and amenities such as clinics, grocery stores and other services.

During this session, presenters from BC Housing, Fraser Health and the selected operator, the Phoenix Society, will share information on the proposed 40-bed shelter and 50 homes with supports. The City of Chilliwack will also be on hand to speak about the development process. There will be dedicated time for attendees to ask questions about the project.

The upcoming virtual community information sessions are taking place on:

- Tuesday, April 13, 2021, 6:30pm-8:00pm
- Thursday, April 15, 2021, 2:00pm-3:30pm

We invite you to register for an upcoming session to learn more about the proposed plans for a shelter and homes with supports. To register, please visit: <https://letstalkhousingbc.ca/chilliwack-rowat>.

Kind regards,
BC Housing Communications

Appendix D: Fact Sheet

Rowat Avenue Shelter and Supportive Housing



The proposal

BC Housing is proposing to develop approximately 50 new homes with supports and a 40-bed shelter at 45825, 45835, 45845 and 45855 Rowat Ave. and 45865 Trethewey Avenue. The property would provide approximately 50 units of self-contained studio homes with the necessary supports, and a 40-bed shelter that would give people experiencing homelessness in Chilliwack a safe, warm, physically distanced place to stay.

What is supportive housing?

Supportive housing is an opportunity for people to leave the streets and shelter system for safe and stable housing, towards improved quality of life. Supportive housing is a studio home with support services provided on-site, to ensure people can achieve and maintain housing stability. Supports include tenant support workers, life skills training, employment assistance, connection and referral to community services and support groups. Residents have access to counseling, as well as health, mental health and substance-use services through Fraser Health. All residents would sign a program agreement and would pay rent.

How is the shelter different?

The primary focus for shelters is to bring people indoors to get warm, access food and get the support they need to move into housing.

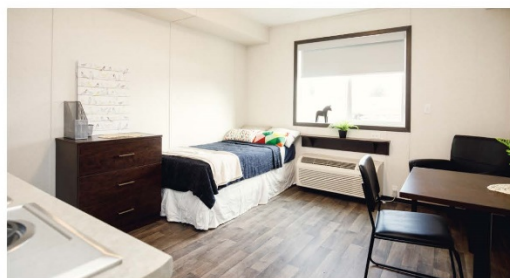
Why does Chilliwack need shelters & supportive housing?

Chilliwack recorded 306 people experiencing homelessness during the last Point in Time survey in 2020. This number has grown by 85 since the last count in 2017.

With the COVID-19 pandemic, it is now more important than ever to get people off the streets and out of shelters and into safe, stable housing.

Who would live here?

The proposed 40-bed shelter will address the continuing need for shelter spaces in Chilliwack and replace The Portal Shelter on Yale Road. Supportive housing residents would be people over the age of 19 living in Chilliwack, have a history of homelessness and who need additional supports to maintain housing. BC Housing and the Phoenix Society would collaborate with Fraser Health and local service providers on a thoughtful and thorough assessment process to ensure the right mix of people with the right supports.



Typical layout of a supportive housing unit

Community Safety

We are committed to building a safe community both inside and outside the housing with:

Experience: The Phoenix Society has nearly 30 years of extensive experience providing services and housing to people experiencing or at risk of experiencing homelessness in the Lower Mainland

Staffing: Staff would be on-site 24/7 to support residents and shelter guests, manage the building, and be available to respond directly to any related concerns that arise in a timely manner.

Resident Mix: Residents are selected through a thoughtful and thorough assessment process. Every resident is considered on an individual basis to ensure that the housing and services provided by the program match the supports they need. Shelter guests will be individuals in need of a safe warm place to stay and connection with services.

Property Maintenance: Regular cleanups of property and immediate area would ensure cleanliness.

Design Features: Optimized lighting, security cameras, fob access only, staffed reception, contained outdoor space for smoking.

Agreements: Residents would sign a program agreement connected to an individual case plan.

Community Advisory Committee: A Community Advisory Committee would be created to support the successful integration of the building into the community, with representation from BC Housing, Fraser Health, municipalities, RCMP, BIA/Chamber, any relevant community partners such as service providers and community members.

Next steps

BC Housing will hold a series of virtual information sessions and small group discussions to share information about the proposal as well as gather feedback. A summary report will be provided to the City of Chilliwack.

BC Housing will submit development applications to the City of Chilliwack. If the proposal is approved, BC Housing would aim to begin construction in late fall 2021.

Partners

- BC Housing would fund the construction and provide operating budget for the housing.
- BC Housing and the Phoenix Society will engage with the Fraser Health to discuss support services that could potentially be provided at the site.
- The Phoenix Society would operate the housing and provide support services to residents.



The Phoenix Society is a multi-service agency dedicated to providing accessible services and opportunities to people who face barriers related to addiction, mental health, housing, education, criminal justice involvement and/or employment

How can I provide input?



Email communityrelations@bchousing.org



Visit LetsTalkHousingBC.ca/chilliwack-rowat

Questions for the City of Chilliwack can be directed to
planning@chilliwack.com or
604-793-2906 (Planning Department)

Appendix E: Newspaper Advertisement

LET'S TALK ABOUT HOUSING IN CHILLIWACK

BC Housing and our partners invite you to join us at an online community information session to learn more about the proposal for a new shelter and housing with supports at Rowat Avenue in Chilliwack for people who are at risk of or experiencing homelessness.



Tuesday, April 13, 2021, 6:30-8pm
Thursday, April 15, 2021, 2-3:30pm



To register please visit
letstalkhousingbc.ca/chilliwack-rowat

➔ Online presentation with Q&A.

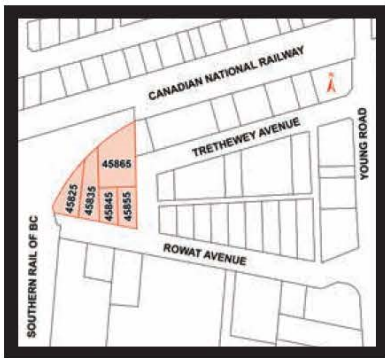
Visit letstalkhousingbc.ca/chilliwack-rowat or email
communityrelations@bchousing.org
to ask questions and submit input.



Appendix F: Signage



City of Chilliwack **REZONING APPLICATION NO. RZ001484**



To amend the 2040 Official Community Plan designation of the subject properties from "General Industrial" to "Comprehensive Development Area" and rezone the properties from an MI {Light Industrial} Zone to an R8 {Supportive Housing} Zone to facilitate construction of a BC Housing funded supportive housing and shelter development.

For more information contact:

BC Housing

Phone: 778-452-6484

Planning and Strategic Initiatives Department

Phone: 604-793-2906



Appendix G: Community Dialogues Presentation

Chilliwack: Supporting Community Housing Needs

Community Information Session

April 13, 2021





Territorial Acknowledgement

Operating Values: How we will work together

- We will work to balance airtime.
- We are committed to answering questions and sharing information.
- We will come together in the spirit of community.

Operating Values: How we will work together

- We will commit to respectful dialogue using people-focussed language.
- We will create a safe space for everyone to participate.
- We will listen to understand perspectives that are different from our own.

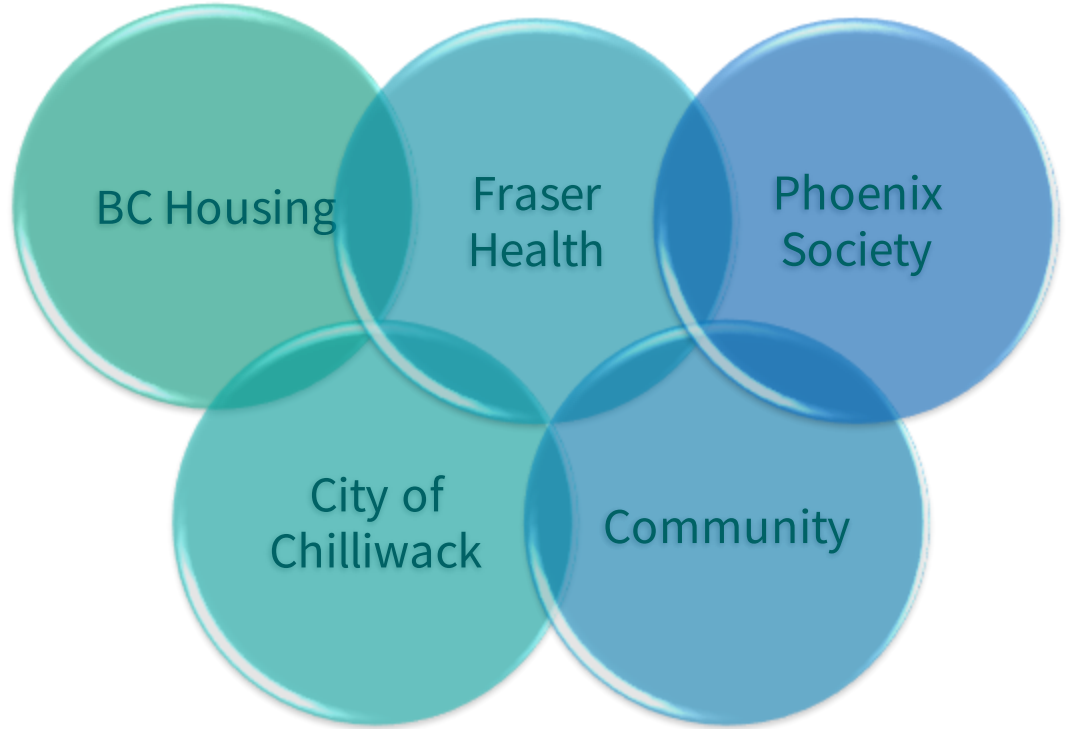
Today's Agenda

1. Welcome & introductions
2. Understanding Homelessness in Chilliwack
3. The Proposal
4. Managing the Site
5. Next Steps
6. Question and Answer Period

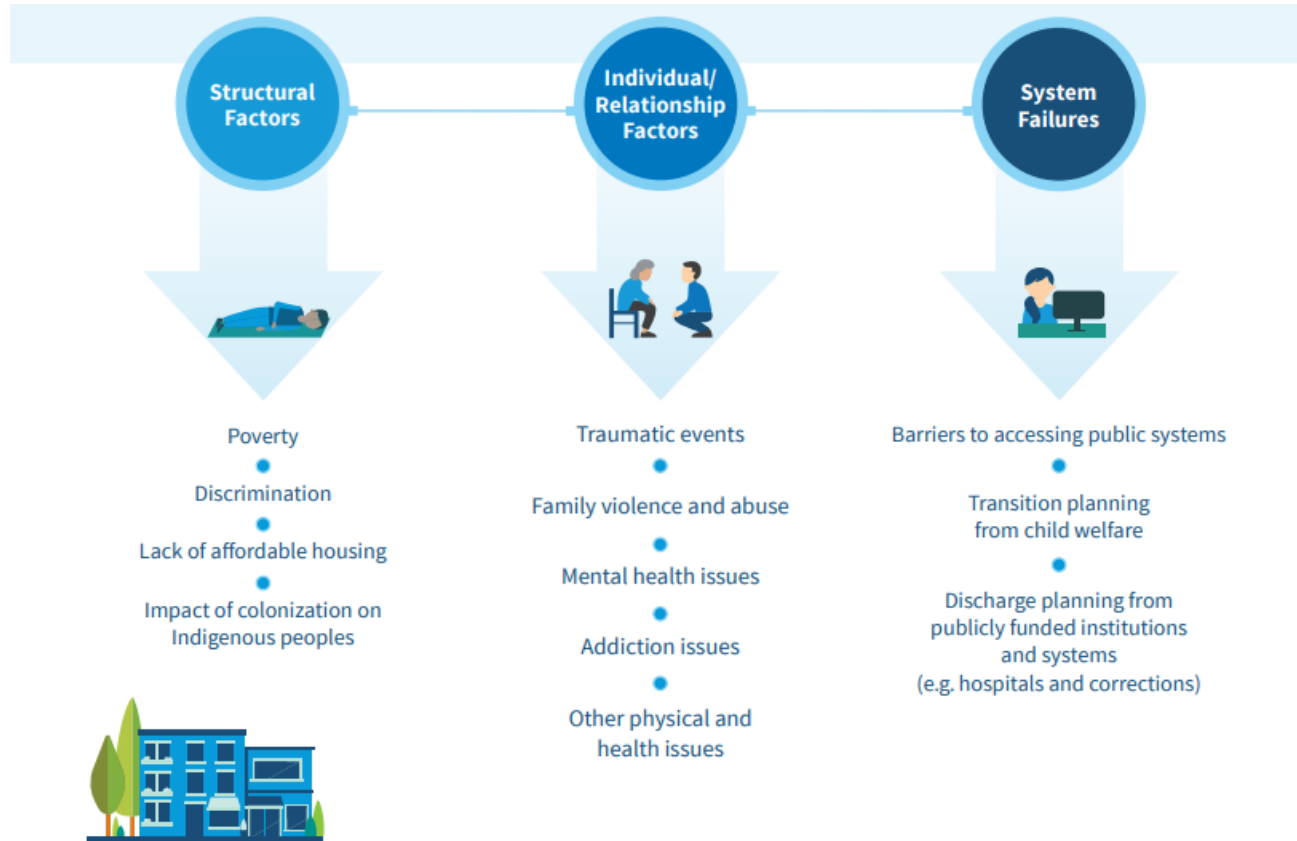
Presenters & Panelists

- Frank Tick, Coordinated Access and Assessment Manager, BC Housing
- Karen Stanton, Manager of Long-Range Planning, City of Chilliwack
- Keir Macdonald, CEO, Phoenix Society
- Mike Kenyon, Clinical Director Mental Health and Substance Use Services, Fraser Health
- Stanley Yuen, Development Manager, BC Housing

It takes a
community to
address
homelessness



Pathways to Homelessness



Addressing Homelessness in Chilliwack

- Chilliwack recorded 306 people experiencing homelessness during the last Point-in-Time survey in 2020. This number has grown by 85 since the last count in 2017.
- Shelters and outreach is an important and immediate support for people experiencing homelessness, but the goal is for everyone to have a home.
- Social service providers report more people at risk and increased wait lists



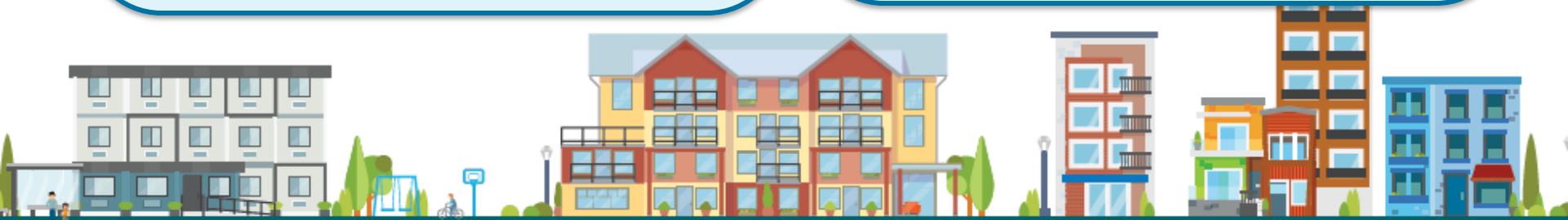
Rowat Avenue Proposal

Supporting Housing

50 units of self-contained studio homes with the necessary supports

Shelter Facility

40-bed shelter that would give people experiencing homelessness in Chilliwack a safe, warm place to stay



Rowat Ave Proposal Continued

- BC Housing would fund construction and provide the operating budget
- 4-storey building
- Safe, stable housing for Chilliwack residents experiencing homelessness
- Operator of the building is the Phoenix Society



How this Site was Chosen

- Availability
- Proximity to services/transit
- Appropriate condition and size



Phoenix Society

The Phoenix Society offers encouragement and accessible services for people who face barriers related to mental health, substance use, criminal justice involvement and employment



Shelter and supportive housing

Shelter	Supportive Housing
 First come first served	 Assessment process for applicants
Access to a bed temporarily (1 night at a time) 	A self-contained studio home 
 Some meals may be provided	1 hot meal provided, plus private kitchenette 
Shared sleeping space 	Private unit 
 No payment	 Pay rent for unit
Outreach worker available to connect to support services offsite 	24/7 access to staff and support services onsite 

Supportive housing is a studio home....



With on-site supports....

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



Resident Selection Process – Thoughtful & Thorough

- Over the age of 19
- Experiencing or at risk of homelessness
- In need of additional support to maintain housing
- Priority given to Chilliwack residents
- BC Housing and the Phoenix Society would work with local service providers using the Coordinated Access Model
- People will be assessed using a thorough process to determine services needed and create healthy resident mix
- All residents pay rent and sign a program agreement around expectations and behaviours

How the Site will be Managed



Fraser Health

- Fraser Health provides a number of services that residents will be eligible to receive and will support those requiring severe substance use challenges and mental health challenges.
- These supports can come through teams such as ICM, Riverstone, the Mental Health Centre, Integrated Response Team (Emergency Response Centre), and Harm Reduction through Population Public Health.
- Those requiring supports will receive team-based outreach support and be connected to specific teams as appropriate.

Process & Next Steps



More questions or comments?

- Visit **Let's Talk Housing BC** website:
<https://letstalkhousingbc.ca/chilliwack-rowat>
- Submit inquiries through communityrelations@bchousing.org
- City of Chilliwack: planning@chilliwack.com
- For more information on how to apply for supportive housing, visit <https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing>



Questions?

Evaluation

If you could take three minutes to complete our online survey about how tonight's session went we would be appreciative.





Thank You